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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 moment and turn it back off.

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

Thank you,

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

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

the movies say unable to download at this time

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

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

How are you downloading? Is it giving an error?

Thank you,

James Ce

your Personal Genius

• Certified Support Professional 10.6

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

On May 23, 2018, at 11:57 AM, jeffrey E. <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 thought the storage shows available

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

Do you mean the iPad?

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

Episodes can be deleted by long-pressing (tap & hold) on the title > Remove Download.

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

Thank you,

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

On May 23, 2018, at 11:35 AM, jeffrey E. <[jeevacation@gmail.com](mailto:jeevacation@gmail.com)> wrote:

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

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please note

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