

**From:** james | personal genius <[REDACTED]>  
**To:** Bella Klein <[REDACTED]>  
**Cc:** Karyna Shuliak <[REDACTED]>, Richard Kahn <[REDACTED]>  
**Subject:** Re: Need help with printer  
**Date:** Sun, 26 Jul 2015 22:12:54 +0000

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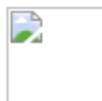
Hi Bella,

Jeffrey has some very important guests in [REDACTED] and there's a problem with the TV remotes. The remotes for the TV & Bluray player are missing (there were two old remotes for devices not there anymore) and the TimeWarner remote doesn't work very well -- you have to aim it just right and push the buttons multiple times. Sometimes it turns the TV off or on, sometimes it doesn't. It looks very old and the battery door is held on by packing tape.

Also, it still has the blue Ubee internet modem, not the new ones we've got in the other apartments.

Can you see if we can get these replaced as soon as possible? Is it possible to have a TWC tech come & do it or for us? I don't know if the cable remote needs to be programmed...

It'd be preferable if we could avoid them being left without internet & TV while someone took the equipment to the TWC store.



James Ce  
your Personal Genius

Certified Support Professional 10.6

<http://personalgenius.us>

On Jul 26, 2015, at 12:44 PM, Karyna Shuliak <[REDACTED]> wrote:

Hi James,

Would you please look at their TV in [REDACTED] as well, they are having some issue. It is possible it has to do with the time warner contract ( then we will have to speak with Bella) but I am not sure what it is.

Thank you,  
Karyna.

On Jul 25, 2015, at 7:45 PM, james ce | personal genius <[REDACTED]> wrote:

It's unlikely we'll have to replace the printer. If you think it's better that you're there just in case, that's great too. It's always lovely to see you.

It's up to you — I could just call you if I need you.

Is your cell still [REDACTED]?



James Ce  
your Personal Genius

Certified Support Professional 10.6

<http://personalgenius.us>

On Jul 25, 2015, at 7:21 PM, Karyna Shuliak <[REDACTED]> wrote:

Thank you!

It is apartment [REDACTED]. Please ask for Nilli.

They are important guests for Me. Epstein. In case there printer is broken, we will need to get a new one. Do you need me to be there in case we need a new printer?

Thank you,  
Karyna.

On Jul 25, 2015, at 7:17 PM, james | personal genius <[REDACTED]> wrote:

4PM is good. Which apt & who am I asking for?

Thanks!



James Ce  
your Personal Genius

Certified Support Professional 10.6

<http://personalgenius.us>

On Jul 25, 2015, at 7:07 PM, [REDACTED] <[REDACTED]> wrote:

James, they asked if you could please come at 4pm?

On Jul 25, 2015, at 7:00 PM, [REDACTED] <[REDACTED]> wrote:

Thank you so much James!

I just sent them a message, will let you know as soon as they respond!

On Jul 25, 2015, at 6:53 PM, james | personal genius <[REDACTED]> wrote:

Hi Karyna,

I have plans in the morning, but I could be there anytime between 1 - 6 PM tomorrow if that works?

Please let me know.

(Also, we no longer work with Sara Rychtarik and Need Mac Help. Please don't copy her. 😊)



James Ce  
your Personal Genius

Certified Support Professional 10.6

<http://personalgenius.us>

On Jul 25, 2015, at 6:30 PM, [REDACTED] <[REDACTED]> wrote:

Hi James,

Mr. Epstein has guests in one of the apartments at [REDACTED]. They need help to set the printer. Will you by any chance have time tomorrow around 11am? I understand it is a short notice and tomorrow is Sunday, but wanted to check in case you are available..

Thank you!

Karyna.