

To: [REDACTED]
Cc: Rich Barnett [REDACTED]; Sara Rychtarik [REDACTED]; Richard Kahn [REDACTED]
From: james | need mac help
Sent: Tue 2/18/2014 11:06:55 PM
Subject: Re: Jeffrey's Home Next Week

Hi Lesley,
I just realized that the software install I need to do on Jeffrey's laptop to view the security cameras can't be done without Rich Barnett. I need him to provide the credentials and to call the vendor that installed the system to walk me through configuring it.

We'll need to schedule this for a time when Rich B & Jeffrey's laptop are both available.

I hope everything is satisfactory with your iMac tomorrow.

Thanks!

--

James Ce
□ Certified Support Professional 10.6

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On Feb 13, 2014, at 8:11 AM [REDACTED] wrote:

Ok thx

Sent from my iPhone

On Feb 13, 2014, at 8:10 AM, james | need mac help <[REDACTED]> wrote:

I heard back from Rich Barnett late last night. He is out from tomorrow until the 24th. It can wait until after he returns.

Thanks!

James Ce
□ Certified Support Professional 10.6

Need Mac Help, Inc.

[REDACTED]

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On Feb 13, 2014, at 7:59 AM, [REDACTED] > wrote:

I have changed Jeffrey's flight back to NY. He will now arrive Thursday Feb 20th at 10:30am. He will be at the house by around 11:30am or so. Can you get everything you wish done prior to his arrival (and count on it all working smoothly :) ? Maybe Tuesday would be better? Since you are booked wed?

Sent from my iPhone

On Feb 12, 2014, at 9:41 PM, james | need mac help [REDACTED] wrote:

Hi Rich,

After pow-wowing with Bill Murphy, we've concluded that I need to call TimeWarner and have them change the configuration on the modem & fix the settings on AirPort Extreme "Main 001".

I'd like to setup the new base station in the second floor library at the same time.

Will you be available to host me on Thursday AM?

James Ce
 Certified Support Professional 10.6

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On Feb 12, 2014, at 2:54 PM, [REDACTED] wrote:

ok, should be fine for James to go on thursday if this is what Rich and James decide on...just I will not be there...but that is ok...I will be at the house on Wed. and if i have any questions/concerns I will email James...

On Feb 12, 2014, at 2:49 PM, Sara | Need Mac Help


wrote:

Hi 

James is booked all day next Wednesday. Thursday and Friday are free at the moment, though.

Best,

Sara

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On Feb 12, 2014, at
2:46 PM, [REDACTED]

[REDACTED] wrote:

James,
I will
work
from
Jeffrey'
s home
next
week
on
Wed.
Feb.
19th...
might
it be
possibl
e for
you to
come
this
day
and
take
care of
what
you
need to
do?

[REDACTED]