

# Restarting/Rebooting the TiVo- Article no. 1413

**Self-Service Support Alert: this article is available for customers on [help.astound.com](https://help.astound.com)**

## Resolution Steps

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### 4 Tuners, 2 Tuners, Single Tuners, and Minis on TiVo Experience 3

- Go to **TiVo Central** | **Settings & Messages** | **Help** | **Restart or Reset** | **Restart the TiVo box**
- Press **Thumbs Down** three times and press **Enter** ([see steps](#))

### 4K 6 Tuners, 6 Tuners , 4K Minis, and Minis on TiVo Experience 4

- Go to **TiVo Home** | left arrow to **Menu** | **Help** | **Restart Box**
- Press **Thumbs Down three (3) times** and press **Enter** ([see steps](#))

If you **can't** access the Menu, **manually power cycle** the TiVo

- **Unplug** the TiVo from its power source and wait at least 30 seconds
- After 30 seconds, plug back in to **manually** restart the TiVo; the box may take **up to 5 minutes** to reboot

## Internal Information

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### [Reset IPTV boxes](#)

Online URL: <https://agentx-astound-kb-qa.hgsdigital.com/article.php?id=81>