
From: Eric Roth <[REDACTED]>
Sent: Friday, November 8, 2013 4:43 PM
To: 'Jeffrey Epstein'
Cc: 'Ivjet'; [REDACTED] 'Jay Massar'
Subject: Audio Analysis - GIV Entertainment System
Attachments: image002.jpg; image004.jpg; image006.jpg; Audio Analysis.docx; 103004C1.pdf

Good morning =effrey,

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As you are =ware, we went to Teterboro and spent a very long day going through the =ntertainment System (audio and video).

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We spent =ost of the day tuning the audio system. I am very happy with the =esults and I am hopeful you will agree. We have maximized the =performance of the equipment installed.

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With regard =o blue tooth connectivity, it worked flawlessly. Dan reviewed the =rocedure with Larry. Our professional recommendation is that you =ave one i-Touch or mini i-Pad that is dedicated for the aircraft. =ou can download whatever music you or your passengers have in their =ibrary. This simplification will insure that there is no =onfusion. Keep in mind that you can (if you desire) use =ndividual personal devices to connect via Bluetooth, but you and your =assengers will have to fully understand how to connect and =isconnect.

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The attached =udio Analysis was prepared for you based upon yesterday's tuning =f the system at Teterboro.

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With regard =o the fwd monitor, as discussed, our troubleshooting has identified =hat there is a fault in the monitor (unfortunately, not uncommon in =viation). We can remove and send the monitor back for bench =esting and service during your time in your upcoming trip to Paris if =ou would like.

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As =iscussed, your Mid Continent Control Cabin Management System (CMS) is =omprised of components such as the two (2) Video Switcher / =istribution Amplifiers along with other components that are analogue (=s digital) and work through a composite video - not high definition =abling (such as HDMI for example).

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I have =poken with Adam Ewing (Technical support) and at this they currently to =ot have a system (or components) that will support hi definition. =hen I drilled down further, he informed me that when they do come out =ith a digital system

to support hi definition, that your system would have to be completely replaced (not just the "behind the scenes" component; but switches and all.

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Even if you were to replace the monitor with a high definition model, the end result would be about the same or perhaps marginally better. =o:p>

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The only way to present a high definition signal is to replace the existing cabin management system or rewire the entertainment system to work independently of the Cabin Management System.

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Jeffrey, with specific regard to the entertainment system, I remain steadfast as my only goal continues to be to satisfy you. I have never given up and have involved myself personally to the highest degree that I can afford to provide you with exception personal service. We are at a juncture where I believe I have exhausted all resources. If you feel there is something more that I can do, please let me know and I will continue.

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Aside from sending the monitor (as noted above), the only item that requires additional investigation is the "buzzing" sound that is audible when the system is powered, no music source present and the volume elevated. Please note - if no music is presented and the volume is adjusted to half way or below, the slight "buzzing" sound was not easily detectable with the engines running. Additionally, this sound disappears entirely when the speakers are turned off by pressing the "speaker on/off) switch at the VIP switch panel. We are investigating the source of this sound.

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I hope that you have an enjoyable flight tonight and that you are happy with the way we tuned the system.

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Please let me know your thoughts.

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Sincerely,

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Eric

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=nbsp;| PRESIDENT

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