



## **Something not working? Don't fret, we've got you covered.**

### **So you're ready to stream but nothing is on the screen?**

1. Make sure your HDMI cable is securely connected from the device to the television, and that you're set to the correct input.
2. Make sure your power cable is securely connected from the device to a power outlet (these can get knocked loose if in a high traffic area).
3. You will see a small white light on the front of the Apple TV when it's plugged in.

### **My screen is on, but I can't select anything with my remote?**

*Your remote likely lost connection with the Apple TV. Follow the steps below to get reconnected:*

1. You will need to be close to your Apple TV unit.
2. Hold the 'Menu' and '+' buttons together on the remote for five (5) seconds
  - a. You may see a message saying "**Please bring remote closer to connect**". It sometimes will need to be as close as touching.
3. Once re-paired, you should see a '**Connected**' message on your television.

*If nothing is happening, your remote needs to be charged before trying again*

1. Charge your remote with the lightning cable we provided or any **iPhone** charging cable. Connect this to the remote via the small port on the bottom. Your remote should be fully charged after **30 minutes** (*try doing this once a week to prevent connection issues*).

### **Are you seeing an error message?**

1. 'There is a problem connecting to Atmosphere' message indicates that your device lost its internet connection. We will need to remotely unlock the device for you to reconnect to your WiFi network.
  - a. For us to be able to send commands through to your device, you will need to hardwire it directly into your router with an ethernet cable.
  - b. Your device **does not** need to be connected to your television, but it **does** need to be powered on.
  - c. Once this is done, call or email us. We will unlock the device, and advise you how to get reconnected to your network!

Contact us at [help@atmosphere.tv](mailto:help@atmosphere.tv) or 512-675-1080 (available from 9:00A until 6:30P Central Monday - Friday and from 10:00A to 4:00P Central on Saturdays) if your concern is not listed above or you have any questions.