

From: james | personal genius <[REDACTED]>
To: "jeffrey E." <jeevacation@gmail.com>
Subject: Re: meet JE at Meridean
Date: Wed, 28 Mar 2018 20:17:43 +0000

That should be enough. Does it affect all iTunes content?

Thank you,

James Ce
your Personal Genius
□ Certified Support Professional 10.6
<http://personalgenius.co>

On Mar 28, 2018, at 4:16 PM, jeffrey E. <jeevacation@gmail.com> wrote:

yes internet works but slow

On Wed, Mar 28, 2018 at 4:01 PM, james | personal genius <[REDACTED]> wrote:

Hello Sir,

If [REDACTED] understanding the problem correctly, purchased video content downloaded to your iPad is refusing to play on the TV via the iPad lightning to HDMI adapter because of an HDCP error.

Do you have *any* internet connection up in the air? My suspicion is that iTunes content wants to connect to the Apple servers to authenticate, and without internet connection is failing that check.

Thank you,

James Ce
your Personal Genius
□ Certified Support Professional 10.6
<http://personalgenius.co>

On Mar 28, 2018, at 3:52 PM, james | personal genius <[REDACTED]> wrote:

Hi Larry,

Unfortunately, I am unavailable tomorrow AM.

Thank you,

James Ce
your Personal Genius
□ Certified Support Professional 10.6
<http://personalgenius.co>

On Mar 28, 2018, at 3:35 PM, Larry Visoski <[REDACTED]> wrote:

Hi Leslie and James,

Jeffrey asked me if [REDACTED] could set up James to meet us at Teterboro airport tomorrow at 10 AM at Meridian aviation to troubleshoot the Apple TV issue we are having on the airplane, Jeffrey sent this web link below describing the issue we are having on using his video to mirror to the LG TV during flight, we have Wi-Fi, Jeffrey was hoping James could help troubleshoot this issue, can you arrange for James to meet us at meridian tomorrow at 10 AM?

Meridian,

[485 Industrial Ave.](#),
[Teterboro, NJ](#)

Let me know if James is able to meet us? Thanks again

Larry

N212JE

Sent from my iPhone

Begin forwarded message:

From: "jeffrey E." <jeevacation@gmail.com>

Date: March 28, 2018 at 9:30:34 AM EDT

To: lvjet <[REDACTED]>, "james ce | personal genius" <[REDACTED]>

[REDACTED]

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please note

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