

From: Richard Kahn [REDACTED]
Subject: Fwd: James
Sent: Thursday, July 2, 2015 3:51:05 PM
To: "jeffrey E." <jeevacation@gmail.com>

Richard Kahn
HBRK Associates Inc.
575 Lexington Avenue 4th Floor
New York, NY 10022
tel [REDACTED]
fax [REDACTED]
cel [REDACTED]

Begin forwarded message:

From: james ce | personal genius [REDACTED]
Subject: Re: James
Date: July 2, 2015 at 11:49:03 AM EDT
To: Richard Kahn [REDACTED]

Okay, I sounded like an idiot just now. — the setup is not at all what I understood it to be...

He's got a "box" in his bedroom that gets 140 — I'm guessing that means they put a second Orange modem in his bedroom, which was mentioned as an option but I thought we weren't going to do. We wanted one modem so there was one network throughout the apartment.

They've removed the AirPort Extreme that was next to his desk and plugged the Devolo powerline adapter directly into the iMac. The iMac is getting 15 Mbps.

It's possible that the powerline adapter is slowing the connection down, but it's also possible that the iMac is defaulting to the wireless connection, which would be weak because they removed the AirPort Extreme from the desk and arranged the whole setup without telling me.

What we'd talked about was a setup that went like:

- Orange Modem in Maintenance Closet > ethernet
- > AirPort Extreme in Maintenance Closet > ethernet
- > AirPort Express in Massage Room
- > AirPort Express in Guest Bedroom (across the hall from the massage room)
- > AirPort Extreme upstairs in small office

- > AirPort Extreme in hall behind Kitchen > Devolo Powerline Adapter
- > AirPort Extreme at his desk > Wireless Relay
- > AirPort Express in Great Room
- > AirPort Express in Bedroom > ethernet
- > Apple TV in Bedroom

But that obviously is not at all what was done. I need to have a better understanding of the current setup there to figure out what the problem really is and how to eradicate it long term.

Jeffrey said he's going to call me back in about 4 hours, he had to go all the sudden. We spoke for all of a minute and a half.



James Ce

your Personal Genius

Certified Support Professional 10.6

<http://personalgenius.us>

On Jul 2, 2015, at 11:22 AM, Richard Kahn
[REDACTED] wrote:

please call Jeffrey now
thank you

Richard Kahn
HBRK Associates Inc.
575 Lexington Avenue 4th Floor
New York, NY 10022

tel [REDACTED]
fax [REDACTED]
cel [REDACTED]

Begin forwarded message:

Date: July 2, 2015 at 11:18:46 AM EDT
Subject: Re: James

From: "jeffrey E." <jeevacation@gmail.com>

To: Richard Kahn [REDACTED]

[REDACTED] now good

On Thu, Jul 2, 2015 at 5:12 PM, Richard Kahn [REDACTED]
wrote:

Will be available until 3pm EST today if you would like
him to call

Please advise
Thanks

Richard Kahn
HBRK Associates Inc.
575 Lexington Avenue 4th Floor
New York, NY 10022
tel [REDACTED]
fax [REDACTED]
cel [REDACTED]

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please note

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JEE

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