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# Apple Technician Guide



## Apple TV

Apple TV (2nd generation & 3rd generation)

2012-3-16

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 Apple Inc.

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Apple  
1 Infinite Loop  
Cupertino, CA 95014-2084  
USA  
+ 1 408 996 1010  
[www.apple.com](http://www.apple.com)

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# Apple TV

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# Manual Updates

## **Apple Technician Guide introduced 28 September 2010**

The manual covers the Apple TV (2nd generation) & Apple TV (3rd generation)

## **Added Apple TV (3rd generation) 16 March 2012**

Added troubleshooting information for Apple TV (3rd Generation)

Checked and updated links (p. 14)

# Feedback

We want your feedback to help improve this and future Technician Guides!

Please email any comments to: [smfeedback6@apple.com](mailto:smfeedback6@apple.com)

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# **Apple Technician Guide**

## **Basics**

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### **Apple TV (2nd generation & 3rd generation)**



# Overview



Apple TV (2nd generation & 3rd generation) has several differences from the first generation Apple TV:

- Redesigned smaller case, in black
- No hard drive
- Content streaming only
- Micro USB port
- No Component video and RCA audio ports
- Status light has only a white color

## Differences between Apple TV (2nd generation) and Apple TV (3rd generation)

Apple TV (3rd generation) differs from Apple TV (2nd generation) in two key areas:

- Outputs in 1080p
- Requires power cord to be plugged into device when restoring from iTunes

You should update to the latest versions of all OS and iTunes software.

## Part Numbers

	Whole Unit	Power Cord	Remote
Apple TV (2nd generation)	661-5782	922-9720	661-5286
Apple TV (3rd generation)	661-6450	922-9720	661-5286



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## Minimum System Requirements

See Apple TV Tech Specs for minimum system requirements:

<http://support.apple.com/specs/#appletv>.

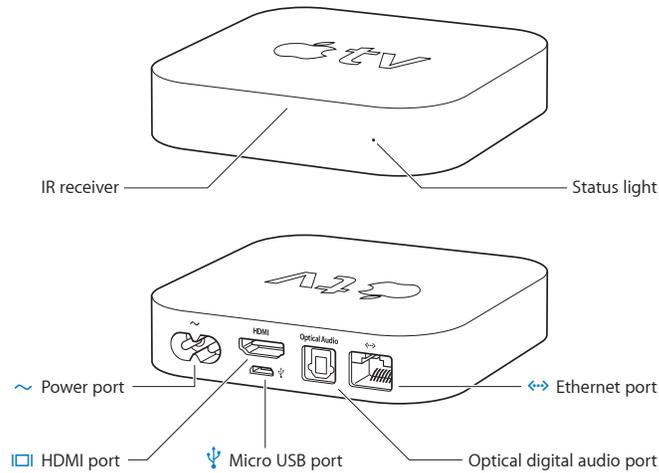
For Apple TV testing, you should update to the latest versions of all OS and iTunes software.

- Software Update... can be used to install the latest Mac OS and iTunes updates
- iTunes is available for download at: <http://www.apple.com/itunes/download/>



## Apple TV At-A-Glance

The Apple TV ports and the controls on the remote are referred to throughout these procedures. Use the graphic below to familiarize yourself, and refer back as needed.



### IR receiver

Use the Apple Remote to control Apple TV.

### Status light

The status light flashes slowly when Apple TV starts up. When Apple TV is on, the status light glows.



### Micro USB port

For connecting to a computer to restore with iTunes.



### Power port

The AC power cord connects to the power port.



### Ethernet port

To Connect an Ethernet cable for Ethernet based networks.



### HDMI port

Connect Apple TV to the HDMI port of a high-definition TV using an HDMI cable.

### Optical digital audio port

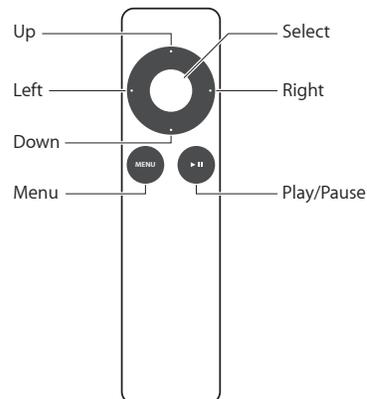
To connect Apple TV to a home theater receiver that has an optical digital audio port, using an optical digital audio (also called S/PDIF or TOSLINK) cable.



### Built-in Wi-Fi/AirPort wireless

To connect Apple TV to a wireless network.

## Apple Remote At-A-Glance





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# **Apple Technician Guide**

## **Troubleshooting**

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### **Apple TV (2nd generation & 3rd generation)**



# General Troubleshooting

## Update System Software

**Important:** Whenever possible before beginning troubleshooting, ensure the latest OS and iTunes software updates have been applied.

## Safety First

- Do not perform troubleshooting if there is a concern for yours or the customer's safety. You should also inform the customer of the issue.
- If a safety issue is discovered, follow the documented safety procedures and escalate the issue.
- Warranty and service options may still apply.

## What You Need for Testing

- The latest update to [iTunes 10](#) or later, installed on either a Mac or Windows PC (see iTunes hardware and software requirements)
- Apple TV Restore Cable, USB to Micro USB (p/n 922-9733)
- A high-definition TV with HDMI and capable of 720p or 1080p 60/50Hz (see [Apple TV Technical Specifications](#) page for TV compatibility)
- An HDMI cable
- Apple TV power cord
- A 10/100BASE-T Ethernet network
- An 802.11g or 802.11n wireless network
- A broadband Internet connection (DSL, cable, or LAN)
- iTunes Store account

## Cleaning Apple TV

To clean an Apple TV before returning it to a customer, unplug all cables and cords. Use a clean, soft, lint-free cloth. Do **NOT** use window cleaners, household cleaners, aerosol sprays, solvents, alcohol, ammonia or products containing ammonia, or abrasives.



## Visual Mechanical Inspection

Perform a visual mechanical inspection before troubleshooting to protect test cables. Generally, inspect for damage or conditions that may affect warranty coverage *after* troubleshooting.

### Apple TV Warranty Coverage

Apple covers defects in materials and workmanship on the Apple TV under normal use for a period of ONE (1) YEAR from the date of retail purchase by the original end-user purchaser. Apple's policy is to replace products showing defects that are not the result of an obvious external cause, and to offer out-of-warranty (OOW) paid service for products exhibiting repairable damage. The Apple TV warranty covers failures caused solely by manufacturing defects, regardless of accidental damage.

### Issues Not Covered Under the Warranty

This warranty does not apply to:

- Damage caused by use with non-Apple products
- Damage caused by accident, abuse, misuse, flood, fire, earthquake or other external causes
- Damage caused by operating the product outside the permitted or intended uses described by Apple
- Damage caused by service (including upgrades and expansions) performed by anyone who is not a representative of Apple or an Apple Authorized Service Provider (AASP)
- A product or part that has been modified to alter functionality or capability without the written permission of Apple
- Damage caused by intentional separation, opening, or disassembly of enclosure
- Damage caused by punctures or holes in the outer case
- Cosmetic damage from external causes, including but not limited to dents, abrasions, scratches on case, discoloration, cracking, peeling of metal or plastic parts of enclosure
- Damage or failure caused by wet or dry chemicals, such as gasoline, acid or corrosives
- Damage caused by dust, soil, or foreign matter

#### **Important:**

- Failures due to material or foreign objects in the ports are not covered under the Apple TV warranty, but may be eligible for OOW paid service.
- Cosmetic blemishes caused by normal use are not covered under the Apple TV warranty.
- An Apple TV with multiple cracks or deformations is not covered under warranty, but may be eligible for OOW service
- Excessive damage or damage caused by disassembly is not covered under warranty and is **NOT** eligible for service. [Check Service: Apple TV: Identifying modified devices](#) for visual inspection criteria.



## Training Resources

[AppleCare Service Self-Paced Training for Apple TV \(2nd generation\)](#)

[AppleCare Service Self-Paced Training for Apple TV \(3rd generation\)](#)

## Technical Resources

- Apple TV Product Page <http://www.apple.com/appletv/>
- Apple TV (3rd Generation) Technical Specifications <http://www.apple.com/appletv/specs.html>

Refer the following links for latest system requirements for Mac and Windows, supported languages, media formats, and technical details for all Apple TV models.

- Apple TV Tech Specs (Support) <http://support.apple.com/specs/#appletv>
- Apple TV Support Page <http://www.apple.com/support/appletv/>
- Apple TV Setup Guide <http://support.apple.com/manuals/#appletv>  
(The Setup Guide also contains useful troubleshooting information.)
- For iTunes topics, refer to the iTunes “How-to” page <http://www.apple.com/itunes/how-to>

## Additional Troubleshooting

Refer to these articles for more troubleshooting information:

(If the full URL is needed, add the article number to this address: <http://support.apple.com/kb/>)

### General

- Apple TV: Basic troubleshooting [HT1551](#)
- Apple TV: How to reset your Apple TV [HT3180](#)
- Troubleshooting Home Sharing with Apple TV (2nd generation & 3rd generation) [TS3509](#)

### Video

- Apple TV (2nd generation & 3rd generation): About Apple TV and HDCP [HT4428](#)
- Apple TV: Change from vivid or dynamic picture setting for best color display [HT4353](#)
- Apple TV (2nd generation & 3rd generation): TV displays incorrect colors when playing content from Apple TV [TS3712](#)

### Audio

- Apple TV (2nd generation & 3rd generation): Static or no sound from your TV when playing Apple TV content [TS3518](#)
- Apple TV: HDMI audio stops working [TS2090](#)
- Apple TV (2nd generation & 3rd generation): No audio when using Apple TV [TS3789](#)

### Apple TV Remote

- About Remote app for iPhone , iPad and iPod Touch [HT1947](#)
- Apple TV: How to use your Apple remote for Apple TV [HT3176](#)
- Pairing and Unpairing the Apple Remote with Apple TV [HT1555](#)
- About Remote Learning on Apple TV [HT3296](#)



- Remote for iPhone or iPod touch can't connect to iTunes or Apple TV [TS1741](#)

### Network Connectivity

- Apple TV: Switching between wired and wireless networks [HT2822](#)
- Apple TV: TCP and UDP protocols and Ports used [HT2463](#)
- Apple TV: Connections through proxy servers are not supported [TS3972](#)
- Internet connection does not work with an IP address space of 169.254.xxx.xxx from ISP, router, or manual configuration [TS3798](#)
- Apple TV: "Check that any firewall software running on this computer has been set to allow communication on port 3689" alert in Windows [TS2709](#)

### Wireless Connectivity

- Apple TV: Troubleshooting wireless connections [HT1595](#)
- Wi-Fi: Unable to connect to an 802.11n Wi-Fi network [TS3727](#)

### Content

- Troubleshooting Apple TV not recognized in iTunes [TS1453](#)
- How to rent a movie from the iTunes Store on Apple TV [HT1498](#)
- iTunes Store: How to rent TV shows [HT4309](#)
- Apple TV repeatedly requests authorization to play iTunes Store purchases [TS2845](#)
- Apple TV (2nd generation & 3rd generation): How to use personal pictures with your Apple TV screensaver [HT4362](#)
- Apple TV: Depending on my country, what content can I buy or rent from the iTunes Store? [HT3069](#)
- Apple TV (2nd generation & 3rd generation): Troubleshooting purchase and rental performance [TS3623](#)
- Apple TV (2nd generation & 3rd generation): Third party content provider information [HT4799](#)

### AirPlay

- Setting up and troubleshooting AirPlay Mirroring [TS4085](#)

### Restoring Apple TV

- Apple TV (2nd generation & 3rd generation): Restoring your Apple TV [HT4367](#)

## • Customer Checks

If it is determined that the Apple TV is functioning normally, the customer may need to check other possibilities at the location where their Apple TV is set up. The troubleshooting section of the [Apple TV Setup Guide](#) provides the following helpful checks and solutions:

The customer should make sure:

- The cables between Apple TV and the TV are pushed in all the way.
- The power cords for Apple TV and the TV are securely connected to a working power source.
- The TV is turned on and set to the correct input.
- Apple TV is connected to the network. They can go to the Settings menu on Apple TV, select



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Network, and see if Apple TV has an IP address.

- The network and Internet connections are on and working properly.

If they still have trouble, they can try resetting their equipment by disconnecting Apple TV, their TV, their wireless networking equipment or AirPort base station, and their router from the power outlet, wait 30 seconds, and then reconnect everything.

The troubleshooting section of the Apple TV Setup Guide also give solutions to the following symptoms:

- If the remote isn't working
- If Apple TV can't access the network
- If your TV screen appears fuzzy or black
- If you can see a picture but Apple TV isn't responding
- If Apple TV doesn't respond, try restoring it
- If you can't hear sound
- If Apple TV isn't playing your photo albums or slideshows
- If noise is coming from your TV speakers
- If you don't see your iTunes library under Computers on Apple TV



# Troubleshooting Functions

## Basic Apple Remote Functions

The Apple Remote has the basic functions described below.

To	Do this
<b>Move through the menu options</b>	Press Up, Down, Left, or Right
<b>Select an option from a menu</b>	Press Select
<b>Return to a previous menu</b>	Press Menu
<b>Return to the main menu</b>	Press and hold Menu
<b>Reset Apple TV</b>	Press and hold Menu and Down for 6 seconds, then release
<b>Pair Apple TV and a remote</b>	Press and hold Menu and Right for 6 seconds. A chainlink symbol (  ) appears above a picture of a remote.
<b>Unpair all remotes</b>	Press and hold Menu and Left for 6 seconds. A broken chainlink symbol (  ) appears above a picture of a remote.
<b>Cycle all available video resolutions</b>	Press and hold Menu and Up for 6 seconds. Apple TV will display a specific resolution for 15 seconds then go to the next Apple TV available resolution. Pressing the Select button will instantly switch to next resolution

## Status Light

The status light on the front of Apple TV indicates what's happening.

If Apple TV is	The status light
<b>On</b>	Glows
<b>Off or in standby</b>	Is off
<b>Starting up</b>	Flashes slowly
<b>Accepting a command from the remote</b>	Flashes once
<b>Rejecting a command from the remote</b> (A remote is paired with Apple TV, but you're using a remote that's not paired)	Flashes three times



<b>If Apple TV is</b>	<b>The status light</b>
Having problems	Flashes quickly

## Troubleshooting Functions Chart

Below are the main methods to return the Apple TV to proper function:

Function	Action
<b>Reset</b>	<p>A reset restarts the operating system and clears currently running background processes.</p> <p>There are three ways to Reset, either:</p> <ul style="list-style-type: none"> <li>• Press and hold Menu and Down on the Apple Remote about 6 seconds, until the status light flashes quickly, then release.</li> <li>• Disconnect Apple TV from power, wait 5 seconds, then reconnect.</li> <li>• Choose General &gt; Reset Settings from the main menu on Apple TV.</li> </ul> <p><b>Note:</b></p> <ul style="list-style-type: none"> <li>• A Reset would generally not be performed during field testing, since it automatically happens when the Apple TV is connected to power. If a reset is needed, a restore should be performed.</li> <li>• A reset may be an appropriate first step for the customer to try when the Apple TV is connected in their home system.</li> </ul>
<b>Reset equipment</b>	At home, the customer could try resetting their equipment by disconnecting Apple TV, their TV, their wireless networking equipment or AirPort base station, and their router from the power outlet. Wait 30 seconds, and then reconnect everything.
<b>Reset All Settings<sup>1</sup></b>	Resets all settings, including accounts and configurations. The Apple TV will have to be set up again.
<b><a href="#">Restore</a><sup>1</sup></b>	<p>A restore returns the Apple TV to its factory settings. The latest software update will be downloaded and installed (a Wi-Fi or Ethernet Internet connection is needed). The Apple TV will have to be set up again.</p> <p>There are two ways to perform a Restore, either from the TV or with iTunes: See the <a href="#">Restore</a> heading.</p>

<sup>1</sup>Before doing a Reset All Settings or a Restore, make sure the customer understands that these procedures remove all network and account settings and passwords, including Parental Controls, and requires the Apple TV to be set up again.



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## Restore

To perform a restore from the TV or iTunes, do the following:

**Important:** Before doing a Restore, make sure the customer understands that a restore removes all network and account settings and passwords, including Parental Controls, and requires the Apple TV to be set up again.

### Restore from the TV:

This is the recommended method to restore, when possible.

1. Make sure that Apple TV is connected to the Internet.
2. With Apple TV connected to the TV, navigate to Settings > General > Reset, then select Restore.

### Restore from iTunes:

Restore from iTunes when unable to perform a restore from the TV, or if the Apple TV is known to be unresponsive, or as an option with limited wireless bandwidth.

1. Disconnect the power and HDMI cables from Apple TV. **Note:** If you do not disconnect the power cable before connecting the micro USB cable, you will not see Apple TV in the iTunes Source list.
2. Connect one end of a micro USB cable to the back of your Apple TV, and the other end to one of your computer's USB ports.
3. Apple TV (3rd generation) only: Reconnect the power cable to your Apple TV.
4. Open iTunes on your computer.
5. Select your Apple TV in the Source list, and then click Restore.



## Function Test

The following procedures verify:

- Apple TV starts up
- Status light functions properly
- Apple TV menus display on TV
- Apple Remote navigates menus
- Apple TV connects to both Ethernet and wireless
- Both audio and video of an (appropriate) movie “Preview” plays properly
- Movie control functions work correctly

Perform the following needed tests, if possible, to verify proper function or confirm an issue. If there is an issue, perform a restore and repeat the tests needed to verify proper function.

Also see [Symptom Charts](#) for appropriate failure codes.

## Connect Apple TV

1. Connect the Apple TV to the TV with an HDMI cable. (Make sure the test TV is set to receive input from the HDMI port that you are connecting to.)
2. Connect a power cord to the Apple TV. Verify that the status light flashes slowly while Apple TV is starting up.
3. The status light should stop flashing and stay on after the Apple TV starts up.
4. Apple TV should now be recognized by the TV. The Apple should show and then the main menu screen.
5. If the Apple TV has just been restored with iTunes, do the following:
  - Select a language at the language screen.
  - Select your Wi-Fi network when prompted to connect to your network.
  - Select “No Thanks” when asked whether it is ok to send data to Apple, unless the customer approves to select ok. (This can also be changed under the Settings menu, if an unintentional selection is made.)

## Navigate

6. Use a known good Apple Remote to navigate through menus. Verify that the status light flashes once with each command from the remote.  
**Note:** If the Apple TV is not responding or the status light flashes three times with each command attempt, see the following symptom links:
  - [Status Light Flashes Three Times](#)
  - [Remote Isn't Working](#)
7. Navigate to Settings > General > Network.



## Verify Wi-Fi and Ethernet connectivity

8. Select Configure Wi-Fi and choose your Wi-Fi network if not done previously.
9. Verify Wi-Fi connection and signal level using the Settings > General > Network > Signal Strength.
10. Connect a known-good Ethernet cable to the Apple TV from your wired Internet network. (If you use a static IP address, enter it at Settings > General > Network > Configure TCP/IP.)
11. Test download speed using Settings > General > Network > Test Network

## Verify play and video control on Ethernet and Wi-Fi

12. Navigate to an appropriate movie Preview and begin play. (If the TV can be viewed by the customer, use an appropriate, non-controversial Preview, such as might be found using Movies > Genres > Kids & Family.)
  - Verify that video and audio play correctly and with normal quality.
  - Press Right, and verify the scroll bar marker moves. Press again to verify a faster scroll, then again to maximum scroll speed. Press Select or Play/Pause to stop play.
  - Repeat this test using Left.
  - Press Select or Play/Pause to stop play.
  - Press Right to begin a slow motion scroll. Perform the same tests as with the normal scrolling, above, to test all three speeds in both directions.
13. Disconnect the Ethernet cable.
14. Since you previously connected to a Wi-Fi network, in a few moments, Apple TV should attempt to reconnect to the network automatically. If needed, navigate to Settings > General > Network > Configure Wi-Fi and choose your wireless network.
15. Repeat step 11 to confirm similar network access via Wi-Fi..



# Symptom Charts

## Uncategorized Symptom

### Quick Check

Symptom	Quick Check
<b>Uncategorized Symptom</b> Unable to locate appropriate symptom code	In the following Symptom Charts, verify whether the existing symptom code applies to the issue reported by the customer. If not, document reported symptom and send feedback to <a href="mailto:smfeedback6@apple.com">smfeedback6@apple.com</a> stating that a suitable symptom code could not be found.

## Booting/Power Issue

### No Power/Dead Unit

### Quick Check

Symptom	Quick Check
<ul style="list-style-type: none"><li>• No status light</li><li>• Not recognized by TV</li></ul>	<ol style="list-style-type: none"><li>1. Connect to computer with Apple TV USB to Micro USB restore cable (p/n 922-9733); and <a href="#">restore</a> with iTunes. <b>Note:</b> Do <u>not</u> connect the power cord to the Apple TV (2nd generation) to enable the iTunes restore procedure. Do use power cord for Apple TV (3rd generation)</li><li>2. Go to Deep Dive.</li></ol>



## Deep Dive

Check	Result	Action	Code
1. Was a restore successful?	Yes	Connect Apple TV to the test TV and perform the Function Test.  Go to step 2.	
	No	Go to step 3.	
2. Did Apple TV pass the Function Test?	Yes	The Apple TV is functioning normally.  Investigate other possibilities, including the customer's home equipment setup and provide information or instruction as needed.  See troubleshooting links under <a href="#">General Troubleshooting</a> and <a href="#">Customer Checks</a> for additional information.	
	No	Go to step 3.	
3. Is issue clearly caused by accidental damage?	Yes	The issue is not covered under warranty.  Check for out-of-warranty repair option.	<b>T18</b>
	No	Covered if under warranty  Check for out-of-warranty repair option.	<b>T01</b>

## Status Light Flashing Quickly

### Quick Check

Symptom	Quick Check
<ul style="list-style-type: none"> <li>Status light was flashing quickly</li> </ul>	<ol style="list-style-type: none"> <li>Connect the Apple TV to the test TV.</li> <li>Connect Apple TV to power.</li> <li>Connect Apple TV to the Internet (optional).</li> <li>Attempt to verify the reported issue.</li> <li>Go to Deep Dive.</li> </ol>



## Deep Dive

Check	Result	Action	Code
1. Able to verify reported issue?	Yes	Perform a <a href="#">restore</a> from the Settings > General > Reset Apple TV menu on TV if possible, otherwise perform a restore from iTunes.  Go to step 2.	
	No	Perform a Function Test to verify proper function.  Go to step 3.	
2. Was a restore successful?	Yes	Perform a Function Test.  Go to step 3.	
	No	Go to step 4.	
3. Did Apple TV pass the Function Test?	Yes	The Apple TV is functioning normally.  Investigate other possibilities, including the customer's home equipment setup and provide information or instruction as needed.  See troubleshooting links under <a href="#">General Troubleshooting</a> and <a href="#">Customer Checks</a> for additional information.	
	No	If a restore has been performed, go to step 4.  If a restore has not been done, perform a <a href="#">restore</a> from the Settings > General > Reset Apple TV menu on TV if possible, otherwise perform a restore from iTunes, then go to step 2.	
4. Is issue clearly caused by accidental damage?	Yes	The issue is not covered under warranty.  Check for out-of-warranty repair option.	<b>T18</b>
	No	Covered if under warranty  Check for out-of-warranty repair option.	<b>T17</b>



# Input/Output Issue

## Apple TV can't access the network

### Quick Check

Symptom	Quick Check
<ul style="list-style-type: none"> <li>Apple TV can't access the network</li> </ul>	<ol style="list-style-type: none"> <li>Connect the Apple TV to the test TV.</li> <li>Connect Apple TV to power.</li> <li>Attempt to connect Apple TV to the Internet through Wi-Fi, then Ethernet to verify the issue.</li> <li>Go to Deep Dive.</li> </ol>

### Deep Dive

Check	Result	Action	Code
1. Able to verify reported issue?	Yes	Perform a <a href="#">restore</a> from the Settings > General > Reset Apple TV menu on TV if possible (if can connect to the Internet using either Wi-Fi or Ethernet), otherwise perform a restore from iTunes. Go to step 2.	
	No	Perform a Function Test to verify proper function. Go to step 3.	
2. Was a restore successful?	Yes	Perform a Function Test. Go to step 3.	
	No	Go to step 4.	



3. Did Apple TV pass the Function Test?	Yes	<p>The Apple TV is functioning normally.</p> <p>Investigate other possibilities, including the customer's home equipment setup and provide information or instruction as needed.</p> <p>See troubleshooting links under <a href="#">General Troubleshooting</a> and <a href="#">Customer Checks</a> for additional information.</p>	
	No	<p>If a restore has been performed, go to step 4.</p> <p>If a restore has not been done, perform a <a href="#">restore</a> from the Settings &gt; General &gt; Reset Apple TV menu on TV if possible, otherwise perform a restore from iTunes, then go to step 2.</p>	
4. Is issue clearly caused by accidental damage?	Yes	<p>The issue is not covered under warranty.</p> <p>Check for out-of-warranty repair option.</p>	<b>T18</b>
	No	<p>Covered if under warranty</p> <p>Check for out-of-warranty repair option.</p>	<b>Ethernet: T14</b> <b>Wi-Fi: T15</b>



# Display Issues

## The TV screen appears fuzzy or black

### Quick Check

Symptom	Quick Check
<ul style="list-style-type: none"> <li>The TV screen appears fuzzy or black.</li> </ul>	<ol style="list-style-type: none"> <li>Connect the Apple TV to the test TV using known-good HDMI to HDMI test cable.</li> <li>Connect Apple TV to power.</li> <li>Connect Apple TV to the Internet (optional).</li> <li>On test TV, select the HDMI input where Apple TV is connected.</li> <li>Press and hold Menu and Up for 6 seconds. Apple TV will display one of the Apple TV available screen resolutions for 15 seconds,, then will cycle to the next available resolution. Press the Select button to instantly switch to the next resolution. Press "Down" then the Select button to validate a resolution supported by the current display.</li> <li>Go to Deep Dive.</li> </ol>

### Deep Dive

Check	Result	Action	Code
1. Able to verify reported issue?	Yes	Perform a <a href="#">restore</a> from the Settings > General > Reset Apple TV menu on TV if possible, otherwise perform a restore from iTunes. Go to step 2.	
	No	Perform a Function Test to verify proper function. Go to step 3.	
2. Was a restore successful?	Yes	Perform a Function Test. Go to step 3.	
	No	Go to step 4.	



3. Did Apple TV pass the Function Test?	Yes	<p>The Apple TV is functioning normally.</p> <p>Investigate other possibilities, including the customer's home equipment setup and provide information or instruction as needed.</p> <p>See troubleshooting links under <a href="#">General Troubleshooting</a> and <a href="#">Customer Checks</a> for additional information.</p>	
	No	<p>If a restore has been performed, go to step 4.</p> <p>If a restore has not been done, perform a <a href="#">restore</a> from the Settings &gt; General &gt; Reset Apple TV menu on TV if possible, otherwise perform a restore from iTunes, then go to step 2.</p>	
4. Is issue clearly caused by accidental damage?	Yes	<p>The issue is not covered under warranty.</p> <p>Check for out-of-warranty repair option.</p>	<b>T18</b>
	No	<p>Covered if under warranty</p> <p>Check for out-of-warranty repair option.</p>	<b>Black:</b> <b>T02</b> <b>Fuzzy:</b> <b>T03</b>



# Control or Function

## Remote Isn't Working

### Quick Check

Symptom	Quick Check
<ul style="list-style-type: none"> <li>Apple Remote isn't working</li> </ul>	<ol style="list-style-type: none"> <li>If the TV showed a picture of a remote and a warning () symbol, replace the battery with a CR2032 battery.</li> <li>Point the remote at an Apple TV that is plugged in to power.</li> <li>Press the Select or Play/Pause button and observe the status light action with each button press.</li> <li>Go to Deep Dive.</li> </ol>

### Deep Dive

Check	Result	Action	Code
1. Does status light glow steady and does not flash when button is pressed?	Yes	Check the remote's battery. Use a volt meter to verify 3 volts, or use a known good CR2032 battery.  If status light still does not flash, go to step 4.  If status light only flashes as expected when a known good battery is installed, the user's battery needs replacing.	
	No	Go to step 2.	
2. Does the status light flash once?	Yes	The issue is not with the remote.  Test the customer's Apple TV if available.	
	No	Go to step 3.	



3. Does the status light flash quickly three times?	Yes	The Apple TV is paired with a different remote than is being used, but the issue is not with the remote. To use the remote with the Apple TV, unpair all remotes by pressing and holding Menu and Left for 6 seconds.	
	No	The status light should have exhibited one of these three actions. Make sure to use a known good Apple TV for this test. See step 1 again.	
4. Is issue clearly caused by accidental damage?	Yes	The issue is not covered under warranty. Check for out-of-warranty repair option.	<b>T18</b>
	No	Covered if under warranty Check for out-of-warranty repair option.	<b>X04</b>

## Status Light Flashes Three Times

### Quick Check

Symptom	Quick Check
<ul style="list-style-type: none"> <li>Status light flashes three times when using the Apple Remote</li> </ul>	<ol style="list-style-type: none"> <li>1. Connect the Apple TV to the test TV.</li> <li>2. Connect Apple TV to power.</li> <li>3. Connect Apple TV to the Internet (optional).</li> <li>4. Attempt to control Apple TV with an Apple Remote to verify the reported issue.</li> <li>5. Go to Deep Dive.</li> </ol>



## Deep Dive

Check	Result	Action	Code
1. Able to verify that the status light flashes three times?	Yes	The Apple TV is paired with a different remote than is being used. To unpair, press and hold Menu and Left for 6 seconds. A picture should appear of an Apple Remote with a broken chainlink icon (⊗ ⊗) above it. Any Apple Remote should now control the Apple TV.  Go to step 2.	
	No	Go to step 2.	
2. Can you navigate Apple TV menus with the remote, and is the status light flashing once, as expected?	Yes	Perform a Function Test to verify proper function  Go to step 4.	
	No	Perform a <a href="#">restore</a> from iTunes.  Go to step 3.	
3. Was a restore successful?	Yes	Perform a Function Test.  Go to step 4.	
	No	Go to step 5.	



4. Did Apple TV pass the Function Test?	Yes	<p>The Apple TV is functioning normally.</p> <p>Investigate other possibilities, including the customer's home equipment setup and provide information or instruction as needed.</p> <p>See troubleshooting links under <a href="#">General Troubleshooting</a> and <a href="#">Customer Checks</a> for additional information.</p>	
	No	<p>If a restore has been performed, go to step 5.</p> <p>If a restore has not been done, perform a <a href="#">restore</a> from the Settings &gt; General &gt; Reset Apple TV menu on TV if possible, otherwise perform a restore from iTunes.</p> <p>Go to step 3.</p>	
5. Is issue clearly caused by accidental damage?	Yes	<p>The issue is not covered under warranty.</p> <p>Check for out-of-warranty repair option.</p>	<b>T18</b>
	No	<p>Covered if under warranty</p> <p>Check for out-of-warranty repair option.</p>	<b>T17</b>



# Alert Messages

## Connect to iTunes Icon

### Quick Check



Symptom	Quick Check
<ul style="list-style-type: none"><li>The Connect to iTunes graphic appears on the TV (for Apple TV (3rd generation) only).</li></ul>	<ol style="list-style-type: none"><li>Connect to computer with Apple TV USB to Micro USB cable and <a href="#">restore</a> with iTunes. <b>Note:</b> Do <u>not</u> connect the power cord to the Apple TV (2nd generation) to enable the iTunes restore procedure. Best practice for restoring 3rd generation Apple TV is to plug in the micro-USB cable first and then the power cable.</li><li>Go to Deep Dive.</li></ol>



## Deep Dive

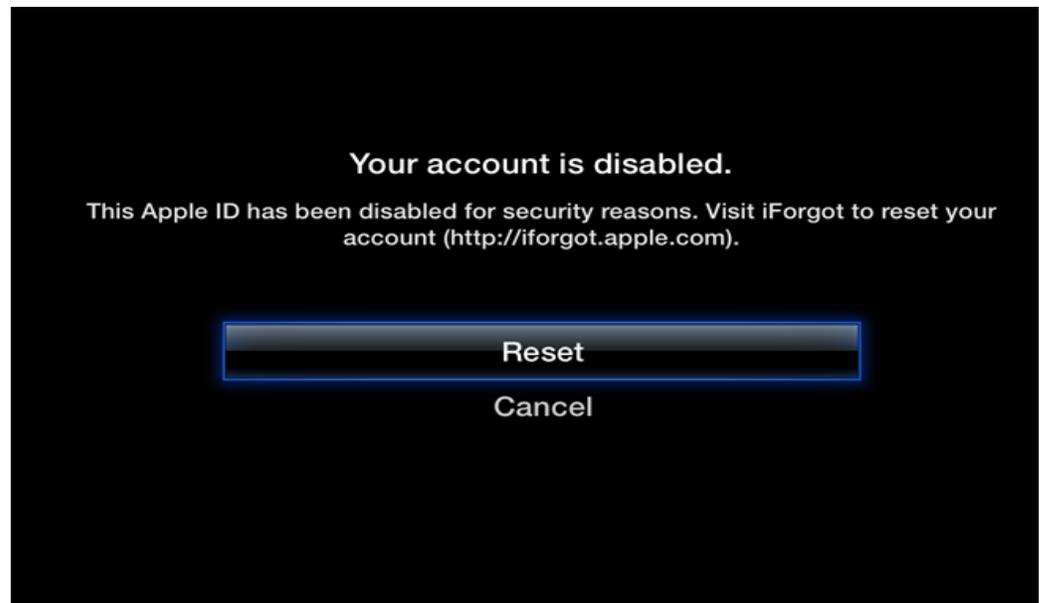
Check	Result	Action	Code
1. Was a restore successful?	Yes	Connect Apple TV to the test TV and perform the Function Test. Go to step 2.	
	No	Go to step 3.	
2. Did Apple TV pass the Function Test?	Yes	The Apple TV is functioning normally.	
	No	Go to step 3.	
3. Is issue clearly caused by accidental damage?	Yes	The issue is not covered under warranty. Check for out-of-warranty repair option.	<b>T18</b>
	No	Covered if under warranty Check for out-of-warranty repair option.	<b>T17</b>



## Disabled Account

### Quick Check

Symptom	Quick Check
<ul style="list-style-type: none"><li>• “Your account is disabled” appears on the TV</li></ul>	<ol style="list-style-type: none"><li>1. Retry inputting your account name and password</li><li>2. Reset your Apple ID via the Apple TV interface</li><li>3. Visit <a href="https://iforgot.apple.com/">https://iforgot.apple.com/</a> to reset your Apple ID</li></ol>





## Cannot play video on Apple TV

### Quick Check

Symptom	Quick Check
<ul style="list-style-type: none"><li>• “Cannot play video on Apple TV” message appears when using iMovie for iOS on an iOS device (<a href="http://support.apple.com/kb/TS3686">http://support.apple.com/kb/TS3686</a>)</li></ul>	<ol style="list-style-type: none"><li>1. Verify that iOS 4.3 or later is installed on your iOS device, and Apple TV Software 4.2 or later is installed on your Apple TV.</li><li>2. If using iMovie for iOS device, verify that your iOS device is connected via Wi-Fi to the same local network to which your Apple TV is connected.</li><li>3. Verify that all your devices are connected to the same router (if you have multiple routers). Using multiple routers may prevent discovery between these devices.</li><li>4. Verify that your devices are not using a Virtual Private Network (VPN). If you are using a VPN, be sure all your devices are on the same VPN.</li><li>5. If you have a router set up with a guest account, verify that that all devices are connected to the same router using the same account.</li></ol>



## No signal received. Check remote and Button already learned

### Quick Check

Symptom	Quick Check
<ul style="list-style-type: none"><li>Symptom: The “No signal received. Check remote” or the “Button already learned” messages appear while using the Apple Remote Learning function. (<a href="http://support.apple.com/kb/HT3296">http://support.apple.com/kb/HT3296</a>)</li></ul>	<ol style="list-style-type: none"><li>Consult the user’s manual for your remote to learn how to enable the desired button</li><li>Use a different button or delete the previously learned remote if it is not being used.</li></ol>





## Automatically send Apple information

### Quick Check

Symptom	Quick Check
<ul style="list-style-type: none"><li>Symptom: A dialog asking whether you approve or not to send information to Apple is displayed from times to times. (<a href="http://support.apple.com/kb/HT4382">http://support.apple.com/kb/HT4382</a>)</li></ul>	<ol style="list-style-type: none"><li>Go to Settings &gt; General &gt; Send Data to Apple. If you do not want to have your Apple TV automatically send diagnostic and usage information to Apple, select No.</li></ol>

## This content requires HDCP for playback. HDCP isn't supported by your HDMI connection

### Quick Check

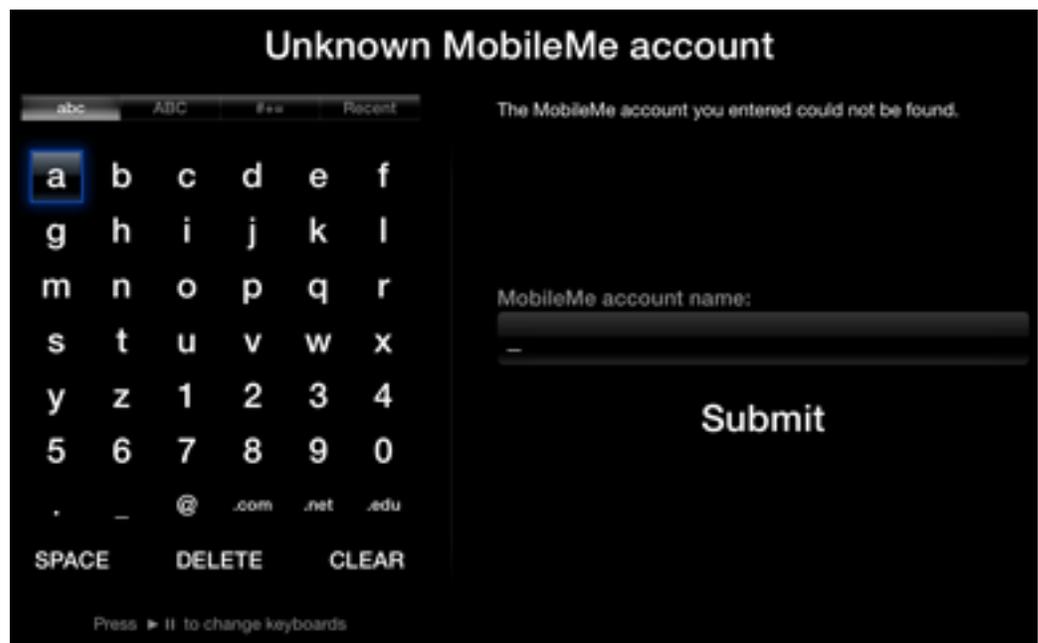
Symptom	Quick Check
<ul style="list-style-type: none"><li>Symptom: A message telling that HDCP is not supported appears on your HDMI display. (<a href="http://support.apple.com/kb/HT4428">http://support.apple.com/kb/HT4428</a>)</li></ul>	<ol style="list-style-type: none"><li>Connect your Apple TV directly to your HDTV using an HDMI cable.</li><li>If available, try using a different HDMI to HDMI cable, such as an Apple HDMI to HDMI cable, directly between your Apple TV and 720p/1080p HDCP-compatible HDTV.</li><li>Set your Apple TV and HDTV to off or sleep mode: From the Apple TV interface, select: Settings &gt; Sleep Now. Turn off your TV and wait for about 10 seconds. Turn your TV back on. Press the Select button on your Apple TV remote to wake your Apple TV.</li><li>Some HDTVs may need a firmware update. Consult your TV manufacturer's user manual or online support pages for additional information about how to update your TV's firmware.</li></ol>



## Unknown MobileMe account

### Quick Check

Symptom	Quick Check
<ul style="list-style-type: none"><li>Symptom: An "Unknown MobileMe account" message appears when trying to add to add a MobileMe gallery to the Apple TV. (<a href="http://support.apple.com/kb/TS3539">http://support.apple.com/kb/TS3539</a>)</li></ul>	<ol style="list-style-type: none"><li>1. Open a web browser on the computer and navigate to <a href="http://me.com">me.com</a>, click on the MobileMe Gallery icon, and sign in with your username and password. if no MobileMe gallery has been created, click the "+" button in the bottom-left of the browser window. When prompted, type an album name and click Create. Now click the green arrow located in the middle of the browser window to upload a photo. Click Choose when prompted and choose a photo to upload.</li></ol>





## Netflix is currently unavailable. Try again later.

### Quick Check

Symptom	Quick Check
<ul style="list-style-type: none"><li>A “Netflix is currently unavailable. Try again later” alert appears to customers attempting to access Netflix for the first time via Apple TV. (<a href="http://support.apple.com/kb/TS4170">http://support.apple.com/kb/TS4170</a>)</li></ul>	<ol style="list-style-type: none"><li>Restart the Apple TV by pressing and holding Menu and Down on your Apple Remote for six seconds, then releasing when you see the LED light on the Apple TV flash rapidly, or by disconnecting the Apple TV from its power source, then plugging it back in.</li></ol>

## Not Authorized to Play This movie

### Quick Check

Symptom	Quick Check
<ul style="list-style-type: none"><li>Symptom: Apple TV keeps requesting authorization to play iTunes Store rentals. (<a href="http://support.apple.com/kb/TS2845">http://support.apple.com/kb/TS2845</a>)</li></ul>	<ol style="list-style-type: none"><li>Go to go to Settings &gt; General &gt; iTunes Store and make sure the Apple TV is signed in with the same iTunes Store account previously used to rent or purchase the content.</li><li>Make sure that all Apple TV, iTunes and OS X or Windows system software updates have been applied.</li><li>Restart the Apple TV by unplugging your Apple TV and plugging it back in again or choosing “Restart” from the menu.</li></ol>



## The Apple TV is not responding. Check that any firewall software running on this computer has been set to allow communication on port 3689

### Quick Check

Symptom	Quick Check
<ul style="list-style-type: none"><li>the above message is displayed in iTunes when trying to communicate with the Apple TV.</li></ul>	<ol style="list-style-type: none"><li>Edit installed firewall setting on computer and open port 3689 to allow iTunes to communicate with the Apple TV. if running iTunes for Windows or have other firewall software installed such as Zone Alarm, Norton, or McAfee, please refer to Apple Support article TS2709 (<a href="http://support.apple.com/kb/TS2709">http://support.apple.com/kb/TS2709</a>) and third-party software documentation about how to open port 3689.</li></ol>