

From: Lesley Groff <[REDACTED]>
To: james | personal genius <[REDACTED]>
Cc: [REDACTED] <[REDACTED]>
Subject: Re: Wifi Help in CT!@
Date: Fri, 20 Jul 2018 15:47:53 +0000

We have Optimum

Sent from my iPhone

On Jul 20, 2018, at 11:26 AM, james | personal genius <[REDACTED]> wrote:

Sure, but...

1. Depends on when we can get the as-of-yet-undecided-on hardware (we'll have to order from amazon).

Need to know: where Ty's game room is in relation to your office & a copy of your Comcast bill.

2. Would she be able to pick me up from the train, or would I just uber it?

Thank you,

James Ce
your Personal Genius
☐ Certified Support Professional 10.6
<http://personalgenius.co>

On Jul 20, 2018, at 11:20 AM, Lesley Groff <[REDACTED]> wrote:

James. You're the best. Thank you so much for this response. For sure I want you to come out. Jeffrey has suggested it in fact. Let me discuss this with [REDACTED] and get back to you. Let me ask, we are away next week in CO. Could you come to our house without us there? I can have the gal who helps me with Ty, [REDACTED], there. You may have met her. Or better to wait for us when we get back?

Sent from my iPhone

On Jul 20, 2018, at 9:04 AM, james | personal genius <[REDACTED]> wrote:

Hi!

It's unclear from these emails how Chris has the network setup now—I could take some guesses, but it would be probably be best to have me come out and replace the wireless routers. Once it's setup and solid foundationally, Chris (or anyone) can service & maintain as needed.

—
We had the Google WiFi devices on Jeffrey's third floor for a while—I wasn't impressed. Hardware wise, they are slightly less powerful signal than the AirPort Extreme.

They're not a true mesh device, in that you still can't have them in daisy chain / railroad wifi configuration. In other words, if WAP1 is plugged into the modem, WAP2 can be wireless at the edge of WAP1's signal, but WAP3 can't be wireless off WAP2's signal, it HAS to talk to WAP1.

So you're stuck in a wheel / spoke configuration, where all the devices have to speak to the WAP connected to the modem. That would be fine if the modem happened to be in the center of your home, but it's not (it never is).

Software wise, it's even worse. Google manages the configuration of the routers and the traffic on their servers remotely. Besides the privacy nightmare scenario there—they literally can use every site you visit to build profiles of you—if their servers go down, so does your internet. This happened once when we had them on the third floor, and I had to go in and set them up again from scratch before he had internet on that floor.

—

I'm thinking Netgear Orbi or similar would be the best solution for you. They're a true mesh system and have almost double the signal power of the AirPort Extreme. The question is which ones and how many do I have you get?

Do you have a floor plan of the house? Moonshot question, I know, but it would help me visualize the layout if you did. I vaguely remember, but it's been a while.

As I recall, your office and [REDACTED] desk are at one end of the house on the ground floor, with the modem in the basement on the same end. Where is Ty's game room in relation to this? Is it on the same or opposite end of the house? Where is WiFi the worst that you care about?

Also, do you have a PDF copy of your Comcast bill? I'm wondering if it wouldn't make sense to have you purchase your own modem. They're stupid cheap, give us control of the configuration and prevent Comcast from mucking things up accidentally.

Thank you,

James Ce
your Personal Genius
□ Certified Support Professional 10.6
<http://personalgenius.co>

On Jul 20, 2018, at 7:41 AM, Lesley Groff <[REDACTED]> wrote:

James...we are having issues at our house again with our wifi (Optimum) Please see below what I sent to our IT guy, Chris, who lives in Stamford, CT...I prefer (and JE too probably) that if we are going to change things out to use you....do you agree with what Chris has to say below? [REDACTED] was curious about Google wifi ..thoughts? Hope you are well! Lesley

https://store.google.com/us/product/google_wifi_support?hl=en-US

Hi Lesley,

I'm sorry to hear of your troubles. I can run a test to determine if you have been hacked but I doubt it.

I think all of your issues have to do with old hardware. I can certainly come by to fix just one network instead of three but I do recommend you retire the optimum WiFi Router and the old Airport Repeaters

and get a few new Wirleless Routers. Do you want to do that?

Thanks,
Chris

On Thu, Jul 19, 2018 at 9:42 PM, lesley taylor <[REDACTED]> wrote:

Hi Chris. Hope you are well and sorry to bother you but we have a question. When you were here recently and fixed our Wi-Fi issues you installed 2 new Wi-Fi networks: [REDACTED] and [REDACTED]. We have had more issues since you were here and called Optimum to help trouble shoot. We now see we have 3 networks: [REDACTED], [REDACTED] and [REDACTED]??? Why do you think we have these new networks? Did Optimum set them up over the phone line when we were discussing our issues? We can no longer use our password for the [REDACTED]? Very confused.

Please let me know if you can give us clarity. Thanks. Lesley Groff

Sent from my iPhone