

From: Richard Kahn <[REDACTED]>
To: "jeffrey E." <jeevacation@gmail.com>
Subject: Fwd: Sincerest Apologies for any Issues with your Google Wifi and OnHub
Date: Fri, 24 Feb 2017 14:11:03 +0000

google wifi went down on 3rd floor so james on his way to fix in case you need him for anything else

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

Begin forwarded message:

From: james | personal genius <[REDACTED]>
Subject: Re: Sincerest Apologies for any Issues with your Google Wifi and OnHub
Date: February 24, 2017 at 9:04:04 AM EST
To: Richard Kahn <[REDACTED]>
Cc: Lesley Groff <[REDACTED]>, Merwin Dela Cruz <[REDACTED]>

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.
575 Lexington Avenue 4th Floor
New York, NY 10022
[REDACTED]

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, Merwin Dela cruz <[REDACTED]> wrote:

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

Merwin Dela Cruz
[REDACTED]

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>

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>



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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