zApp User Guide

Version 4.0 · Updated November 4, 2026

zApp, short for ZapperBox App, is currently available for Windows, macOS and Linux (Ubuntu). You can use it to:

- **Play** your ZapperBox recordings on your computer.
- **Download** your ZapperBox recordings to your computer.
- **Convert** downloaded recordings to MP4 files, in H.264 or H.265 (HEVC) format.

The converted MP4 files play on almost any device, such as a Roku or Samsung TV, an iPhone, an iPad or an Android tablet. Home media servers such as Plex, Jellyfin, Channels DVR and Emby support them too.

Current limitations:

- zApp does not support live TV.
- zApp plays ATSC 1.0 recordings. ATSC 3.0 recordings can be downloaded and converted, but not played in zApp, and copy-protected (DRM) ATSC 3.0 recordings can't be converted.
- Converted ATSC 3.0 recordings need a player that supports Dolby AC-4 audio. In our testing, Jellyfin clients played AC-4 audio and Plex clients did not.

To check which version of zApp you have, click **Help** in the side rail and scroll down to About.

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1. What's new in zApp 4.0

zApp 4 is a redesign: everything now happens in one window, in the ZapperBox TV look. The player, exports and keyboard shortcuts work as before. The highlights:

- **One window, with a tab for each source. This Computer** and each of your ZapperBoxes sit side by side across the top, with Recordings, Remote, Settings and Help down the left. See The zApp window.
- **zApp remembers your boxes**, and you can **add one by its IP address**, even if it's on another part of your network. See Your ZapperBoxes.
- **Recordings are grouped by series**, as a grid of posters or a list, with a page for each series showing its seasons and episodes. See The series view.
- **See what's new and what you already have.** Box recordings you haven't seen yet are marked **NEW**, and ones already on your computer are marked ✓ **On this computer**. See New recordings.
- **Delete recordings, with Undo**, on a box or on your computer. See Deleting recordings.
- **The Activity list** shows every download and export, and keeps them listed until you clear them, so you can't miss one that finished while you were watching something. See The Activity list.
- **You don't need a recordings folder to get started.** zApp asks for one the first time you download. See Your recordings folder.

If you used zApp 3, a few things have moved:

In zApp 3	In zApp 4
Library ▸ ZapperBox Devices...	**Add ZapperBox** at the top of the window
Library ▸ Remote Control	**Remote** in the side rail
Library ▸ Disconnect from ZapperBox	**Disconnect**, beside *Streaming from …* at the top
File ▸ Show ATSC-3 and the **Export** menu	Settings
Help ▸ Help..., **User Guide...**, **About**	**Help** in the side rail. On Windows and Linux, also the ⋯ button at the top right

The full list of changes is in the release notes, RELEASE_NOTES.txt. On Windows it is in C:\Program Files\zApp. On a Mac it is inside the app: Control-click zApp in Applications, choose **Show Package Contents**, then open **Contents ▸ Resources**. On Linux it is in /opt/zapp.

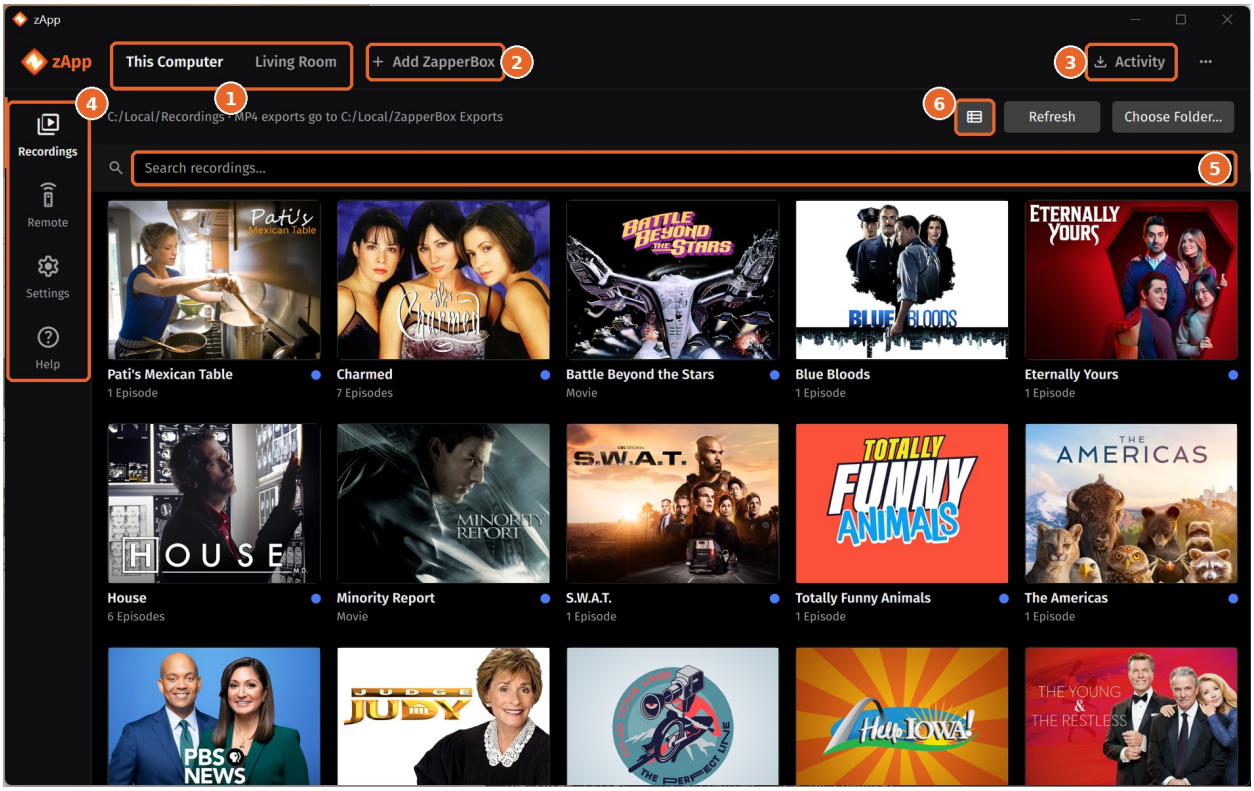
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2. Getting started

This section is a quick tour of what you'll do most often. Each step links to the full details later in the guide.

2.1 Find your way around

Everything happens in one window.



1. **Tabs** across the top, one for each place your recordings come from: **This Computer**, then each ZapperBox you have added.
2. **Add ZapperBox** finds the boxes on your network.
3. **Activity** lists your downloads and exports.
4. The **side rail**: Recordings, Remote, Settings and Help.
5. **Search** the recordings on the tab you're looking at.
6. Switch between a **grid** of posters and a **list**.

Recordings are grouped by series: one poster for each show, however many episodes you have. Click a poster to see its episodes.

2.2 Watch recordings on your ZapperBox

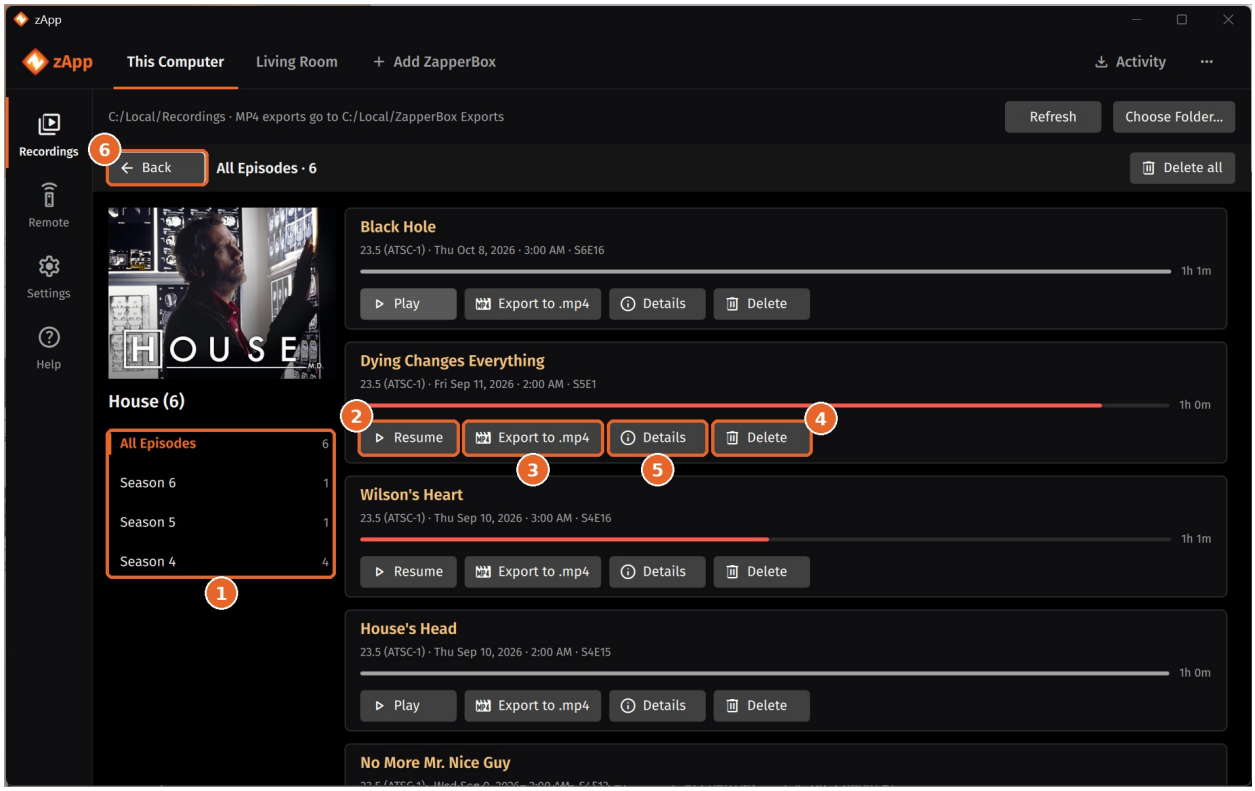
Click **Add ZapperBox**. zApp searches your network for a few seconds and lists the boxes it finds. Click **Add** beside a box, and it gets a tab of its own. zApp remembers it, so next time it is there as soon as zApp starts. See Your ZapperBoxes if a box doesn't appear.

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You don't need to choose a folder on your computer to watch a box's recordings. They are streamed over your network.

2.3 Play a recording

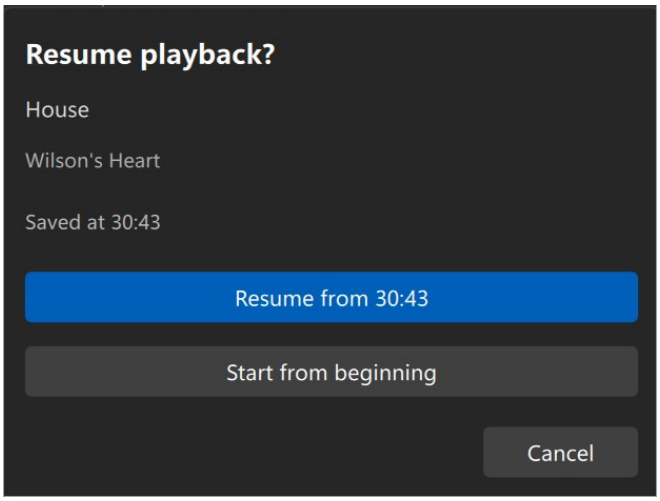
Click a poster to open its series view, then click **Play** on an episode.



1. **Seasons**: show every episode, or one season.
2. **Play**, or **Resume** if you watched part of it before.
3. **Download** a box recording to your computer, or **Export to .mp4** one that is already on your computer.
4. **Delete** the recording.
5. **Details**: the description, poster art and air dates.
6. **Back** to all the recordings.

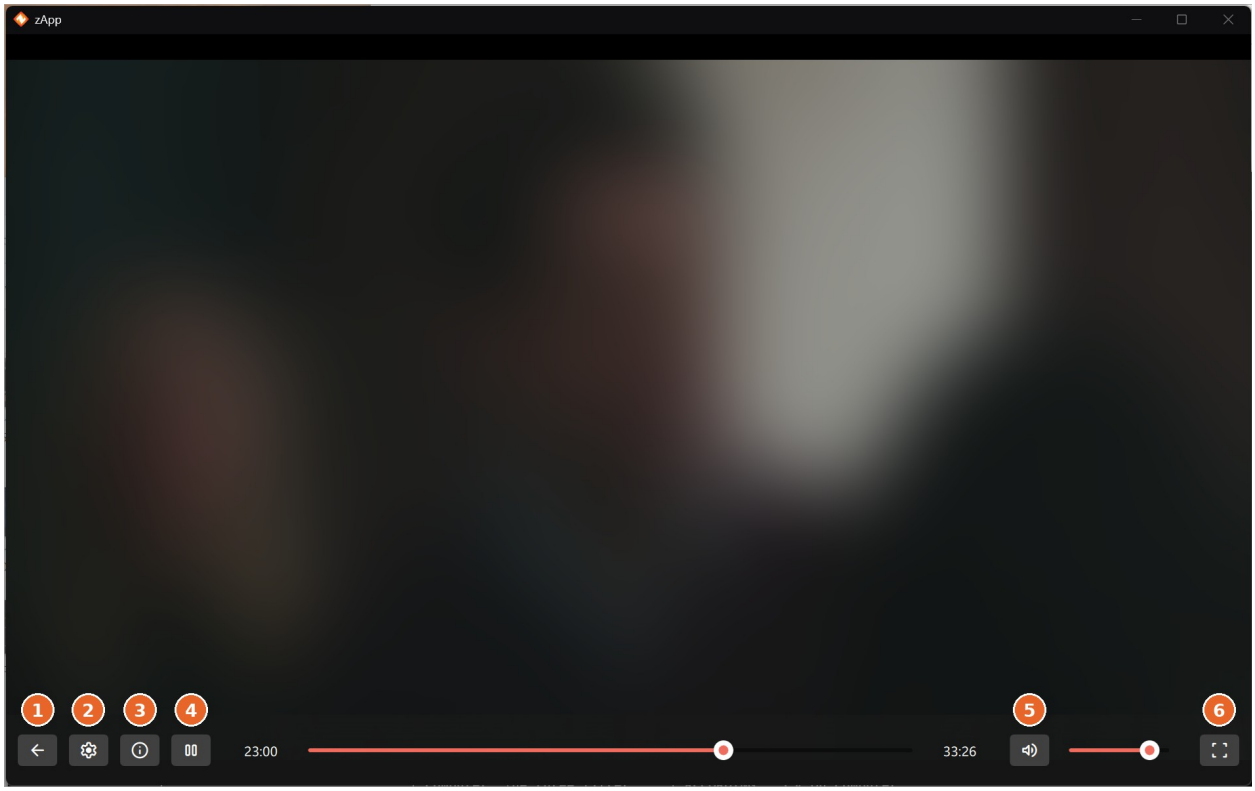
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If you have watched part of the recording before, zApp offers to pick up where you left off.



2.4 Use the playback controls

Move the mouse over the video to show the control bar.



1. **Show library**: go back to your recordings. The video pauses while you're there.
2. **Settings**: audio track, aspect ratio and captions.
3. **Details** for the recording that's playing.
4. **Play/Pause**. The space bar does the same.

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5. **Mute** and the volume slider.
6. **Fullscreen**. Esc leaves fullscreen.

The position slider in the middle shows how far into the recording you are; drag it to jump. See Playing a recording for keyboard shortcuts.

2.5 Keep recordings on your computer

To keep a copy of a box recording, click **Download** on it. The first time, zApp asks which folder to keep your recordings in. After that, downloads go straight there and appear on the **This Computer** tab. **Activity** shows how far along they are.

If you already have a folder of ZapperBox recordings, click **Choose Folder…** on the **This Computer** tab and pick it.

2.6 Turn a recording into an MP4

To play a recording on a phone, a media server or another app, click **Export to .mp4** on a recording on the **This Computer** tab. Recordings on a box have to be downloaded first. The finished file goes to a **ZapperBox Exports** folder inside your Videos (Windows, Linux) or Movies (Mac) folder. You can change the folder in Settings. See Exporting a recording to MP4 for the options, and for why ATSC-3 recordings are different.

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3. Installing

Windows. Run zApp-<version>-Win-Setup.exe. Windows asks for administrator approval, because zApp installs into Program Files for everyone who uses the computer. The installer always adds Start menu entries for zApp and for zRemote, the on-screen remote control, offers a desktop shortcut (off by default), and offers to launch zApp when it finishes.

macOS. Open the .dmg and drag zApp to Applications. Requires macOS 13 or later. The remote control is built into zApp; open it from **Remote** in the side rail.

Linux. zApp runs on Ubuntu 24.04 or later, on a 64-bit Intel or AMD computer. Open a terminal in the folder with the download and run:

```
sudo apt install ./zapp_<version>_amd64.deb
```

The ./ is needed. apt also installs VLC's playback libraries, which zApp uses on Linux. A notice that the download *"is performed unsandboxed as root"* is harmless. zApp and zRemote, the on-screen remote control, both appear in the app list. To uninstall, run sudo apt remove zapp.

On Windows and macOS, everything zApp needs is included; there is nothing else to install.

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4. The zApp window

4.1 The tabs

The tabs across the top are your **sources**, the places your recordings come from:

- **This Computer**: the recordings in your recordings folder, including everything you have downloaded from a box.
- **One tab for each ZapperBox** you have added, in the order you added them. A number on a box's tab counts the recordings that are new since you last looked.

Each tab remembers where you were, so switching away and back returns you to the same place in the list, and to the same series if you had one open.

Right-click a box's tab (on a Mac, Control-click) for:

- **Rename in zApp...**: give the box a name of your own. Only zApp uses it; the box keeps its own name. Leave the name empty to go back to the box's name.
- **Remove**: take the box out of zApp. Nothing on the box changes, and you can add it again later.

At the right end of the top bar:

- ● **Streaming from *box*** · **Disconnect** appears while you are watching a recording straight from a box. See Streaming.
- **Activity** opens the Activity list. A number on it counts the downloads and exports that are running or waiting.
- ⋯ (Windows and Linux) holds **Open...**, **User Guide...**, **About** and **Exit**. On a Mac these are in the menu bar.

4.2 The side rail

Item	What it shows
Recordings	The recordings on the selected tab
Remote	Opens the on-screen remote control
Settings	The recordings folder, the export folder and export options. See Settings
Help	Keyboard shortcuts, the User Guide and About. See Help

Remote is hidden if the remote control wasn't installed with zApp.

4.3 The menus

On Windows and Linux, zApp has no menu bar. The ⋯ button at the top right has the same four items, and their keyboard shortcuts still work.

On a Mac, the menu bar has **File** (**Open...**) and **Help** (**User Guide...**). **About zApp** and **Quit zApp** are in the **zApp** menu, as with any Mac app.

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Open... (Ctrl+O, or ⌘O on a Mac) plays a recording's .m3u8 file directly, without going through the tabs.

4.4 Your recordings folder

zApp keeps recordings on your computer in one folder, which holds a subfolder for each recording. You don't have to choose one: you can use zApp only to watch your boxes. Until you do, the **This Computer** tab says *"No recordings on this computer yet"*, with two buttons:

- **Choose Folder...**: pick the folder that *contains* your recordings, the one with a subfolder for each recording, not an individual recording's folder.
- **Browse a ZapperBox**: go to your first box, or to **Add ZapperBox** if you haven't added one.

The first time you download a recording without a folder, zApp asks where to keep it, starting at a **ZapperBox Recordings** folder inside your Videos (Windows, Linux) or Movies (Mac) folder. If you cancel, the download doesn't start.

To use a different folder later, click **Choose Folder...** at the top of the **This Computer** tab, or **Change...** beside **Recordings folder** in Settings.

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5. Browsing recordings

Click **Recordings** in the side rail, then a tab. The top of the screen shows where the recordings are: for This Computer, your recordings folder and the folder exports go to; for a box, its address, its type and whether it is sharing its library.

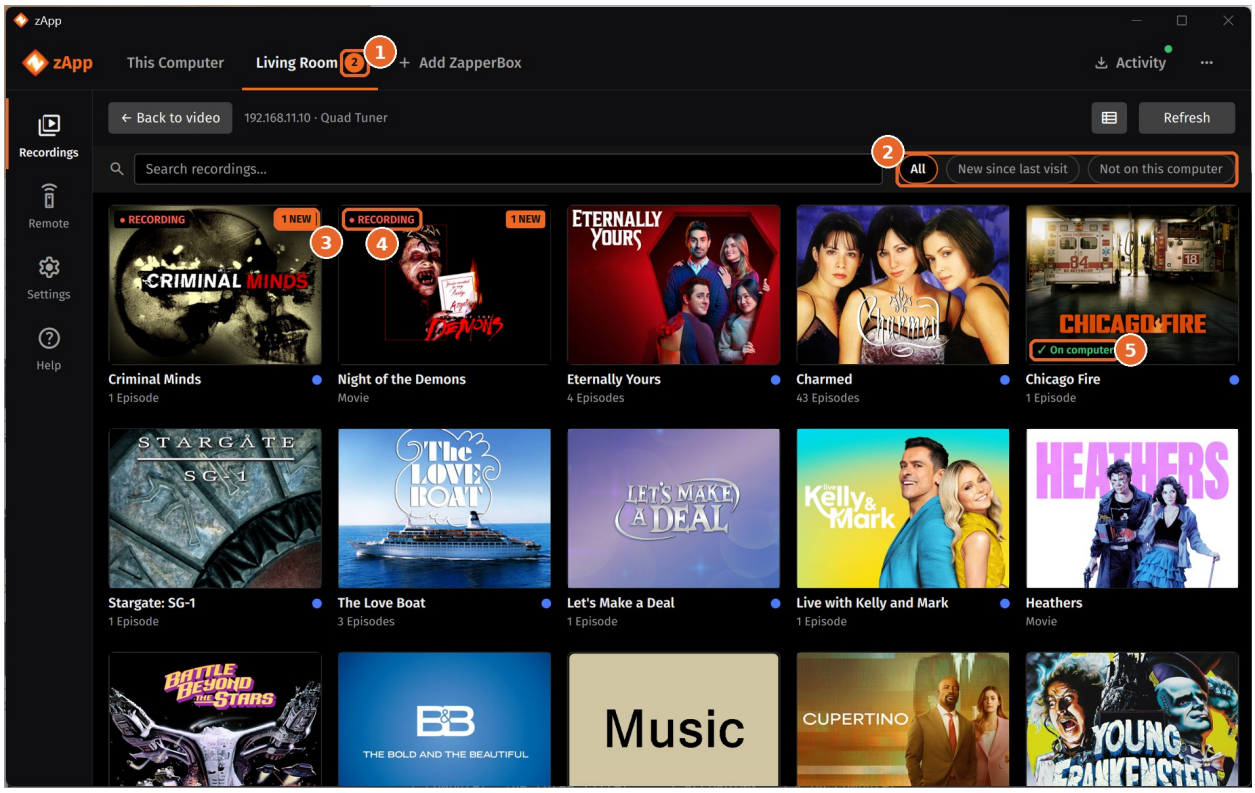
5.1 Grid and list

The button beside the search box switches between the two. zApp remembers your choice, for every tab.

- **The grid** shows a poster for each series or movie, with its name and the number of episodes. Click a poster to open the series view. A recording with no poster gets a plain tile with its name.
- **The list** shows a row for each series. Click a row to show its episodes under it, and click it again to hide them. Click an episode to play it. The › button at the right of a series row opens its series view.

In both, the series you recorded most recently comes first.

5.2 What the badges mean



1. The number on a box's tab: its new recordings.
2. The filters.
3. **1 NEW** on a poster: how many new episodes that series has.
4. ● **RECORDING**: the box is recording it right now.
5. ✓ **On computer**: every episode is already on your computer.

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Badge	Meaning
NEW (on a box)	A recording you haven't seen in zApp yet. On a poster, **1 NEW**, **2 NEW** and so on count them. See New recordings
✓ **On computer** / ✓ **On this computer** (on a box)	A copy is already on your computer. On a poster, every episode is
● **RECORDING** (on a box)	The box is still recording it. It can't be downloaded or deleted yet
ATSC 3.0	An ATSC-3 broadcast. zApp can't play it, but can download and export it. See below
A blue dot (on a poster)	At least one episode you haven't watched to the end
A bar under an episode	How far you've watched. Grey and full once you have watched it all

5.3 Search

Search recordings… filters as you type, matching the program name and the episode title. Each word you type has to appear somewhere, in any order, so *"star bat"* finds *Battle Beyond the Stars*. Ctrl+F (on a Mac, ⌘F) jumps to the search box, from a video or another screen too.

Switching to another tab clears the search. Otherwise a search typed against one box would quietly hide the next box's recordings. Going to a video and back keeps it.

If nothing matches, zApp says *"No recordings match "…"."*. Click **Clear search** to show everything again.

5.4 Filters on a box

A box's tab has three buttons above its recordings:

- **All**: everything on the box.
- **New since last visit**: only the new recordings.
- **Not on this computer**: only the recordings you haven't downloaded.

They work together with the search.

5.5 Refresh

Refresh rereads the recordings. On This Computer, use it after adding recordings outside zApp. On a box, use it to see recordings made since the tab was loaded, or when a recording has finished. zApp loads each box's list once when it starts, and does not check again by itself.

5.6 A note on ATSC-1 and ATSC-3

Your ZapperBox records two kinds of broadcast, and zApp treats them differently:

- **ATSC-1** is ordinary digital TV. zApp plays it, and it is what you see by default.
- **ATSC-3** ("NextGen TV") uses Dolby AC-4 audio, which zApp's player cannot decode for licensing reasons, and some broadcasts are also copy-protected. These recordings are hidden until you turn

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on **Show ATSC 3.0 recordings** in Settings. They then show an **ATSC 3.0** badge, and their **Play** button is grayed out; pointing at it says why.

You can still get an ATSC-3 recording into a form you can watch elsewhere:

1. Turn on **Show ATSC 3.0 recordings** in Settings.
2. If the recording is on a ZapperBox, download it.
3. Export it to .mp4. Read the AC-4 audio warning in that section first.

Copy-protected ATSC-3 recordings can't be exported. The export stops with *"Conversion failed"*.

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6. The series view

Click a poster in the grid, or › on a row in the list, to see all the episodes of a series (see the picture in Play a recording).

- **On the left**: the poster, the name with the number of recordings, and the seasons. **All Episodes** comes first, then each season, newest first, with how many episodes it has. A movie has no seasons list.
- **On the right**: a card for each episode, with its title, badges, channel, recording date, season and episode, how far you've watched and how long it runs.

Each card has these buttons:

- **Play**, or **Resume** if you have watched part of it. Grayed out for ATSC-3 recordings.
- On a box: **Download**. It changes to **Queued**, then **Downloading 42%**, then **Downloaded**. See Copying recordings.
- On This Computer: **Export to .mp4**. Pointing at it shows the folder the file will go to. See Exporting.
- **Delete**. See Deleting recordings.
- **Details**: the full description, poster art, the channel, when it was recorded, when it first aired, and where the files are.

Delete all, in the bar above the cards, deletes every episode of the series, after asking first.

If you searched before opening the series, it shows only the episodes that match, and a bar says so: *"3 of 12 episodes match "kill""*. Click **Show all** to see the rest, and **Show matches** to go back. A search on the series' own name shows everything.

Back (or Alt+←, or Backspace) returns to all the recordings, at the same place in the list.

On a box, opening a series marks its recordings as seen: their NEW badges stay until you go back, and the counts on the poster and the tab drop straight away.

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7. Playing a recording

Click **Play** on an episode, or click an episode in the list. **The first time you play a recording**, zApp prepares it and shows *"Generating playlists..."* for a moment. This happens only once per recording.

The control bar along the bottom has, from left to right:

- **Show library** (←)
- **Settings** (gear)
- **Details** (ⓘ)
- **Play/Pause**
- the position slider, with elapsed and total time
- **Mute**, with a volume slider
- **Fullscreen**

Going back to your recordings pauses the video. Whenever you go back, with **Show library** (←) or Esc, the video pauses, so nothing keeps playing under a list you are reading. You return to wherever you started it, such as the series view. **← Back to video** at the top returns to the video. It stays paused: press **Play** or Space to carry on.

Picking up where you left off. zApp remembers your position. If you stopped more than five seconds in, it asks *"Resume playback?"* and offers **Resume from ...**, **Start from beginning**, or **Cancel**. The position is saved with the recording itself rather than in zApp's settings, so it follows the recording around. For recordings on a box, it is shared with the box.

Settings (the gear) opens a panel over the video. Its choices apply only to the recording that is playing now and are not remembered.

- **Audio Track**: for recordings with more than one soundtrack, commonly a second language. Until playback has started and the tracks have been found, this reads *"No audio tracks available"*. **Disable** turns the sound off entirely.
- **Aspect Ratio** (**Auto**, **16:9**, **4:3**): leave it on **Auto** unless the picture looks stretched or squashed.
- **Subtitle**: the **Show subtitles** switch turns closed captions on, if the broadcast carried them.

7.1 Keyboard shortcuts

Key	Action
Space	Play / pause
← / →	Back / forward 5 seconds
↑ / ↓	Volume up / down
M	Mute
F, or F11 (Windows, Linux) / ^⌘F (Mac)	Fullscreen

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Key	Action
Esc	Leave fullscreen; otherwise show or hide your recordings
Ctrl+F (Windows, Linux) / ⌘F (Mac)	Search
Alt+← or Backspace	Back from a series view
F1	Help. Over a playing video, a list of these shortcuts
Ctrl+O (Windows, Linux) / ⌘O (Mac)	Open a recording's .m3u8 file directly
Ctrl+Q (Windows, Linux) / ⌘Q (Mac)	Quit. Alt+F4 also works on Windows and Linux

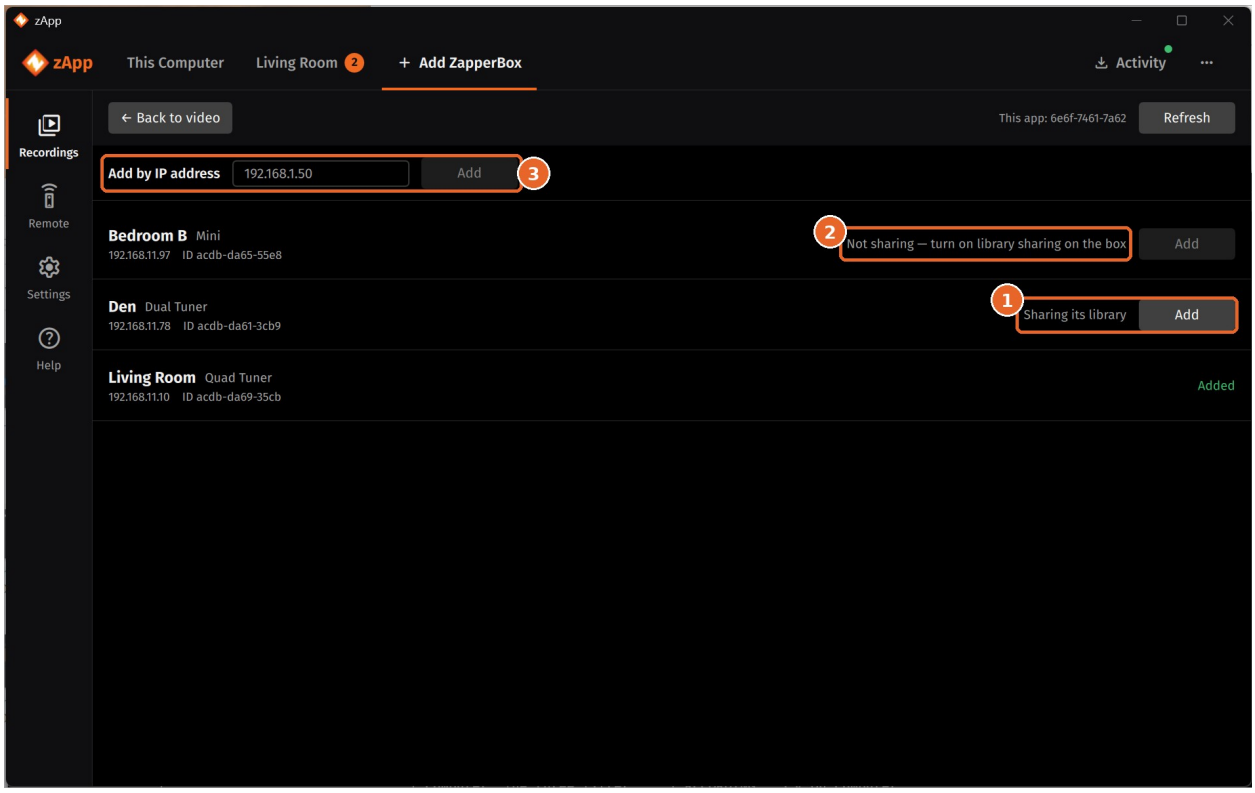
The playback shortcuts (Space, the arrow keys and M) are ignored in two situations: while you are typing in the search box, so typing an "m" there does not mute the video; and while your recordings are covering the video, where they would act on a picture you cannot see. Esc, F and the menu shortcuts keep working in both cases.

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8. Your ZapperBoxes

8.1 Adding a box

Click **Add ZapperBox** at the top. zApp searches your network for about eight seconds and lists what it finds. Click **Refresh** to search again, for example after turning a box on.



1. Each box shows its name (or its IP address, if it has no name), its type (Mini, Single Tuner, Dual Tuner or Quad Tuner), and its address. A box that is **Sharing its library** has an **Add** button.
2. A box that says **Not sharing — turn on library sharing on the box** can't be added. Sharing is turned on in the box's own settings, not in zApp.
3. **Add by IP address**: type a box's address and click **Add**. Use this for a box the search doesn't find, such as one on a different part of your network.

A box you have already added says **Added**. Adding a box switches to its new tab.

When adding by address, zApp checks that a box answers there before adding it:

- *"No ZapperBox answered at 192.168.1.50"*: nothing replied at that address. Check the address on the box's own network settings screen.
- *"That box isn't sharing its library"*: turn sharing on in the box's settings, then try again.

8.2 Remembered boxes

zApp remembers the boxes you add and shows their tabs as soon as it starts. It checks in the background that each one is there, and loads its recordings so the NEW counts are up to date.

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A box that doesn't answer shows **Offline** on its tab, and its tab says *"Can't reach Den (192.168.1.20)."*. Turn the box on, check that it is on the same network as your computer, and click **Retry**. **Remove** takes it out of zApp.

If your router gives a box a new address, open **Add ZapperBox**: when the search finds the box, its tab moves to the new address.

8.3 New recordings

zApp keeps track, for each box, of the recordings you have seen. A recording is **NEW** until you open its series, play it or download it. The number on a box's tab counts the new recordings on it, and **New since last visit** shows only those.

When you first add a box, nothing on it is new: only what it records after that is. If you remove a box and add it again, it starts over the same way.

8.4 Streaming from a box

When you play a recording on a box's tab, the recording stays on the box and is streamed over your network. While it is open, the top bar shows ● **Streaming from Den · Disconnect**.

- **Going back to your recordings pauses the stream but does not end it.** Esc and **Show library** pause playback and leave your connection to the box open, so **← Back to video** carries on where you were.
- **Disconnect when you're done watching.** Click **Disconnect** in the top bar, or play something else. A box can only stream to a limited number of devices at once, and disconnecting frees your slot for another TV or computer. Disconnecting does not affect downloads.
- **Your position is shared with the box.** If you watched part of a recording on the TV, zApp offers to resume from there, and your new position is sent back to the box when you stop.
- **You cannot export a recording that is still on a box.** Download it first (see below).

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9. Copying recordings from a ZapperBox

The **Download** button on a box recording copies it to your computer. It then appears on the **This Computer** tab, and on the box's tab it is marked ✓ **On this computer**, so you can see what you have already copied. zApp recognises a copy you made earlier too, as long as it is in your recordings folder.

Where it goes: your recordings folder, *not* the export folder. If you haven't chosen one, zApp asks the first time (see Your recordings folder).

Downloads run one at a time, in a queue. Click **Download** on other recordings while one is running and they wait their turn. A waiting recording's button says **Queued**, and the running one shows **Downloading 42%**. The Activity list shows the whole queue.

- To **remove a waiting recording** from the queue, or **cancel the running download**, click the ✕ beside it, on the card or in Activity. The rest of the queue is kept, and the next recording starts right away.
- If one download fails, the rest of the queue still runs.
- The queue keeps running if you disconnect from the box or play something else. If you quit while downloads are running or waiting, zApp asks first.

A recording the box is still recording can't be downloaded. It has a ● **RECORDING** badge, its Download button is grayed out, and pointing at it says *"Still recording. You can download it when the recording ends."* The list doesn't update by itself: when the recording has finished, click **Refresh** and the button comes back.

When a download finishes, it says **Done** in Activity, with a **Play** button. Like any new recording, it is prepared the first time you play it.

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10. Exporting a recording to MP4

The ZapperBox stores each recording as a folder of stream data that only zApp and VLC can open. **Export** turns a recording into a single .mp4 file that media servers, phones, tablets, TVs and video editors can open.

You can only export recordings **on the This Computer tab**. To export a recording that is on a ZapperBox, download it first.

10.1 Exporting

Click **Export to .mp4** on a recording (a film frame marked MP4, in the list). It shows **Exporting 42%** while it runs, with a ✕ to cancel. Exports run one at a time, like downloads: export others while one is running and they wait in a queue, shown in the Activity list. Downloads and exports run side by side.

When the export starts, a message at the bottom of the window says where the file is going (*"Exporting "…" to …"*). When it finishes, you see *"Exported "…" to ."*, and **Show in folder** (on a Mac, **Show in Finder**) in Activity opens that folder. A cancelled or failed export never leaves a half-finished file behind: zApp writes to a temporary file and only moves the finished .mp4 into place at the very end.

If the export folder already has a file with the same name, the export stops and tells you, rather than overwriting it.

10.2 Export settings

The export options are in Settings:

Setting	Choice	What it does
Export video	**H.264**	The default. Plays almost everywhere.
	HEVC	Files are roughly half the size, but take longer to produce and play on fewer devices.
Export audio	**Copy (AC-3)**	The default. Keeps the broadcast soundtrack exactly, with no quality loss and no extra time. Plays in VLC and most media servers, but some web browsers and built-in players will not play it.
	AAC	Converts the sound to AAC, which plays almost everywhere, including web browsers.
Export folder		Where exports are saved. It starts as a **ZapperBox Exports** folder inside your Videos (Windows, Linux) or Movies (Mac) folder.

zApp remembers these settings. The **Export video** and **Export audio** choices apply only to ATSC-1 recordings; the export folder applies to all exports.

zApp never asks where to export. If the folder you chose can't be found when an export starts (a USB drive that isn't plugged in, for example), the export goes to the **ZapperBox Exports** folder instead, and the message says so. Your choice is kept, and used again once the folder is back.

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10.3 How long it takes, and what happens to the picture

ATSC-1 recordings are re-encoded, which takes time, depending on the speed of your computer. Expect it to take minutes. On a reasonably modern computer, a 40-minute HD recording takes about 7 minutes. Standard definition is faster, and HEVC or an older computer is slower. zApp deliberately leaves half your processor free so you can keep watching something while it works. Interlaced video is deinterlaced along the way. Closed captions are included in the file, and so is every soundtrack, with the first one marked as the default.

ATSC-3 recordings are copied, not re-encoded, so an export takes seconds rather than minutes and the picture and sound are not changed. This has four consequences:

- **The Export video and Export audio settings do not apply.** The video (HEVC) and the Dolby AC-4 soundtracks are copied exactly as broadcast.
- **Relatively little plays AC-4 audio.** Recent TVs and some streaming devices do. Most computers and media players do not, and they will play the picture with no sound. Check that your device handles AC-4 before relying on an ATSC-3 export.
- **Closed captions are not included.** zApp does not yet carry ATSC-3 captions into exported files.
- **Copy-protected recordings can't be exported.** The export stops with *"Conversion failed"*.

10.4 What the file is called

zApp names exported files the way media servers such as Plex expect. The name comes from the recording's guide data, not the name shown in zApp:

Recording	File name
Series episode	Firefly - s01e03 - Bushwhacked.mp4
Series with no episode numbers	Xploration Animal Science - Gorillas.mp4
Daily program with neither	The PBS News Hour - 2026-03-14.mp4
Movie	Dark Passage (1947).mp4

Characters that Windows does not allow in file names are replaced on every platform. For example, a colon becomes " -", so *Terminator 2: Judgment Day* is saved as Terminator 2 - Judgment Day.mp4. If the guide data can't be read, zApp uses the name shown in zApp instead.

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11. Deleting recordings

Delete on a recording deletes it straight away, without asking. A message at the bottom of the window says what happened, with an **Undo** button, for a few seconds.

- **On a box**, the recording goes to the box's own Deleted list: *"Deleted "…" from Den. It's in the box's Deleted list."* **Undo** brings it back. You can also restore it later from the Deleted list on the box itself.
- **On This Computer**, the recording's folder goes to the Recycle Bin (on a Mac or Linux, the Trash): *"Moved "…" to the Recycle Bin."* (or *"…to the Trash."*). **Undo** puts it back. If the drive has no Recycle Bin or Trash, such as some network drives, zApp asks first, because the recording is then deleted for good.

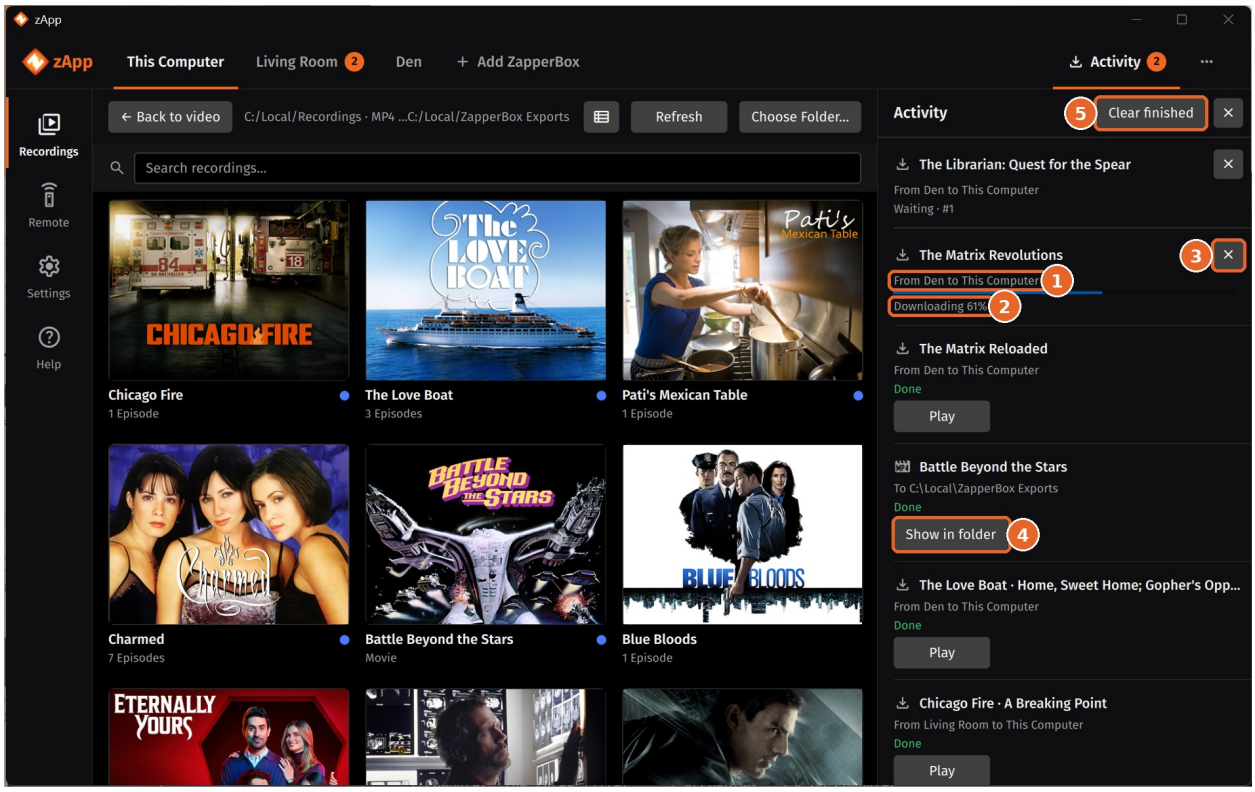
Some things to know:

- **A recording the box is still recording can't be deleted.** Pointing at its grayed-out Delete button says *"Stop the recording on the box first."*
- **Deleting the recording that is playing stops it first.**
- **To delete a whole series**, open it and click **Delete all** above the episodes. zApp asks first (*"Delete all 12 recordings of Charmed?"*). On a box, any episode still being recorded is kept.

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12. The Activity list

Click **Activity** at the top right to open the list of your downloads and exports, newest first. Click it again, or **Close**, to hide it. You can keep it open while you browse.



1. What each job is, and where it is going: *"From Den to This Computer"* for a download, *"To "* for an export.
2. How far along it is: *Downloading 42%*, *Exporting 42%*, *Waiting · #2*, *Done*, *Failed:* and the reason, or *Cancelled*.
3. ✕ cancels a running job or takes a waiting one out of the queue.
4. A finished download has **Play**. A finished export has **Show in folder** (on a Mac, **Show in Finder**).
5. **Clear finished** removes the jobs that are done, failed or cancelled.

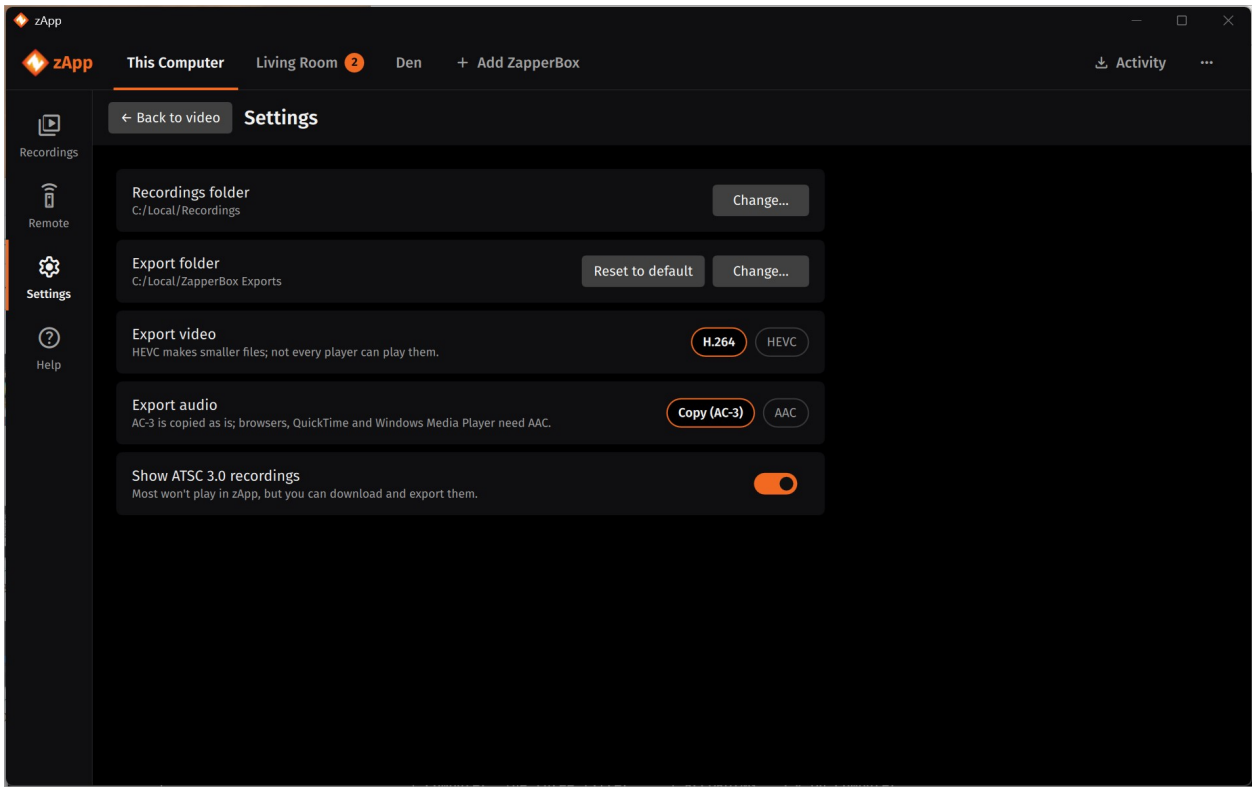
Jobs stay in the list until you clear them or quit, so you can't miss a message about a download that finished while you were watching something.

Quitting while jobs are running or waiting asks first, for example *"Quit and cancel 2 downloads and 1 export?"*. **Quit** cancels them and quits; **Cancel** keeps zApp open and the jobs running.

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13. Settings

Click **Settings** in the side rail.



Setting	What it does
Recordings folder	Where your recordings are kept, and where downloads go. **Not set** until you choose one. **Change...** picks a different folder.
Export folder	Where exported `.mp4` files go. **Change...** picks a different folder; **Reset to default** goes back to **ZapperBox Exports**.
Export video	**H.264** or **HEVC**. See Export settings.
Export audio	**Copy (AC-3)** or **AAC**. See Export settings.
Show ATSC 3.0 recordings	Off by default. Shows ATSC-3 recordings, which mostly won't play in zApp but can be downloaded and exported. See the note on ATSC-3.

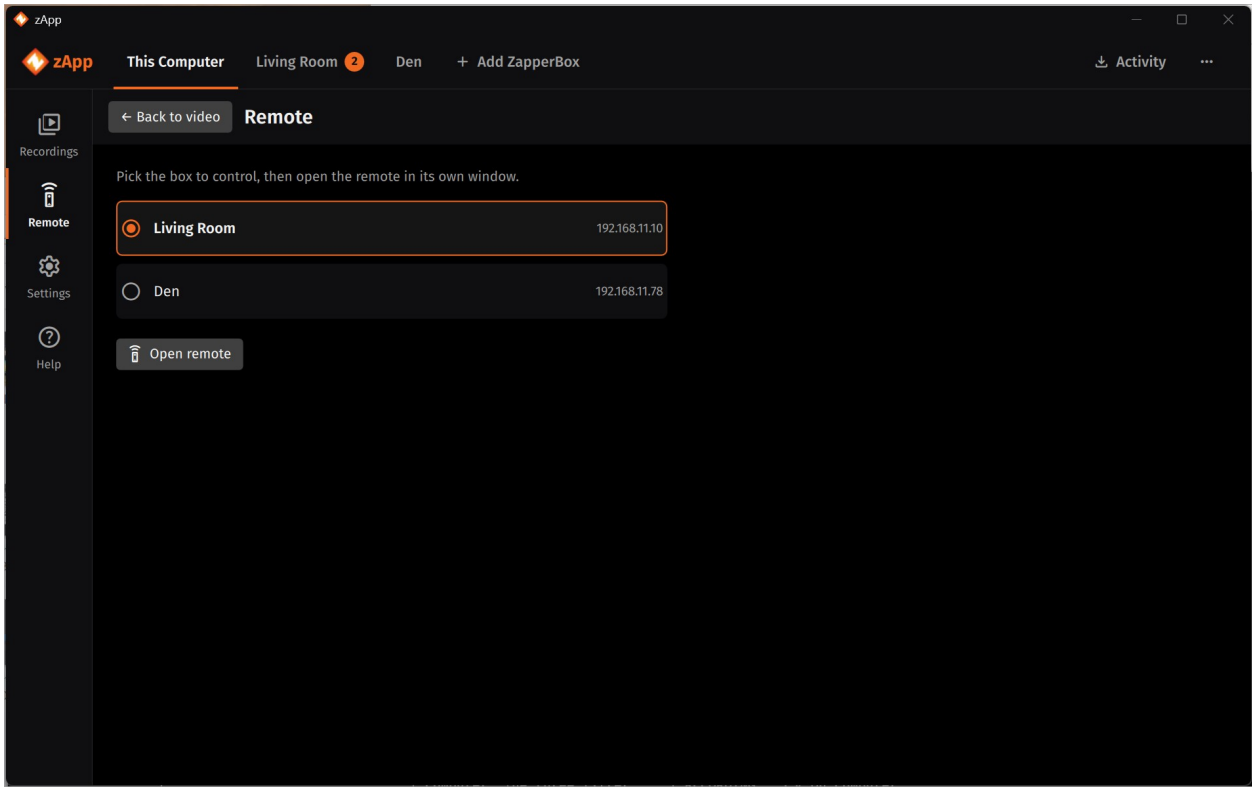
Changes apply straight away; there is no Save button.

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14. The on-screen remote control

zApp includes a remote control for the ZapperBox itself. It has the same buttons as the physical remote and sends them over your network. It controls the box and the TV connected to it, not playback inside zApp. If you want to write your own remote control app, you can download the API documentation from FAQ #21 at zapperbox.com/pages/faqs.

Opening it. Click **Remote** in the side rail. It lists your boxes, with the one you were looking at already picked. Pick the box to control and click **Open remote**. The remote opens in its own window, so you can keep it beside zApp, and it stays open if you close zApp. If you haven't added a box yet, click **Add ZapperBox** there first.



zApp opens one remote at a time. Opening it for a different box closes the one zApp opened and starts a new one on that box.

On Windows, you can also start the remote on its own from its **zRemote** Start menu entry, and on Linux from **zRemote** in the app list.

Choosing a box in the remote. The box it is controlling is shown at the top left. To switch, click the gear at the top right, then pick a box from the list or click **Refresh** to search again. You can also type an IP address under *"Or enter an IP address"*.

The status light at the very top, to the left of **On**, works like the light on the physical remote. It is hidden until you press a button, then blinks briefly: green when the box confirms the press, red when the press did not reach the box. A red blink means a network problem, not a wrong button.

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Holding Left or Right rewinds or fast-forwards. A tap still moves through menus as usual. Holding the button starts a smooth scan, and letting go stops it. This works with both the mouse and the arrow keys.

14.1 Remote keyboard shortcuts

These shortcuts work only while the remote's window is active. Some keys do different things in zApp: for example, M is Mute in zApp but Menu on the remote.

Key	Button
↑ ↓	Up / Down
← →	Left / Right (hold to rewind / fast-forward)
Enter	OK
0–9, .	Channel digits
Backspace or X	Back
G	Guide
I	Info
M	Menu
D	DVR
L	Live TV
R	Record
Z	Zap
B	BA (audio)
V	Mute
P	Power (toggle)
N / F	Power on / off

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15. Help

Click **Help** in the side rail, or press F1, for a summary of how zApp works and its keyboard shortcuts. **User Guide** opens this guide. About, with the version number, is at the bottom.

Pressing F1 while a video is playing shows the keyboard shortcuts over the video instead, so playback carries on.

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16. Troubleshooting

16.1 No ZapperBoxes are found

zApp finds boxes by sending a message to every device on your network and waiting for replies. This only reaches boxes on the **same part of the network** (subnet) as your computer. If the search can't find a box, you can still add it by its address: see Adding a box.

- **A box on a different subnet will never appear in the search.** Add it with **Add by IP address**.
- **A VPN can hide every box**, because your computer's traffic goes through the VPN instead of your home network. Disconnect it and click **Refresh**.
- **Guest and "client isolation" Wi-Fi networks** block the search. Use your main network instead.
- **On Windows**, you may have dismissed a firewall prompt the first time zApp ran. Allow zApp on private networks.
- **On a Mac**, zApp needs permission to find devices on your local network. If you declined the prompt, turn zApp on under **System Settings ▸ Privacy & Security ▸ Local Network**.
- **On Linux**, Ubuntu has no firewall turned on by default. If you have turned one on (for example `ufw`), it can block the boxes' replies; allow traffic from your local network.
- A box that is asleep may not answer the first search. Click **Refresh**.

16.2 A box shows "Offline"

zApp couldn't reach the box when it started, or lost it since.

- Check that the box is on and connected to the same network, then click **Retry** on its tab.
- If the box has a new address, open **Add ZapperBox** to search for it. When it is found, its tab moves to the new address. If the search can't find it, add it with **Add by IP address** at its new address, and remove the old tab if it is still there.
- The VPN, Wi-Fi and firewall points above apply here too.

16.3 A box shows no recordings

- *"Every recording on this device is ATSC 3.0…"*: turn on **Show ATSC 3.0 recordings** in Settings.
- *"This device has no recordings to show."*: the box has no recordings.
- *"No recordings match "…""*: your search matched nothing on this box. Click **Clear search**.
- *"Nothing new since your last visit."* or *"Everything on this box is on this computer."*: the **New since last visit** or **Not on this computer** filter is on. Click **Clear**, or pick **All**.
- *"Couldn't load recordings"*: zApp reached the box but couldn't read its list. The reason is shown underneath. If it says the drive is not shared, turn on library sharing in the box's own settings. Then click **Retry**.

16.4 An ATSC-3 recording will not play

This is expected: zApp can't play ATSC-3 recordings. Export the recording to `.mp4` and play it on another device, but read the AC-4 audio warning in Exporting first.

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16.5 An exported file plays but has no sound

- **An ATSC-3 export** played on a device that can't decode Dolby AC-4. Most computers can't.
- **An ATSC-1 export** played in a player that doesn't support AC-3. Export it again with **Export audio** set to **AAC** in Settings.

16.6 A download failed

Look in Activity: a failed download says *Failed:* and the reason.

- **The Download button is grayed out**: the box is still recording it (it has a ● **RECORDING** badge), or it is already on your computer. When a recording ends, click **Refresh** and the button comes back.
- *"Unable to download an active recording."*: the box is still recording it, but the list was out of date when you clicked Download. Click **Refresh**, and download it once the recording ends.

16.7 An export failed

Look in Activity: a failed export says *Failed:* and the reason the converter gave. Common ones:

- *"… is already in the export folder."*: a file with that name already exists. Rename or move it, or choose a different export folder.
- *"This recording has no audio tracks to export."*: the recording is incomplete or damaged.
- *"Conversion failed"* on an ATSC-3 recording: the broadcast is copy-protected and can't be exported.

16.8 I can't find the file I exported

Click **Show in folder** (on a Mac, **Show in Finder**) beside the export in Activity. The messages when an export starts and finishes also name the folder, and **Export folder** in Settings shows it. If the start message said your folder wasn't found, the file is in **ZapperBox Exports** inside your Videos (Windows, Linux) or Movies (Mac) folder.

16.9 The Windows installer fails with "Error 5: Access is denied"

Security software is blocking the temporary folder the installer unpacks itself into. The download itself is fine. See the *zApp Installer Troubleshooting* guide.

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17. Where zApp keeps things

What	Where
Your recordings	The recordings folder shown in Settings. zApp writes there only to save downloads, the one-time preparation files, and your playback position.
Playback position	Inside each recording's own data, so it moves with the recording
Downloads from a box	Your recordings folder
Exported .mp4 files	The export folder shown in Settings
Deleted recordings	On a box, the box's Deleted list. On your computer, the Recycle Bin (Windows) or Trash (Mac, Linux)
Your boxes and preferences	Windows: the registry, under HKEY_CURRENT_USER\Software\ZapperBox\zApp. macOS: managed by macOS; you don't need to edit them. Linux: ~/.config/ZapperBox/zApp.conf
Which recordings you have seen on each box	A small file, zapp_state.db. Windows: %APPDATA%\ZapperBox\zApp. macOS: ~/Library/Application Support/ZapperBox/zApp. Linux: ~/.local/share/ZapperBox/zApp
The app	Windows: C:\Program Files\zApp. macOS: /Applications/zApp.app. Linux: /opt/zapp

Uninstalling removes the app, but not your recordings, downloads or exports.

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