

QUICK REFERENCE GUIDE: Factory Reset Metronet Set-Top Box

Model: Arris VIP6201W

Factory Reset Metronet Set-Top Box

This set-top box (STB), provided by Metronet with our TiVo TV, allows users to log into apps, some of which include the ability to make digital purchases. Therefore, the STB may contain a tenant’s personal, consumer data.

Property Management* is required to perform the following factory reset procedure whenever a tenant moves out. The procedure erases the previous tenant’s data and prevents the STB from accessing their subscriptions and making unauthorized purchases.



INSTRUCTIONS

1. Power on the STB.
2. Press and hold the reset button on the bottom of the STB for 15 seconds.



Initiating Process



Erasing Data



Rebooting STB

Once you release the reset button, the STB will begin the factory reset process. The LED light on the front of the STB will begin flashing blue. If the light does not begin flashing, repeat Step 2.

This step will take a few minutes. Please leave the STB powered on. Before the reset process is completed, the LED light may flash yellow or bright blue for 20-30 seconds.

The STB will automatically reboot, which can take a few minutes. During this process, the LED light will remain off. Once the STB has finished rebooting, the LED light will be a solid white or pale blue.

The STB is now ready for a new user.

We also recommend removing batteries from remote controls. It will prevent draining the batteries and potential battery leakage.

For questions or assistance, please contact Metronet Technical Support (833) 393-6857.

*These instructions are for Property Management Use Only. Do not distribute to tenant.