Retrying DHCP – Failure to Retrieve IP Address – Hydra HD

These errors mean that the Set Top Box is not getting a connection back to our network. In order to resolve this issue, ensure that all equipment is powered on and connected correctly.

1. Identify the type of Set Top Box being used:

![Fig. 1](image)

OR

![Fig. 2](image)

If your box looks like one of the two shown above and you have multiple TVs, check them because they are probably showing the same error message.

2. After verifying the type of Set Top Box you have, verify cabling to the modem. The modem could be one of 4 different models shown below:

![Fig. 3](image)

Paradyne (Zhone) 6519
If you don’t have a modem or can’t locate it, call Technical Support at 1-800-480-0080 Opt. 1 Opt. 1.

3. After locating the modem, verify there are lights on the front of it. If there are no lights on the modem, we need to check the power source. Locate the power cord on the back of the modem. It is a small round black cable and is located on the back of the modem.
4. If the power cord is plugged in and there are no lights on the front of the modem, call Technical Support before doing any more troubleshooting.
5. After verifying that the power cord is plugged in and there are lights on the modem, verify that there is an Ethernet cord plugged into the back of the modem in LAN 3 or 4.
Ethernet Cable:

Fig. 12

If there’s not an Ethernet cable plugged in, go to the next step to see if there is one on the back of the Set Top Box.

Fig. 13

Fig. 14

6. If there is not an Ethernet cable in the back of the Set Top Box or the back of the modem, see if there is a spare one somewhere in your home. If not, go to the nearest electronic store and purchase one (They are fairly inexpensive in price).

7. If there is an Ethernet cable in the back of the Set Top Box, trace it backwards and ensure that it goes into the back of the modem in either LAN 3 or 4.

8. After verifying that there is an Ethernet cable running from the modem to the Set Top Box, power cycle the modem by unplugging the power cord on the back of the modem for 30 seconds and then plugging it back in.
After plugging in the modem, wait for 2 minutes and the TV screen should change to “Network Initialized”.

If after 2 minutes the TV screen hasn’t changed, unplug the power supply on the back of the Set Top Box for 30 seconds and plug it back in.
At this point the TV should load up in about 7-10 minutes. If the TV does not load up to a channel, call Technical Support at 1-800-480-0080 Opt. 1.