

**Welcome. You're watching Apple TV.**

This guide contains all the information you  
need to get from setup to your sofa.



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1

Connect.

[www.apple.com/support/appletv](https://www.apple.com/support/appletv)

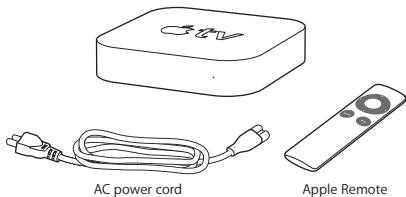
With Apple TV, you can rent high-definition movies and TV shows, watch streaming content from Netflix, and enjoy podcasts, YouTube videos, and Internet radio. And, you can stream all of your personal iTunes content from a Mac or PC, and view photos from your computer, MobileMe, or Flickr all wirelessly to your widescreen HDTV, from the comfort of your couch.

**Note:** Content availability varies by region.



For information about	See
What you need to get started	"What You Need" on page 10
Setting up Apple TV	"Setting Up Apple TV" on page 11
Setting up your network connection	"Configure." on page 15
Using the Apple Remote	"Watch." on page 19
Troubleshooting Apple TV	"Problem? No Problem." on page 25
Apple TV safety and warranty	<i>The Apple TV Important Product Information Guide</i>

## What's in the Box

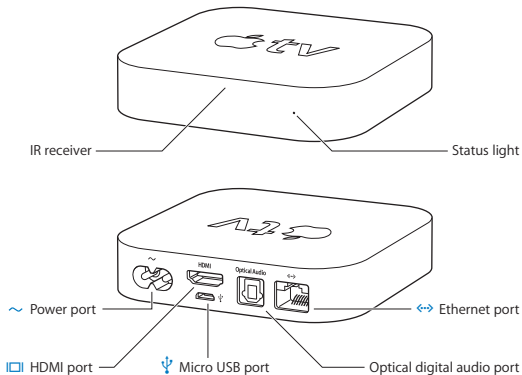


AC power cord

Apple Remote

**Note:** Your power cord may look different from the one pictured here.

## Apple TV at a Glance





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**IR receiver**

Use with the included Apple Remote to control Apple TV.

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**Status light**

The status light flashes slowly when Apple TV starts up. When Apple TV is on, the status light glows. See “Status Light” on page 31.

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**Micro USB port**

For service and diagnostics.

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**Power port**

Connect the included AC power cord to the power port on Apple TV.

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**Ethernet port**

If your network is Ethernet based, connect an Ethernet cable.

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**HDMI port**

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

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**Optical digital audio port**

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.

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

Connect Apple TV to your wireless network.

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## What You Need

To start using Apple TV, you need the following:

### High-Definition TV

A high-definition TV capable of displaying 720p video

### Cables

- An HDMI cable to connect Apple TV to your TV
- An optical digital audio cable (if you plan to use one)

### Network

- AirPort Extreme, 802.11b, g, or n Wi-Fi wireless network (wireless video streaming requires 802.11g or 802.11n), or 10/100Base-T Ethernet network
- A broadband Internet connection (DSL, cable, or LAN)
- Your wireless network name and password (if you use one)

### Software and Accounts

To play content from a Mac or PC on Apple TV, you need the following:

- An iTunes Store account for renting movies and TV shows
- iTunes 10 or later
- An iTunes Store account to use Home Sharing to stream content from a Mac or PC
- A Netflix account for streaming Netflix content

## Setting Up Apple TV

Apple TV connects to your TV through an HDMI port that delivers both audio and video. Before you set up Apple TV, look at the ports on the back of your TV to make sure you have the right cables.

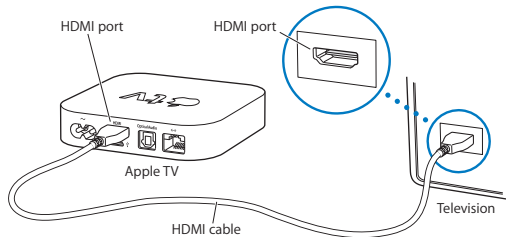
You can connect Apple TV to a high-definition TV or home theater receiver that has an HDMI port, using an HDMI cable for both video and audio.

You can also use an optical digital audio cable to connect Apple TV to a receiver for audio.

***Important:*** Before you connect Apple TV to a power outlet, carefully read these installation instructions and the safety information in the included *Important Product Information Guide*.

## Step 1: Connecting the cables

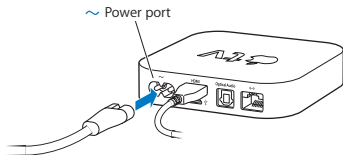
- 1 Connect one end of an HDMI cable to the back of your TV.
- 2 Connect the other end of the cable to the HDMI port on the back of Apple TV.
- 3 If you're using an optical digital audio cable for audio, connect one end of the cable to the audio input port on your receiver or TV, and the other end to the optical digital audio port on the back of Apple TV.



**Note:** The built-in 802.11 Wi-Fi connects Apple TV to your wireless network. If your network is Ethernet-based, connect Apple TV to your network using an Ethernet cable.

## Step 2: Connect the power cord

Connect one end of the power cord to the power port on the back of Apple TV and the other end to a power outlet.



**Important:** Don't place anything on top of Apple TV. Objects placed on top may interfere with the wireless signal. Don't place Apple TV on other electronic equipment in a media cabinet.

## Step 3: Turn on your TV and select the input

The first time you use Apple TV, it helps you choose a language, select a network, and configure Apple TV to work with your network (if necessary). See Chapter 2, "Configure," on page 15.

If you see just a black screen the first time you use Apple TV, make sure the input setting you've selected on your TV matches the input you connected the cables to on your TV or home theater receiver. See Chapter 4, "Problem? No Problem," on page 25, and refer to the documentation that came with your TV for information about its inputs.



# 2

Configure.

[www.apple.com/support/appletv](https://www.apple.com/support/appletv)

Apple TV helps you select and configure your wireless network connection, and, if you want to watch or listen to the contents of your iTunes library, connect to iTunes on your computer.

## Network Configuration

Have your network name and password (if you use one) and your Apple Remote handy when you configure Apple TV. Make sure there are no obstructions between the remote and Apple TV. For information about using your remote, see Chapter 3, “Watch,” on page 19.

If you:

- *Use a wired Ethernet network to connect*, Apple TV automatically detects your network.
- *Use a wireless network to connect*, Apple TV helps you select and configure your network connection.

## Connecting to Your Wireless Network

Apple TV helps you connect to your wireless network. If you use a name and password to access your network, have them ready.

Use the Apple Remote to:

- 1 Select your network from the list, or enter your network name if the network is hidden.
- 2 Enter your network password (if you use one).



If you don't connect using DHCP, you may need to enter your IP address, subnet mask, router address, and DNS address.

To complete the network connection, follow the onscreen instructions.

## Connecting to iTunes

To access the contents in your iTunes library on Apple TV, you need iTunes 10 or later installed on your computer. For a complete list of system requirements, see “Software and Accounts” on page 10.

## Updating Your iTunes Software

You can update to the latest version of iTunes.

- On a *Mac*, you can use Software Update to update to the latest version of iTunes. To use Software Update, choose Apple (🍏) > Software Update.
- On a *Windows-based computer*, you can go to iTunes Help to update to the latest version of iTunes. Open iTunes, and then choose Help > Check for Updates.

## Setting Up Home Sharing

After you set up your network connection, you need to set up iTunes and Apple TV to share the contents of your iTunes library. Use Home Sharing in iTunes and on Apple TV to share the iTunes library of any computer on your local network that has Home Sharing set up.

### **To set up Home Sharing in iTunes:**

- 1 Open iTunes on your computer.
- 2 Choose Advanced > Turn On Home Sharing.
- 3 Type your Apple ID and password, and then click Create Home Share.
- 4 Repeat steps 1 through 3 on each computer you want to use for Home Sharing.

For more information about iTunes, open iTunes and choose Help > iTunes Help.

### **To set up Home Sharing on Apple TV:**

- 1 On Apple TV, choose Settings > Computers.
- 2 Choose Turn On Home Sharing, and then enter the same Apple ID and password you entered on your computer.

3

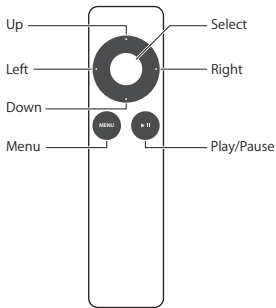
Watch.

[www.apple.com/support/appletv](http://www.apple.com/support/appletv)

Read on to learn about pairing and using your Apple Remote with Apple TV.

## Using Your Apple Remote

Use the Apple Remote to control Apple TV settings and navigate your content. Make sure there are no obstructions between the remote and Apple TV.



## Basic Remote Functions

Your 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
Pair Apple TV and a remote	Press and hold Menu and Right for 6 seconds

Up and Down on the Apple Remote don't control the volume on your TV or home theater receiver. Use the remote that came with your TV or receiver to change the volume.

## Pairing Apple TV with a Remote

The Apple Remote works with the built-in IR receiver on Apple TV. You can set Apple TV to work only with the included remote by pairing Apple TV and the remote.

### To pair Apple TV with the included remote:

- 1 Choose Settings from the Apple TV main menu.
- 2 Choose General > Remotes > Pair Apple Remote.

You can also press and hold Menu and Right for 6 seconds to pair Apple TV and the Apple Remote.

When you successfully pair your Apple Remote, Apple TV displays a chainlink (⌘) symbol above a picture of a remote. Apple TV now works only with the paired remote.

## Unpairing Apple TV from a Remote

If you lose the Apple Remote that you paired Apple TV with, you can use any Apple Remote to unpair Apple TV from the lost remote by pressing and holding Menu and Left for 6 seconds. You can also follow these steps.

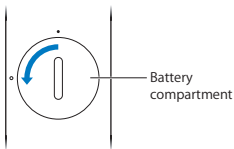
### To unpair Apple TV from a paired remote:

- 1 Choose Settings from the Apple TV main menu.
- 2 Choose General > Remotes > Unpair Apple Remote.

When you successfully unpair the lost remote, Apple TV displays a broken chainlink (⌘) symbol above a picture of a remote. You can now pair Apple TV with a different remote.

## Changing the Remote Battery

When the battery charge in your Apple Remote is low, Apple TV displays a picture of a remote and a warning (⚠) symbol. Replace the battery with a CR2032 battery.



### To replace the battery:

- 1 Use a coin to remove the battery compartment cover.
- 2 Remove the battery.
- 3 Insert a CR2032 battery with the positive (+) side facing up.
- 4 Replace the battery compartment cover and use a coin to tighten it.

**Important:** Dispose of the used battery according to your local environmental laws and guidelines.

## Renting Movies and TV Shows

You can rent standard or high-definition movies and TV shows directly on Apple TV (where available). Follow the on-screen instructions to find out when a movie or TV show expires.

When a movie or TV show expires, it's no longer available for playback. To watch it again, you can re-rent it from iTunes.

**Note:** Rented movies and TV shows are not available in all regions.



# 4

**Problem? No Problem.**

[www.apple.com/support/appletv](http://www.apple.com/support/appletv)

Most problems with Apple TV can be solved quickly by following the advice in this chapter. For additional tips and troubleshooting information, see the Apple TV Support page at [www.apple.com/support/appletv](http://www.apple.com/support/appletv).

## Troubleshooting

If you have a problem with Apple TV, there's usually a quick and simple solution. First, make sure:

- The cables between Apple TV and your TV are pushed in all the way.
- The power cords for Apple TV and your TV are securely connected to a working power source.
- Your TV is turned on and set to the correct input.
- Apple TV is connected to your network. Go to the Settings menu on Apple TV, select Network, and see if Apple TV has an IP address.
- Your network and Internet connections are on and working properly.

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

### **If the remote isn't working**

- Point the remote directly at Apple TV.
- If you paired Apple TV with an Apple Remote, make sure you're using the paired remote.

- If the Apple TV status light flashes once when you press buttons on the paired remote, the problem isn't with the remote. See "If you can see a picture but Apple TV isn't responding" on page 28.
- If you're using an unpaired remote, the Apple TV status light flashes three times.
- If you paired Apple TV with an Apple Remote and you can't find the paired remote, set Apple TV to work with any Apple Remote by pressing and holding Menu and Left for 6 seconds on another remote.
- Make sure the front of Apple TV isn't blocked.
- If Apple TV displays a picture of a remote and a warning (⚠) symbol, you need to replace the battery in the remote. See "Changing the Remote Battery" on page 23.

#### **If Apple TV can't access the network**

- Check the IP address Apple TV is using. If it starts with 169.x.x.x, the router or base station may not be configured properly. Check to see if DHCP access is available, or configure Apple TV with a manual IP address.
- Check for any obstructions, and adjust the location of the base station or Apple TV.
- If security is enabled on the network, temporarily disable it on the base station and try connecting again.
- Apple TV cannot connect to a wireless network that contains high (extended) ASCII or double-byte (Unicode) characters (such as Japanese, Korean, or Chinese) in the name or password.
- If your network has security enabled, make sure you enter the correct password.

### **If your TV screen appears fuzzy or black**

- Make sure you're using the correct HDMI cable and that it's connected firmly to Apple TV and to your TV.
- Make sure the input setting on your TV matches the input port the HDMI cable is connected to. For more information, see the documentation that came with your TV.
- Make sure your HDTV supports 720p video.

### **If you can see a picture but Apple TV isn't responding**

- Try pressing and holding Menu on the Apple Remote to return to the Apple TV main menu.
- Make sure your TV is turned on and functioning properly. For information, see the documentation that came with your TV.
- If you paired an Apple Remote with Apple TV, make sure you're using the paired remote. See "Pairing Apple TV with a Remote" on page 21.
- Reset your Apple TV by doing one of the following:
  - Pressing and holding both Menu and Down on the Apple Remote for about 6 seconds.
  - Disconnecting it from the power outlet, waiting about five seconds, and then reconnecting it.
  - Choosing General > Reset Settings from the main menu on Apple TV.

### **If Apple TV doesn't respond, try restoring it**

- On Apple TV, choose Settings > General > Reset, and then select Restore. Restoring Apple TV can take some time, so be patient.
- If your network doesn't use DHCP, choose Configure TCP/IP and enter the TCP/IP configuration.
- If Apple TV still doesn't respond:
  - Disconnect the power and HDMI cables from Apple TV.
  - Connect one end of a micro USB cable (sold separately) to the back of Apple TV, and the other end to your computer.
  - Open iTunes on your computer, select Apple TV in the Source list, and then click Restore.

### **If you can't hear sound**

- If Apple TV is connected to a home theater receiver, make sure the receiver is turned on.
- Make sure the input setting you selected on your TV or receiver matches the input you have your audio cable connected to. For more information, see the documentation that came with your receiver.
- Make sure the volume on your TV or receiver is turned up and isn't muted.
- Make sure you're using the correct audio cable and that it's connected firmly to Apple TV and to your TV or receiver.

- If you're using the HDMI port on your Apple TV and TV for audio, make sure your TV supports audio through its HDMI port. The HDMI ports on some older TVs support only video.

#### **If Apple TV isn't playing your photo albums or slideshows**

- Make sure you have photos in your photo library or in a folder on your computer.
- Make sure Apple TV and the computer you're using are set up for Home Sharing. See "Setting Up Home Sharing" on page 17.
- Make sure the photos you want to share are selected. In iTunes, choose Advanced > "Choose Photos to Share," and then select the photos you want to share.
- Make sure Apple TV and your computer are on the same local network.
- Make sure Apple TV and your computer are using the same Home Sharing account.

#### **If noise is coming from your TV speakers:**

- If your TV or speakers support Dolby Digital audio, make sure the Dolby Digital Out setting is correct for your TV or speakers. On Apple TV, choose Settings > Audio & Video > Dolby Digital Out, and select On or Off.

#### **If you don't see your iTunes library under Computers on Apple TV:**

- Make sure Apple TV and your computer are on the same local network.
- Make sure Apple TV and iTunes are using the same account name and password.

## Status Light

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

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

## Service and Support

More information about using Apple TV is available in iTunes onscreen help and on the web. The following table describes where to get software and service information.

To learn about	Do this
Service and support, discussions, tutorials, and Apple software downloads	Go to: <a href="http://www.apple.com/support/appletv">www.apple.com/support/appletv</a>
Using iTunes	Open iTunes and choose Help > iTunes Help. For an onscreen iTunes tutorial (available in some areas only), go to: <a href="http://www.apple.com/support/itunes">www.apple.com/support/itunes</a>
Using iPhoto (in Mac OS X)	Open iPhoto and choose iPhoto > iPhoto Help
Safety and regulatory compliance information	See the <i>Important Product Information Guide</i> that comes with Apple TV.

## Serial Number

The serial number is printed on the bottom of Apple TV. You can also find the serial number in the Apple TV Settings menu. On Apple TV, choose Settings > General > About.



## Care and Cleaning

**NOTICE:** Failure to follow these care and cleaning instructions could result in damage to Apple TV or other property.

### Using Connectors and Ports

Never force a connector into a port. Check for obstructions on the port. If the connector and port don't join with reasonable ease, they probably don't match. Make sure that the connector matches the port and that you have positioned the connector correctly in relation to the port.

### Keeping Apple TV Within Acceptable Temperatures

Operate Apple TV in a place where the temperature is always between 0° and 40° C (32° to 104° F).

### Keeping the Outside of Apple TV Clean

To clean Apple TV, unplug the power cord and all cables. Then use a soft, lint-free cloth. Avoid getting moisture in openings. Don't use window cleaners, household cleaners, aerosol sprays, solvents, alcohol, ammonia, or abrasives to clean Apple TV.

### Disposing of Apple TV Properly

For information about the proper disposal of Apple TV, and for other important regulatory compliance information, see the *Important Product Information Guide*.

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