

domestic

It's really frustrating when your computer stops working. Who wants to spend their spare time trying to figure out why their computer keeps coming up with inappropriate pop-ups when they're trying to surf the web, or more importantly, how to stop it doing so? Or why their wireless network isn't working when the ariel is only 2 !@\$#% feet away? Not you, that's for sure!

We can resolve your virus-related problems, we can sort out your home networks. If your computer is going really slowly (you may need extra memory, or RAM) or you need whizzier graphics (for online gaming and the like)(so, either add a graphics card, or install a better one), we can help you with that too.

Our home data backup package is intended to give you peace of mind - if your PC dies, you won't lose all the music, films and photos you've got, because you'll have them stored in more than one place.

See below for the many ways we can help home PC (and Mac) users:

Anti-virus protection

For home users, we recommend Grisoft's AVG Free. It's free for non-commercial home users, which is most people's favourite price, and provides adequate coverage for most households. One common reason why anti-virus software isn't effective is because, for one reason or another, users don't renew subscriptions. This means that the list of viruses the system is checking for could be years out of date, and sadly, the virus-writing industry is alive and kicking, and working 24/7. It's important to be checking against an up-to-date list of viruses.

If you try AVG Free and find it easy to use, you can always upgrade to their paid service, but please - remember to renew your subscription when it expires!

If you're already in a virus-ridden nightmare with all kinds of unpleasantness going on, we can clean up your PC and have it back to you in a short period of time - usually 24 to 48 hours. Virus clean-up costs are just £94.00 for a single PC.

This is something that takes a while, so usually we ask you to bring your infected PC to us, or we come and collect it from you. All part of the service!

Also, we might save you a few bob - sometimes the problem isn't viruses, it's a far simpler problem. If your description of your problem sounds straightforward, we won't needlessly bring it in and charge you money.

Home data back-up

If your computer breaks, especially if it's a hard disk failure, your digital property is at risk. Generally we would be able to retrieve your data, but it's far less stressful for you if you know you already have a copy of your data in a safe place.

Scare-mongering isn't our thing, but you should know that several times we've had clients whose disks have failed, and that disk contained the only copy of family photos for the past few years. One client was worried that the first two years of her son's life in photos had disappeared - we managed to get them back, but it could easily have been a major disaster.

Equally, if you download a lot of music, it's only sensible to make sure you're not at risk of your hard-earned cash having to be spent all over again if your PC fails.

We'll back up your files to your choice of CD or DVD, prices start from £35.

As copying your files can take a while, this is generally something we only do at our workshop, so you'd need to bring us your computer - or we can pick it up at a time convenient to you.

Wireless Networking

When you go to set up your home network or broadband connection, you get a single sheet of instructions and a telephone helpline number. This can result in hours of frustration while you try to get a response from a piece of hardware (aka "a router", whatever one of those is) which just winks at you intermittently. Either that, or to get a good signal you have to stand on one leg in the bath. Neither of these is an ideal scenario.

We've had quite a bit of experience in this field, and at the very least, we can do the swearing at unresponsive hardware for you. Or, more likely, we can quickly identify what the problem is, without you being left feeling like an idiot, and you'll be up and running before you know it.

We're happy to set up new networks from scratch, or work with existing networks that just aren't doing the magic - simply give us a call and we'll come out and sort it for you.

We'll also make sure you're aware of security issues so that your wireless network is only used by computers (and people) you authorise.

Clearly, this is something we need to do at your house. Prices start from our standard call-out fee of £35.00

Online Security

Linked with the anti-virus and spam issue, online security is a hot topic these days. Identity theft, credit card fraud, and online prowlers are a real concern for everyone who uses the web. The web offers many opportunities - you've just got to be careful.

New parental controls in Windows Vista® mean that parents can limit their family members' access to the Internet - here's how.

Safe surfing guidelines can be found here, at SafeSurf Internet Lifeguard.

The latest advice on how to avoid phishing scams and bank online safely can be found here and here.

These are just some of the ways we can help you - give us a call on 0800 012 6016.