Apple TV

Reset an Apple TV through iTunes

Resetting Apple TV through iTunes

Install Itunes on your Dell laptop

Apple TV has to be hooked up to a monitor or tv so you can see the Apple TV screen through HDMI, Ethernet, Power, USB-C cable, and you need the remote control.
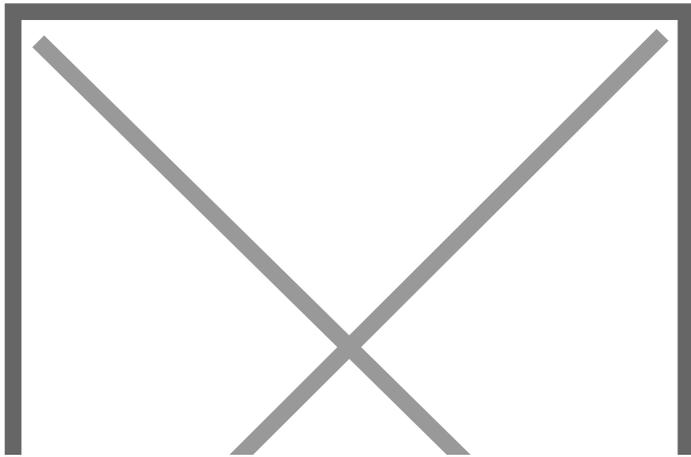

Connect USB-C Cable to Dell Laptop and Open Itunes if nothing opens click the Apple TV Icon.
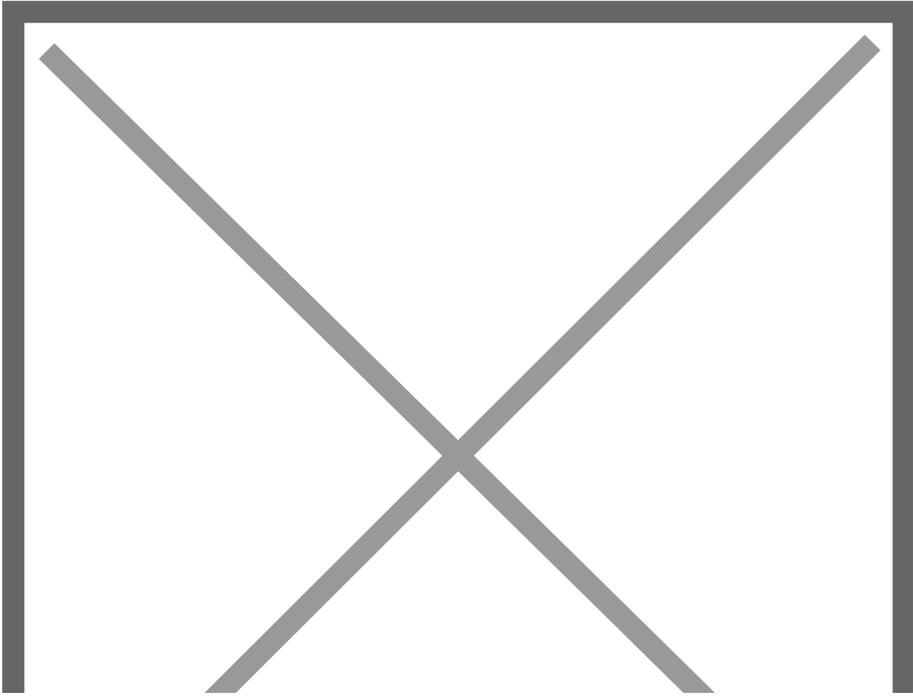
Click Restore Apple TV
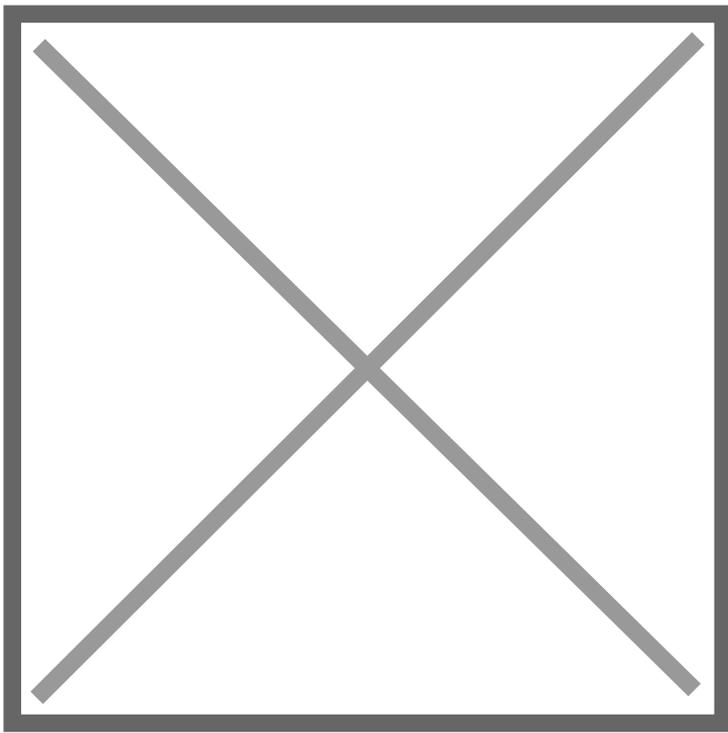
Click Restore and Update
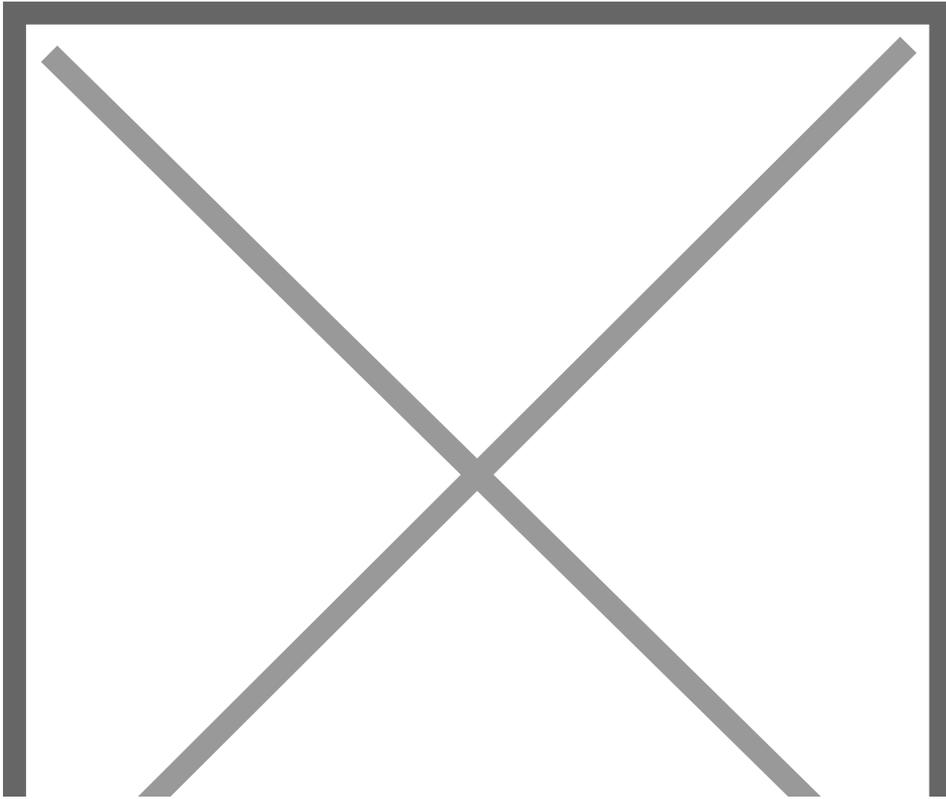
Once it is finished the note to disconnect USB-C cable- you can disconnect from Laptop and Apple TV and click ok
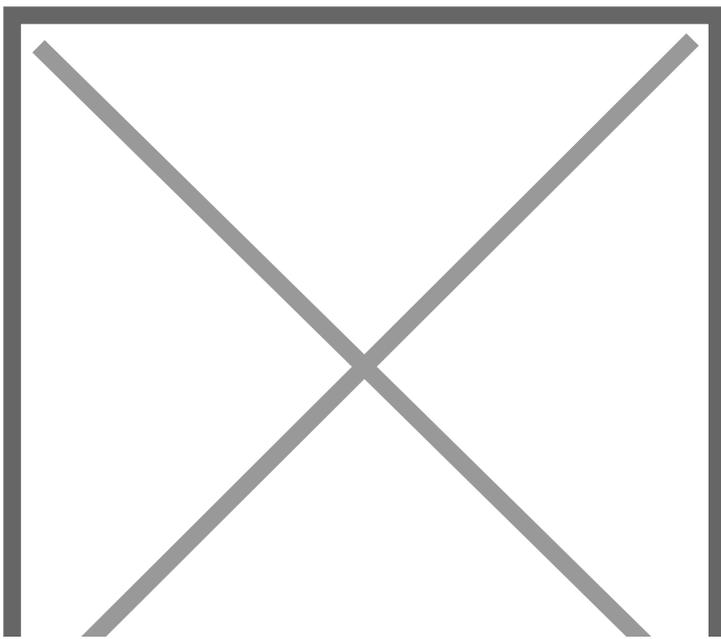

If it fails restoring through iTunes use Apple Configurator. If it has failed both bring to bench repair. Bring Apple TV and remote.

Reset an Apple TV with Configurator

Resetting Apple TV through Apple Configurator

Apple TV has to be hooked up to a monitor or tv so you can see the Apple TV screen through HDMI, Ethernet, Power, USB-C cable, and you need the remote control.
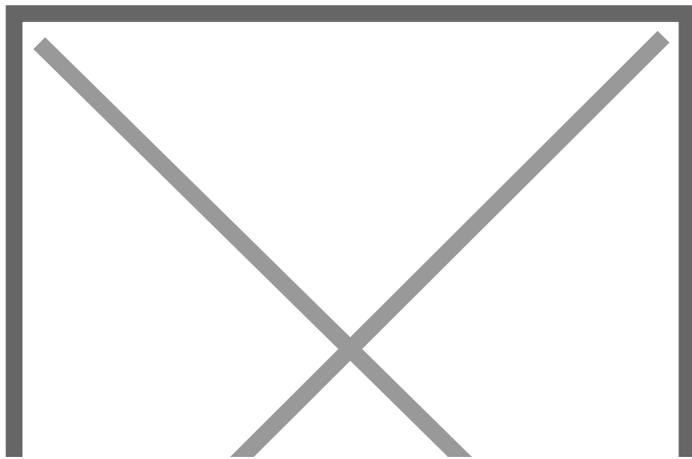

In order for this to work you have to allow accessories to connect on your Macbook once this is set you can skip these steps.

On MacBooks Settings
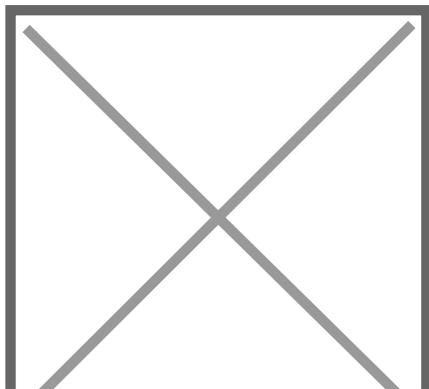
Find Privacy and Security
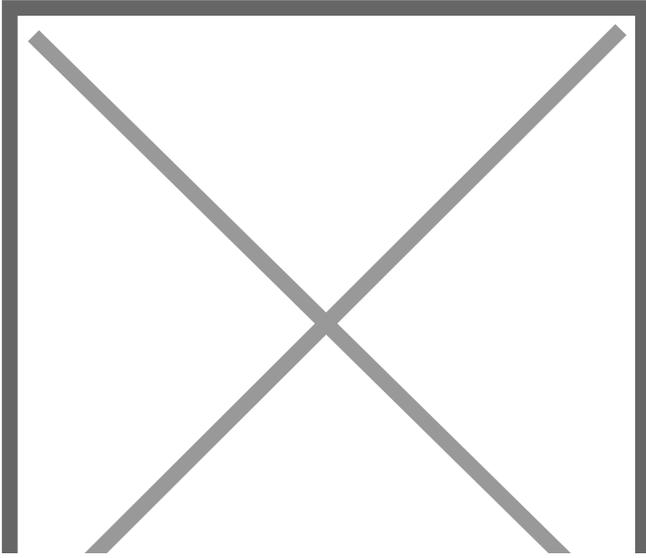
Find Allow Accessories to Connect- make sure it is set to Always
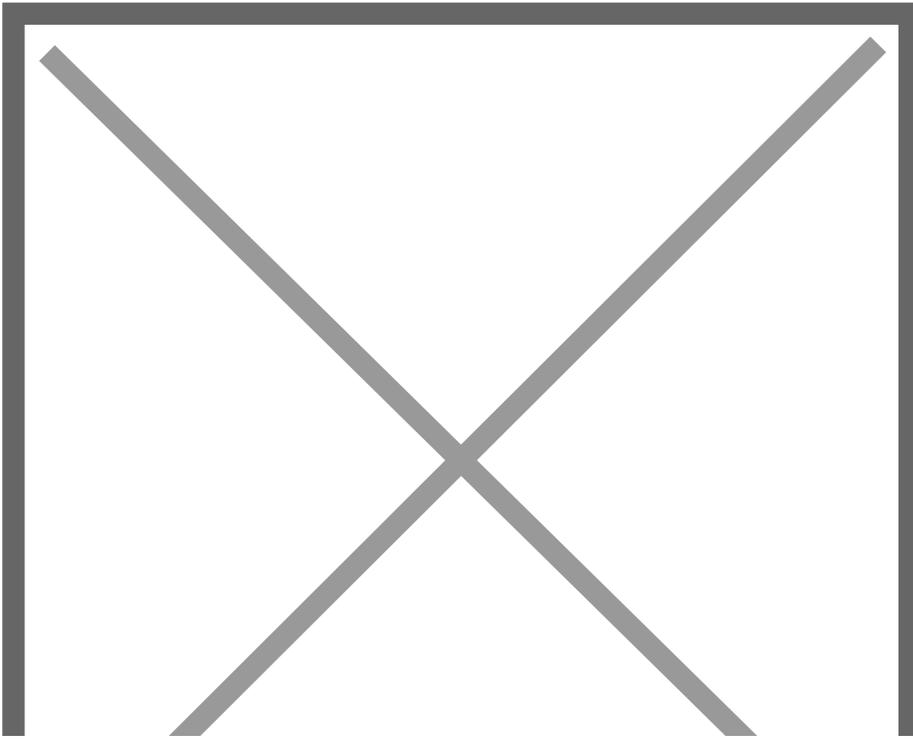
Connect USB-C Cable to Macbook and Open Apple Configurator.
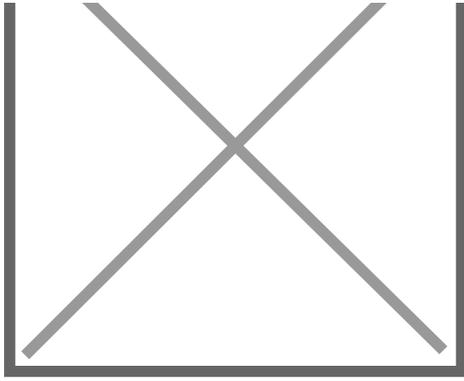
Put Apple TV in DFU Mode:

Apple TV-DFU Mode

Right Click on Apple TV in Apple Configurator and Select Restore
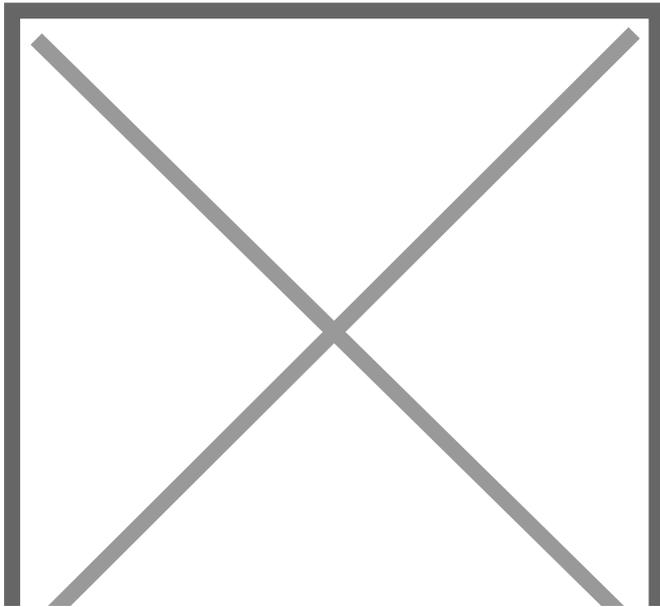
Select Restore
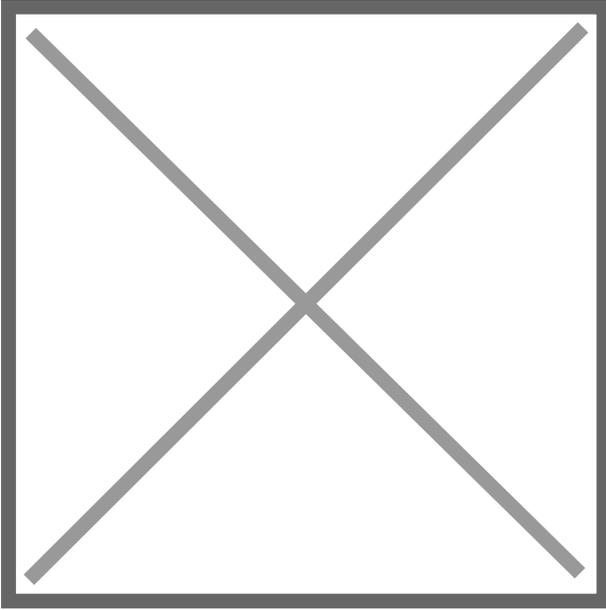
If restore fails through Apple Configurator- use Itunes to restore.
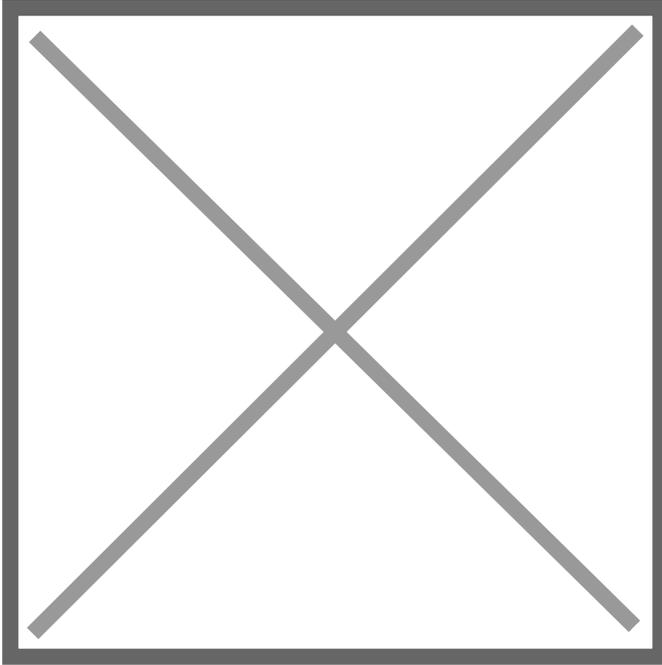
If it fails restoring through iTunes use Apple Configurator. If it has failed both bring to bench repair. Bring Apple TV and remote.

Setup an Apple TV after Restore

How to setup Apple TV after Restore

You may have to pair Apple TV Remote with the Apple TV

[How to Paid Apple TV Remote](#)

Select English
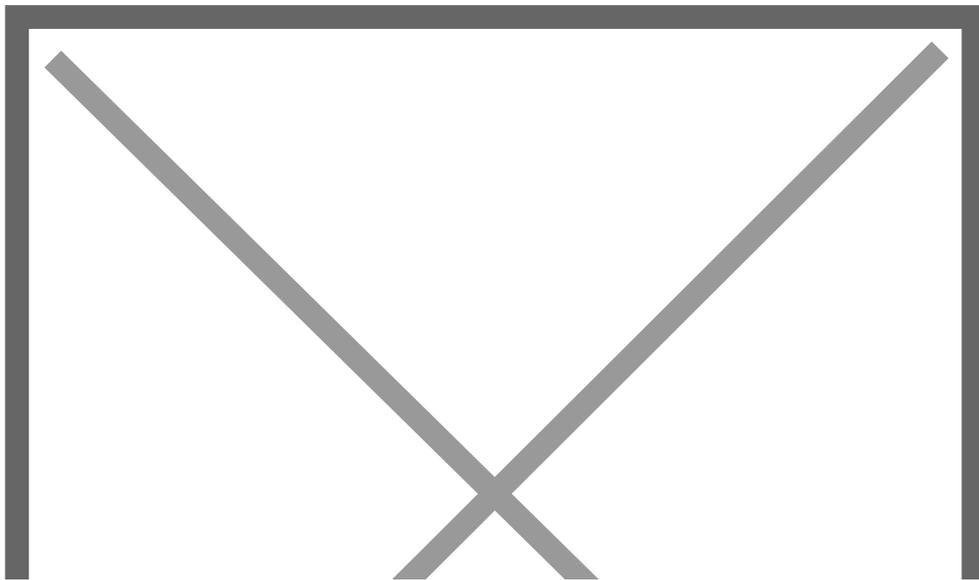
Select united States
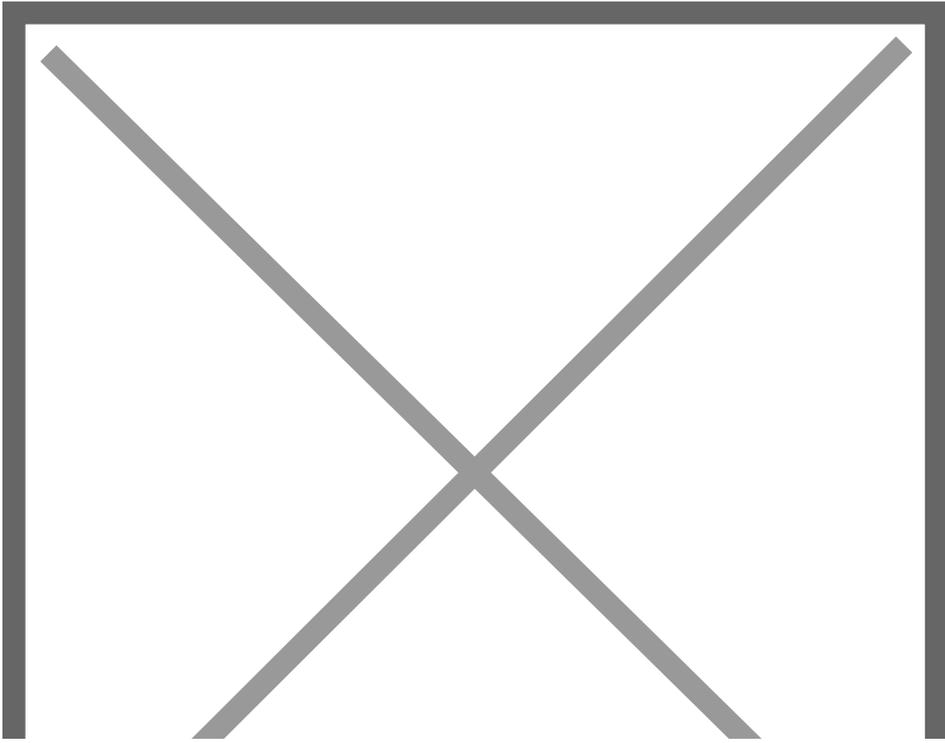
Select Enable Location Services
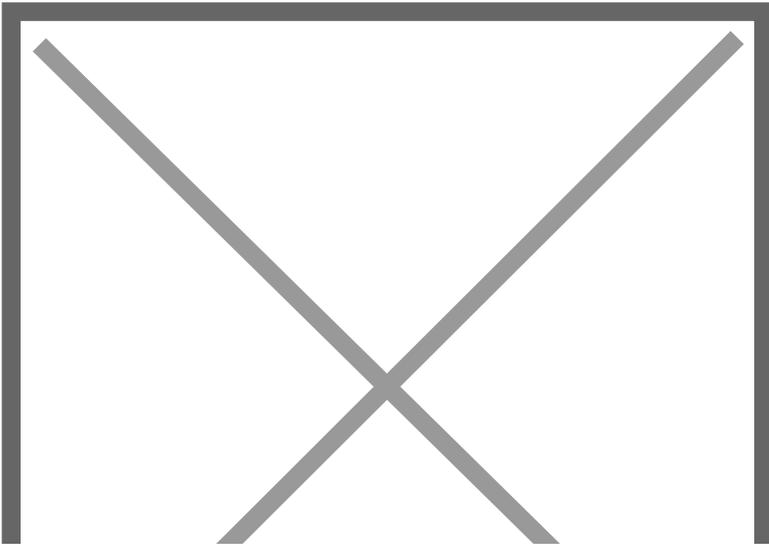
Remote Management- Continue
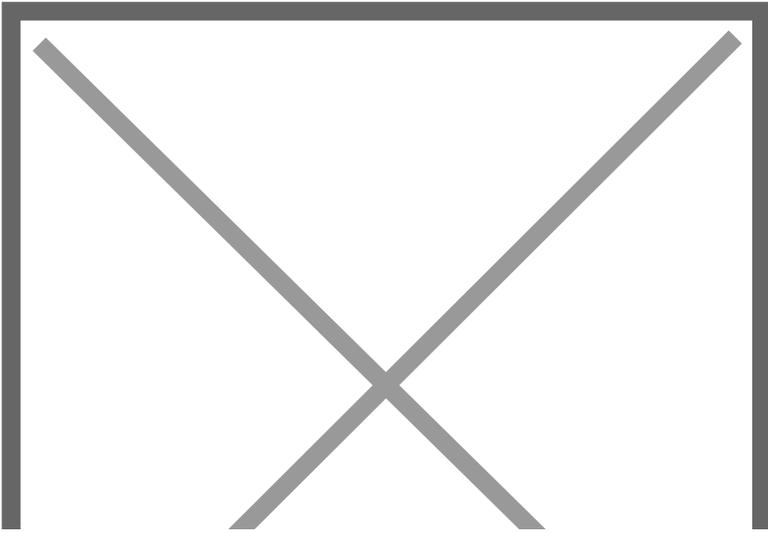
Once finished, the Setup screen should look like this.
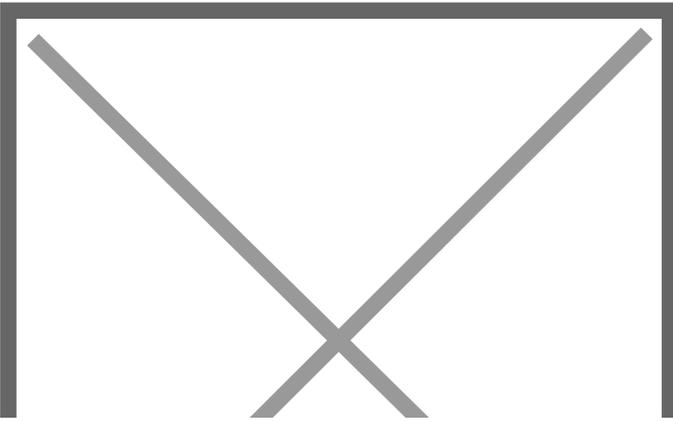
Send Ricky or Brandon so that they can tell you once all Profiles are installed and Name Apple TV if needed. They will need Asset Tag that is on the Apple TV.

Click Settings- General
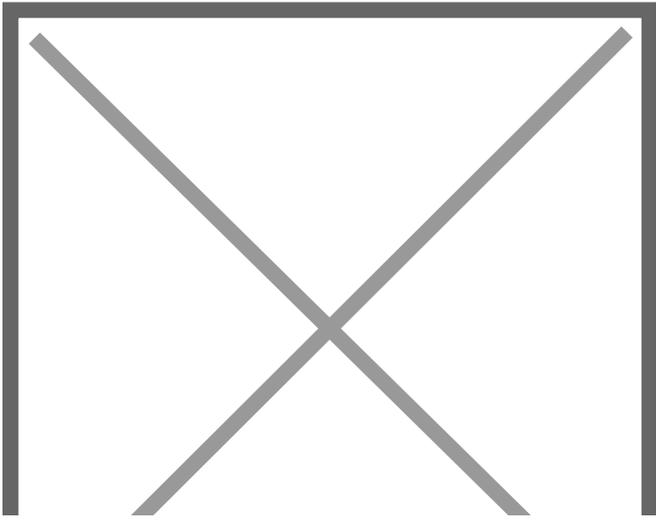
Click About
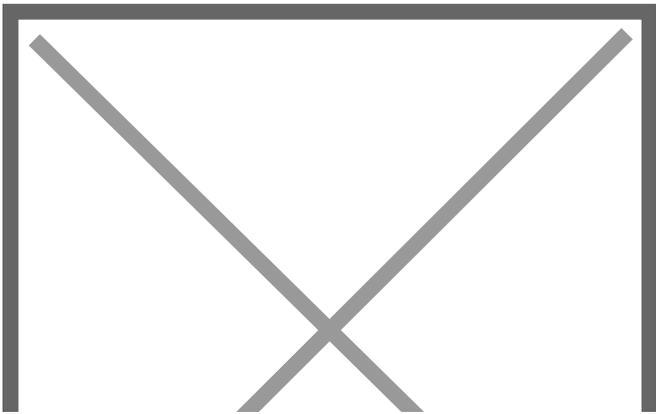
Name will show here.
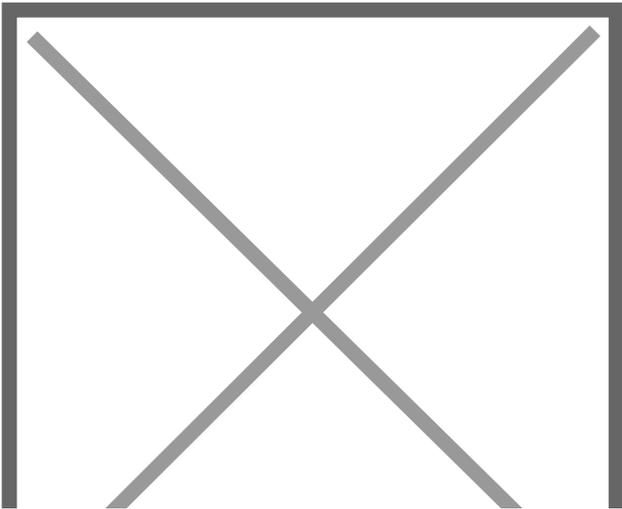
Once Ricky or Brandon have told you it is finished then you are done. You will have to take it back to the classroom if you removed it.

This is not a long process and can be done in a planning period to keep from having to remove from the classroom.

Pair an Apple TV Remote

If your Siri Remote or Apple TV Remote isn't working

If your remote isn't working as expected, learn what to do.

Try these steps first

1.

   Stay within 20 feet (about 6 meters) of your Apple TV and move anything that blocks the path between your remote and the front of your Apple TV, television, receiver, and sound bar.

2.

   [Charge your remote for 30 minutes](#) using a USB-C to USB or Lightning to USB cable and a USB wall charger.

3.

   Unplug your Apple TV from the wall power outlet. Wait at least six seconds, then plug it back in.

If the volume buttons on your Apple TV remote stop working, [learn what to do](#).

Restart your remote

If your remote still isn't working as expected, try restarting your remote.

1.

No alt suppl

Press and hold the TV/Control Center button and the Volume Down
No alt suppl

button at the same time. Hold the buttons down for about 5 seconds,

or until the status light on your Apple TV turns off and on again.

2.

Release the buttons. Then wait 5 to 10 seconds for a Connection Lost notification to appear on your TV screen.

3.
Wait while your remote restarts. When the Connected notification appears, you can use your remote.

Pair your remote
Apple TV remotes with Back (or N

If your remote still isn't working as expected, try pairing your remote to your Apple TV again.

1.

   Point your remote at your Apple TV. Make sure that the remote is about three inches from your Apple TV.

                              No alt suppl
2.

                                                            No alt suppl

   Press and hold Back   (or Menu) and Volume Up   for five

   seconds.

3.
   If asked, place your remote on top of Apple TV to complete pairing.

If you can't pair your remote, make sure that your Apple TV is updated to the latest version of tvOS. You can use the Apple TV Remote on your iPhone or iPad to navigate your Apple TV to check which version of tvOS you have.

Put Apple TV in DFU Mode

To place the Apple TV 4 (Apple TV HD) into DFU, follow these steps.

- Make sure the device is connected to power and is turned on.
- Connect the device to the computer using a USB-C cable.
- Press and hold the Menu and Play buttons until the LED starts flashing rapidly (6 seconds)
- Release both buttons.

To place the Apple TV 4K into DFU, use the following steps.

- Disconnect the device from the power source.
- Connect the DCSD cable to the computer's USB port.
- Connect the GoldenEye adapter to the DCSD cable (using Lightning)
- Connect the GoldenEye to the Apple TV 4K.
- Connect the Apple TV 4K to the power source.

How to find which MDM the Apple TV is on

How to find which MDM the Apple TV is on

Go to Settings on Apple TV
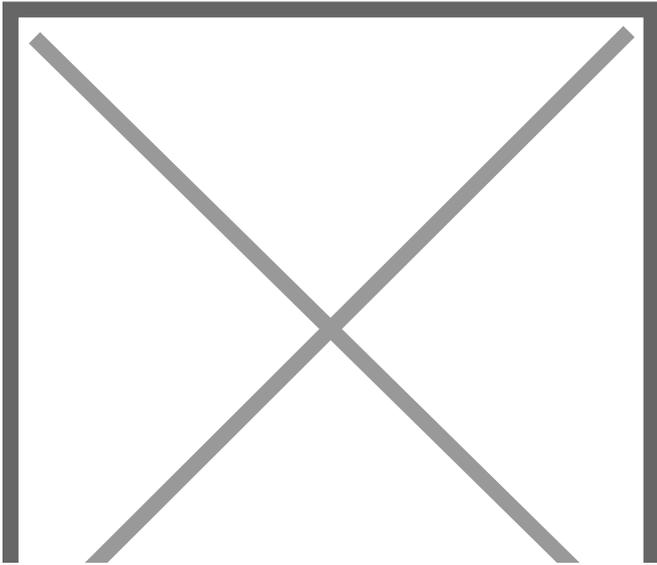
Go to General
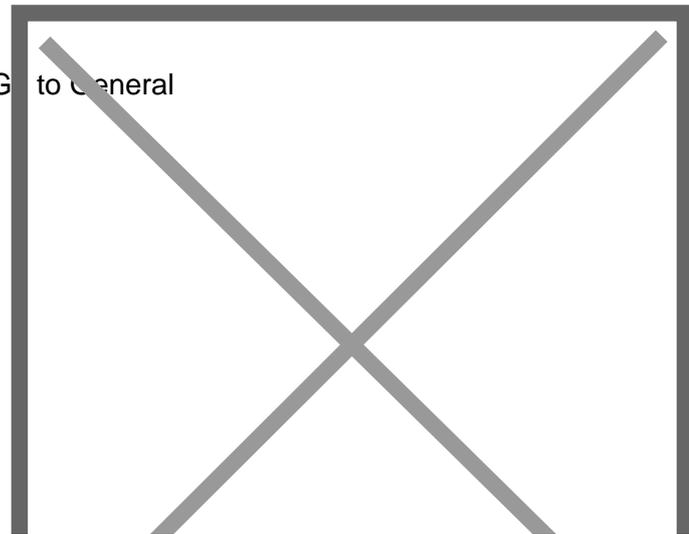
Go to Device Management
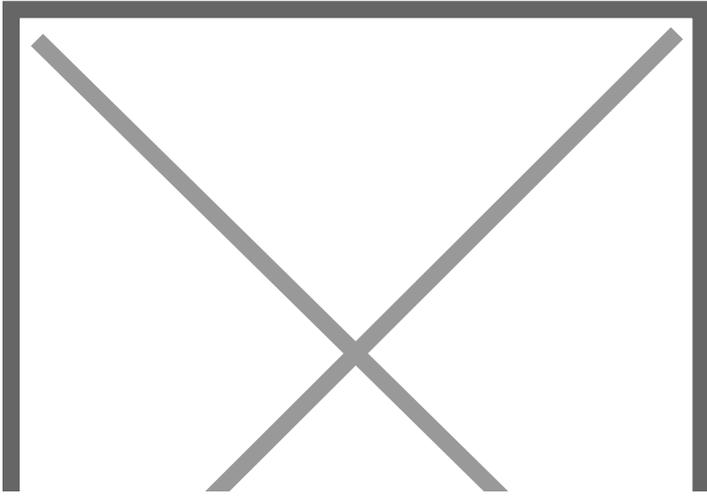
MDM will show here
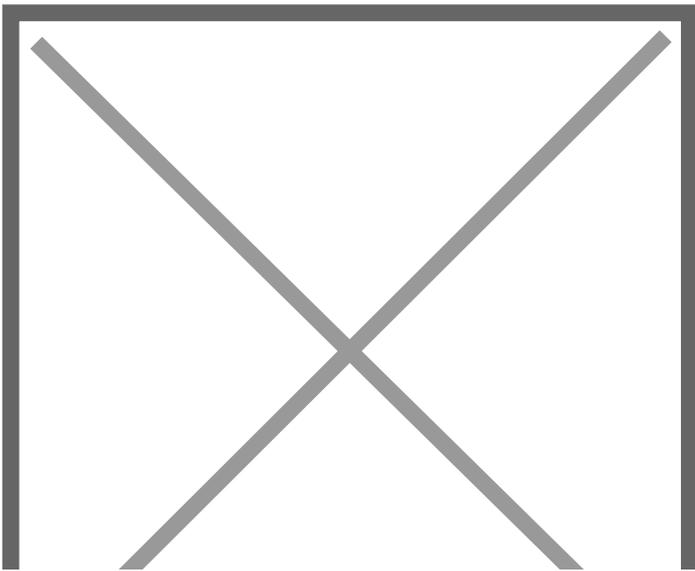
If Mosyle is here nothing else needs to be done.

If Filewave shows the Apple TV needs to be reset- you can use Apple Configurator or iTunes.