Power Cycle Digital Cable Equipment- 5296

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Resolution Steps

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PYXIX (eStream4K) - IPTV

1. From **Home** left arrow to **Menu**, go to **Settings** then **Device Settings,** choose **Device Preferences**

2. Go to bottom of **Device Preferences** screen and choose **Reboot**, the box will then restart

or

1. Unplug the **power cable in the back** of the device

1. Wait 10 seconds

1. Plug the **power cable** back into the device

ANDSTRM (eStream4K) - IPTV

1. From **Home** left arrow to **Menu**, go to **Settings** then **Device Settings,** choose **Device Preferences**

2. Go to bottom of **Device Preferences** screen and choose **Reboot**, the box will then restart

or

1. Power off turning the **switch in the back of the device** (not the button in front*) to the **Off** position

1. Wait 10 seconds

1. Turn the switch back to the **On** position

or

1. Unplug the **power cable in the back** of the device

1. Wait 10 seconds

1. Plug the **power cable** back into the device

***Please Note: The button in the front will only put the device in standby mode, it will not power it off**

DCH3416, DCH6200, DCH6416, DCT6416, DCT3416, DCT6412, DCT6208, DCX3400

1. Press **Power** on the converter for **5 seconds**, until the box turns **off**, then **on again**

2. Wait for the clock to switch from 12:00 to the **current time**

DCX700, DCX3200, DCH3200, DCT6200, DCT5100, DCX525E

1. **Power off** your **television** and **converter**

2. **Unplug** the **converter** from the **power** and wait **30 seconds**

3. **Plug** the converter **back in**, then turn **converter back on**

4. **Power on** your television

DCH70, DCT700

1. **Power off** your **television** and **converter**

2. Unplug the converter from it's power source (electrical outlet, power strip, etc.) and wait 30 seconds

    - **Do not unplug the adapter from the back of the converter; the AC adapter must be unplugged from its power source**

3. **Plug** converter **back in**, then **turn on** the converter

4. **Power** on your **television**

Cisco/Scientific Atlanta HD boxes

On the Converter:

1. Press the **Vol +, Vol -**, and **Info** buttons simultaneously, then release

2. **Wait until the time reappears on the box before taking the next step**

On the remote:

1. On a non-interactive channel, like channel 2, hold down **Pause** until a **small green light** (*not* the power light) appears **on the box**

2. Press **Page Down** once, then **Stop** 3 times

3. The box should read **r-02**; after 1-2 min the box will restart

   Note: If neither of these methods work, please see the **All other Models / Universal Power Cycle** section below

TiVo (All models)

[See this article]

All other Models / Universal Power Cycle

1. **Power off** the **television** and **cable equipment**

2. **Unplug** the cable equipment from it's **power source,** wait **30 seconds**, then **plug** converter **back in**

3. Power **on** the **television**, then the **equipment**

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