IPTV Factory Reset- Article no. 8990

Introduction

Warning: this should only be used as a last resort for troubleshooting; when an IPTV Box defaults to factory settings, all settings made previously by the customer are removed.

This includes, but is not limited to:

- **Google account** sign-on credentials
- **All Apps, including Sling,** with their sign-on credentials
    - **Note**: reload the Apps to the device using Google Play
- Any **Wi-Fi settings**

Before performing these steps, ensure your customer knows all settings and sign-on credentials for the above items

Resolution Steps

Reset IPTV equipment to factory default settings

- **TiVo Home** | Left arrow to **Menu** | **Device Preferences** | **Device Settings** | **Reset** (near the bottom of the list)
  (**see steps**)

or

Using a pin or paper clip, press the **Recovery** button located on the bottom of the device:

Online URL: https://agentx-astound-kb-qa.hgsdigital.com/article.php?id=105