This is an FYI, no action needed, update on the conversation with 11J's "tech".
I'm trying to help Eli to reconfigure 11J to their preference as much as possible, but not having a Mac makes this challenging. I'm hoping they take the suggestion to buy replacement WiFi routers and go with it….

Honestly, I wouldn't want to try to change the network name on two AirPort basestations without my Mac.

Thank you,

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

Begin forwarded message:

From: james | personal genius < ████████████████████
Subject: Re: Apt J11 east 66
Date: October 8, 2018 at 9:25:38 PM EDT
To: "Eli Cohen, CITIALARM" ████████████████ >

To offer you an alternative—assuming they've given you any kind of budget for this—it'd be easier and more reliable to pull the Apple AirPort Basestations out and replace them with an Ubiquiti Labs' AmpliFi WiFi System that you set up from scratch.
You'd need to switch the cable modem over to "routed without NAT" (if it isn't already), but that's relatively straight-forward: open the gateway IP in a web browser, user admin, pass password, click LAN and scroll down to NAT. No Mac required.

The AMPLIFI AFi-HD AmpliFi High Density Router with 2 Mesh Points is > $350, comes with a cube router that would plug into the modem, and two wireless extensions that plug straight into the wall — one for under the desk next to the kitchen, and the other for inside the bedroom.

https://www.bhphotovideo.com/c/product/1255882-
REG/amplifi_afi_hd_amplifi_high_density_router.html

They require an iOS or Android device to setup, but update and maintain themselves afterwards. They're great little mesh network devices, that are preconfigured to wirelessly extend each other—much easier to setup than AirPort Extremes (we've

had the airports for years, they're great for their versatility, but they're not the easiest to setup without a Mac and wireless extension was never their strongest feature).

If you go that route, please set the AirPorts aside for one of Merwin's team to bring back to Jeffrey's house.

Thank you,

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

> On Oct 8, 2018, at 3:58 PM, james | personal genius
> ██████████████████████ wrote:
>
> Yes. The AirPort Utility app by Apple is a free download from the AppStore.
> You'll need to be conscious of which wireless networks you are on when you make the changes tho.
>
> In other words:
> 1. join SSID 11J before the soft reset on the main basestation,
> 2. then make your changes,
> 3. and switch your iPad to the new SSID and confirm the network is configured to your liking
> 4. Repeat for second basestation. etc.
>
> You may end up needing to temporarily move the second base next to the first and connect with an ethernet cable to reconfigure it. Since it won't give you an IP if it can't get to the main router. Or hard reset it and rejoin it to the main base.
>
> Thank you,
>
> James Ce
> your own Personal Genius
> ☐ Certified Support Professional 10.6
> http://personalgenius.co
>
>> On Oct 8, 2018, at 3:52 PM, Eli Cohen, CITIALARM
>> ██████████████████ wrote:
>>
>> I don't have a Mac computer

Can I do it with iPad

On Mon, Oct 8, 2018 at 3:25 PM james | personal genius ████████████████████████ wrote:

> I could send you a series of passwords to try, but it's much easier to just soft reset the AirPort.
>
> There is a paperclip reset button on the back of the basestation, press it for 1 second for a Soft Reset and it will temporarily reset the passwords to the defaults (public).
> Connect with the Apple AirPort Utility within 5 minutes and you'll have full access to reset passwords & SSIDs, without losing any other configurations (though I'm pretty sure they're in bridge mode with wireless extension enabled).
>
>
> Hold the reset button in until the light flashes and it will perform a hard reset.
>
> More info: https://support.apple.com/en-us/HT201945
>
> Keep in mind, when you change the SSID of the wired basestation, you'll need to do the wireless relay basestation after to rejoin it to the new network name.
>
> Thank you,
>
> James Ce
> your own Personal Genius
> ☐ Certified Support Professional 10.6
> http://personalgenius.co
>
>> On Oct 8, 2018, at 3:16 PM, Eli Cohen, CITIALARM <████████████> wrote:
>>
> Multiple
> I think 2
>
> On Mon, Oct 8, 2018, 1:50 PM james | personal genius ‹████████████████████ wrote:
>
>> Please remind me of the setup of that apartment. Do they have only the Spectrum (TimeWarner Cable) Modem/Router, or do they have multiple external AirPort Extremes?

Thank you,

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

> On Oct 8, 2018, at 1:47 PM,
> Eli Cohen, CITIALARM
> ████████████ wrote:

Hi James
This is Eli from the security company
I Got your email from Ervin
I understand that you installed the apple airport for apt 11J
We need to change the SSID and password for that network

please advice

Thanks
Eli Cohen