

## Performing a Factory Reset on the Evolve STB

A FACTORY RESET may be necessary for a variety of reasons:

- The Evolve SBB is performing incorrectly, and other troubleshooting steps did not resolve the issue(s)
- There's an immediate need to "change" the room number on the Evolve SBB



### Accessing the menu

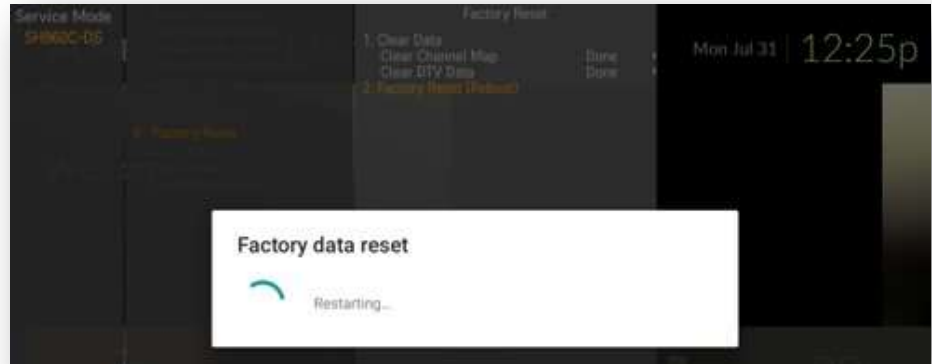
1. Turn TV ON
2. Confirm TV is showing normal programming or the Dish Menu.
3. Using the Dish Remote Control, enter the SERVICE MODE
  - a. <PRESS> the following buttons in this sequence
    - i. LEFT arrow
    - ii. REWIND
    - iii. REWIND
    - iv. PLAY
    - v. PLAY
    - vi. RIGHT arrow

The MENU below will appear

1. Using the UP and DOWN arrows on the remote, scroll to OPTION 8.
  - a. Press Right Arrow
  - b. Use DOWN arrow to select Option 2.
    - i. Press Right Arrow to initiate Factory Reset sequence.

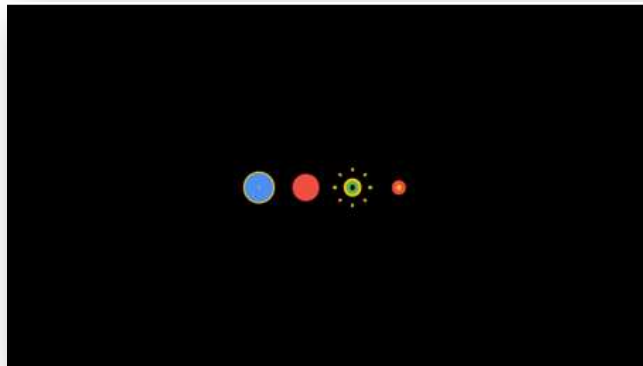


- 2. The Evolve STB will automatically begin the Factory Reset sequence.
  - a. The following screens will appear during the Factory Reset.



- b. Screens that may appear during normal reset:

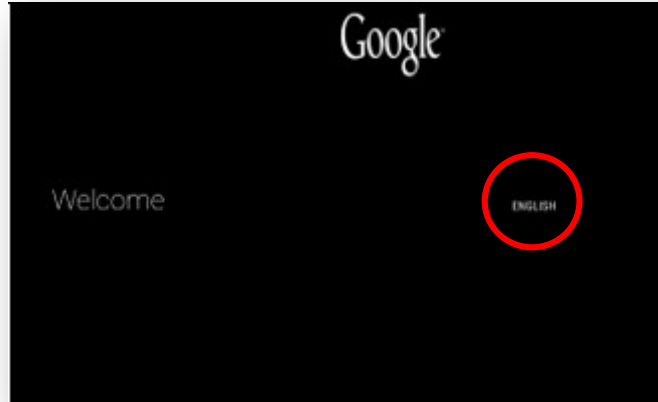
i.



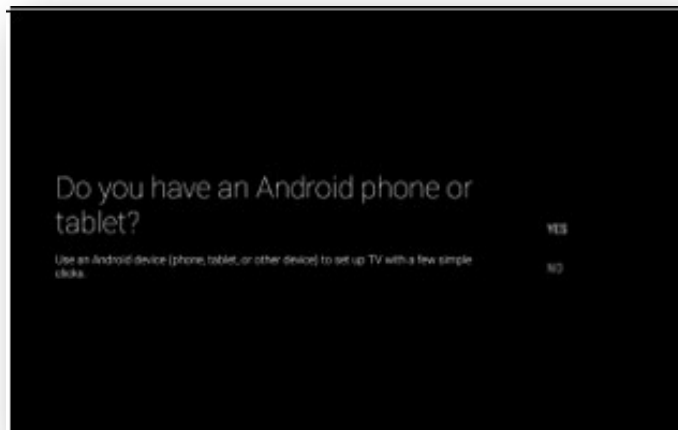
ii.



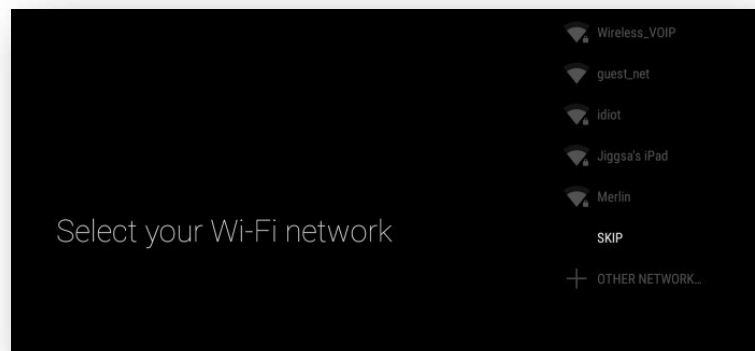
- iii. Once the Evolve STB has applied the Software and completed the BOOT-UP process, the Android logo's will switch to the Google screen below.
  1. User will need to input data on the next few screens.
    - a. Select "ENGLISH"
    - b. Click "OK"



- iv. On next screen, "Do you have an Android phone or tablet?"
  1. Use the arrows to navigate
    - a. Select "NO"
    - b. Click "OK"



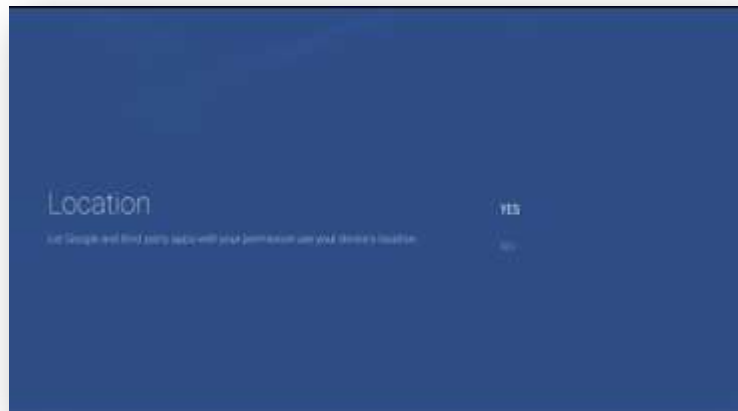
- v. On this next screen, "Select Your Wi-Fi Network"
  1. Use the arrows to navigate
    - a. Select "SKIP"
    - b. Click "OK"



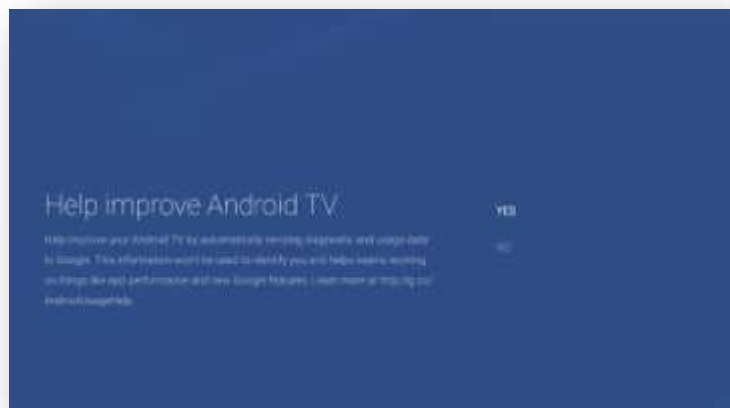
- vi. At the “Google Terms of Service” menu
  - 1. Use the arrows to navigate
    - a. Select “ACCEPT”
    - b. Click “OK”



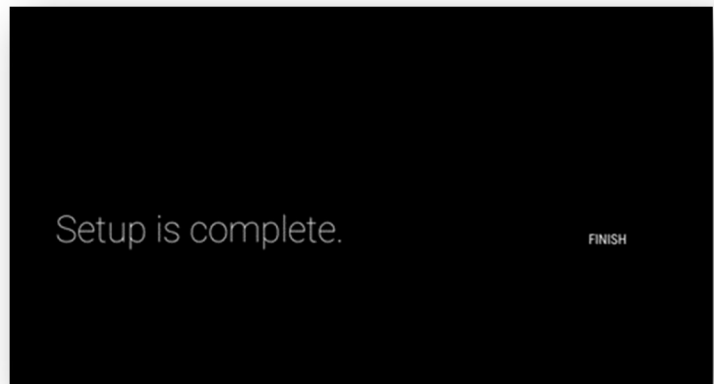
- vii. On the “Location” menu
  - 1. Use the arrows to navigate
    - a. Select “YES”
    - b. Click “OK”



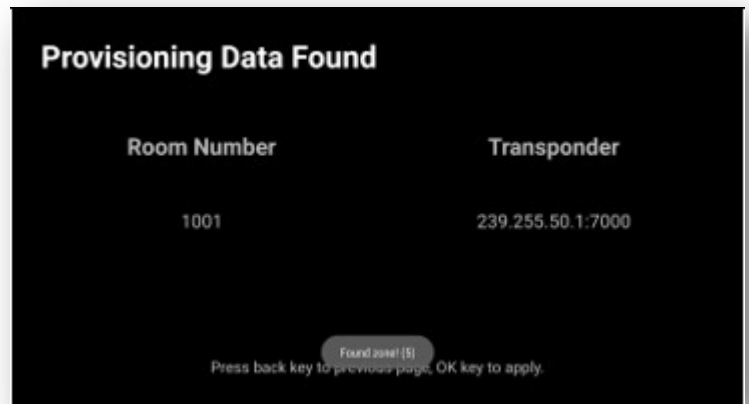
- viii. At the “Help improve Android TV” menu
  - 1. Use the arrows to navigate
    - a. Select “YES”
    - b. Click “OK”



- ix. On the “Setup is complete” menu
  - 1. Use arrows to navigate
    - a. Select “FINISH”



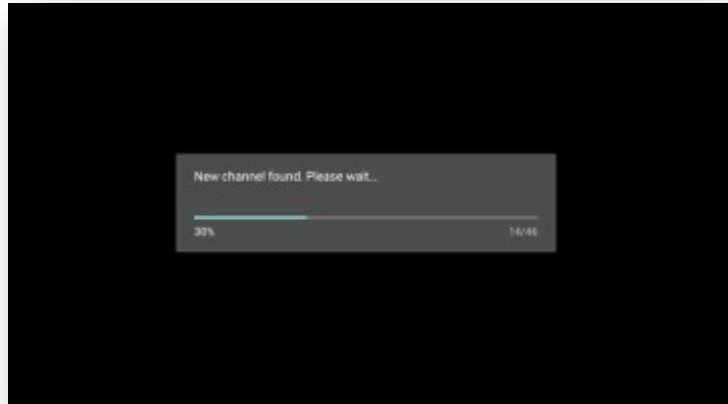
- x. Evolve STB will search for provisioning data to ADD a room number.
  - 1. Use arrows to navigate,
    - a. Enter room number
    - b. Leave transponder as is
    - c. Click “OK”



- xi. The Evolve STB will cycle through several screens to apply the Provisioning file.



- xii. This process updates several files based on how the SMARTbox is configured. Examples of the files updating: Main menu display, Main menu images, Channel lineup.
  1. One of the screens the Evolve STB cycles through is a Status menu.



- c. Once the Provisioning file has been applied, the Main menu will appear. It will likely display without live video for 5-10 seconds and he “automatically” reboot. This “reboot” process is necessary to finalize the configurations and will take approximately one (1) minute.
  - i. When you see the “Welcome” menu, verify:
    1. Channels work
      - a. Use arrows to navigate
        - i. Select “Live TV”
    2. Interactive Program Guide (IPG) populates
      - a. Use arrows to navigate
        - i. Select “Channel Guide”
  - d. Power Off the TV
3. If the process did not resolve the room issues, escalate the issue.