


# Seed TV Menu Troubleshooting Guide for Apple TV

Identify your issue below to start initial troubleshooting. If unresolved, contact your Seed Manager expert - typically a manager or marketing lead. Provide them with the details of the issue, any screenshot/picture of error or product example, number of TVs impacted, and a store contact.

## A. Outdated Inventory, Expired Sales, or Incorrect Media Appearing; New Inventory Not Appearing on Menus

### 1. Using the Apple TV Remote, confirm Apple TV is connected to the internet

- Go to Apple Main Menu, navigate to Settings  → Network → Connection
- Verify store WiFi is connected.

### 2. Try restarting the Seed app:


- Double tap the TV Command Center Button on the AppleTV Remote.
- Navigate to the Seed TV Menu app and swipe up to close.
- Relaunch the Seed TV Menu app from the Apple TV home screen.



### 3. Restart Apple TV: Settings → System → RESTART


-  **DO NOT HIT RESET.** This will factory reset the device and remove the Apple ID account and Seed app.

### 4. Once the Apple home screen loads, reopen the Seed App and confirm the content has updated.


-  If the menu is still inaccurate, notify your Seed Manager expert with the specific example that is incorrect or missing.

## B. Blank Screen / Error Messages

### 1. Try loading another Seed channel

- Use the Apple TV Remote to click the arrow button  to go back to the “Choose Your Channel” screen
- If other channels load: the issue is likely with that specific channel. Contact your internal Seed Manager contact.


### 2. If no channels load: Restart the Seed app (See step A2 above)

-  If the issue remains, take a photo of the screen and contact your Seed Manager expert.

See next page for more troubleshooting options


## C. Apple TV isn't working, won't turn on, or shows a black screen

### Try the following solutions:

1. Make sure that you select the HDMI input that matches the HDMI port connected to the Apple TV.
  2. Check your power supply and power cable
  3. Power Cycle the device. (See step A3 above)
  4. Check your HDMI connection.
  5. Try swapping with another HDMI cable.
  6. Plug the power cord into a different power outlet or power strip.
-  If the issue remains, contact your Seed Manager expert.

## D. Apple Remote Not Responding / Not Changing Channel

### Try the following solutions:

1. Charge remote for at least 24 hours.
  2. Position at least 6 feet from Apple TV.
  3. Ensure no obstructions between remote and device.
-  If the issue remains, contact your Seed Manager expert.

### About Seed Technology

Seed is your provider for in-store TV signage and interactive menu devices.