

To: james ce | personal genius [REDACTED]
Cc: Bella Klein [REDACTED]; Rich Kahn [REDACTED]
From: Lesley Groff
Sent: Fri 2/6/2015 5:03:46 PM
Subject: Re: 8A Wifi not working

All sounds great I'm sure Bella can hep with modem updating. I have no idea what could have happened to missing box.

Sent from my iPhone

On Feb 6, 2015, at 11:44 AM, james ce | personal genius <[REDACTED]> wrote:

Wifi in 8A is working now. The TWC modem/wifi was replaced, there's no AirPort Basestations at all. I changed the network name and password on the wifi to 8A / bemyguest. It's connecting fast & furious now.

The modem for the TWC account in 10B is missing. [REDACTED] says it wasn't there when she was moved in -- the power supply for the old modem is on her windowsill. *Any idea who would know what happened to it?*

The modem & AirPort Extreme there are from 10N (I called TWC and confirmed). That account is on seasonal hold until tomorrow so that modem can't be used right now. [REDACTED] is using the signal for 11B so she's okay until she moves back into 10N next week.

The 10N modem is old and will likely be disabled by TWC soon after we reactivate it in 10N. **We should see if we can get them to send us the upgraded modem now,** so as soon as the work is done in the apartment I can install it and have it up and running before [REDACTED] moves back in.



James Ce
your Personal Genius

Certified Support Professional 10.6

[REDACTED]
<http://personalgenius.us>

On Feb 4, 2015, at 12:50 PM, Lesley Groff <lesley.jee@gmail.com> wrote:

James you may meet up with [REDACTED] in 8A at 10am on Friday and from there go on to see [REDACTED] in 10B (I said it would be around 10:45am or so...but you can keep in touch with them) OK?
On Feb 4, 2015, at 12:32 PM, james ce | personal genius <[REDACTED]> wrote:

I have Friday available to check the internet in apartments 8A, 10B and 10N. Please let me know what times would work best and who will be available to give me access to the apartments.
Thanks,



James Ce
your Personal Genius

Certified Support Professional 10.6
<http://personalgenius.us>

On Feb 4, 2015, at 11:31 AM, bellaklein <[REDACTED]> wrote:

James,
[REDACTED] and [REDACTED] having problems with WIFI, see below details. I am not sure if internet connection is working as well. TWC info for 8A and 10B attached. Also if 10n is finished you can check wifi and internet connection too, but note that i suspended service in 10n for 1 month till February 8th. Please advise when you are available to help.

<NES_TW_8a_4800_012515_129.47.pdf>
<NES_TW_10N_4806_123014_173.10_123014.pdf>
<NES_TW_10B_1562_152.31_120214.pdf>

Thank you,
Bella

[REDACTED]
Tel: [REDACTED]

Begin forwarded message:

Subject: Re: 8A Wifi not working

From: Lesley Groff

<[REDACTED]@[REDACTED]>

Date: February 4, 2015 at 11:08:50 AM EST

To: Bella Klein

<[REDACTED]>

ok, so contact James and set it up when convenient...then we will let the girls know when to expect him

On Feb 4, 2015, at 11:07 AM, bellaklein

<[REDACTED]> wrote:

I can call TWC to troubleshoot but need somebody in there to be present and follow instructions. I think James needs to look into. [REDACTED] also is having problems with wifi. She has her settings from apt 10n that is under renovation.

Thank you,
Bella

[REDACTED]

Tel: [REDACTED]

On Feb
4,
2015,
at
11:01
AM,

Lesley
Groff



wrote:

HI Bella... [REDACTED] is staying in 8A..she says the wif
in 8A
is not
workin
g...not
sure if
you
want
to get
James
there
or if it
is a
time
warner
thing...