



---

# Apple Technician Guide



## Apple TV

---

Apple TV (2nd generation)

2010-09-28

---

 Apple Inc.

© 2010 Apple Inc. All rights reserved.

Under the copyright laws, this document may not be copied, in whole or in part, without the written consent of Apple.

Every effort has been made to ensure that the information in this document is accurate. Apple is not responsible for printing or clerical errors.

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

Apple, the Apple logo, Apple TV, iTunes, Mac, Macintosh, and Mac OS are trademarks of Apple Inc., registered in the U.S. and other countries.

---

# Apple TV

## Contents

### Manual Updates 5

Apple Technician Guide introduced 28 September 2010 5

### Feedback 5

## Basics

### Overview 7

Minimum System Requirements 7  
Apple TV (2nd generation) At-A-Glance 8  
Apple Remote At-A-Glance 8  
Serial Number Locations 9  
Note About Images In This Guide 9

## Troubleshooting

### General Troubleshooting 11

Update System Software 11  
Safety First 11  
What You Need for Testing 11  
Cleaning Apple TV 11  
Visual Mechanical Inspection 12  
Training Resources 13  
Technical Resources 13  
Additional Troubleshooting 13  
Customer Checks 14

### Troubleshooting Functions 15

Symptom Codes 15  
Basic Apple Remote Functions 16  
Status Light 16  
Troubleshooting Functions Chart 17  
Restore 18  
Function Test 19

### Symptom Charts 21

Uncategorized Symptom 21  
Booting/Power Issue 21  
    No Power/Dead Unit 21  
    Status Light Flashing Quickly 22

---

Input/Output Issue	24
Apple TV can't access the network	24
Display Issues	26
The TV screen appears fuzzy or black	26
Control or Function	28
Remote Isn't Working	28
Status Light Flashes Three Times	29
Alert Messages	32
Connect to iTunes Icon	32



---

# Manual Updates

## Apple Technician Guide introduced 28 September 2010

The manual covers the Apple TV (2nd generation).

## Feedback

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

Please email any comments to: [smfeedback5@apple.com](mailto:smfeedback5@apple.com)

---

# **Apple Technician Guide**

**Basics**

---

**Apple TV**



# Overview



The Apple TV (2nd 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

## Minimum System Requirements

See Apple TV Tech Specs for minimum system requirements:

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

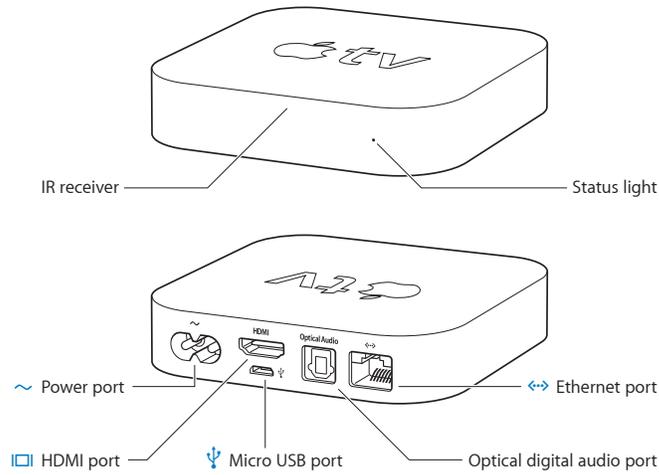
For Apple TV testing, you should update to the latest versions of all OS and iTunes software.

- 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 (2nd generation) 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

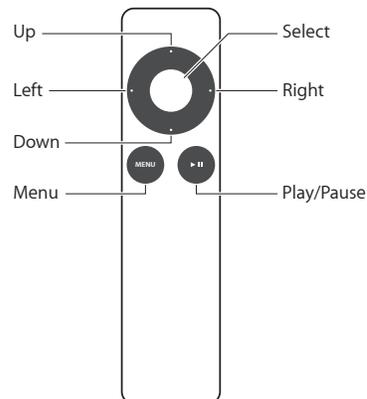
To connect Apple TV to a home theater receiver that has an optical digital audio port, using an optical digital audio (also called S/PDIF or TOSLINK) cable.



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

To connect Apple TV to a wireless network.

## Apple Remote At-A-Glance

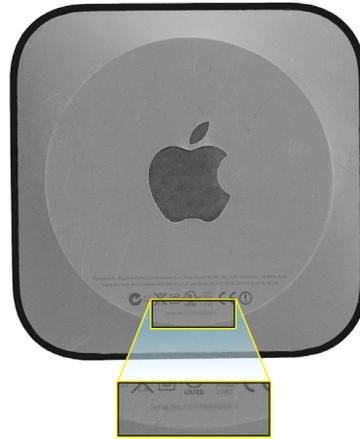




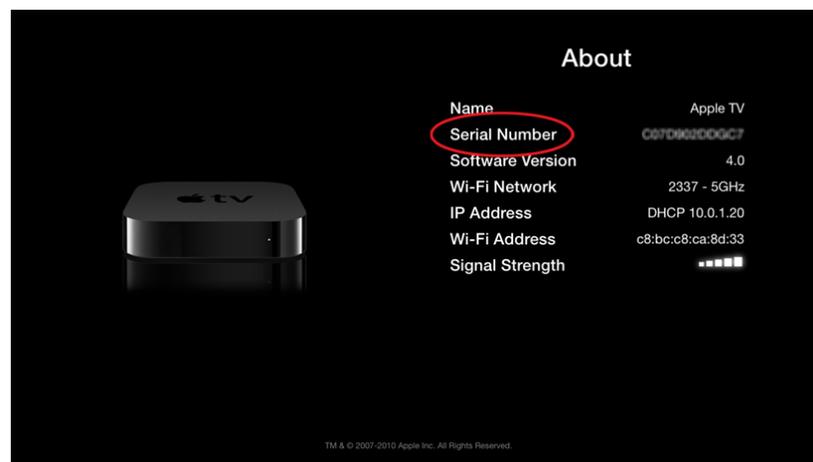
## Serial Number Locations

There are two ways to get the serial number of the Apple TV.

1. It's printed on the bottom of the Apple TV.



2. If the Apple TV is operational, on the TV, choose Settings > General > About.



## Note About Images In This Guide

Screen shots and other graphics are for illustration purposes only and may not show current or observed dialog boxes, wordings, values, versions, models, capacities, and may be for a different model than you are testing. However the steps and sequences are the same unless noted.

---

# **Apple Technician Guide**

## **Troubleshooting**

---

### **Apple TV**



# 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 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
- Consumable parts, such as protective coatings designed to diminish over time, unless damage has occurred due to a defect in materials or workmanship
- 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.



## Training Resources

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

## Technical Resources

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

- Apple TV Technical Specifications <http://www.apple.com/appletv/specs.html>
- Apple TV Tech Specs (Support) <http://support.apple.com/specs/#appletv>
- Apple TV Product Page <http://www.apple.com/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: How to reset your Apple TV [HT3180](#)
- Troubleshooting Home Sharing with Apple TV (2nd generation) [TS3509](#)

### Audio

- Apple TV (2nd generation): Static or no sound from your TV when playing Apple TV content [TS3518](#)

### Content

- iTunes Store: How to rent TV shows [HT4309](#)
- Apple TV (2nd 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](#)

### Network Connectivity

- Apple TV: Switching between wired and wireless networks [HT2822](#)

### Apple TV Remote

- 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](#)



## 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 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

## Symptom Codes

Symptom Codes are used by service providers when processing a repair, to categorize the type of failure.

Before verifying a failure a restore must be performed or attempted.

Refer to the following Symptom Code table or to the Symptom Charts to determine the appropriate code to use.

Code	Failure Type
<b>Uncategorized Symptom</b> Unable to locate appropriate symptom code	If this table does not list an appropriate code for the reported symptom, document the symptom and send feedback to <a href="mailto:smfeedback5@apple.com">smfeedback5@apple.com</a> stating that a suitable symptom code could not be found.
<b>T01</b>	No Power/Dead Unit
<b>T02</b>	No Video Output
<b>T03</b>	Distorted Video
<b>T06</b>	No Audio from Optical Digital Audio Port
<b>T07</b>	No Audio from HDMI
<b>T08</b>	Won't Boot Up
<b>T09</b>	System Hangs/Freezes Up
<b>T10</b>	Distorted or Cracking Audio
<b>T11</b>	Unusually Hot/Overheating
<b>T14</b>	Ethernet Connectivity Issue
<b>T15</b>	Wireless (Wi-Fi) Issue
<b>T16</b>	Cosmetic Issue
<b>T17</b>	Can't Reset/Restore
<b>T18</b>	Mechanical Damage
<b>X04</b>	Apple Remote Issue



## Basic Apple Remote Functions

The Apple Remote has the basic functions described below.

To	Do this
Move through the menu options	Press Up, Down, Left, or Right
Select an option from a menu	Press Select
Return to a previous menu	Press Menu
Return to the main menu	Press and hold Menu
Reset Apple TV	Press and hold Menu and Down for 6 seconds, then release
Pair Apple TV and a remote	Press and hold Menu and Right for 6 seconds. A chainlink symbol (  ) appears above a picture of a remote.
Unpair all remotes	Press and hold Menu and Left for 6 seconds. A broken chainlink symbol (  ) appears above a picture of a remote.

## Status Light

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

If Apple TV is	The status light
On	Glows
Off or in standby	Is off
Starting up	Flashes slowly
Accepting a command from the remote	Flashes once
Rejecting a command from the remote (A remote is paired with Apple TV, but you're using a remote that's not paired)	Flashes three times
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>	<p>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.</p>
<b>Reset All Settings<sup>1</sup></b>	<p>Resets all settings, including accounts and configurations. The Apple TV will have to be set up again.</p>
<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.



---

## 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. Make sure that the computer is connected to the Internet.
2. Disconnect all cables from the Apple TV, including the power cord.
3. Connect the Apple TV to the test computer using only the Apple TV USB to Micro USB cable (p/n 922-9733) and restore the Apple TV with iTunes.

**Note:** Do not connect the power cord to the Apple TV for the iTunes restore procedure.



## 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 Codes](#) and [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 that Wi-Fi is connected.
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.)

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

11. 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.
12. Disconnect the Ethernet cable.
13. 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.
14. Repeat step 12.



# 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:smfeedback5@apple.com">smfeedback5@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>Connect to computer with Apple TV USB to Micro USB restore cable and <a href="#">restore</a> with iTunes.  <b>Note:</b> Do not connect the power cord to the Apple TV for the iTunes restore procedure.</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.  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 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 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 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 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:</b> <b>T14</b> <b>Wi-Fi:</b> <b>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.</li><li>Connect Apple TV to power.</li><li>Connect Apple TV to the Internet (optional).</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 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 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 not flash?	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 flashes when using a known good battery, the 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 the TV if possible, otherwise perform a restore 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 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</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 not connect the power cord to the Apple TV for the iTunes restore procedure.</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>