

To: Lesley Groff [REDACTED]
From: james ce | personal genius
Sent: Thur 4/2/2015 5:08:24 PM
Subject: Re: Office number comes in as "Unknown"

You get such amazingly interesting issues with your phone. Let me know when you'll be back in the office and enjoy holiday!



James Ce
your Personal Genius

Certified Support Professional 10.6

[REDACTED]
<http://personalgenius.us>

On Apr 2, 2015, at 12:39 PM, Lesley Groff [REDACTED] wrote:

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]> 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

Certified Support Professional 10.6

[REDACTED]
<http://personalgenius.us>

On Apr 2, 2015, at 12:28 PM, Lesley Groff <[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]> 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.



James Ce
your Personal Genius

Certified Support Professional 10.6
+1 [REDACTED]
<http://personalgenius.us>

On Mar 31, 2015, at 11:29 AM,
Lesley Groff

[REDACTED] > wrote:

Everyone from the office now comes in as "Unknown"...

On Mar 31, 2015, at 11:24 AM, james ce | personal genius

[REDACTED]
wrote:

Does it make a
difference who is
calling you — Bella

vs Rich vs [REDACTED]?



James Ce
your Personal Genius

Certified Support
Professional 10.6

[REDACTED]
<http://personalgenius.us>

On Mar 31, 2015, at 10:29 AM, Lesley Groff <[REDACTED]> wrote:

yes,
that is
correct

...
I am in
the
office
today
and I
just
had
Bella
and
[REDACTED]

check
their
cell
phones
to see
how
calls
from
here
come
to their
cells...t
hey see
the
office

number
come
up...

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



wrote:

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



James Ce
your Personal Genius

Certified Support
Professional 10.6

<http://personalgenius.us>

On Mar 31, 2015, at 9:56 AM, Lesley Groff  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