

**To:** [REDACTED]  
**From:** [REDACTED]  
**Sent:** Fri 9/7/2018 8:36:38 PM  
**Subject:** Re: Apple TV Issues in apt 7J

thanks James...appreciate your help...doesn't sound like TV is so great ..I wish we didnt only do the Apple TV but not my decision to make!

On Sep 7, 2018, at 3:44 PM, james | personal genius <[REDACTED]> wrote:

Hi,

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

I've logged it in with the AppleTV with the Apple ID I'd created for the 66th St Apple TVs ( [jee.guest.appletv@gmail.com](mailto:jee.guest.appletv@gmail.com) | Bemyguest2018 ) 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] wrote:

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,

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

[REDACTED]

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 <[REDACTED]>

Hi Lesley,  
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]

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?