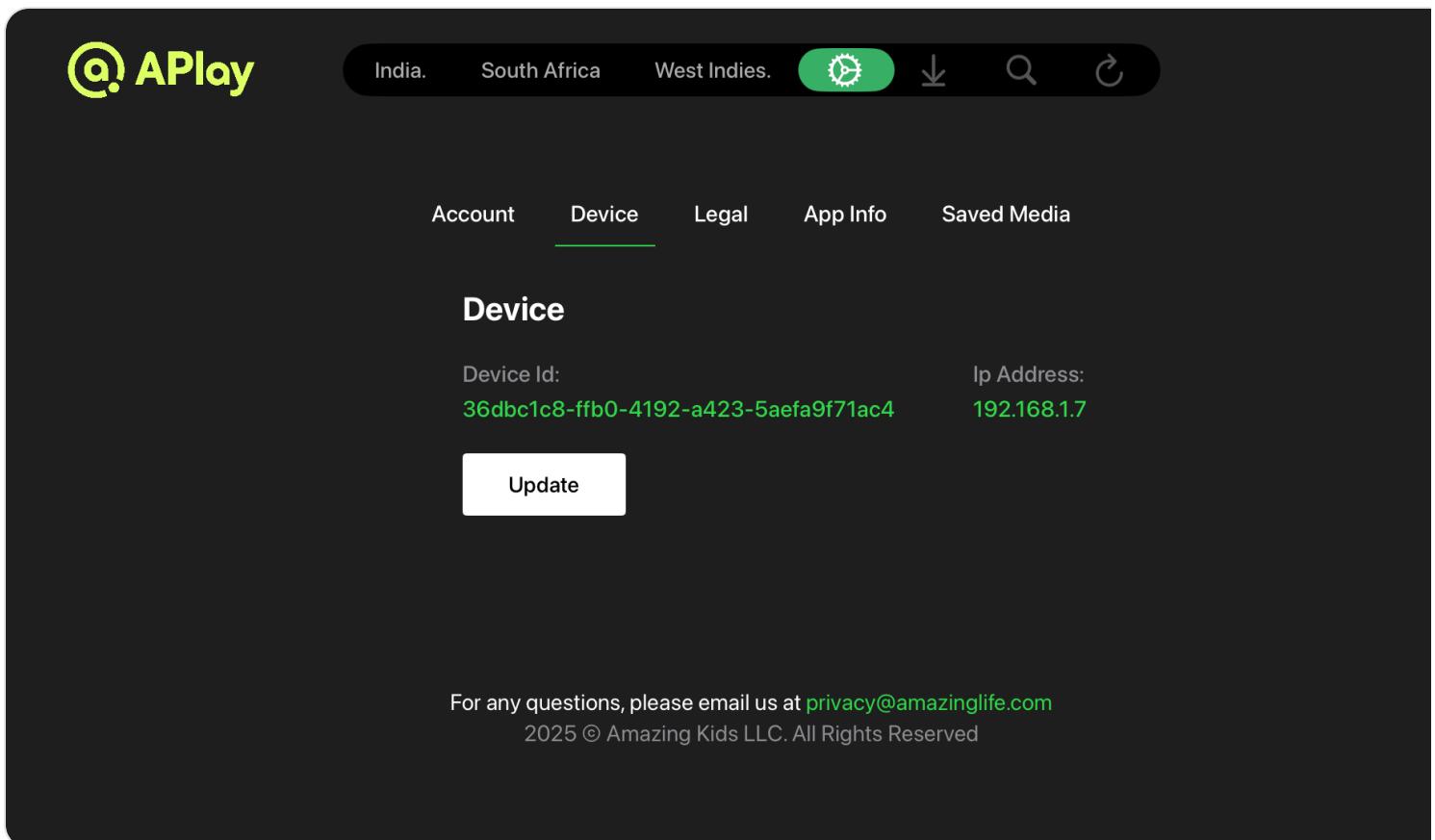


Aplay TV APP (Troubleshooting Guide)

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.



The screenshot shows the APlay app interface on a mobile device. The top navigation bar includes the APlay logo, region selection (India, South Africa, West Indies), a gear icon, a download arrow, a search icon, and a refresh icon. Below the navigation is a horizontal menu with tabs: Account, Device (which is underlined in green), Legal, App Info, and Saved Media. The main content area is titled "Device". It displays the "Device Id" as 36dbc1c8-ffb0-4192-a423-5aefa9f71ac4 and the "Ip Address" as 192.168.1.7. A large "Update" button is centered below this information. At the bottom of the screen, there is a footer with the text: "For any questions, please email us at privacy@amazinglife.com" and "2025 © Amazing Kids LLC. All Rights Reserved".

Device

Device Id

5fd517ec

Update Successful

Device registration updated successfully.

Up

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.

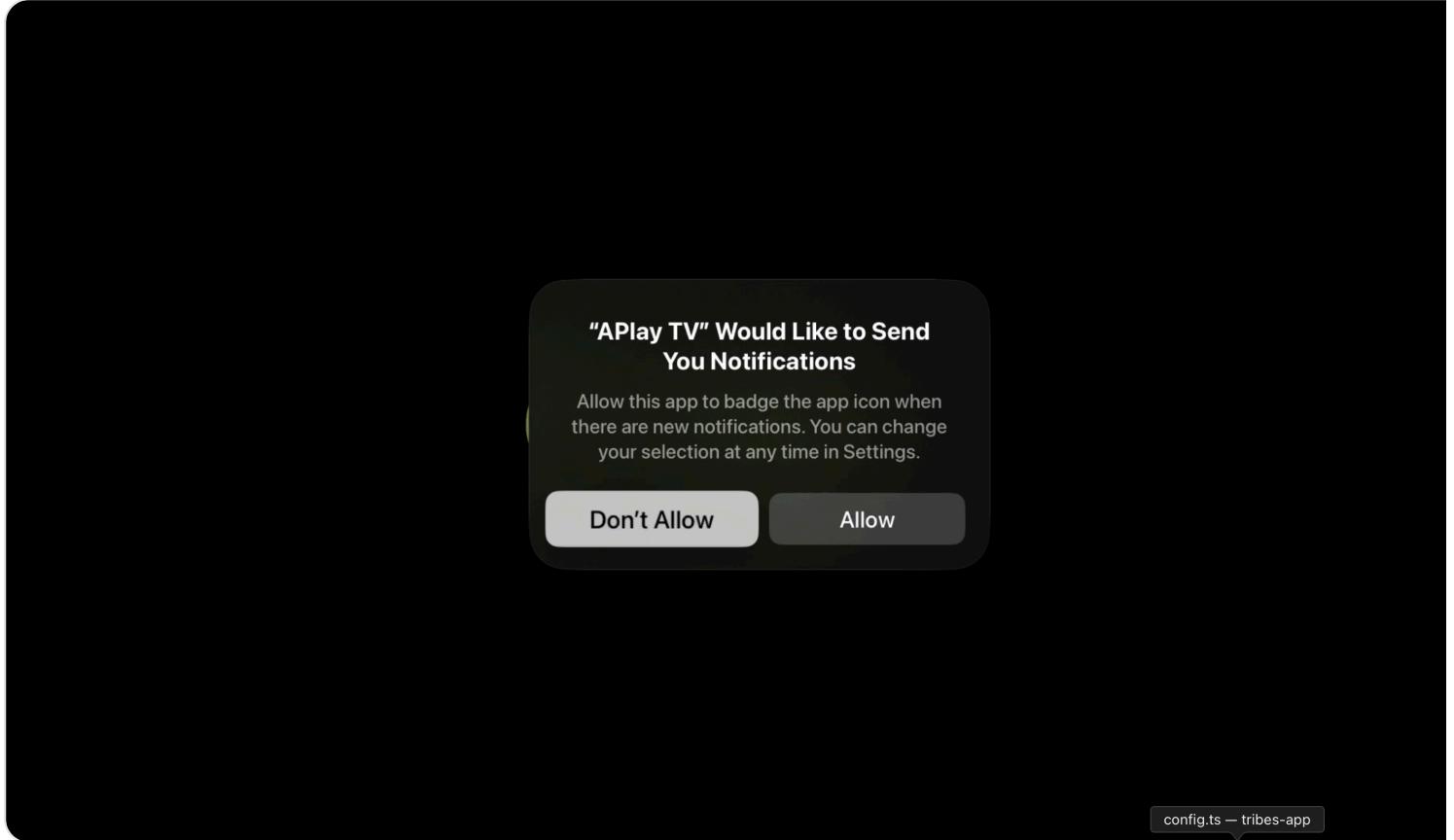
● Step 3 – Allow Notifications on Reinstall

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.



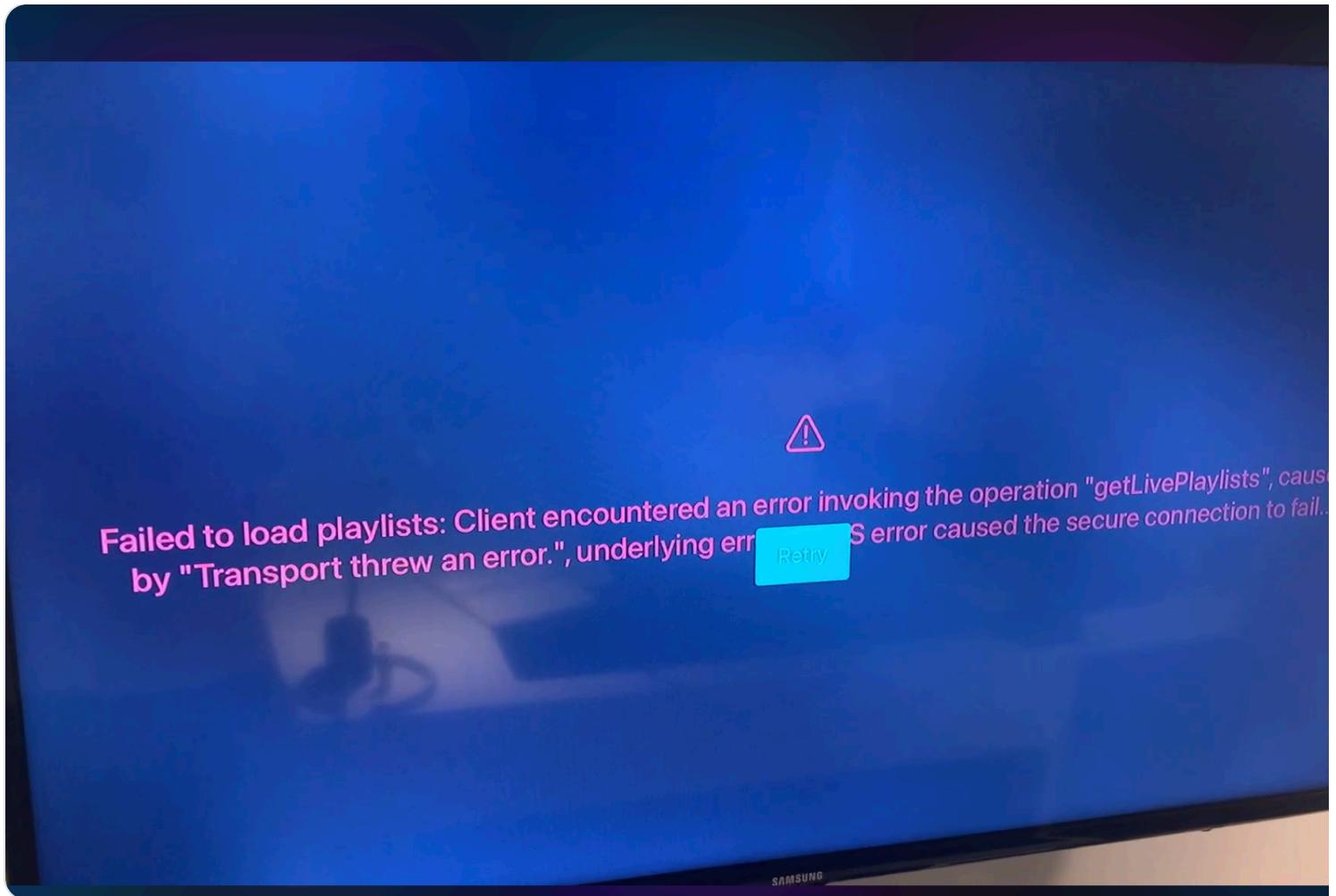
The device should now **auto-register**.

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

Settings OFF

Time Zone

Mumbai >

Time Format

12-Hour

VPN & DEVICE MANAGEMENT

com.apple.preferences.applic... Inactive >

🟡 Step 2 – Try a Different Network

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.
