
From: Richard Kahn <[REDACTED]>
Sent: Tuesday, September 8, 2015 9:41 PM
To: jeffrey E.
Subject: Fwd: ZDC Apple Tech

update from James

Richard Kahn
HBRK Associates Inc.
575 Lexington Avenue 4th Floor
New York, NY 10022
tel: [REDACTED]
fax 646-350-0954
cell: [REDACTED]

Begin forwarded message:

From: James | personal genius <[REDACTED]>
Subject: Fwd: ZDC Apple Tech
Date: September 8, 2015 at 5:24:41 PM EDT
To: Richard Kahn <[REDACTED]>

Spoke with Brice & Jonas. Brice sounds to be helpful today.

Jonas is recommending setting the basestations to use the same channel throughout the house, which I've asked him to implement. I asked him to make sure the Cradlepoint is doing the routing for the network and all the basestations are in bridge mode and walk through the house and confirm the speeds are consistent.

Jonas thinks that moving the antenna to the roof may get a faster signal and keep it out of sight esthetically.

He also suggested replacing the Cradlepoint/Feeney modem with a Peplink router instead. I haven't heard of the company, so I'll research it and see if it's advantageous.

James Ce
your Personal Genius

• Certified Support Professional 10.6
[REDACTED]
<http://personalgenius.us> <<http://personalgenius.us/>>

Begin forwarded message:

From: Zorro Ranch [REDACTED]
Date: September 8, 2015 at 4:58:01 PM EDT
To: james ce | personal genius [REDACTED]
Subject: Re: ZDC Apple Tech

[REDACTED]

Sent from my iPhone

On Sep 8, 2015, at 2:55 PM, james ce | personal genius [REDACTED]
[REDACTED] wrote:

let me call in, please. I need to find a quieter place to talk. What #?

James Ce
your Personal Genius

• Certified Support Professional 10.6
<http://personalgenius.us>

On Sep 8, 2015, at 4:54 PM, Brice Gordon [REDACTED] wrote:

James Jonas is onsite
should he call you?

On Tue, Sep 8, 2015 at 1:39 PM, james ce | personal genius [REDACTED]
wrote:

ok. thanks. please let me know when he's ready.

James Ce
your Personal Genius

• Certified Support Professional 10.6

On Sep 7, 2015, at 3:26 PM, Zorro Ranch [REDACTED]
<[REDACTED]> wrote:

James
Just spoke with Jonas
He is in similar situation with prior client
He will be on site in 45 mins

Sent from my iPhone

On Sep 8, 2015, at 1:02 PM, James Ce | personal genius
[REDACTED] wrote:

Hi Jonas,

Has Jonas arrived? I'm running behind on my prior client's setup, so I hope he's
not waiting for me.

James Ce
your Personal Genius

• Certified Support Professional 10.6
<http://personalgenius.us>

On Sep 2, 2015, at 2:17 PM, Zorro Ranch [REDACTED] wrote:

Confirming 3 pm EST
Thank you

Sent from my iPhone

On Sep 2, 2015, at 10:56 AM, James Ce | personal genius
[REDACTED] wrote:

If you mean 1 PM NM / 3 PM NYC — then yes I can do that.

If you mean 1 PM NYC, then no. I have another client scheduled for then.

James Ce
your Personal Genius

• =ertified Support Professional 10.6
<http://personalgenius.us>

On Sep 2, 2015, at 12:54 PM, Brice Gordon [REDACTED] wrote:

Hi James

Jonas needs to =eschedule Fridays apt, can you do Tuesday 1pm next week?

If=not ,let me know when you have availability

regards Brice

On Mon, =ug 31, 2015 at 6:02 PM, james ce | personal genius
[REDACTED] > =rote:

Hi Brice,

I'll be available to chat with =onas on Friday after 5:30 PM NYC Time (3:30 PM
NM Time). Please have =im email me when he's ready to talk with the number & =ll call in.

Thanks!

James Ce
your =ersonal Genius

• =ertified Support Professional 10.6
<http://personalgenius.us>

On Aug 31, 2015, at 5:26 PM, Brice Gordon [REDACTED] wrote:

ok

James does this work for you?

If not,when do you =ave availability next week?

thanks Brice

On Mon, =ug 31, 2015 at 3:18 PM, Richard Kahn [REDACTED]
wrote:

Why don't you coordinate with James who is =opied on this email if Friday
works and when you can get him up to =ate. Thank you.

Sent from my =Phone

On Aug 31, 2015, at 4:59 PM, Zorro Ranch <[REDACTED]> wrote:

Rich

Is James aware of the situation at Morro, or do I need to update him first ?
Jonas can see on sight Friday at 3.30

Sent from my iPhone

On Aug 27, 2015, at 12:12 PM, Richard Kahn <[REDACTED]>

<[REDACTED]> wrote:

Please reach out to James and Jonas to coordinate a day next week they will
both be available to begin troubleshooting

Thank you

Rich

Sent from my iPhone

On Aug 27, 2015, at 2:39 PM, Jeffrey E. <jeevacation@gmail.com>
<mailto:jeevacation@gmail.com> wrote:

both

On Thu, Aug 27, 2015 at 2:14 PM, Brice Gordon <[REDACTED]> wrote:

Jeffrey

only one apple tech, referred by Apple Store Abq

Company name:
Jonas Povilas Skardis
1844 Camino de la Canada
Santa Fe
NM, 87501

[REDACTED]

how do you wish to proceed, local Tech or James

regards Brice

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Brice Gordon
Stanley, NM

Ph: [=a href="tel:%28505%29%20934%202809" value="+15059342809"](tel:%28505%29%20934%202809)
=arget="_blank" class="">(505) 934 =809

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please note

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=/div>

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Brice Gordon
Stanley, =M

Ph: 

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Brice =ordon

Stanley, NM

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Brice =ordon
Stanley, NM

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