

To: [REDACTED]
Cc: Richard Kahn[rkahn@jamespersonalgenius.com]
From: james | personal genius
Sent: Fri 9/7/2018 7:44:19 PM
Subject: Re: Apple TV Issues in apt 7J

Hi,

I think 7J is where the pilot usually stays, yes? It looks like the Apple TV was configured to his preferences.

[REDACTED] I've logged it in with the AppleTV with the Apple ID I'd created for the 66th St Apple TVs (jee.quest.appletv@gmail.com | [REDACTED]) and reset the home screen to the apps listed on the cheatsheet I made for them back when.

They really wanted access to non-news CBS, NBC & Fox content, but unfortunately all three channels don't offer that content for free (CBS & Fox require a separate subscription, NBC requires a Cable package). I offered to help them purchase a subscription for Fox or CBS, but he wasn't interested. I also offered to show how to Airplay content off his iPad, but he said he already knew.

There's a digital TV antenna connected to the back of the TV (Merwin thinks they brought it with them), but it only shows ABC, a christian broadcast channel and a couple of SUNY/Public access channels.

Thank you,

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

On Sep 6, 2018, at 5:28 PM [REDACTED]

Perfect. Thank you

Sent from my iPhone

On Sep 6, 2018, at 4:56 PM, james | personal genius [REDACTED] wrote:

2PM should be safe for scheduling. Thanks for the code; I'll knock first, of course.
Thank you,

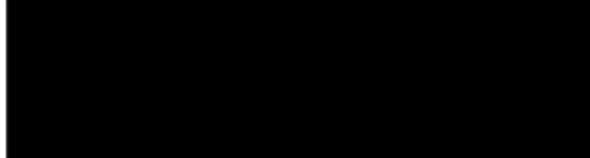
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Tomorrow after 2pm will be just fine. Yoni says you may go anytime that is convenient. If you can pinpoint a time great. The code to 7J is 1020

Sent from my iPhone

On Sep 6, 2018, at 2:53 PM, james | personal genius



My first availability is tomorrow after 2PM.

From what Merwin sent me, the Apple ID I created for all the Apple TVs at 66th has been “locked”. I’ll try to resolve that ahead of time (or just create a new one if I can’t).

Once that’s fixed, it’ll just be a matter of reinstalling the standard Apps (channels) as originally deployed.

Thank you,

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

On Sep 6, 2018, at 10:26 AM, [REDACTED] wrote:

Hi James...when might you be available to go to 7J and fix the issue with Apple TV? The man and his family staying there will be leaving shortly for the

day...but I will assure them you
can go in...can you go today?
or when is earliest you can get
there?

Lesley