

From: "jeffrey E." <jeevacation@gmail.com>
To: Richard Kahn <[REDACTED]>
Subject: Re: 4K Apple TVs
Date: Mon, 16 Oct 2017 22:43:52 +0000

yes new receiver

On Tue, Oct 17, 2017 at 12:29 AM, Richard Kahn <[REDACTED]> wrote:
see below regarding NYC apple TV installed on 6th floor
should we pursue a new receiver? if so any specific brand?
in addition please advise on apple TV's to be sent to other homes..
thank you

Richard Kahn
HBRK Associates Inc.
[575 Lexington Avenue 4th Floor](#)
[New York, NY 10022](#)
tel [REDACTED]
fax [REDACTED]
cell [REDACTED]

Begin forwarded message:

From: james | personal genius <[REDACTED]>
Subject: Re: 4K Apple TVs
Date: October 16, 2017 at 6:24:56 PM EDT
To: Richard Kahn <[REDACTED]>

The tv lives in the AV stack between the windows; it has an HDMI cable to the receiver which then has an HDMI cable to the Epson projector.

The cable from the receiver to the projector has to go up ~7 feet into the ceiling, over ~8 feet & down to where the projector descends to for playback. That's longer than the Belkin cables Apple sells (6ft).

And... I strongly suspect that receiver is the actual problem. I don't think it was upgraded when the new projector went in.

Thank you,

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

On Oct 16, 2017, at 6:19 PM, Richard Kahn <[REDACTED]> wrote:

what about Belkin cables Mark suggested?

Richard Kahn
HBRK Associates Inc.
[575 Lexington Avenue 4th Floor](#)
[New York, NY 10022](#)

tel [REDACTED]
fax [REDACTED]
cell [REDACTED]

On Oct 14, 2017, at 6:02 PM, james | personal genius <[REDACTED]> wrote:

Hi,

I've configured all 10 new 4K Apple TVs & they're ready to ship/deploy.

There are 5 in the bigger shipping box (it holds 6), and 4 more in individual shipping boxes. They're all next to the server in Bella's room.

I installed one on the 6th Floor @ 71st; it is currently working in 1080p — NOT 4K HDR — mode. The Apple TV is reporting a problem with the cable as preventing it from working at the higher resolution. Merwin is aware and will follow up with the AV tech to resolve.

Apple TV automatically detects the resolutions it can support on its connection. It allows you to manually choose other options in Settings > Video and Audio. If you choose something it can't do, it resets back to previous settings after a minute. More details are available here: [\[REDACTED\]](#)
[us/HT208074](#)

If the cable needs to be upgraded, he'll have to snake a replacement through the ceiling to the projector (Epson Pro Cinema LS10500). That's a pain in the ass, but the best case scenario. It is also possible that the receiver will need to be upgraded to pass 4K through to the projector, which I fear may be much more expensive.

I have no way of knowing if the other houses will experience the same issues, but it's likely. [REDACTED] recommend they schedule their AV techs to install the AppleTV 4K when they have it.

I'll be happy to help, but since I wasn't involved with the installation of any of these systems, there's not much I can offer.

Thank you,

James Ce

your Personal Genius

☐ Certified Support Professional 10.6

<http://personalgenius.co>

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please note

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