

EZ Plus Single App mode using Apple Configurator

Single app mode is a feature built into Apple devices that allows you to limit the device's functionality to a Single App. This feature is very useful for Apple TVs when used as a single-function device, for example as a digital signage player.

In Single “App” mode, when the Apple TV device is turned on, the “App” will load automatically. Also, if the “App” crashes, Apple TV will reopen it automatically. This way you can be sure that EZ Plus is displayed on your TVs at all times.

Check out Apple’s documentation on setting up Single App mode:

- <https://support.apple.com/guide/apple-configurator-2/start-single-app-mode-cadbf9c172/mac>
- <https://support.apple.com/guide/apple-configurator-2/single-app-mode-features-cadb1d640325/mac>

Note that the preferred way of setting up your Apple TV devices to use EZ Plus on Single App mode is through using MDMs (Mobile Device Management) and uploading an appropriate profile to your devices

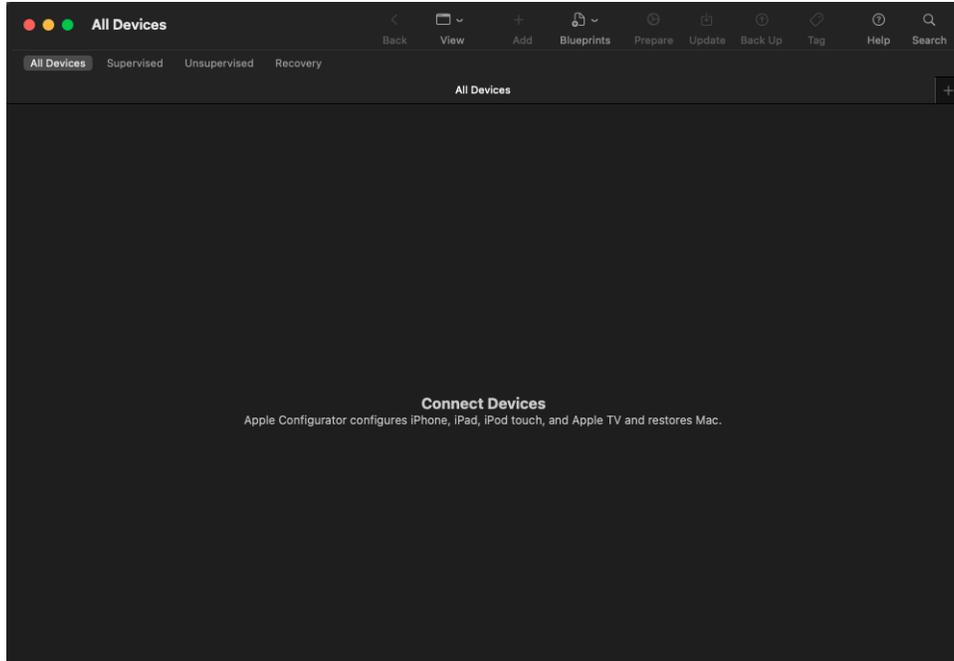
This guide, however, is for users who do not have an MDM and want to configure their Apple TV devices to use EZ Plus in Single App mode.

Next we will guide you through setting up Single App mode on your Apple TV devices to use EZ Plus interruption free.

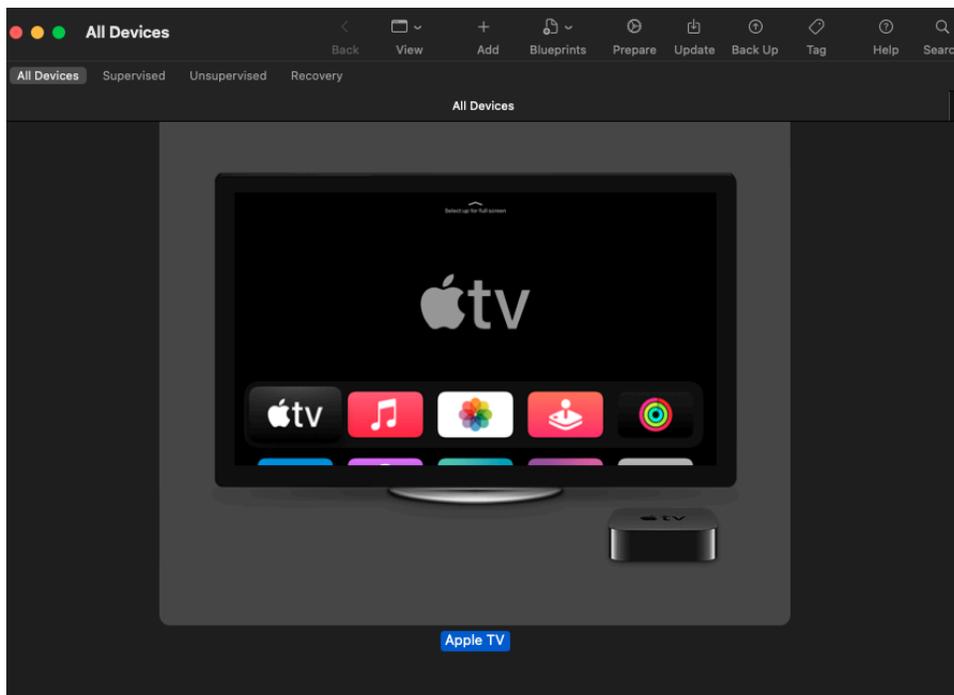
1. Download and run Apple Configurator

Download and run Apple Configurator version 2+ from App Store on your MAC from here:

<https://apps.apple.com/us/app/apple-configurator/id1037126344>

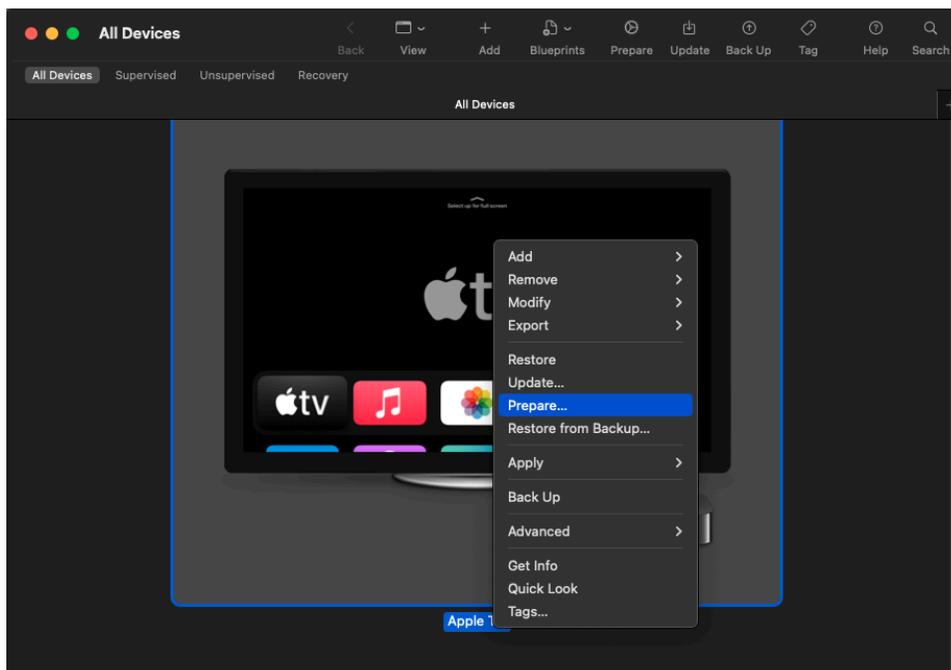


2- Connect your Apple TV(s) to Apple Configurator based on [Apple's official guide](#) where you would connect to your Apple TV using USB-C, Wi-Fi, or Ethernet. **A USB-C cable connection to your MAC is our recommended option as the other methods are not fully functional over different models/generations of Apple TV.**

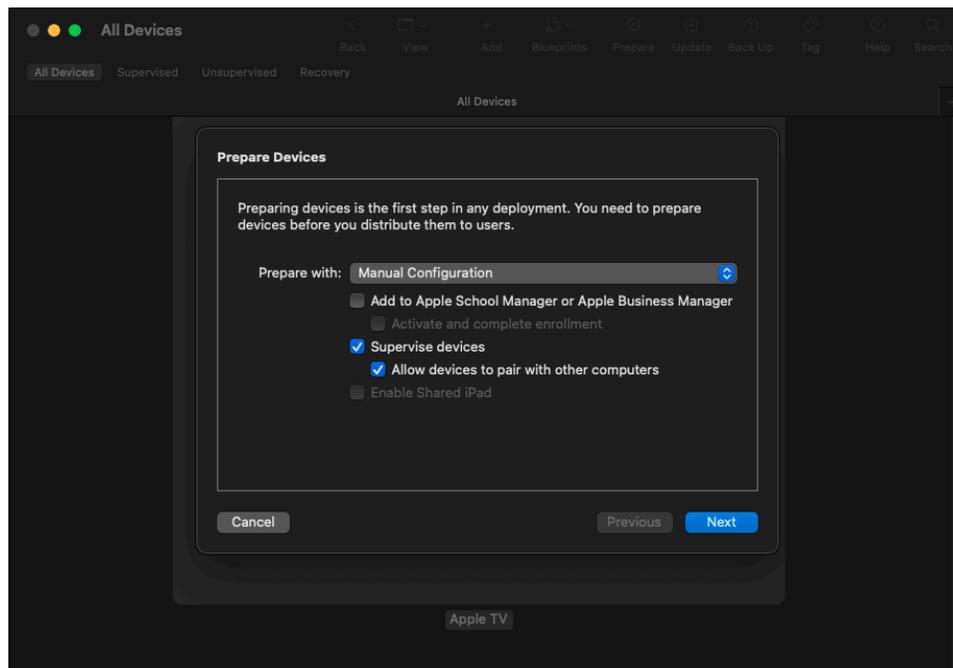


- When connecting using Wi-Fi/Ethernet, on your Apple TV you might have to go to **Settings -> Remotes and Devices -> Remote App And Devices** in order for your device to appear in the “Paired Devices” window of Apple Configurator.
- Sometimes Apple Configurator will say the pairing has failed where in fact the pairing has been successful. If you close out the pairing window and see your Apple TV in apple Configurator under “All Devices”, then you have paired your device successfully
- If prompted to erase the device as it’s been managed already, you have to completely erase the device as part of this process.
 - Some older models of Apple TV devices cannot be paired/prepared over the wifi as after the erase the wireless connection will be reset and the process will fail. **A USB-C cable connection to your MAC is our recommended way.**
 - Erasing a device will not affect your EZ+ setup on the TV, and after reinstalling EZ+ on the device, you will not need to relink the EZ+ app on Apple TV to your management App. The assumption here is that you are not using an MDM to manage your devices.

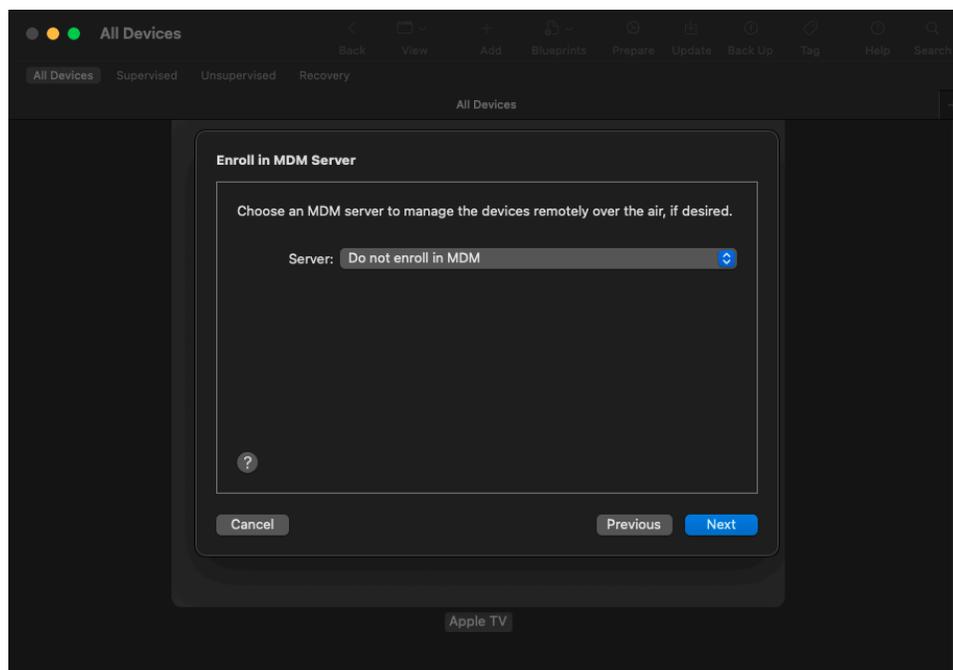
3- Right click on your TV and select “Prepare...”



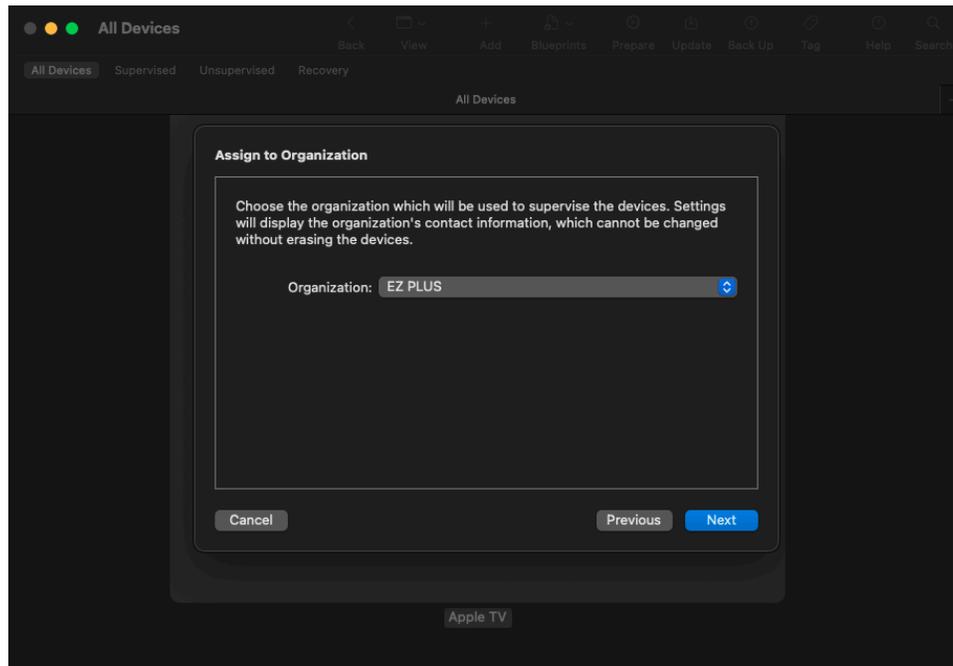
4- Select “Manual Configuration” and check “Supervise devices”



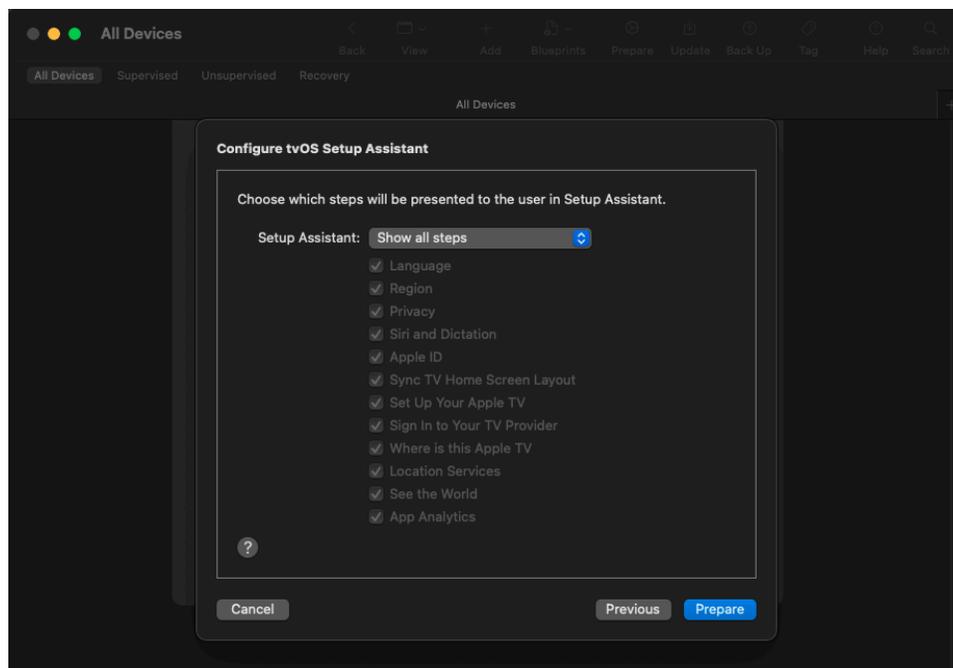
5- Select “Do not enroll in MDM”



6- Select an existing organization or create a new organization



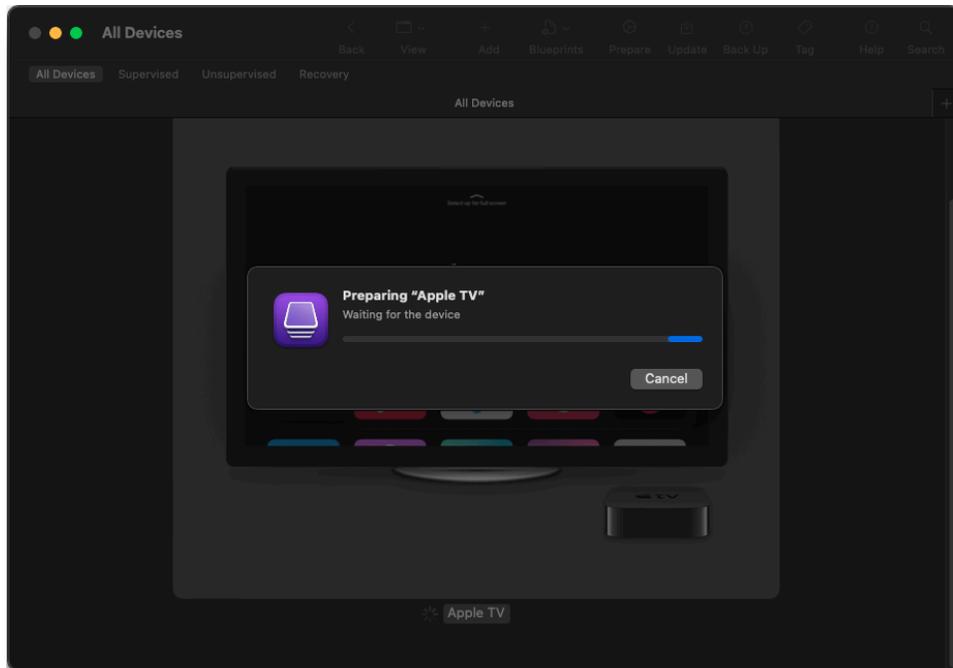
7- Select the options the user will see when the Apple TV first boots



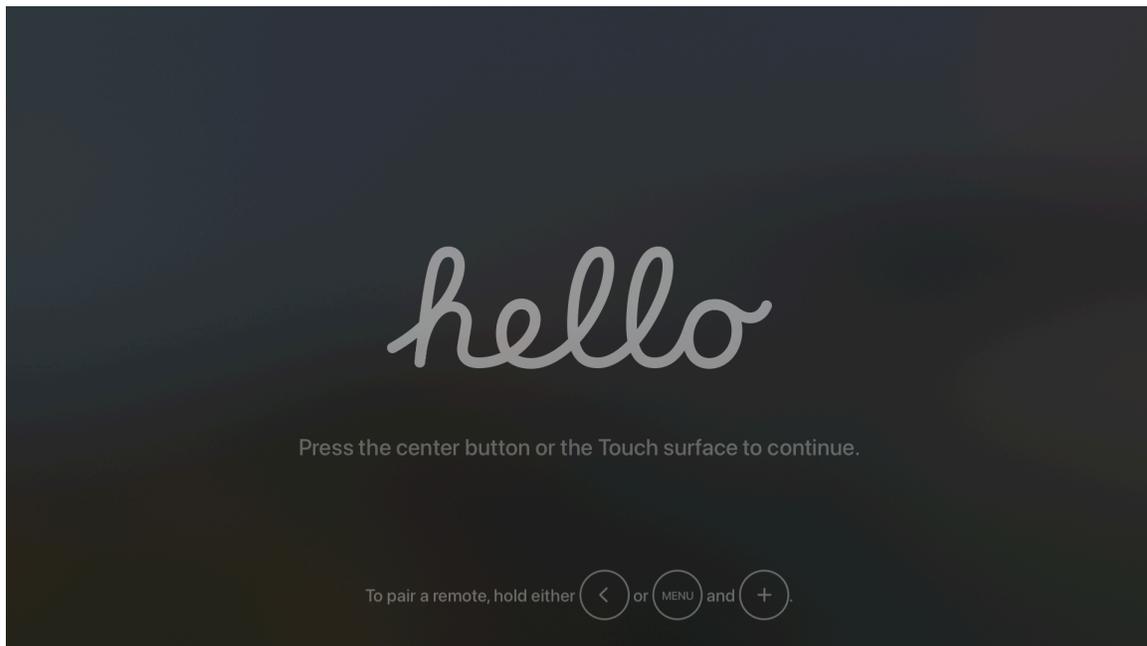
- As far as EZ+ is concerned, you will need to select the following:
 - Apple ID (so the user will be able to download EZ Plus on Apple TV)
 - Location Services (for localized time, weather, etc)
 - App Analytics (send analytics to Apple and the Developer for crash debugging)

- Set Up Your Apple TV (to give your Apple TV a name - can be done later on too)

8- The apple TV will now prepare and restart



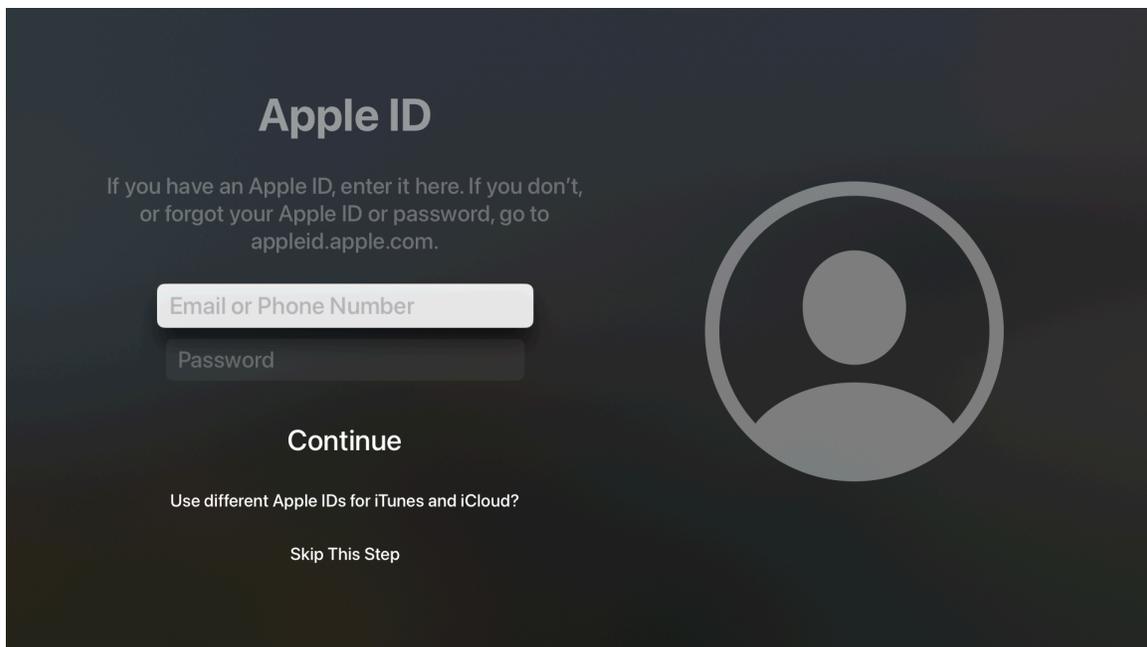
9- After the restart, You will see Apple TV's first boot sequence which requires you pairing your remote and continuing with the setup



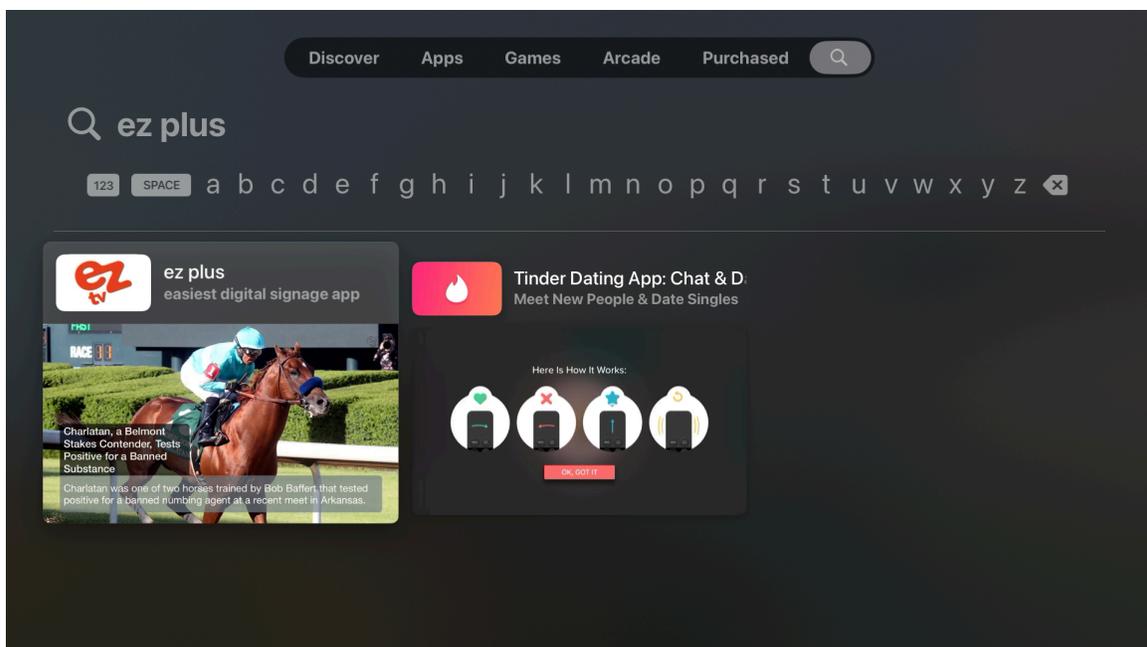
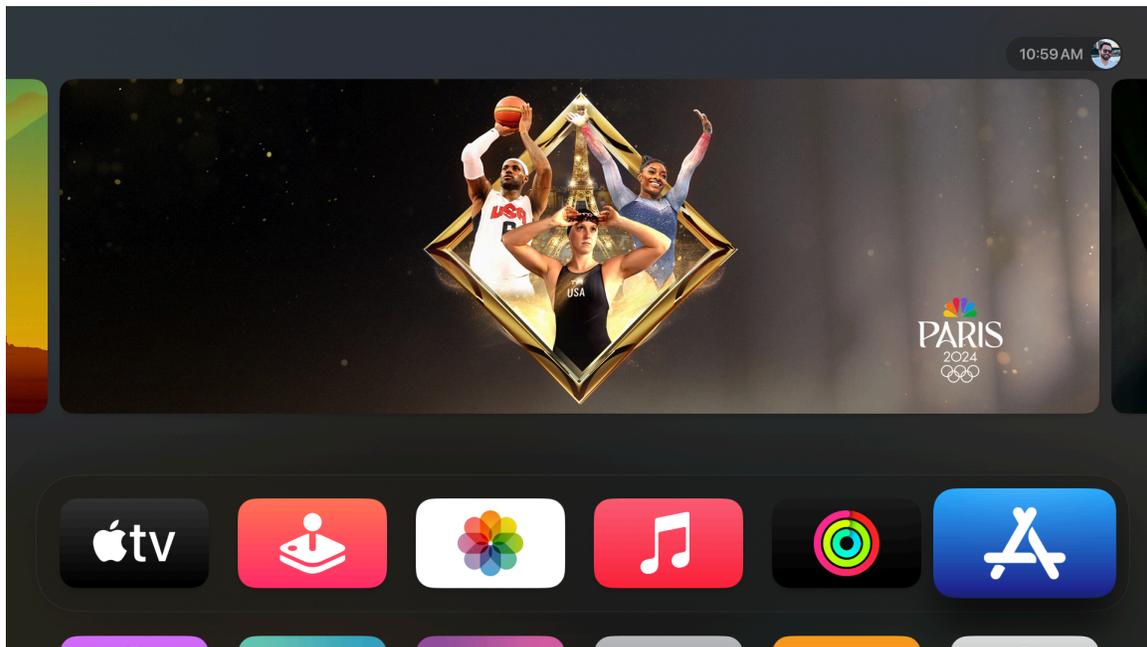
10- Select to setup the Apple TV manually if you are not familiar with automatic setup with iPhone/iPad

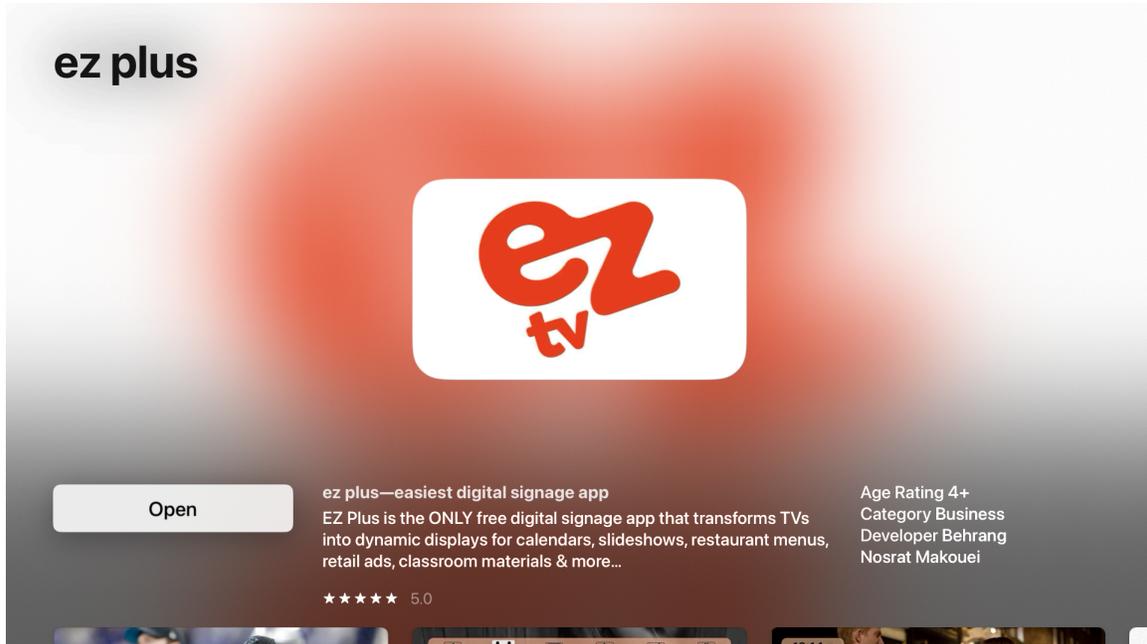


11- Make sure you login with your Apple ID/password to use the App Store later on

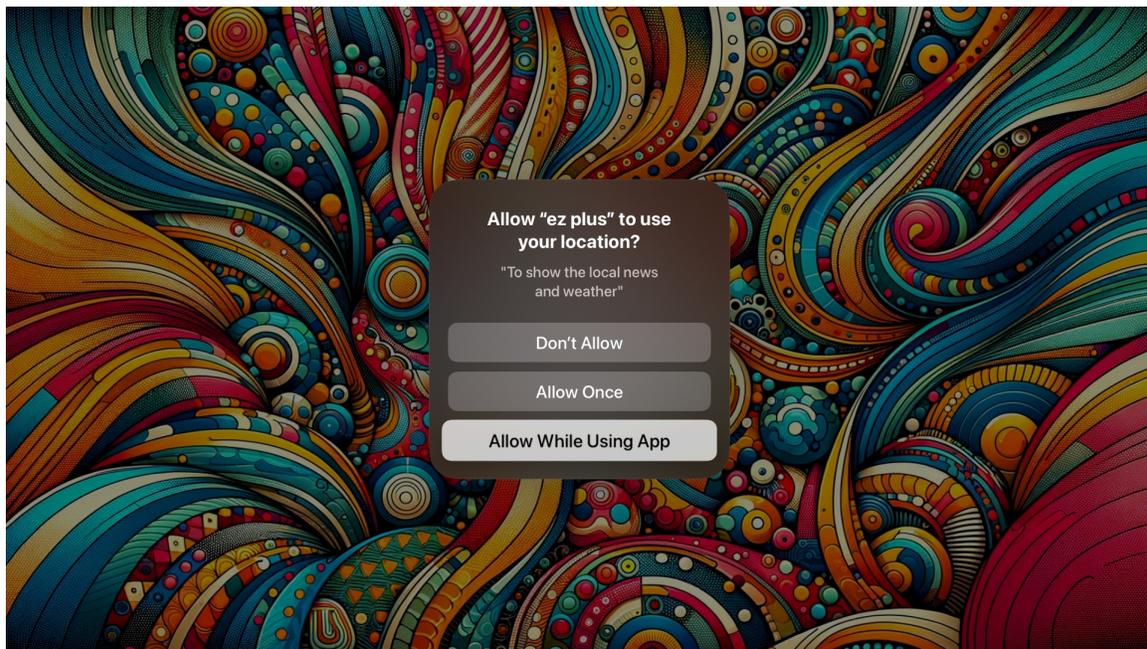


12- Launch the App Store, go to Search, and download EZ Plus

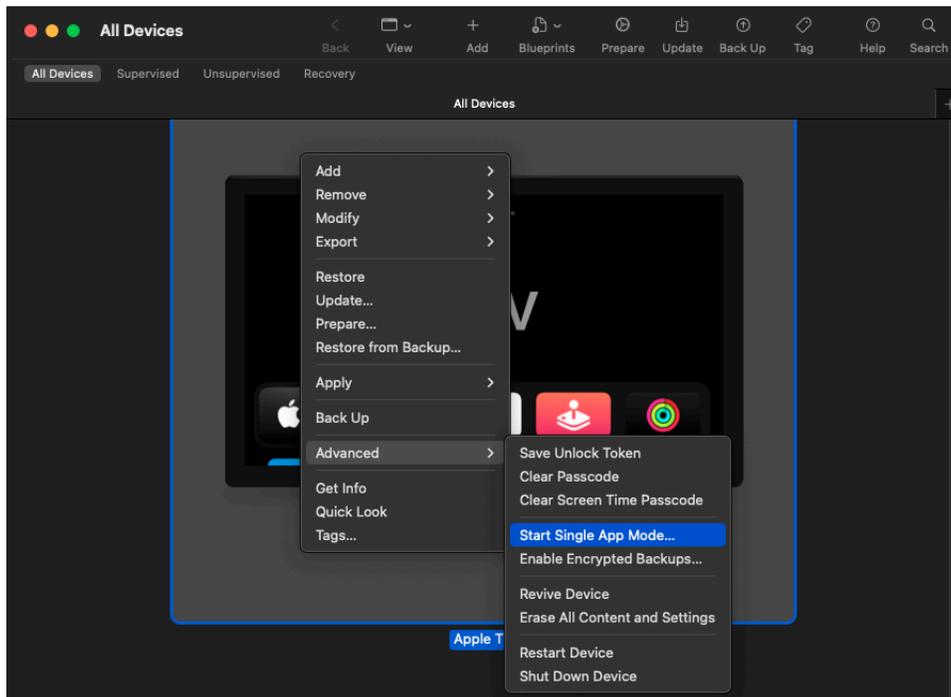




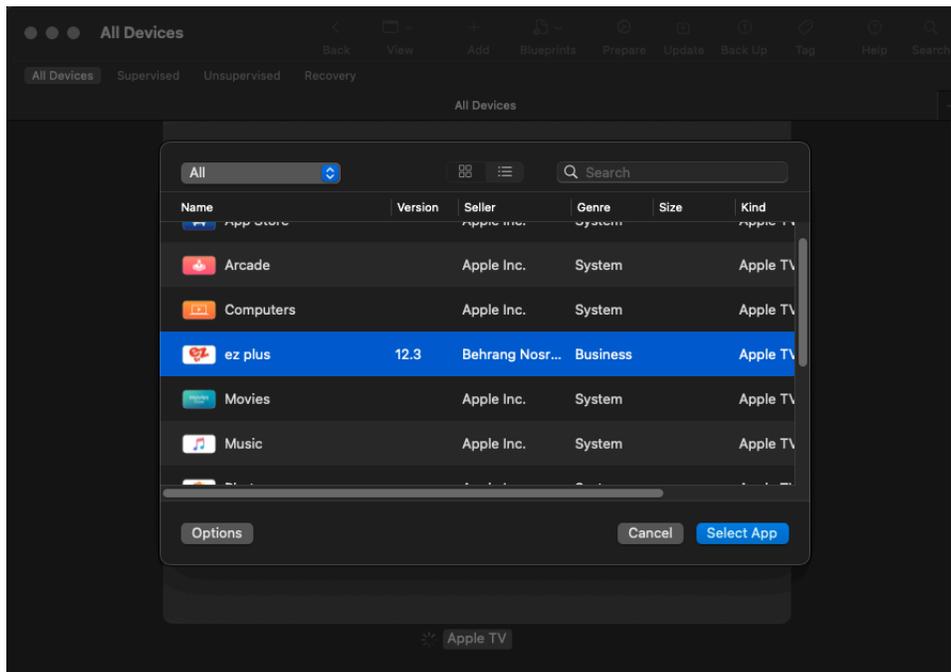
13- Make sure to select EZ Plus to use the Apple TV's location while using the app



14. After the EZ Plus App has started and running, go back to Apple Configurator, right click on the Apple TV you are configuring, select “Advanced”, and then select “Start Single App Mode”



15- Select “ez plus” from the list of the apps on your Apple TV



- 16- Configurator will now set up your Apple TV to run EZ Plus in Single App Mode where
- EZ Plus will auto load after booting the device
 - You cannot exit from the EZ Plus app using the remote
 - The EZ Plus app will auto reload after any crashes

Note: To stop the single app mode, in the Apple Configurator right click on the device you are configuring, select “Advanced” and then “Stop Single App Mode”