

From: james | personal genius <[REDACTED]>
To: "jeffrey E." <jeevacation@gmail.com>
Subject: Re: meet JE at Meridean
Date: Thu, 29 Mar 2018 02:06:54 +0000

I am able to AirPlay (stream over WiFi) HD iTunes movies from my iPad Pro to my 4th Generation Apple TV without error. That proves that it should work.

Sorry to pester you with questions — if I could make it out to Jersey tomorrow morning to test myself, I would but I have a client that scheduled me for this vendor install two weeks ago for tomorrow AM.

1. Did this every work?
2. Does non-iTunes content (Netflix etc) work?
3. Is it all HD iTunes content or just specific movies/shows? (HDCP errors wouldn't come up on content less than 1080P)
4. Is that Apple TV a 3rd Gen, 4th Gen or 4K model?

The trouble shooting tips I'm finding are the expected "restart everything" and "unplug the cables and plug them back in". HDCP errors do often resolve by rebooting the TV & Apple TV or unplugging/replugging the HDMI cable, tho.

Thank you,

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

On Mar 28, 2018, at 4:38 PM, jeffrey E. <jeevacation@gmail.com> wrote:

no i am streaming to the apple tv over the wifi, so not sure why it checks the internet?

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

If I'm 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 [REDACTED] 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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