

To: James Ce [redacted]
From: [redacted]
Sent: Wed 1/28/2015 3:46:01 PM
Subject: Re: Your iCloud storage is almost full.

ok, appreciate your help as always!!!
thanks

On Jan 28, 2015, at 10:42 AM, james ce | personal genius <[redacted]> wrote:

[redacted] iPhone 1.4GB is your old iPhone 5 and can be deleted, but you're going to encounter this problem again as soon as you take more photos (clearing Google Drive won't help).

Upgrading to the \$3/month 200GB plan is the best option.



James Ce
your Personal Genius

Certified Support Professional 10.6

<http://personalgenius.us>

On Jan 28, 2015, at 10:32 AM, [redacted] wrote:

No, I didn't know you were kidding! but thats ok ...

iCloud Photo library 7.6 GB

[redacted] iPhone 6 10.6 GB

[redacted] iPhone 1.4GB (doesn't make reference to what iPhone)

Passbook (documents & Data) 21.1 KB

What should I do here? Should I delete some stuff I have in my Google Drive that I don't need? probably lots of stuff there...but not sure that makes a difference

On Jan 28, 2015, at 10:15 AM, james ce | personal genius <[redacted]> wrote:

Lucky Jed!

On your iPhone go Settings > iCloud > Storage > Manage Storage and it will tell you what is using all your storage.

If your iPhone 5 backup is listed here, you can probably delete it and free up a bunch of space, otherwise it's probably all photos & videos (you know I was kidding about taking another 97GB of photos, right?), in which case you'll need to go to the \$3/month plan.



James Ce
your Personal Genius

Certified Support Professional 10.6

<http://personalgenius.us>

On Jan 28, 2015, at 8:07 AM, [REDACTED] > wrote:

I am receiving this message!? I love Jed and we purchased the .99 a month extra storage already. Is it possible that is still not enough?

Sent from my iPhone

Begin forwarded message:

From: iCloud
<noreply@insideicloud.icloud.com>

Date: January 28, 2015 at 5:10:07 AM EST

To: [REDACTED]

Subject: Your iCloud storage is almost full.

Dear [REDACTED]

Your iCloud storage is almost full. You are currently using 19.8 GB of 20

Your iCloud storage is used to store your photos and videos in iCloud P
storage is also used to back up important device data and to keep your
iCloud-enabled apps, like Keynote, Pages, and Numbers, up-to-date ac

To continue using these iCloud features without interruption, you can up
plan from your iPhone, iPad, iPod touch, or Mac.

iOS 8:

- 1) Go to Settings and tap iCloud.
- 2) Tap Storage.
- 3) Tap Change Storage Plan.

OS X:

- 1) Go to System Preferences and click iCloud.
- 2) Click Manage.
- 3) Click Change Storage Plan.

Or you can reduce the amount of iCloud storage you're using. Learn how
iCloud storage >

Important: If you exceed your storage plan, new photos and videos will n
Photo Library and your devices will stop backing up to iCloud. iCloud Dr
enabled apps will no longer update across your devices.

The iCloud Team



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