Steps to perform Factory Reset on your Jio Set Top Box

Applicable for Model - JHS D200, JHS C200, JHS B200

Note - Please ensure your Jio Set Top Box & TV is connected and Powered ON



Follow the below steps if the above Screen is appearing on your TV

1. Prepare the SIM Ejector Pin

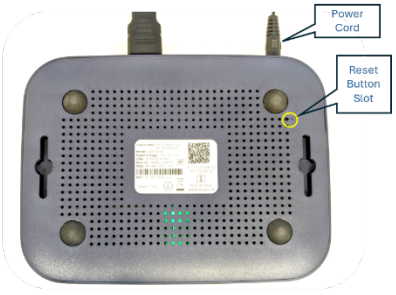
Get a SIM ejector pin. You'll need it to press the reset button on the back of the set-top box (STB) with the SIM Ejector Pin.



Note - Please DO NOT USE Pointed objects like Safety Pin, Needle as it may damage the Set Top Box

2. Locate the Reset Pin

Insert the SIM ejector tool into the hole indicated by the arrow on the back of the STB, as shown in the image.



JHS D200, JHS C200, JHS B200

3. Select Factory Reset

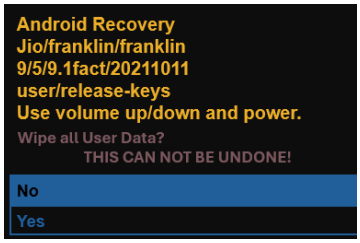
The cursor will highlight the "Wipe data / Factory reset" option. Press and hold the SIM Ejector pin until it gets Green highlighted.

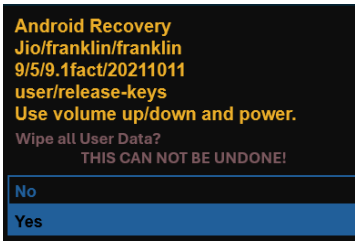




4. Confirm the Reset

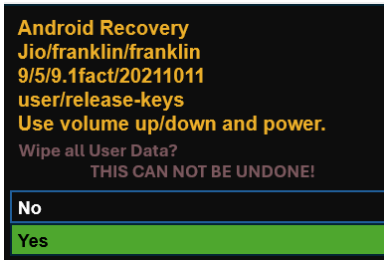
You will see two options on the screen. Press the tool once to move the cursor from “No” to “Yes”.





5. Initiate the Reset

When the cursor is on "Yes," press and hold the Reset button until the “Yes” option highlighted as Green.



6. Complete the Reset

After 7 seconds, the STB will start the factory reset process, erasing all data. Look for the message "Data Wipe Completed" at the bottom left of the screen.



7. Reboot the STB

Once the data wipe is complete, reboot the STB using the power switch.

8. Pair Your Remote

The Remote Pairing Screen will appear. Follow the on-screen instructions to pair your remote and complete the setup.