

From: Richard Kahn <[REDACTED]>
To: "jeffrey E." <jeevacation@gmail.com>
Subject: Fwd: Nest Camera
Date: Wed, 12 Aug 2015 14:19:12 +0000

ironically i was just able to login from work on google chrome
were you able to log in at all?

barge pulling up now at 10:18am EST
if not shall i have james call you today?
please advise
thank you

Richard Kahn
HBRK Associates Inc.

[REDACTED]

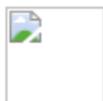
Begin forwarded message:

From: james | personal genius <[REDACTED]>
Subject: Re: Nest Camera
Date: August 11, 2015 at 9:08:10 PM EDT
To: Richard Kahn <[REDACTED]>
Cc: Leighton Allenby <[REDACTED]>, "jeffrey E." <jeevacation@gmail.com>

All the Nest support documents say that delays in the video loading is always an Internet connection issue -- either the "camera to nest.com" or "nest.com to the viewer".

Since other people are connecting to the camera, it's not the camera's connection. On your home iMac, can you try Google Chrome or Firefox? Maybe it's a caching issue?

Is Jeffrey still at the ranch? Zorro's internet connection is high-latency... Maybe that's affecting it? Can he do a speedtest.net test? I'd be curious what the ping and download rates are.



James Ce
your Personal Genius

Certified Support Professional 10.6

<http://personalgenius.us>

On Aug 11, 2015, at 8:31 PM, Richard Kahn <[REDACTED]> wrote:

Not sure it is an internet speed issue as I

Just logged on from my home on Mac using time warner wifi and I too see blue circle spinning for live feed however when I put mouse over dots on bottom and can see history time stamps at bottom of page Then logged on from iPad using time warner wifi and was able to see live feed..

James – any thoughts??

Thank you

Rich

From: Leighton Allenby <[REDACTED]>
Date: Tuesday, August 11, 2015 at 8:12 PM
To: Jeffrey Epstein <jeevacation@gmail.com>
Cc: Richard Kahn <[REDACTED]>
Subject: Re: Nest Camera

it has to be the internet speed. I loaded app on iPhone and it is working here at LSJ

Leighton Allenby
Director of Properties
[REDACTED]
[REDACTED]

On Tue, Aug 11, 2015 at 8:04 PM, jeffrey E. <jeevacation@gmail.com> wrote:
laptop , phone desktop. all the same just loading circles

On Tue, Aug 11, 2015 at 7:52 PM, LAllenby <[REDACTED]> wrote:

Regarding Jeffrey's blue circling, that's the "loading" indicator. I'd make sure he was on wifi on the phone, and not AT&T -- the AT&T network might not be fast enough to load the live video feed.

Either way it should have been a momentary problem & not recurring. (I hope.)

Jermaine,

Please remove all @needmachelp.com addresses from your contacts and previous recipients (see <http://www.soundsupport.biz/2013/10/13/how-to-remove-previous-recipients-from-your-iphone-or-ipad/> for iPhone & https://support.apple.com/kb/PH19138?locale=en_US for OS X). I'm no longer with that company & they're not forwarding.

Thanks!



James Ce
your Personal Genius

Certified Support Professional 10.6

<http://personalgenius.us>

On Aug 11, 2015, at 7:13 PM, Richard Kahn <[REDACTED]> wrote:

Jermaine please use proper email for James
See above not the one you sent to.

Thank you

Sent from my iPhone

On Aug 11, 2015, at 7:01 PM, Leighton Allenby <[REDACTED]> wrote:

I can view on my laptop
on 6 plus iPhone say I need flash drive to view and flash drive not supported on iPhone

Leighton Allenby
Director of Properties

[REDACTED]
[REDACTED]

On Tue, Aug 11, 2015 at 6:43 PM, Jermaine Ruan <[REDACTED]> wrote:
<Screen Shot 2015-08-11 at 6.34.46 PM.png>

Is the boss logging in with the new use id and password [REDACTED] and
[REDACTED] ... Can you login home.nest.com?

James: any thoughts on this???

I am connecting both on laptop and phone.

Regards
JRuan

On Aug 11, 2015, at 6:25 PM, Leighton Allenby <[REDACTED]> wrote:

please see Mr. Epstein reply and question below

Leighton Allenby
Director of Properties

[REDACTED]
[REDACTED]

----- Forwarded message -----

From: **jeffrey E.** <jeevacation@gmail.com>
Date: Tue, Aug 11, 2015 at 6:24 PM
Subject: Re: Nest Camera
To: Richard Kahn <[REDACTED]>
Cc: Leighton Allenby <[REDACTED]>

3 seeing bothsides of dock. when i download the app on both phone and laptop for the moment i only see blue circling,

On Tue, Aug 11, 2015 at 3:35 PM, Richard Kahn <[REDACTED]> wrote:
Jermaine sent 4 different potential views for your approval

In addition James sent instructions for you to set up on your iPhone or Laptop
Please advise which view you like best and if you would like us to sign up for a 10 day history for \$100 per year or 30 days for \$300 per year

Thank you

From: james ce | personal genius <[REDACTED]>
Subject: Re: Account Change
Date: August 11, 2015 at 1:00:29 PM EDT
To: Richard Kahn <[REDACTED]>

For his iPhone / iPad, he'll need to install the Nest app by Nest Labs
— <https://appsto.re/us/3QYTB.i> and then sign in with these credentials:

u: [REDACTED]
p: [REDACTED]

The camera will show up on the main screen.

For the laptop, he can login at <https://home.nest.com/login> with the same credentials and the camera will show up on the main page there (requires flashplayer, btw).

BTW: We can run as-is right now and see live video or we can add a "Nest Aware" subscription and have it save 10-days (or 30-days) of video history online. 10-day is \$100/year; 30-day is \$300/year.

<fineline.png>

James Ce
your Personal Genius

□ Certified Support Professional 10.6
[REDACTED]
<http://personalgenius.us>

Richard Kahn
HBRK Associates Inc.



Begin forwarded message:

From: Jermaine Ruan <[REDACTED]>
Subject: Fwd: Nest can updated
Date: August 10, 2015 at 1:33:40 PM EDT
To: Leighton Allenby <[REDACTED]>
Cc: James Ce <[REDACTED]>, Ann Rodriquez <[REDACTED]>, Richard Kahn <[REDACTED]>

Good day Leighton,

Attached are different camera position for approval please let me know which one will be chosen for final installation.

Regards
JRuan

Regards

----- Forwarded message -----

From: **Jermaine Ruan** <[REDACTED]>
Date: Fri, Aug 7, 2015 at 7:05 PM
Subject: Re: Nest can updated
To: james ce | personal genius <[REDACTED]>
Cc: Rodriquez Ann <[REDACTED]>, Allenby Leighton <[REDACTED]>, Richard Kahn <[REDACTED]>

Good day all

I want to make sure of the stability of the connection I have notice several signal loss while was on Lsj. I will adjust in other positions for approval on Monday.

Regards
Jruan

Sent from my iPhone

On Aug 7, 2015, at 1:29 PM, james ce | personal genius <[REDACTED]> wrote:

Jermaine,

Once you've gotten the power resolved, can you please take screenshots on your phone (press home and power button at the same time) of the three best camera angles for the boss to chose from?

The notifications don't go to the email address — only to the iOS apps logged in with the account info — so it doesn't really matter which email address we use for the account. *But whatever address we use will need to be "verified" when we set it up.*



James Ce
your Personal Genius

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

On Aug 7, 2015, at 12:01 PM, Richard Kahn <[REDACTED]> wrote:

We can change email if you would like. Please give boss 2-3 options of view he would like to see with camera. Thank you.

Sent from my iPhone

On Aug 7, 2015, at 11:22 AM, james | personal genius <[REDACTED]> wrote:

Activity notifications go to the iPhones/iPads logged into the account. Rich's email is the registration for the billing of the subscription.



James Ce
your Personal Genius

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

On Aug 7, 2015, at 10:54 AM, Jermaine Ruan <[REDACTED]> wrote:

Good Day All

The Nest cam is working, but there is no power by the shed (Danny E will address it and the camera will go back to the dock.)

Rich

PS

James will Rich be receiving all the notifications?

On Wed, Aug 5, 2015 at 8:03 PM, Jermaine Ruan <[REDACTED]> wrote:
Thanks James

Sent from my iPhone

On Aug 5, 2015, at 7:49 PM, james ce | personal genius <[REDACTED]> wrote:

Hi Jermaine,

I just checked in on the Nest the app and see that the camera still isn't online, so I've removed it from the account to make it easy for you to re-add it.

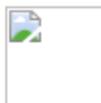
The next time you have a chance, please follow these steps:

1. Download and install the Nest app, and log in with the previous credentials if you haven't already
2. When you're where the camera will be finally located, make sure your iPhone is on the island wifi network and open the Nest app.
3. Click the "+" / Add button and select Nest Cam from the list of devices
4. Scan the QR code on the back of the camera and follow the instructions to bind the camera to the account.
5. If prompted enter the USVI zip code (it only determines the weather displayed on the home screen) and name the camera "Dock" or something similarly identifiable.
6. Once that's done, you should be able to view the camera. Give a shout and I'll confirm we can see it here.

Screens...

<IMG_0446.PNG><IMG_0447.PNG><IMG_0448.PNG>

Thanks,



James Ce
your Personal Genius

Certified Support Professional 10.6

<http://personalgenius.us>

On Aug 3, 2015, at 4:50 PM, james ce | personal genius

<[REDACTED]> wrote:

The camera is set to dynamic addressing. You will likely have to remove it from the account and readd it via the QR code on the back of the camera.



James Ce
your Personal Genius

☐ Certified Support Professional 10.6

<http://personalgenius.us>

On Aug 3, 2015, at 4:48 PM, Jermaine Ruan <[REDACTED]> wrote:

Hi James

The nest cam is not connecting with the wifi. Did you static the cam? I will review the literature, if I need to reset the cam I will try to use the creds. you sent with it.

Regards

Jruan

Sent from my iPhone

<Screen Shot 2015-08-10 at 1.19.12 PM.png><Screen Shot 2015-08-10 at 1.26.09 PM.png>
<Screen Shot 2015-08-10 at 1.30.17 PM.png><Screen Shot 2015-08-10 at 1.34.04 PM.png>

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