

To: James Ce [REDACTED]@personalgenius.us]
From: [REDACTED]
Sent: Thur 4/2/2015 4:39:42 PM
Subject: Re: Office number comes in as "Unknown"

nothing in U under contacts that are empty..and "show caller ID" is ON...and Yes, I for sure restarted my phone a few times over the weekend...i was having text trouble at one point so I powered down...

On Apr 2, 2015, at 12:36 PM, james ce | personal genius [REDACTED]@personalgenius.us> wrote:

It's a weird one. Can you scroll down to U in your contacts or all the way to the bottom to see if there are any empties?

On the phone Settings > Phone > Show My Caller ID > On (?) *this shouldn't affect incoming calls, but....*

Have you restarted the phone recently?



James Ce
your Personal Genius

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On Apr 2, 2015, at 12:28 PM, [REDACTED] > wrote:

when I search for "Unknown" in my contacts it says "no results"...I will be on holiday all next week! I would love to be able to meet you on this however...we can circle back when I return...I read up on it a bit and wonder if it is an ATT issue? I just don't get it cause it was working fine..

On Apr 2, 2015, at 11:47 AM, james ce | personal genius <[REDACTED]@personalgenius.us> wrote:

Can you search your contacts (on the phone) for a contact card named "Unknown" or any without names? It's unlikely, but it would be the simplest explanation.

Are you going to be in the office next week? I'm in jury duty today and tomorrow (at least). It would be easiest if we were there so we could test directly.



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Everyone from the office now comes in as "Unknown"...
On Mar 31, 2015, at 11:24 AM, james ce | personal genius
<[REDACTED]@personalgenius.us> wrote:

Does it make a difference who is calling you — Bella vs Rich vs Bebe?



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On Mar 31, 2015, at 10:29 AM, [REDACTED] wrote:

yes, that is correct...
I am in the office today and I just had Bella and Bebe check their cell phones to see how calls from here

come to their
cells...they see the
office number come
up...

On Mar 31, 2015, at 10:20 AM, james ce | personal genius

<[REDACTED]>
[REDACTED]

Ummm
m....
Let me
get
back to
you on
that. Is
this
calls
from
51st
office
to your
cell?



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On Mar 31, 2015, at 9:56 AM, [REDACTED] wrote:

Hi james...the office number used to come to
my cell phone labeled as HBRK or Bella or
however I have it in my contacts...now when
anyone from the office calls me, it shows up
"unknown"...can I fix this?

:) lesley