

From: [REDACTED]
To: James Ce [REDACTED]
Subject: Re: Office number comes in as "Unknown"
Date: Mon, 13 Apr 2015 15:32:51 +0000

Sounds great! See you tomorrow

On Apr 13, 2015, at 11:11 AM, james ce | personal genius [REDACTED] wrote:

How about Tuesday @ 10AM?

The hotmail issue is referring to the outgoing mail server, whose password is stored deeper in the mail account's preferences. You should be able to get mail, just not send it from that account until we update the password for that function.



James Ce
your Personal Genius

Certified Support Professional 10.6

<http://personalgenius.us>

On Apr 13, 2015, at 7:26 AM, [REDACTED] wrote:

Hi James! I am back! Can I get you to come see me either tues or thurs this week? I am also having problems with my hotmail now. I have had numerous attempts to hack into it and hotmail is not working from my cell. I changed the password but something with the "stmp" is not correct????! I can get in from my home computer

Sent from my iPhone

On Apr 2, 2015, at 1:08 PM, james ce | personal genius [REDACTED] wrote:

You get such amazingly interesting issues with your phone. Let me know when you'll be back in the office and enjoy holiday!



James Ce
your Personal Genius

Certified Support Professional 10.6

<http://personalgenius.us>

On Apr 2, 2015, at 12:39 PM, [REDACTED] > wrote:

nothing in U under contacts that are empty..and "show caller ID" is ON...and Yes, I for sure restarted my phone a few times over the weekend...i was having text trouble at one point so I powered down...

On Apr 2, 2015, at 12:36 PM, james ce | personal genius <[REDACTED]> wrote:

It's a weird one. Can you scroll down to U in your contacts or all the way to the bottom to see if there are any empties?

On the phone Settings > Phone > Show My Caller ID > On (?) *this shouldn't affect incoming calls, but...*

Have you restarted the phone recently?



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On Apr 2, 2015, at 12:28 PM, [REDACTED] > wrote:

when I search for "Unknown" in my contacts it says "no results"...I will be on holiday all next week! I would love to be able to meet you on this however...we can circle back when I return...I read up on it a bit and wonder if it is an ATT issue? I just don't get it cause it was working fine..

On Apr 2, 2015, at 11:47 AM, james ce | personal genius <[REDACTED]> wrote:

Can you search your contacts (on the phone) for a contact card named "Unknown" or any without names? It's unlikely, but it would be the simplest explanation.

Are you going to be in the office next week? I'm in jury duty today and tomorrow (at least). It would be easiest if we were there so we could test directly.



James Ce
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On Mar 31, 2015, at 11:29 AM, [REDACTED] > wrote:

Everyone from the office now comes in as "Unknown"...

On Mar 31, 2015, at 11:24 AM, james ce | personal genius <[REDACTED]> wrote:

Does it make a difference who is calling you — [REDACTED] vs [REDACTED] vs [REDACTED]?



James Ce
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On Mar 31, 2015, at 10:29 AM, [REDACTED] > wrote:

yes, that is correct...

I am in the office today and I just had [REDACTED] and [REDACTED] check their cell phones to see how calls from here come to their cells...they see the office number come up...

On Mar 31, 2015, at 10:20 AM, james ce | personal genius <[REDACTED]> wrote:

Ummmm..... Let me get back to you on that. Is this calls from 51st office to your cell?



James Ce
your Personal Genius

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On Mar 31, 2015, at 9:56 AM, [REDACTED] > wrote:

HI james...the office number used to come to my cell phone labeled as [REDACTED] or [REDACTED] or however I have it in my contacts...now when anyone from the office calls me, it shows up "unknown"...can I fix this?

:) [REDACTED]

