

**To:** james | personal genius[REDACTED]  
**From:** [REDACTED]  
**Sent:** Fri 12/8/2017 1:43:10 PM  
**Subject:** Re: Fwd: Re:

Hi James. He left! I expect him back to NY either 16th evening or 17th morning. He says he will leave evening of 18th for PB

Sent from my iPhone

On Dec 8, 2017, at 8:35 AM, james | personal genius <[REDACTED]> wrote:

Assuming JEE still leaves today, any idea when he'll be back?  
I've got a couple other urgent client jobs I have to take care of, so I'm trying to schedule restoring the previous network before he returns.

Thank you,

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

Begin forwarded message:

**From:** "jeffrey E." <[jeevacation@gmail.com](mailto:jeevacation@gmail.com)>  
**Date:** December 8, 2017 at 5:59:24 AM EST  
**To:** "james | personal genius" <[REDACTED]>  
**Subject: Re:**

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](mailto:jeevacation@gmail.com)> wrote:

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

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