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uh oh…ok, do I need to go to settings?  I am joining Optimum wifi and it is working after signing in…we do pay for Optimum wifi here as a bundle…what network should i be joining?

On Feb 28, 2017, at 7:17 AM, james | personal genius < ▮▮▮▮▮▮▮▮▮▮ > wrote:

You shouldn't be joining a network named "Optimum Wifi".

Are you getting those questions when you join your wifi network?

Thank you,

James Ce, your Personal Genius,
http://personalgenius.us

On Feb 28, 2017, at 7:14 AM, ▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮ > wrote:

Thx for such a speedy reply!  ...Ok so something is up.  Agree this is not normal and before I left for my vacation I never had to do this. Now it asks me every time for the info.  Should I unplug and plug back in the modem?

Sent from my iPhone

On Feb 28, 2017, at 7:08 AM, james | personal genius < ▮▮▮▮▮▮▮▮▮▮▮ > wrote:

The optimum wifi network is created by your modem & wouldn't let me turn it off. You should be able to connect to your wifi network-- which has a different name -- without any of that hassle.

Thank you,

James Ce, your Personal Genius,
http://personalgenius.us

On Feb 28, 2017, at 7:04 AM, ▮▮▮▮▮▮▮▮▮▮▮▮▮ > wrote:

Morning James!  There seems to be something up with our Optimum wifi here at my house…every time I come to my computer I must log back in to my wifi for my email to work…after I log in with Optimum it asks if I want to enable a new device and wants the Device's MAC address…  it gives me 6 squares where I am to place numbers/letters …example is:  00:16:cb:28:38:a4

am i supposed to place my MACs address here?  and if so how do I find it?  Or is this really a question I should call Optimum on?

Thanks so much!!  ███