

To: [REDACTED]
Cc: [REDACTED]
From: james | personal genius
Sent: Mon 7/23/2018 2:17:51 PM
Subject: Re: Backside of equipment

On the off chance that I should have to call Optimum support during the setup — not likely, but possible if their modem just won't cooperate — could you fish up whatever info I'll need for that. E.g. do they have a security code in addition to the account number, etc?

Thank you,

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

On Jul 22, 2018, at 6:29 PM, [REDACTED] wrote:

ha!! I baseball bat option sounds good to me!
Thanks so much for all your help! I finally got my computer up on the 'ikelesley-mobile' option? very weird...
Let me know what day will work for you to come out here...I'm sending you and Gloryana an email next to 'connect' you two!

On Jul 22, 2018, at 5:13 PM, james | personal genius
<james@personalgenius.co> wrote:

Great! Thanks.
The white box I don't know what it is, but it doesn't matter to us.

The Arris box is your modem. I'd like to replace it, but it is also providing your landline phones, which makes replacing it way more complicated than is worth it.

The Optimum box is a wireless router. I'll rip that out and we can send it back to Optimum (or take it out back and smash it with a dozen baseball bats, whichever you prefer).

I know what we need to order. I'll email rich in a bit.

Thank you,

James Ce
your Personal Genius

Certified Support Professional 10.6
<http://personalgenius.co>

On Jul 22, 2018, at 3:36 PM, [REDACTED] wrote:

Better?

<IMG_1145.JPG>

<IMG_1144.JPG>

Sent from my iPhone