

Services Offered

Residential IT Support — Cullman, Alabama and Surrounding Areas

Networking & Wi-Fi

- Wireless network diagnostics and optimization for slow or unreliable internet speeds
- Wi-Fi dead zone identification and resolution using range extenders or mesh network systems
- Router and modem installation, configuration, and firmware updates
- Network security configuration including password updates and guest network setup
- Wired ethernet setup for devices requiring a more stable connection

Computers & Laptops

- System performance tuning including startup optimization and junk file removal
- Operating system troubleshooting for Windows and macOS
- Hardware diagnostics for issues such as overheating, slow performance, or unexpected shutdowns
- Hard drive and SSD health checks and replacement recommendations
- Software installation, updates, and compatibility troubleshooting
- New device setup including account configuration, software installation, and data transfer from old devices
- Data recovery from accidentally deleted files or failing storage drives

Virus, Malware & Online Security

- Virus, malware, spyware, and adware detection and removal
- Browser hijacking cleanup and unwanted extension removal
- Basic cybersecurity education to help protect against common online threats

Printers & Peripherals

- Wireless and network printer setup and connectivity troubleshooting
- Printer driver installation and conflict resolution
- Scanner, webcam, and external device setup and configuration
- Bluetooth device pairing and troubleshooting
- External hard drive and USB device connectivity issues
- Monitor setup and display resolution configuration

Smart Home & IoT Devices

- IoT (Internet of Things) device network connectivity troubleshooting
- Firmware updates and maintenance for smart home devices
- Basic smart home automation including routines, scheduling, and device integration

Streaming & Home Entertainment

- Smart TV setup including app installation and account configuration
- Streaming device setup for Roku, Fire Stick, Apple TV, and similar devices
- Surround sound system and soundbar installation and configuration
- HDMI and audio connection troubleshooting
- OTA antenna installation for free local broadcast channels
- Gaming console/computer network setup and configuration for online play

Account & Password Management

- Account recovery for locked or compromised Google, Apple, and Microsoft accounts
- Social media account recovery and security settings configuration
- Password manager setup and migration to help secure all your accounts
- Two-factor authentication setup across major platforms
- Email account setup, migration, and troubleshooting across multiple devices

Cloud Storage & Data Backup

- Cloud storage setup and configuration across Google Drive, iCloud, and OneDrive
- Automated backup solutions to protect important files and family photos
- External hard drive and NAS device setup for local storage
- File sync troubleshooting across multiple devices
- Data migration from old devices to new ones

Children & Parental Controls

- Parental control software setup on computers, tablets, phones, and gaming consoles
- Content filtering and website restrictions to block inappropriate material
- Screen time management and scheduling through built-in controls or third party apps
- Gaming console purchase restrictions and content rating enforcement
- Family location sharing setup through apps like Google Family Link and Life360
- Network level content filtering through router based parental controls

Home Office & Remote Access

- Dedicated home office network setup and optimization
- VPN configuration for secure remote access to home office
- Webcam, microphone, and video conferencing setup for platforms like Zoom and Teams
- Dual monitor setup and display configuration
- Network printer sharing across multiple home office devices

Power & Surge Protection

- Surge protector assessment and replacement recommendations
- Uninterruptible power supply installation to keep devices running during outages
- Battery backup setup for routers and modems to maintain internet during power interruptions
- Diagnosing devices that have been damaged by power surges

Diagnostics & Preventative Maintenance

- Full system health checkups for computers and home networks
- Physical cleaning of desktops and laptops to prevent overheating
- Router and smart device firmware updates to ensure security and performance
- Battery health checks on laptops and mobile devices
- Identifying aging hardware before it causes data loss or system failure
- Automating system updates and maintenance tasks to keep devices running smoothly

Device Disposal & Data Security

- Secure data wiping before selling, donating, or recycling old devices
- Factory reset of phones, tablets, and computers
- Deauthorizing old devices from software licenses and accounts