

**From:** james | personal genius <[REDACTED]>  
**To:** Richard Kahn <[REDACTED]>  
**Cc:** Lesley Groff <[REDACTED]>, [REDACTED] <[REDACTED]>  
**Subject:** Re: Sincerest Apologies for any Issues with your Google Wifi and OnHub  
**Date:** Fri, 24 Feb 2017 16:35:21 +0000

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Fixed.

Running the firmware updates on the Apple AirPorts while I'm here.

Thank you,

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

On Feb 24, 2017, at 9:11 AM, Richard Kahn <[REDACTED]> wrote:

thank you

Richard Kahn  
HBRK Associates Inc

[REDACTED]

On Feb 24, 2017, at 9:04 AM, james | personal genius <[REDACTED]> wrote:

Ok. Will be there asap

Thank you,

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

On Feb 24, 2017, at 8:58 AM, Richard Kahn <[REDACTED]> wrote:

please go asap as jee is on his way to house now  
thanks

Richard Kahn  
HBRK Associates Inc.



On Feb 24, 2017, at 8:55 AM, james | personal genius <[redacted]> wrote:

Hi Lesley & Rich,

The Google wifi devices that I setup on 3rd floor for JEE had some server-side problem yesterday and have reverted to default setup.

This means the boss will have no wireless on that floor until I can come in to set them back up again.

I'm available today (until 5PM) & Monday after noon. (Merwin says the boss is in today.)

This will take an hour of me on the third floor.

Thank you,

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

On Feb 24, 2017, at 7:24 AM, [redacted] <[redacted]> wrote:

Ok. I will let you know once I get there.

Merwin Dela Cruz



On Feb 23, 2017, at 10:52 PM, james | personal genius <[redacted]> wrote:

Hey Merwin,

When you have a chance, could you check the wifi on 3 please? If it has reset back to default -- not 71st(g) -- I'll need to come in and set it up again.

Thank you,

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

Begin forwarded message:

**From:** Google Wifi <[googlewifi-noreply@google.com](mailto:googlewifi-noreply@google.com)>

**Date:** February 23, 2017 at 10:44:17 PM EST

**To:** [REDACTED]

**Subject:** Sincerest Apologies for any Issues with your Google Wifi and OnHub

**Reply-To:** Google Wifi <[googlewifi-noreply@google.com](mailto:googlewifi-noreply@google.com)>



Google Wifi

## Sincerest Apologies for any Issues

Dear Google Wifi & OnHub customers,

Today we experienced an issue with our Google Accounts engine that may have affected your Google Wifi and OnHub devices. This caused some devices to automatically reset to the initial state you bought them in and they will unfortunately need to be set up again. This has not affected the software or performance of the device but it does need to be re-setup.

Visit this [dedicated support page](#) for more information and step-by-step instructions to get back online. If you set up your Wi-Fi with the same network name and password as before, your household connected devices should automatically reconnect.

If you do not want to set up the devices right now, you can always connect to the setup Wi-Fi network — the network name and password are printed on the base of your primary device (the one wired to the modem). This should get you connected to the internet immediately.

We know how important Wi-Fi is to you and share our sincerest apologies for the inconvenience this has caused.

**Ben Brown**

**On behalf of the Google Wifi and OnHub team**

This email was sent to you because you set up a Google Wifi or OnHub with this Google account. © 2017 Google Inc.



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