

Troubleshooting Quick Tips

How to reboot your TV set-top box

- Press and hold the power button for 7 seconds (until the green light goes off) or unplug the power cord from the back of the box, wait 20-30 seconds, plug back in. You do not need to press the power button on the front of the box, it will restart on its own.
- The TV will go through a series of screens before returning to service.



How to reboot your RTC router:

Do NOT press the reset button on the back of the unit.

- If your router is equipped with an on/off button on the lower left side, press that button to power off. Wait 20-30 seconds and press again to reapply power to the router.
- If your router does not have an on/off button, remove the power cable from the lower left side by squeezing in the sides of the cable and pulling out. Wait 20-30 seconds and then reattach the power cable to apply power to the router.
- The router will take roughly 3-5 minutes to fully boot back up.



How to reboot your 804 Mesh unit

Do NOT press the reset button on the back of the unit.

- Simply remove the power cord from the back side of the 804 Mesh unit. Wait 20-30 seconds and then plug back in.
- 804 Mesh unit light indicators:
 - 3 green lights = best placement
 - 2-4 green lights = ok placement
 - 3 green & 1 red light = too close



If you are unsure or have questions on any of these Quick Tips, contact RTC.