Restarting/Rebooting the TiVo- Article no. 1413

Self-Service Support Alert: this article is available for customers on help.astound.com

Resolution Steps

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

Reset IPTV boxes

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