

**From:** "jeffrey E." <jeevacation@gmail.com>

**To:** "james | personal genius" <[REDACTED]>

**Subject:** Re:

**Date:** Fri, 08 Dec 2017 10:59:24 +0000

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No worry we tried . Maybe palm beach . I leave it to you

On Thu, Dec 7, 2017 at 10:47 PM james | personal genius <[REDACTED]> wrote:

They've been a massive disappointment.

When they work, they're great at filling the WiFi dead spots — but I can't keep them from crashing repeatedly.

It's totally stumped their support staff; I've been waiting for their escalation support to follow up with me since Monday.

I think there's too many nodes on the mesh network & when the WAPs try to calculate the fastest path to the gateway — particularly with higher network traffic — there's too many variables & they crash.

Yesterday, I started rolling the AirPorts back out; I'll accelerate that. We have to keep the eeros on 6 (they're the only thing that gets a signal into the AV rack), and is like to keep them on 3 as well, if I can get them stable.

Thank you,

James Ce

your Personal Genius

□ Certified Support Professional 10.6

<http://personalgenius.co>

On Dec 7, 2017, at 9:31 PM, jeffrey E. <jeevacation@gmail.com> wrote:

james it doesnt seem like these new routers work very well here in the house

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