

# IPTV Factory Reset- Article no. 8990

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## Introduction

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**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

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## 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>