How to Reset Your Blue Stream Fiber Set-Top Box

Resetting your set-top box can help you resolve issues like freezing, slow performance, or connectivity problems. We encourage you to reboot your set-top box as a first step in troubleshooting any issues.
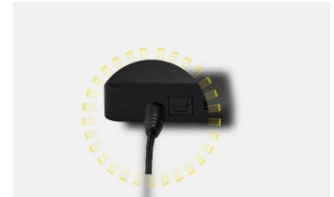
Before proceeding with the reset, determine the problem you are facing with your set-top box, such as picture quality, audio, or other features not working properly.

STEP 1
Get ready to reboot your Blue Stream Fiber Set-Top Box.

STEP 2
Locate the circular power cord at the back of your set-top box and unplug it.

STEP 3
Allow the set-top box to remain unplugged for 10 seconds to ensure a complete power cycle.

STEP 4
After the 10-second wait, plug the power cord back into the set-top box securely.

STEP 5
Once the power is restored, you will see a series of loading screens in this order: Blue Stream Fiber, Android, and TiVo.

STEP 6
When the loading process is finished, you'll receive a prompt on your screen to press the **"OK"** button to return to live TV. This indicates that the reboot process is complete.

STEP 7
In many cases, the reset will resolve common issues like freezing, slow performance, or connectivity problems. Verify if the problem has been resolved by checking the functioning of your set-top box.

STEP 8
If the issues persist despite the reset, you may need to contact Blue Stream Fiber technical support for further assistance.