From: james | personal genius <█████████████████>
To: Lesley Groff <███████████████>
Subject: Re: Question for you :)
Date: Tue, 28 Feb 2017 12:36:13 +0000

I don't remember the name of your wireless network (no ☕ yet). If you open Settings > Wifi on your iPhones or iPads (or click the wifi next to the clock icon in the menu bar of an iMac), all the available networks should appear.

You should recognize the name here -- I would have had you choose it. If your phone / iPad / computer doesn't remember the password try your home or cell # (numbers only, no dashes). That's usually what I recommend for wifi passwords.

The Optimum Wifi network is a marketing scheme -- "join our service and have wifi everywhere" -- they accomplish it by forcing every modem to create a stupid wifi network that can't be disabled.

You don't want to join their network because besides this MAC address nonsense, the wifi will only work while you're in range of the modem downstairs, & your printer won't appear on it. (There are some security concerns too, but it's much too early in the morning for that.)

Apple, in their infinite wisdom, added Optimum Wifi to the list of "known" networks that devices should automatically try to join, which is how you're seeing this message.

Thank you,

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

On Feb 28, 2017, at 7:19 AM, Lesley Groff <████████████████> wrote:

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, Lesley Groff <███████████████> 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, Lesley Groff <███████████████> 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!! Lesley