

To: [REDACTED]
Cc: Rich Kahn[REDACTED]
From: james | personal genius
Sent: Thur 9/6/2018 6:53:12 PM
Subject: Re: Apple TV Issues in apt 7J

Hi [REDACTED]

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?