

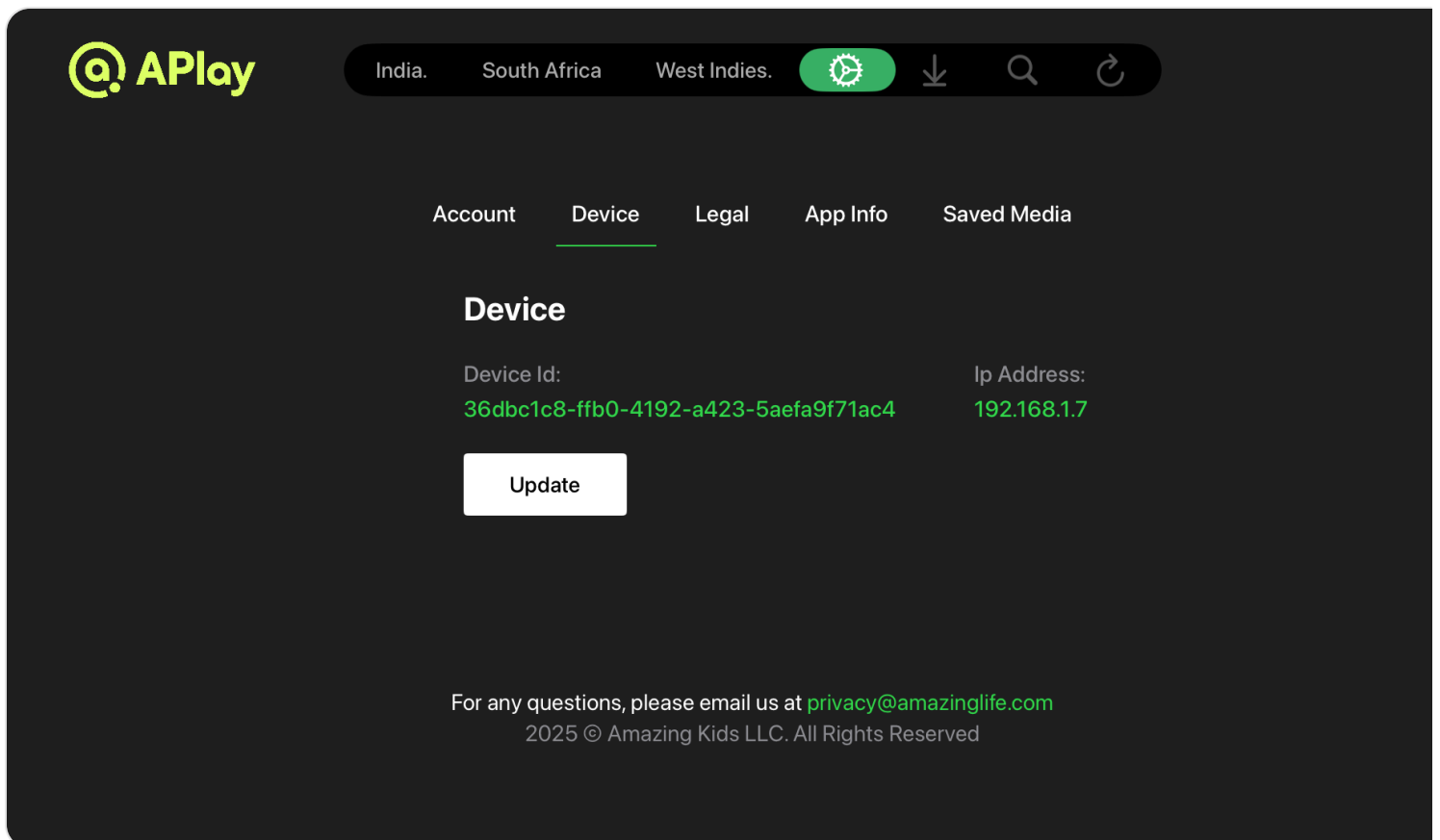


Aplay TV APP (Troubleshooting Guide)

1) Device not showing up in managed devices

● Step 1 – Attempt Manual Device Update

1. On the Apple TV, open the **APlay** app.
2. Go to **Settings** → **Device** tab.
3. Select **“Update Device”**.
4. You should see an alert:
 -  **“Device updated successfully.”** → Registration complete.
 -  If you see **“No push token available. Please try again in a moment.”**, continue below.



Device

Device Id

5fd517ec

Up

Update Successful

Device registration updated successfully.

OK

Ip Address:

192.168.1.6

For any questions, please email us at privacy@amazinglife.com

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● Step 2 – Check Notifications Settings

1. On Apple TV, go to **Settings → General → Notifications**.
2. Find **APLAY** in the list.
3. Ensure **Notifications are turned ON** for APLAY.

If APLAY is missing or notifications are OFF:

- Restart the Apple TV (**unplug → wait 10 sec → plug back in**)
OR
- **Uninstall and reinstall** the APLAY app.

Settings



- General >
- Users and Accounts >
- Video and Audio >
- Screen Saver >
- Notifications >**
- AirPlay and HomeKit >
- Remotes and Devices >
- Accessibility >
- Apps >
- Network >
- System >

Notifications



APlay TV

SettingsON

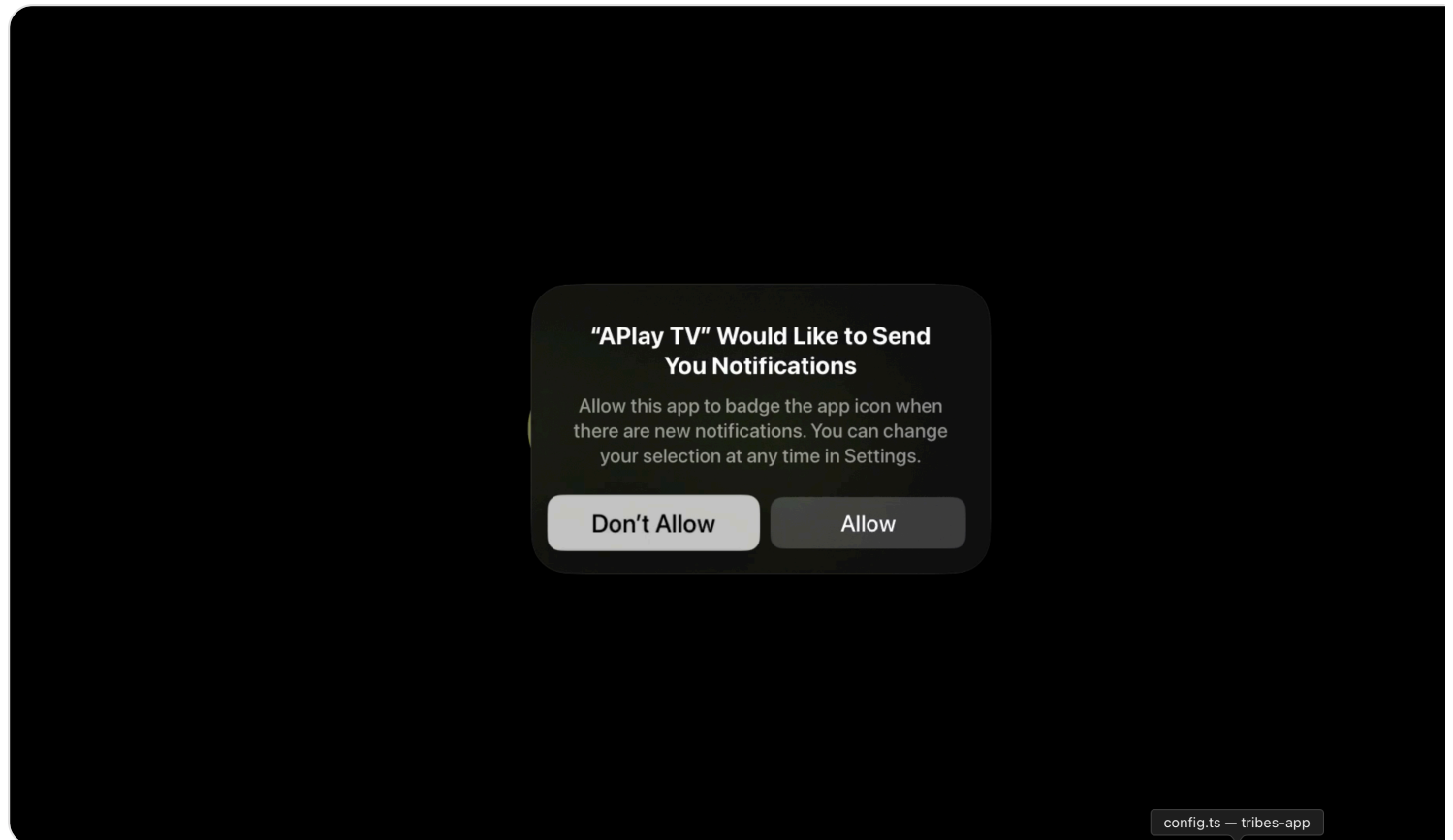
Apps can let you know about new notifications by showing an app icon badge. You can turn them on or off for each app individually.

When reinstalling or after reboot:

- Launch the APlay app.
- You will see a prompt:

“APlay wants to send Notifications.”

- Tap **Allow**.
- Log in again to APlay.



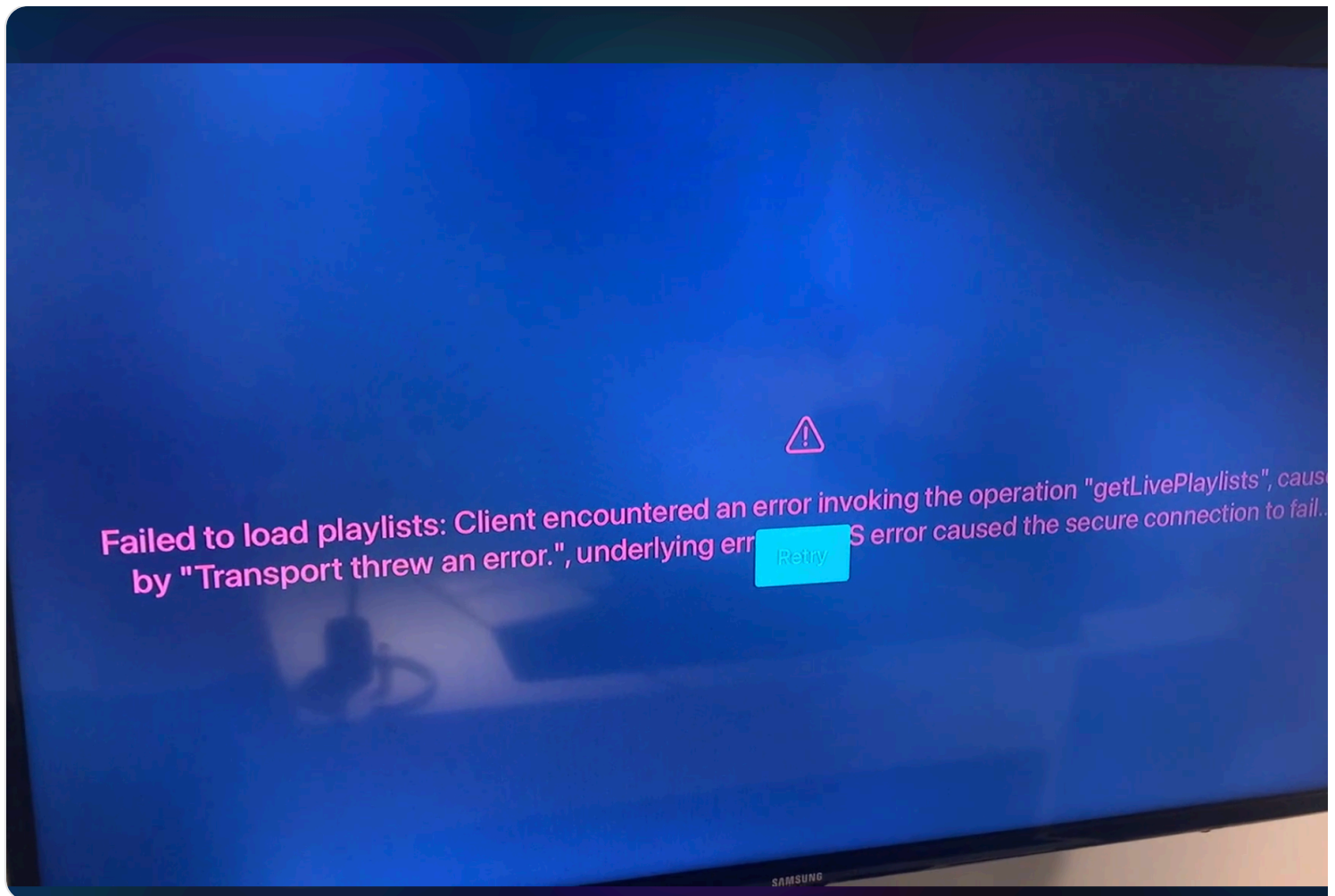
The device should now **auto-register**.

If still not registered, go back to **Settings** → **Device tab** → **Update** one more time.

📌 Note

- IP addresses are saved **only during the first device registration**.
- They are **updated only when the app receives a new push token from Apple**.

2) A TLS error caused the secure connection to fail



This issue is caused by a **network/TLS connection failure** during the initial data load (when the app tries to fetch live playlists). This is a connection-level issue on those devices preventing a secure HTTPS handshake with our servers.

follow these steps to resolve the issue:

● Step 1 – Verify Date & Time

1. On the Apple TV, go to **Settings → General → Date and Time**.
2. Turn **Set Automatically → ON**.
3. If time is incorrect, adjust manually and restart the device.

🕒 Incorrect system date or time can prevent secure (TLS/SSL) connections from working properly.

Settings



General



Users and Accounts



Video and Audio



Screen Saver



Notifications



AirPlay and HomeKit



Remotes and Devices



Accessibility



Apps



Network



System



General



About Siri, Dictation & Privacy



USAGE

Manage Storage



Background App Refresh



Previously Used Emails



DATE & TIME

Set Automatically

SettingsOFF

Time Zone

Mumbai



Time Format

12-Hour

VPN & DEVICE MANAGEMENT

com.apple.preferences.applic... Inactive



1. Temporarily connect the Apple TV to a **mobile hotspot/ Wifi network**.
2. Open the **APlay app** and try to sign in or play media.

If APlay works on the hotspot, the issue likely lies in the **local network configuration** (firewall or SSL filtering).

🔵 Step 3 – Firewall / Proxy Configuration (for IT Teams)

Ensure the following **domains are whitelisted** and **not blocked or SSL-inspected**:

```
*.amazingkids.app  
*.collection.sumologic.com  
*.stream.mux.com
```

🟣 Step 4 – Update tvOS

1. Go to **Settings → System → Software Updates → Update Software**.
2. Install any available updates.

🧩 Outdated tvOS versions may contain **expired SSL root certificates**, which can lead to TLS errors.

🔴 Step 5 – Restart Device and Network

1. **Reboot the Apple TV.**
2. **Restart the Wi-Fi router or network firewall.**
3. After both have restarted, reopen the **APlay app** and test again.

3) **APlay TV – Device Appears Connected but Playlists Not Showing**

If the **device shows as connected** but **queued playlists are missing**, follow the steps below to fix the issue.

🟢 Issue Summary

In earlier versions of APlay TV, there was a **minor issue with session management** that could prevent the app from syncing queued playlists properly.

This issue has been fixed in **version 1.78.5**.

🟡 Step 1 – Confirm App Version

1. On the Apple TV, open the **APlay app**.
2. Go to **Settings → About** (or the app info section).

3. Verify the version number is **1.78.5** or later.


If the version is older, update the app via the **App Store → Purchased → APlay → Update**.

● Step 2 – Log Out and Log In (One-Time Fix)

1. In the **APlay TV app**, go to **Settings → Account**.
2. Select “**Log Out.**”
3. Once logged out, restart the app and **sign in again** using the same account credentials.

 This step refreshes the authentication tokens and re-establishes the device registration.

● Step 3 – Verify Device Registration

1. After logging in again, go to **Settings → Device tab**.
2. Click “**Update Device.**”
3. You should see the alert:
 -  “**Device updated successfully.**”

Once updated, the device will reappear in APlay Admin and queued playlists will begin syncing normally.
