# Screen and Clean Instructions for Set-Tops Using the Cisco Videoscape Voyager Vantage Client

## Overview

### Introduction

The screen and clean functionality allows a technician to determine if any Pay-Per-View (PPV) purchases are uncollected on the set-top. It also allows the technician to perform clearing of data on the set-top to restore the factory defaults, or reset client NVM.

Exercising the clearing feature causes the full clearing, including removal of PPV persistent data and reformatting the hard drive.

### Purpose

This document provides instructions to use front panel diagnostics and on-screen diagnostics to perform the screen and clean operation on a Vantage set-top.

### Audience

This document was written for headend technicians. Field service engineers and Cisco® Services engineers may also find the information in this document helpful.

### Document Version

This is the first formal release of this document.

# Collect PPV Purchase Count

Follow the steps below to determine the PPV purchase count for a set-top and to place the set-top into brick mode.

1  Using a remote control, press and hold the **Pause** key for 10 seconds. The front panel flashes the Message Envelope icon.

2  Press the **PAGE -** key. The front panel displays the uncollected PPV purchase count.
   **Example**: `P-03`
   **Note**: If the count is greater than 99, the display will report P-99.

3  Press the **EXIT** key.

# Perform the Screen and Clean Operation

## Process Overview

While on the "Post and Boot Results" diagnostic page, the user enters the clear NVM code using the remote. Once the code is entered, a second page appears, indicating that the factory defaults are being restored. A pop-up message appears to confirm that the operation is about to begin. The set-top then begins the screen and clean operation. Until the code is entered, the clearing functionality is completely hidden in the screens so that a user cannot see or navigate to any menus, pages or fields that relate to or hint at this activity, or empty items.

## Accessing Diagnostic Screens

You can access the diagnostic screens using either the front-panel buttons or the remote control.

### Using the Front Panel Buttons

1   Press and hold the **VOL+** and **INFO** buttons (on the set-top) simultaneously until the first page in the series of diagnostic screens appears.
2   To navigate to the next diagnostic screen, press the **VOL+** button on the set-top front panel. To navigate to the previous screen, press the **VOL–** button on the set-top front panel.
3   To change menu categories, press the **CH+** button (next) or the **CH–** button (previous) on the set-top front panel.
4   To return to the previous menu, press the **INFO** button on the set-top front panel.

### Using the Remote Control

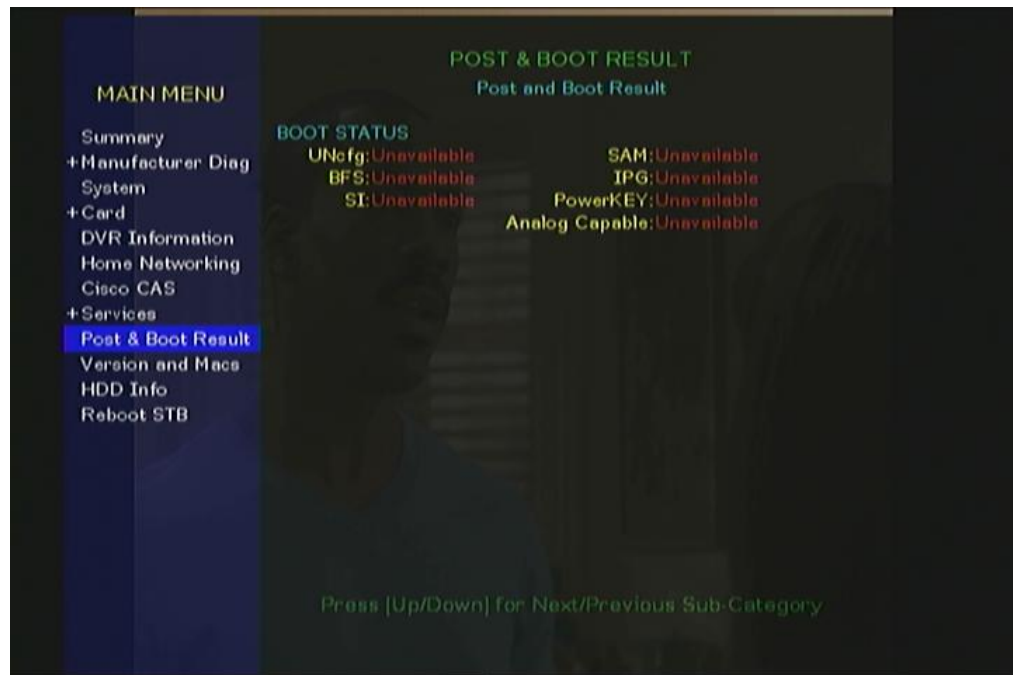Complete these steps to access the diagnostic screens using the remote control.

1   Press and hold the **EXIT** key for about two seconds until the POWER LED on the front panel of the set-top blinks.
2   In a rapid succession, press the **DOWN** button twice, then press the number **2**. The diagnostic screens appear.
3   To navigate to the next diagnostic screen, press the **RIGHT ARROW** button on the remote control. To navigate to the previous screen, press the **LEFT ARROW** button on the remote control.
4   To change menu categories, press the **DOWN ARROW** button (next) or the **UP ARROW** button (previous) on the remote control.
5   To return to the previous menu, press the **BACK/LAST** button on the remote control.

## Steps to Activate

Complete the following steps to perform the screen and clean function.

**Note**:  The set-top must be in brick mode for the diagnostics screen and clean to operate. The front panel displays four dashes (----) on a set-top in brick mode.

1   Enter the on-screen diagnostics and navigate to the menu item for **Post & Boot Result**.



2   Select  **Post & Boot Result** and type the screen and clean access code:  `728469`.

A new menu item appears on the main screen at the bottom labeled "Screen and Clean." The "Restoring factory defaults" message appears temporarily.

As the screen and clean operation is in process, the front panel displays **SnC** to indicate Screen and Clean. If applicable, the panel next displays **Hddf** to indicate the hard disk drive is being formatted.

**Note**: Other message codes may appear.

After about a minute, the set-top automatically reboots. If applicable a second reboot occurs on a set-top with a hard disk. Upon completion of the final reboot, the set-top has been restored to factory settings.