

VERIZON FIOS TV REMOTE CONTROL

1ST INSTALL BATTERIES

Install two new AA batteries. Make sure they are oriented correctly. To test if the batteries have been installed correctly, press a few keys on the remote. One of the Device Keys [DVD, AUX, TV, STB] on the top of the remote will flash briefly when you press a key.

2ND GET TO KNOW YOUR REMOTE

Your remote is now ready to control your FiOS TV Set Top Box (STB). To start, try the following.







Make sure the remote has a clear, direct and unobstructed view of any device you want to control.

- Turn on your TV.
- Press the **STB** key on the top of the remote to make sure you are in FiOS TV "STB Mode."
- Press the **CH+** key to see the next higher channel.
- Press **5 - 0** then **OK** to tune to channel 50.
- Press **Last** to return to the last channel.
- Press **Info** to see information about the current program. Press **Exit** to return to TV watching.
- Press **Guide** to see a list of TV programs. Press **Exit** to return to TV watching.
- Press the **Menu** key to launch the FiOS TV Main Menu. From the Main Menu you can access all the features of your FiOS TV service.
- Press **▲**, **▼**, **◀**, and **▶** keys to navigate through this menu. We suggest that you become familiar with all the options on the Main Menu. To select any item, press **OK**. Press **Exit** at any time to return to TV watching.

You are probably already familiar with most of the keys on the remote; however, there may be a few which are new to you.

- **Options** displays extra options or provides help based on what you are doing.
- **Favorites** displays your list of favorite channels. (The first time you press the key, you will be invited to set up your favorite channels.)
- **On Demand** displays a list of movies and other types of programs you can watch at any time.
- Press **Widgets** to access local weather, traffic and other information.

If you have a STB with a built in DVR...

- **DVR** displays your list of recorded programs.
-  is a rocker button, press the lower half of the button  to pause the program. Press upper half of the button  to continue to play from where you left off.
-  jumps back a few seconds in the program you are watching.
- If you are watching a recorded program,  jumps forward in the program.
-  records the current program.

3RD PROGRAM YOUR REMOTE

Your new remote control comes from the factory ready to control your FiOS TV service. However, **VOL+**, **VOL-** and **MUTE** will not work until you program the remote

with the brand of TV you have. In addition to your STB and TV, your remote can also control two additional devices, for example, a DVD player and an audio receiver. This is called "programming the remote." If you don't want to control devices other than your FiOS TV STB, you do not need to program the remote.

HOW TO PROGRAM YOUR REMOTE

We will use the example of programming your remote to control a TV. The procedure is the same for DVD players and audio receivers.

1. Look up your TV make in the TV code listing on the other side of this sheet.
2. Circle the first 4-digit number displayed for your make of TV.
3. Turn on your TV.
4. Press and hold the **TV** key.
5. While holding down the **TV** key, press the **OK** key.
6. Release both keys. The Device Keys will blink twice.
7. Enter the 4-digit TV code you circled. The TV key will blink 3 times.
8. To test to see if this was the correct code, point the remote at your TV and press **Power**. If the TV turns off, you have successfully programmed your remote.
9. If the TV did not turn off, repeat all the steps with the next code in the list.
10. For future reference, underline the code that worked for you.

Note: If some of the keys on the remote do not operate your TV as you would expect, then you can try the next code in the list for your brand of TV.






To program the remote to control a VCR or DVD player, press and hold the **DVD** key, instead of the **TV** key, in step 4 and 5. To program an audio receiver, press and hold **AUX** instead.


Note: You can assign a DVD or VCR to the DVD key. The AUX key is reserved for audio receivers, amplifiers and VCR.

Note: The remote will exit programming mode after 20 seconds if no key is pressed.

WHAT IF NONE OF THE CODES WORKED?

If none of the codes worked, try the following procedure. (As before, we will use the example of a TV. For other devices use the appropriate Device Key instead of the **TV** key in step 2 and 3.)

1. Turn on your TV.
2. Press and hold the **TV** key.
3. While holding down the **TV** key, press **OK**.
4. Release both keys. The Device Keys will blink twice.
5. Press **9 - 2 - 2**.
6. Point the remote at the TV.
7. Press .
8. Press . Every time you press  the remote sends out a new power-off command to the TV. Keep pressing  until the TV turns off. (You can press  to go back.)
9. When the TV turns off, you have found the right code. Press **OK** to store this code.

*Note: There are over 200 TV and DVD codes. The most common codes are tried first, but you may still need to press  over 200 times to find the right code. If you reach the end of the list of codes the entire remote will flash twice and return to normal operation. You can exit programming at any time by pressing **Exit**.*

SWITCHING MODES

Press a Device Key on top of the remote to switch modes. For example, to control your DVD player, press **DVD**. To return to your FiOS TV STB box, press **STB**. Pressing the **TV**, **DVD** or **AUX** key is like picking up the remote for that device.

*Note: When you press **Guide**, **Widgets**, **On Demand**, **Favorites**, **FiOS TV**, or **DVR** the remote assumes you want to control the STB and will automatically switch you to STB mode.*

THE CHANNEL KEYS

CH+, **CH-** and **Last** control the Set Top Box (STB) even after you press the **TV**, **DVD** or **AUX** Device Key. This is the way most people will want the remote to work. However, you can change the way the Channel Keys work so that when you press a Device Key, the Channel Keys will operate the selected device.

If you want the Channel Keys to control different devices ...

1. Press and hold the **STB** key.
2. While holding down the **STB** key, press the **OK** key.
3. Release both keys. The Device Keys will blink twice.
4. Press **9 - 6 - 6**. The STB key will blink twice.
5. Press **OK**. The STB key will blink 3 times to indicate success in programming.

*Note: To return to controlling the channel via the STB only, press **STB** in step 5.*

THE VOLUME KEYS

VOL+, **VOL-** and **Mute** always control the TV volume even when you are in STB or DVD modes. (However, the Volume Keys will always control the AUX device when in AUX mode.) This is the way most

people will want the remote to work. However, you can change how the Volume Keys work.

If you always want the Volume Keys to control the AUX device ...

Some people may want to always adjust the volume using their AUX device (typically a home theater receiver) regardless of the mode they are in.

1. Press and hold the **STB** key.
2. While holding down the **STB** key, press **OK**.
3. Release both keys. The Device Keys will blink twice.
4. Press **9 - 5 - 5**. The STB key will blink twice.
5. Press **AUX**. The AUX key will blink 3 times to indicate success in programming.

*Note: To return to controlling the volume via the TV, press **TV** in step 5. If you want to control the volume through any device (by pressing a Device Key, then a Volume Key), press **OK** in step 5. This will also control the volume of your STB in STB mode.*

THE POWER KEY

Power turns on or off both your STB and TV when you are in STB mode. (If you have a DVR STB, the DVR will continue to record scheduled programs when off.) However, you can re-program how the Power Key works.

If you want the Power Key to control multiple devices at once...

1. Press and hold the **STB** key.
2. While holding down the **STB** key, press **OK**.
3. Release both keys. The Device Keys will blink twice.
4. Press **9 - 7 - 7**. The STB key will blink twice.
5. One after the other, press each Device Key you want the Power Key to control in

the order you want them to turn on or off.

6. Press **OK** when done. The STB key will blink 3 times to indicate success in programming.

For example, to program the Power Key to turn on or off your TV, AUX and STB, in that order, with one press of **Power**, press [**STB+OK**], [**9-7-7**], [**TV**], [**AUX**], [**STB**], [**OK**].

If you want the Power Key to control only one device at a time...

If you find that your TV and STB do not always turn on or off together as expected, then you should program your remote to power your devices separately.

1. Press and hold the **STB** key.
2. While holding down the **STB** key, press **OK**.
3. Release both keys. The Device Keys will blink twice.
4. Press **9 - 7 - 7**. The STB key will blink twice.
5. Press **OK**. The STB key will blink 3 times to indicate success in programming.

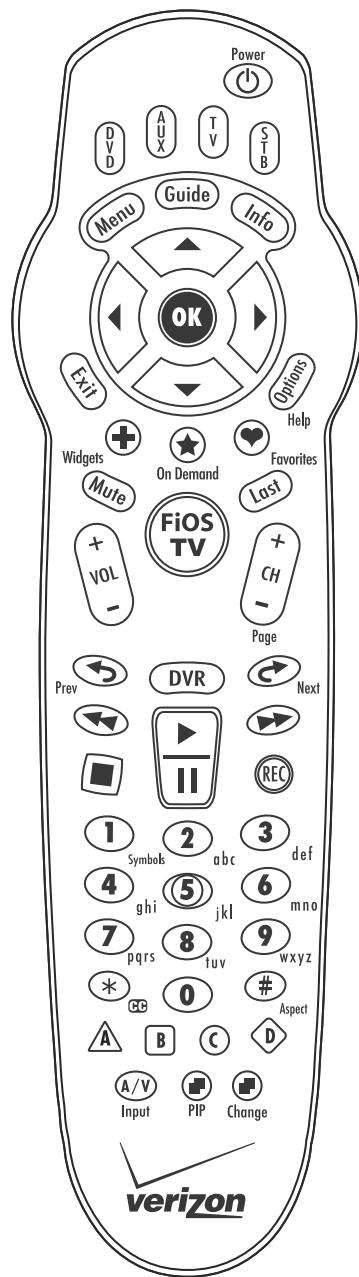
To power any device, you will need to press the appropriate Device Key, then the Power Key.

RE-SETTING THE REMOTE

Note: All previous programming will be lost.

To reset the remote to the original factory defaults do the following.

1. Press and hold the **STB** key.
2. While holding down the **STB** key, press **OK**.
3. Release both keys. The Device Keys will blink twice.
4. Press **9 - 0 - 0**. The STB key will blink 3 times to indicate success in programming.



For additional information about your FiOS TV service and your remote, go to verizon.com/fiostvhelp

For video instructions, press the **Menu** key on your remote then select **Help** on the Main Menu

Verizon Customer Support
888-553-1555

