

Apple TV — Control4 Driver

Dealer documentation · driver version 1053 · appletv_drivermate.c4z

Native Apple TV control for Control4. This driver talks to the Apple TV over the same connection the Apple TV Remote in iOS Control Center uses — directly from the Control4 controller.

Contents

- [What this driver is](#)
- [Requirements](#)
 - [Control4](#)
 - [Apple TV](#)
- [Pairing with the Apple TV](#)
 - [Things that go wrong here, and why](#)
 - [Re-pairing, and moving to a different Apple TV](#)
- [Properties](#)
 - [Cloud Settings \(DriverCentral builds only\)](#)
 - [Connection](#)
 - [Device Status \(read only\)](#)
 - [Apps and App Switcher](#)
 - [Support and Troubleshooting](#)
- [Actions](#)
- [Programming commands](#)
- [Apps, deep links and the App Switcher](#)
 - [How a mini-app tile launches an app](#)
 - [App Deep Links format](#)
 - [Installed Apps and Selected App Id](#)
 - [Deep links: opening a title](#)
 - [Passthrough Mode](#)
 - [Deep Link Region](#)
- [Search](#)
- [Programming examples](#)
- [Troubleshooting](#)
 - [Nothing connects](#)
 - [Pairing](#)
 - [Buttons and commands do nothing](#)

- [App tiles and launching](#)
 - [Volume](#)
 - [Getting a log for a support ticket](#)
 - [Licensing and support](#)
 - [Before you contact support](#)
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What this driver is

A native Apple TV driver for Control4. The driver runs on the Control4 controller itself and controls the Apple TV directly over the network.

There is nothing else to install. No bridge, no helper application, no Raspberry Pi, NUC or other always-on box, no cloud relay, and no vendor account beyond the DriverCentral licence itself.

What it does

- **Finds Apple TVs for you.** One action lists every Apple TV on the network with its name and address. Pick one and the driver fills in everything it needs to connect.
- **Follows an Apple TV that moves.** The driver stores the hardware address of the Apple TV it is paired to. If a DHCP lease changes and the Apple TV comes back on a different IP address, the driver finds it again and reconnects. No site visit, no re-pairing, nobody retyping an address.
- **Full remote control.** Every button of the Apple TV remote, plus transport control, from Navigator, from a touchscreen and from programming.
- **Launches apps.** 25 app tiles a dealer can assign, so Netflix, Disney+ or anything else the customer has installed is one press away in Navigator.
- **Opens a title, not just an app.** Given a link to a specific film or episode, the driver opens that title directly in the right app.
- **Reads the installed app list off the Apple TV,** so a dealer picks apps from a list instead of hunting for identifiers.
- **Types into the Apple TV's own search screen** from a Control4 search service, so a customer can search without picking up the Apple TV remote.
- **Reports what it knows:** power state, connection state, the name, hardware address and tvOS version of the Apple TV it is attached to, and a plain sentence in Last Error whenever something does not work.
- **Pairing is done once, at the device.** The resulting credential is held in Director's own protected storage, not in a driver property: it is not shown on any Composer tab, and this driver has no action that displays or exports it. The only way to remove it is **Clear Pairing**.

The driver presents three proxies from a single file: the Apple TV itself as a **Media Player**, an **App Switcher** carrying 25 app slots, and an **Apple TV Search** service that types into the Apple TV's on-screen keyboard.

Requirements

Control4

Item	Requirement
Controller OS	4.0.0 or later. The driver uses networking features Control4 introduced in OS 4.0.
Network	The controller must be able to reach the Apple TV over IPv4 . For the driver to find Apple TVs by itself, the controller and the Apple TV must be on the same network — discovery traffic is commonly not carried between separate VLANs or guest networks. If they are separated, the address and port can be typed in by hand instead.

Controller speed is a real requirement. Pairing is arithmetic-heavy work that has to finish inside the short window the Apple TV holds a pairing open. The driver measures the controller once, at startup, and if the machine is not fast enough it **refuses the Pair action** instead of letting a dealer wait for something that cannot succeed. If you see *"this controller is not fast enough to pair with an Apple TV"* in Last Error, the answer is a faster Control4 controller; nothing in the driver's settings changes it.

Apple TV

The driver **does not check the Apple TV's model or its tvOS version, and does not refuse any of them.** What it needs is an Apple TV that offers the standard pairing flow — the one that puts a four-digit code on the television.

The driver reports the Apple TV's **name**, **hardware address** and **tvOS version** on the Properties tab once a device has been selected, so you can see exactly which box a driver is attached to without walking to the television.

A **DHCP reservation or a static address** is still the tidiest way to run an Apple TV, but it is no longer required. The driver stores the hardware address of the Apple TV it is paired to, and if the address changes it finds the same device again and reconnects to it.

Pairing with the Apple TV

Pairing is done **once**, at the device. The driver finds the Apple TV for you.

On a DriverCentral build, none of this works until the licence is valid. Find Apple TVs, Pair with Apple TV and **Enter Pairing Code** are refused along with everything else, and Last Error names the one you pressed. See [Licensing and support](#).

1. **Actions** → **Find Apple TVs**. Wait a few seconds.
2. **Properties** → **Discovered Apple TVs** — pick the Apple TV from the list. Each row shows the Apple TV's name and its address, so two boxes with the same name can still be told apart. Choosing one fills in its address, its port, its name, its hardware address and its tvOS version, and the driver begins connecting.

3. **Actions** → **Pair with Apple TV**. Press it **once**.
4. A **four-digit** code appears on the television. Watch the screen.
5. **Actions** → **Enter Pairing Code**, type the four digits, and run it.
6. Pairing Status goes to **Paired** and the driver connects.

If no Apple TVs are found, that is nearly always the network rather than the Apple TV. The traffic discovery uses is commonly not carried between VLANs, between wired and guest wireless, or across some managed switches. Put the controller and the Apple TV on the same network, or fill in **Apple TV IP Address** and **Control Port** by hand and carry on from step 3.

You do not normally need to know the port. It is not the same on every Apple TV, so the driver reads it from the device rather than asking you to find it. Every Apple TV seen so far uses 49153 and the shipped default matches that, so in practice this field is usually already correct. It remains editable for the case above.

Things that go wrong here, and why

- **Press Pair once.** If the Apple TV refuses an attempt it asks for a short wait, and the driver enforces it. Pressing Pair again inside that wait restarts the device's own back-off and is the fastest way to make pairing impossible. The driver tells you how many seconds are left.
- **Type the code while it is on screen.** A pairing nobody completes is abandoned by the driver after five minutes, Pairing Status says so, and you simply run Pair with Apple TV again.
- **Four digits, nothing else.** A letter or a longer string is refused before it reaches the Apple TV.
- **Walked away mid-pairing?** Run **Clear Pairing** to end it immediately rather than waiting for the driver's own backstop.

Re-pairing, and moving to a different Apple TV

Run **Clear Pairing**, change **Apple TV IP Address**, then pair again. Clear Pairing forgets the stored credential; there is no undo and no import, so only run it when you intend to pair again.

Properties

They appear in Composer in the order below. **Cloud Settings comes first**, so the licence state is the first thing you read on a driver that does nothing without one.

Cloud Settings (DriverCentral builds only)

These two are added by DriverCentral's licensing client and are not part of the driver's own configuration. See [Licensing and support](#).

Property	Type	What it is
Cloud Status	Text, read only	The licence/account state, in DriverCentral's own words.

Property	Type	What it is
Trial Remaining	Text, read only	How long is left on the trial — 27 day(s) left in the trial , switching to hours inside the last two days. On a bought licence it reads licensed – not on trial ; with no valid licence, expired – this driver is not licensed . It updates itself as the licence state changes; there is nothing to press.
Automatic Updates	Off / On	Whether DriverCentral may update this driver automatically.

Connection

Property	Type	Default	What it is
Apple TV IP Address	Text	(blank)	The IPv4 address of the Apple TV. Normally filled in by Find Apple TVs . Changing it disconnects and redials immediately.
Discovered Apple TVs	List	(empty)	Every Apple TV found by the Find Apple TVs action, shown as its name and address. Picking one fills in the five fields below it and connects. Empty until the action has been run.
Apple TV Name	Text, read only	(blank)	The name the selected Apple TV is called on the network, as its owner set it.
Apple TV MAC	Text, read only	(blank)	The hardware address of the selected Apple TV. The driver stores this so that if the Apple TV's IP address changes, it can find the same device again and reconnect without anyone retyping an address.
tvOS Version	Text, read only	(blank)	The tvOS version the selected Apple TV reports. Blank means the Apple TV did not publish it; nothing else depends on this field.
Control Port	Number, 1–65535	49153	The port the driver connects to. Every Apple TV seen so far uses 49153 , so the default is usually already right. Find Apple TVs reads the real port off the device and fills it in, so you do not have to rely on that. Type it by hand only if discovery cannot run on your network. Changing it disconnects and redials.

Device Status (read only)

The driver writes all six of these. Nothing here needs to be set, and these are the fields to read when logging is off.

Property	What it tells you
Pairing Status	Not Paired , Pairing , Paired , or a sentence naming what stopped it. Paired is the state the driver runs in.
Connection Status	Offline , Connecting or Connected . While a connection is being established it may also read Verifying pairing , Starting session , Failed or Working , each followed by a growing run of dots that proves the driver is still moving.

Property	What it tells you
Power State	<code>on</code> , <code>off</code> , or <code>unknown</code> — all lower case. (On a driver that has never connected it reads <code>Unknown</code> , the capitalised value shipped in <code>driver.xml</code> ; the runtime only ever writes the lower-case form, so match case-insensitively in programming.) Set from events the Apple TV pushes, and by the Refresh Status action. The Apple TV is reported <code>off</code> only when it reports itself asleep — a screensaver, an idle home screen and an app in use are all <code>on</code> . Goes back to <code>unknown</code> when the session ends, deliberately: a dropped socket is not a television that turned off.
Last Launched App	The app this driver last <i>asked</i> the Apple TV to open. It is not what is on screen now . Nothing tells this driver when somebody leaves an app or presses Home on the Siri Remote. Cleared when the session ends.
Last Error	The most recent failure, in the words of whatever reported it — often the Apple TV's own error code and domain. Blank is the pass . Cleared on every successful connect. This is the single most useful field on the tab, because it needs no logging at all to be read.
Driver Version	<code>1.0.0</code> (build <code>NNNN</code>) . Must match the build you just installed.

Apps and App Switcher

Property	Type	Default	What it is and what to set
App Deep Links	Multi-line text	<i>(blank)</i>	Optional per-slot overrides. See App Deep Links format . Usually left blank — the driver fills it in for you.
Installed Apps	Dynamic list	<i>(empty)</i>	Every app the Apple TV reports installed, refreshed each time the driver connects. Pick one and its bundle identifier appears in Selected App Id . Empty until the driver has a session — press Connect Now or List Apps if it is. Selecting a row launches nothing.
Selected App Id	Text, read only	<i>(blank)</i>	The bundle identifier of whatever is picked above, ready to copy.
Passthrough Mode	<code>Off</code> / <code>On</code>	<code>Off</code>	What happens to the room after a mini-app launch. See Passthrough Mode .
Deep Link Region	Text	<i>(blank)</i>	Two-letter ISO 3166-1 country code, e.g. <code>IN</code> , <code>US</code> , <code>GB</code> . See Deep Link Region .

Support and Troubleshooting

Property	Type	Default	What it is
Log Level	<code>0</code> – Fatal ... <code>5</code> – Trace	<code>2</code> – Warning	How much the driver writes when logging is on.
Log Mode	<code>Off</code> / <code>Print</code> / <code>Log</code> / <code>Print and Log</code>	<code>Off</code>	Where logging is written. Off means nothing is written at any level . Set it to <code>Print</code> and <code>Log</code> before reproducing a problem, and put it back afterwards — logging turns itself off after 45 minutes anyway.

The driver ships silent on purpose. Both properties have to move to get output: raising Log Level alone does nothing while Log Mode is `Off`.

Actions

Eight actions, on the driver's Actions tab. Everything a dealer needs is here; everything that existed only for bench work has been removed.

Action	Parameter	What it does
Find Apple TVs	—	Looks for Apple TVs on the network and fills in Discovered Apple TVs . Takes a few seconds. Finding nothing is almost always the network rather than the Apple TV — see Pairing .
Pair with Apple TV	—	Starts pairing. The television shows a four-digit code. Refuses, with a reason in Last Error, if there is no address, if the Apple TV has asked for a wait, or if this controller is not fast enough to pair.
Enter Pairing Code	<code>Pairing Code</code> (text)	The second half of pairing. Four digits, nothing else. On success the credential is stored, Pairing Status reads <code>Paired</code> , and the driver connects.
Clear Pairing	—	Forgets the stored credential and drops the session. Also the manual way out of a pairing somebody started and walked away from. There is no undo — the only way back is to pair again at the device.
Connect Now	—	Connects immediately, ignoring the reconnect back-off. This is the button to press after typing the IP address.
Disconnect	—	Drops the session and stays down until something reconnects it. Useful when moving the Apple TV or changing its network.
Refresh Status	—	Asks the Apple TV what it is doing and updates Power State . The only on-demand way to refresh that field. Every outcome is reported in Last Error : on some newer tvOS builds the Apple TV refuses the request, and Power State then keeps whatever the device last pushed; with no session it says so and points you at Connect Now .
List Apps	—	Writes every installed app and its bundle identifier to the Director log, so you can copy an id into App Deep Links . It raises the log for its own duration and puts your Log Mode and Log Level back afterwards, so it works with logging off.

Programming commands

Nine commands, available on the driver in the Programming tab.

Command	Parameter	Notes
Send Remote Key	<code>Key</code> (list)	The remote buttons. See the list below.

Command	Parameter	Notes
Send Media Command	Command (list)	The transport commands. See the list below.
Launch App	Bundle Identifier (text)	Opens an app at its home screen, e.g. <code>com.netflix.Netflix</code> . Get ids from List Apps or Installed Apps .
Launch Deep Link	Deep Link URL (text)	Opens a URL. This is the command for "open <i>this title</i> " rather than "open this app". See Deep links .
Volume Up	—	One volume-up press on the Apple TV.
Volume Down	—	One volume-down press.
Next Track	—	Skip forward one track/chapter.
Connect	—	Connects immediately, ignoring the reconnect back-off.
Disconnect	—	Drops the session.

Send Remote Key accepts: `up`, `down`, `left`, `right`, `select`, `menu`, `home`, `volume_up`, `volume_down`, `play_pause`, `channel_up`, `channel_down`, `guide`, `page_up`, `page_down`, `siri`, `screensaver`, `sleep`, `wake`.

Send Media Command accepts: `play`, `pause`, `next`, `previous`, `skip_forward`, `skip_backward`, `stop`, `fast_forward_begin`, `fast_forward_end`, `rewind_begin`, `rewind_end`.

`fast_forward_begin` / `fast_forward_end` and `rewind_begin` / `rewind_end` are a **held** scan: send the `begin`, then send the matching `end` when the button is released. Sending a `begin` without its `end` leaves the Apple TV scanning.

Anything sent while the session is down is refused with a sentence in Last Error, and the driver starts reconnecting.

Apps, deep links and the App Switcher

How a mini-app tile launches an app

When a customer presses a mini-app tile bound to **App 1 ... App 25**, the driver works out which Apple TV app that slot means, in this order:

1. A line in **App Deep Links** for that slot number.
2. A line in **App Deep Links** naming that mini-app driver.
3. An **exact** name match against the app list read from the Apple TV.
4. A **close** name match against that list. This one is logged as approximate. If two installed apps match the name equally well the driver **refuses and names both** rather than guessing — add a deep-link line to settle it.

5. The mini-app driver's own `APP_ID` variable, if it looks like an Apple bundle identifier.

When rule 3 or 4 wins, the driver **writes the answer back into App Deep Links** as a slot line. Your own text is preserved byte for byte and the new line is appended — the driver never rewrites, reorders or deletes a line you wrote. The next press then takes rule 1 and never guesses again. Edit or delete that line to change what the slot launches.

A slot that will not resolve re-reads the app list **once** before refusing.

App Deep Links format

One override per line. Two forms:

```
3101=com.netflix.Netflix
Netflix=com.netflix.Netflix
```

- `<slot>=<bundle id>` — a slot line. Wins over everything else.
- `<name>=<bundle id>` — a name line, where `<name>` is the **bound mini-app driver's own name**. A name line survives re-binding that mini-app to a different slot; a slot line does not.
- A key that is entirely digits is read as a slot; anything else is read as a name. So `9Now=com.example.app` is a name line, not slot 9.

Slots are `3101` (App 1) through `3125` (App 25).

Installed Apps and Selected App Id

Installed Apps is filled from the Apple TV each time the driver connects. Pick a row and **Selected App Id** shows that app's bundle identifier, ready to copy into **App Deep Links** as `<slot>=<id>`. Picking a row does not launch anything. Picking the blank first row clears the id.

The Apple TV sends **no notification** when an app is installed or removed, so the list is refreshed on connect, when another driver asks for it and the driver's copy is more than 15 minutes old, when the **List Apps** action runs, and once when a slot will not resolve. There is deliberately no polling.

Deep links: opening a title

Launch Deep Link takes a URL. Paste an ordinary web address and the driver rewrites it into the form the app on the Apple TV actually opens. Four rules, first match wins:

If the URL contains	The driver sends
youtube	the same URL with <code>https</code> replaced by <code>youtube</code>
primevideo.com	a Prime Video link built from the URL's <code>gti=</code> value and your Deep Link Region
netflix	a Netflix link built from the digits after <code>/title/</code> or <code>/watch/</code>
hotstar	a Hotstar link built from the last path segment, with any <code>?query</code> or <code>#fragment</code> cut off first — so a share link carrying <code>?utm_source=...</code> works

Anything that is not an `http://` or `https://` address — a bundle identifier, or a URL that already carries an app's own scheme — is passed through untouched.

Two things worth knowing before you write programming:

- **An ordinary `https://` Netflix link opens the Netflix app on its home screen, not the title.** That is why the rewrite exists. The web URL was measured twice on real hardware and opened the app both times. That the rewritten form starts the title was measured once, on 2026-08-30, through an action that no longer ships — the rewriter is pinned to that same string by the driver's own fixtures, so the two agree by construction rather than by a second bench run.
- **When a rule cannot do its job it says why and sends your link unchanged** rather than mangling it — a Netflix URL carrying a slug instead of digits, a Prime URL with no `gti=`, or a Prime URL when no region is known. The unchanged link still opens the app; it just opens it at the home screen instead of the title. The reason is the part you can fix.

Paste carefully. If a target arrives wrapped in quotes, angle brackets or markdown link syntax, the driver strips the wrapping and logs both the string you gave it and the string it actually sent. If you see that pair in the log, something in your copy path changed the link — fix the paste, not the driver.

"Sent" is not "opened." A launch the Apple TV refuses outright comes back with the Apple TV's own error in **Last Error**. A launch it accepts is not a promise that the app opened the *content* — nothing reports that back. So if nothing was refused and the television did nothing, the address you typed is what to change.

Passthrough Mode

What happens to the **room** after a mini-app tile launches an app.

Value	Behaviour
<code>Off</code> (default)	The room is switched onto this driver, so the room's transport and volume controls drive the Apple TV.
<code>On</code>	The mini-app stays selected in the room.

Either way, a bound mini-app driver forwards its button presses through this driver, so the buttons work in both modes. If room switching behaves oddly on a particular site, setting this to `On` is a one-property change with no rebuild.

Deep Link Region

A two-letter ISO 3166-1 country code, e.g. `IN` , `US` , `GB` .

Only Prime Video uses it. Prime deep links carry the region as a `territory=` value and will not open a title without one; YouTube, Netflix and Hotstar links ignore this field entirely.

Leave it blank to use the country code Director's own geolocation reports. Anything typed here **wins** over that — which is what a project behind a VPN, or one whose controller geolocates to the wrong country, needs. Set it before using **Launch Deep Link** with a Prime Video address.

Search

The **Apple TV Search** proxy (binding 5002) puts a **Search** tab in Navigator with a text field, a **Submit** button and a **Backspace** button.

How it works: what a customer types is sent to the Apple TV and typed into **whatever field the Apple TV currently has keyboard focus on**. Submit replaces the field's contents rather than appending, so pressing Submit twice does not type the query twice. Backspace reads what is currently on the television and re-types it one character shorter — which means it also correctly shortens text the customer typed on the Siri Remote.

Open a search screen first. This driver types into a focused field; it does not move focus. In practice that means putting the Apple TV's own search screen up before submitting — for example with **Launch App** and the Search app's bundle identifier (`com.apple.TVSearch` on the Apple TVs tested here), or from a mini-app tile bound to it.

Treat search as a **preview feature**. Try it on the site's own Apple TV before you promise a client search from a Navigator screen.

The driver refuses a Submit with an empty box, and a Backspace on an empty field, with a sentence Navigator shows — it does not silently do nothing.

Programming examples

These are the shapes a dealer actually writes in the Programming tab.

Watch a film in the cinema room (button or scene)

```
When Cinema Keypad button 1 is pressed:  
  Set Room 'Cinema' source to 'Apple TV'  
  Delay 00:00:02  
  Apple TV -> Launch Deep Link  
    Deep Link URL: https://www.netflix.com/title/83067197
```

The delay gives the room time to switch video before the Apple TV is asked to open anything.

Put an app on a keypad button

```
When Media Keypad button 3 is pressed:  
  Apple TV -> Launch App  
    Bundle Identifier: com.netflix.Netflix
```

A "goodnight" macro that puts the Apple TV to sleep

```
When 'Goodnight' is executed:  
  Apple TV -> Send Remote Key  
    Key: sleep
```

Wake the Apple TV when the room turns on

```
When Room 'Media' is turned on:  
  Apple TV -> Send Remote Key  
    Key: wake
```

Free the socket while the house is empty, and take it back on arrival

```
When 'Away' is executed:  
  Apple TV -> Disconnect  
  
When 'Home' is executed:  
  Apple TV -> Connect
```

Transport on a third-party remote

```
When <remote> FFWD is pressed:  
  Apple TV -> Send Media Command  
    Command: fast_forward_begin  
  
When <remote> FFWD is released:  
  Apple TV -> Send Media Command  
    Command: fast_forward_end
```

React to the Apple TV going to sleep

The **Power State** property changes to `off` when the Apple TV reports itself asleep, so it can drive programming through a property-changed event on the driver.

Troubleshooting

Read Last Error first. It needs no logging at all, it carries the reason in the words of whatever refused, and it is blank whenever nothing has failed.

On a DriverCentral build, rule out the licence before anything else in this section. An unlicensed driver refuses every action and command in this manual and writes one sentence for whichever was refused, naming it:

```
PRX_CMD.PLAY was refused because the DriverCentral licence for this driver is invalid or expired ...
```

The entry name changes with what you pressed; the rest does not. While that sentence keeps coming back, nothing below applies — the driver is not failing, it is unlicensed. See [Licensing and support](#).

Every sentence in the left-hand column below is a sentence this driver actually writes. They are abbreviated with ... where they are long; match on the opening words.

Nothing connects

Last Error says	What it means	What to do
no Apple TV IP Address is set, so there is nothing to connect to	The address field is empty.	Type the Apple TV's IPv4 address, then run Connect Now .
no Apple TV IP Address is set – enter the address in Composer, then run Connect Now	Same, reported at startup.	As above.
this driver has no pairing credential – run the Pair with Apple TV action, and type the four-digit code the television puts on screen	Normal first-run state.	Pair. See Pairing .
could not create the network connection: ...	Director would not open the socket.	Check the address and port, and that the controller can reach the Apple TV's subnet.
pairing is still running, so this driver will not start a session yet – type the four-digit code the television is showing, or run Clear Pairing to abandon it	A pairing was started and never finished.	Type the code, or run Clear Pairing .

Pairing

Last Error says	What it means	What to do
this controller is not fast enough to pair with an Apple TV...	Measured at startup. Pairing cannot succeed here.	Use a faster Control4 controller. No setting changes this.
this controller is not fast enough to run this driver...	The controller cannot hold a session either.	As above.
the Apple TV asked for a short wait after the last pairing attempt and N second(s) of it are left...	You pressed Pair inside the device's own back-off.	Wait the stated number of seconds, then press Pair once .
'<x>' is not a pairing code: the television shows FOUR DIGITS, and nothing else is accepted	A letter, symbol or over-long code was typed.	Re-read the code off the television.
the pairing code was not accepted: ...	The Apple TV rejected the code.	Run Pair with Apple TV again and read the new code off the screen.

Last Error says	What it means	What to do
pairing produced no credential	The exchange completed without producing anything usable.	Run Clear Pairing , then pair again.
pairing could not be started: ...	The attempt failed before it began.	Check the address and port; run Connect Now , then pair.

Buttons and commands do nothing

Last Error says	What it means	What to do
the Apple TV session is not up yet, so '<command>' was not sent	The command arrived before the session was ready. The driver is already reconnecting.	Wait, or press Connect Now . If it persists, check Connection Status.
the Apple TV session is not up yet, so '<target>' was not launched	Same, for a launch.	As above.
this driver has no mapping for '<command>', so the button did nothing	A proxy command this driver does not implement.	Nothing to fix on this driver; the button has no Apple TV equivalent.
'<key>' is not a button this driver can send	A Send Remote Key value outside the list.	Pick from the list in Programming commands .
'<command>' is not a media command this driver can send	A Send Media Command value outside the list.	As above.
Closed Captioned was not sent: tvOS has no captions button – subtitles live in the swipe-down overlay...	Expected.	Use the swipe-down overlay on the Apple TV.
'<char>' was not sent: this driver has no digit or symbol keys...	Expected. Digits and symbols are not remote keys.	Use the Search tab for text.
<name> was not sent: <reason>	A proxy command with no Apple TV equivalent — no disc tray, no tuner, no DVR, no mute, no aspect-ratio control.	Expected; the reason names why.

App tiles and launching

Last Error says	What it means	What to do
slot N is bound to '<app>', and none of the M app(s) installed on this Apple TV matches that name. Add a line 'N=<bundle id>' to the App Deep Links property – run the List Apps action to see every id.	The mini-app's name does not resemble anything installed. 0 app(s) and 18 app(s) mean different things — zero means the list was never read.	If 0 : connect the driver first. Otherwise add the deep-link line.

Last Error says	What it means	What to do
slot N is bound to '<app>', and this Apple TV's app list has not been read yet...	No session yet.	Connect Now , then press the tile again.
slot N is outside this driver's app range (3101–3125)	A binding outside App 1–25.	Re-bind the mini-app to a real slot.
SET_INPUT carried no usable slot number	Malformed input request.	Check the mini-app binding.
SET_INPUT (N) was not sent: it arrived on binding B, not the App Switcher proxy (5999); only the App Switcher owns app slots	A wiring problem — an input request reached the wrong proxy.	Bind mini-apps to the App Switcher , not to the main proxy.
the mini-app on slot N has no APP_NAME variable...	The bound driver exposes no name to match on.	Add N=<bundle id> to App Deep Links .
Launch App was given nothing to launch	Empty parameter.	Fill in the bundle identifier.
what Launch App was given was nothing but wrapping – quotes, angle brackets or markdown syntax with no link inside them	The pasted value contained no link.	Re-copy the link from an address bar.
Launch Deep Link was given no URL	Empty parameter.	Fill in the URL.
'<row>' is not in the app list this driver last read from the Apple TV (N app(s))...	The Installed Apps selection is stale.	Connect the driver and open the property again to refresh the list.
error 4 from FBSOpenApplicationErrorDomain (and similar)	The Apple TV itself refused the launch and this is its error, passed through unchanged.	Usually the app is not installed, or the link is not one that app accepts.

Volume

Last Error says	What it means	What to do
SET_VOLUME_LEVEL arrived with LEVEL = '<x>', which is not a number, so nothing was sent	Bad programming argument.	Send a number.
the Apple TV refused an absolute volume level...	This Apple TV does not accept a level. The driver falls back to repeated volume presses and says so once per session.	Nothing to fix; up/down still work.

Getting a log for a support ticket

1. **Log Mode** → `Print and Log`.
2. **Log Level** → `4 - Debug` or `5 - Trace`.
3. Reproduce the problem.
4. Copy the Director log.
5. Put **Log Mode** back to `Off` (the driver does it for you after 45 minutes).

At the shipped defaults the driver writes **nothing at any level**, which is deliberate. Both properties have to move.

Include in any report: the **Driver Version** value, the controller model and its OS version, the Apple TV's model, and the exact **Last Error** text.

Licensing and support

This driver is sold and licensed through **DriverCentral**. A DriverCentral build carries their licensing client, which adds the **Cloud Status** and **Automatic Updates** properties described under [Cloud Settings](#).

While the licence is valid, the driver behaves exactly as documented here.

If the licence is invalid or expired, the driver does nothing. Every command, action and request it answers is refused until the licence is activated — not only the remote keys, media commands, launches, app-slot selection, volume and search you pay for, but **Pair with Apple TV**, **Enter Pairing Code**, **Clear Pairing**, **Connect Now**, **Disconnect**, **Refresh Status** and **List Apps** as well. The driver stays loaded and names the entry it refused, putting this sentence on **Last Error**:

the DriverCentral licence for this driver is invalid or expired (Cloud Status in Composer shows the account state). Renew or activate it on [drivercentral.io](#) and the command works again immediately - no restart needed.

You do not have to press anything to find this out. An unlicensed driver says so on **Last Error** as soon as it loads, and keeps saying it — the sentence is re-asserted rather than cleared, so it cannot be wiped out by the driver going about its business. Saying why it will not work is the only thing an unlicensed install does. Read **Cloud Status** on the Properties tab for the account state itself.

Licence state is checked live — renewing on [drivercentral.io](#) restores every command immediately, with no driver reload and no controller restart.

Before you contact support

Have these ready. They answer most of the first round of questions:

1. **Driver Version**, exactly as the property reads it.
2. **Pairing Status**, **Connection Status** and **Last Error**, copied out.
3. Controller model and OS version; Apple TV model.
4. What you did, and what happened instead.

5. A log, if the problem is reproducible — see [Getting a log for a support ticket](#).

Apple TV is a trademark of Apple Inc. This driver is not made by, endorsed by or affiliated with Apple Inc.