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**From:** james | personal genius [REDACTED]  
**Sent:** Wednesday, May 23, 2018 5:19 PM  
**To:** jeffrey E.  
**Subject:** Re:

Looks=like the most common solution is to turn on airplane mode, wait a =oment and turn it back off.

If that doesn't fix it, reboot =he iPad by holding home button & top/power button down until the =pple logo appears.

Thank you,

James Ce  
your Personal =enius  
· =Certified Support Professional 10.6  
<http://personalgenius.co>

On May 23, 2018, at 12:53 PM, jeffrey E. <[jeevacation@gmail.com](mailto:jeevacation@gmail.com)> wrote:

the movies say unable to download at this time

On Wed, May 23, 2018 at 12:06 PM james | personal =enius [REDACTED]  
[REDACTED] wrote:

There's a menu at the top of Library to switch to =ovies

How are you =ownloading? Is it giving an error?

Thank you,

James Ce

your Personal =enius

· =ertified Support Professional 10.6

<http://personalgenius.co> <<http://personalgenius.co>>

On May 23, 2018, at 11:57 AM, jeffrey E. =lt;[jeevacation@gmail.com](mailto:jeevacation@gmail.com) <<mailto:jeevacation@gmail.com>> wrote:

this works for tv shows not for movies. and i cant seem to download movies or tv =hought the storage shows available

On =ed, May 23, 2018 at 11:48 AM james | personal genius [REDACTED] wrote:

Do you mean the iPad?

iTunes TV & Movies are within the =V.app now <https://itunes.apple.com/us/app/apple-tv/id1174078549?mt=8>

Episodes can =e deleted by long-pressing (tap & hold) on the title > Remove =ownload.

Items with the =loud-and-down-arrow icon are available for download, not currently on =he device.

Thank you,

James =e  
your Personal =enius  
• =certified Support Professional 10.6  
<http://personalgenius.co> <<http://personalgenius.co>>

On May 23, 2018, at 11:35 AM, jeffrey E. =lt;jeevacation@gmail.com <mailto:jeevacation@gmail.com> wrote:

it seems you moved my itunes storage , so i cant =igure out how to delete shows.?

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please note

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