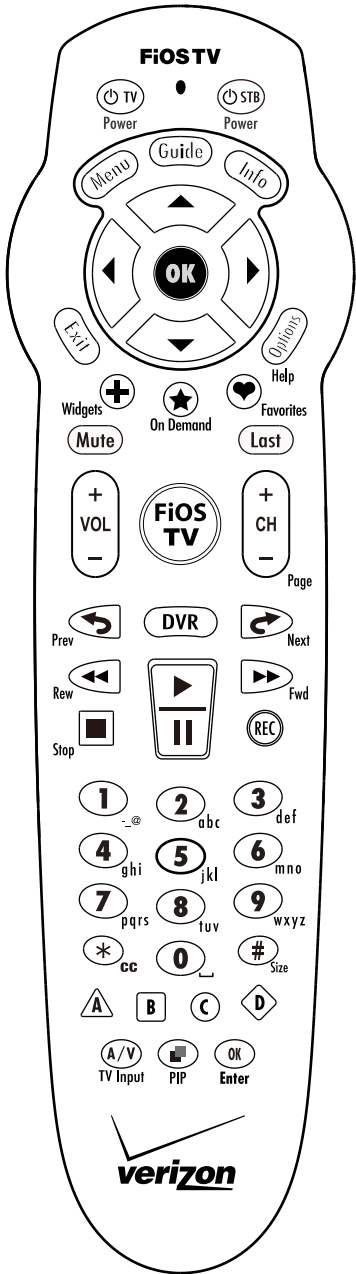


# Verizon FiOS TV P265v1 Remote Control Manual



Model: RC2655001/01B

For additional information about your FiOS TV service and your remote, go to [www.verizon.com/fiostvhelp](http://www.verizon.com/fiostvhelp)

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

Thank you for subscribing to FiOS TV Service. This User Manual will show you how to program and operate your new FIOS TV Remote Control (Model P265v1).

## Quick Setup Guide-Verizon FIOS remote

The following steps will guide you to quickly set -up your Verizon FiOS TV remote for your TV.

1. Turn on your TV and the FiOS STB. Make sure you can see live television.

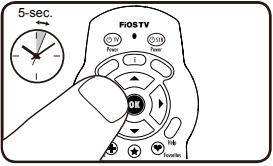


2. Locate the 3-digit code for your TV brand in the list below and circle the correct code.

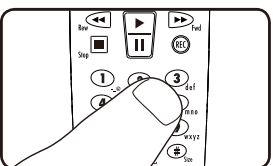


If your TV brand is not listed, codes for additional TV brands are listed at the back of this manual.

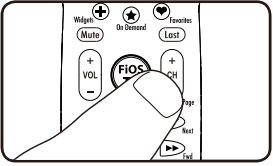
3. Once you locate the brand code, press and hold the <**OK**> and **0** keys together. The RED LED on the remote control will blink twice and then stay on.



4. Enter the 3-digit TV code for your TV brand using the number pad. The RED LED will blink twice and then stay on.

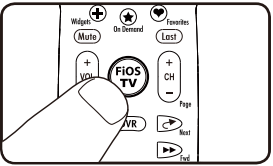


5. Press and release the <**CH +**> button repeatedly until the TV turns off. You can also “back up” by pressing the <**CH -**> button.

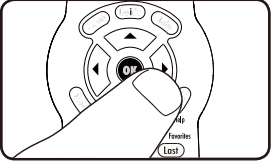


\*Please note – some TVs may respond slower than others. Please allow 1 second between button presses.

6. Test that remote control is programmed for your TV
  - a. Turn the TV on using the **TV** key.
  - b. Press <**VOL +**> and <**VOL -**> to make sure that the volume keys work.
  - c. Press **Mute** and **A/V** keys.
  - d. If any of these keys do not work as expected, press and hold that key. Release it as soon as it works.



7. If all these keys work, press <**OK**> to save this TV brand code programming. The RED LED will blink 3 times and then turn off



**Your Remote Control is now programmed for your TV!**

## Acronyms

1. RC = Remote Control
2. STB = FiOS TV Set Top Box
3. VOL = Volume
4. CH+ = Channel Up
5. CH- = Channel Down


## FiOS TV Remote Control Codes for Major TV Brands

TV Brand	Code
AOC	026
Audiovox	035
Coby	070
Envision	114
Funai	128
Haier	146
Hitachi	164
Insignia	180
JVC	193
LG	210
Magnavox	222
Mitsubishi	243
Panasonic	279
Philips	285
Pioneer	290
Polaroid	294
Proscan	302
RCA	321
Samsung	331
Sansui	332
Sanyo	333
Sceptre	335
Sharp	342
Sony	352
Sylvania	371
Toshiba	397
Viewsonic	418
Vizio	424
Westinghouse	433
Zenith	440

## 8) Troubleshooting

- a. If the **TV** button does not work correctly, make sure the TV is on and go back to Step 1 of the **Quick Start Guide**. You can also try the **Code Search Method** below.
- b. If the <**VOL**>, <**Mute**>, or <**A/V**> buttons do not work correctly, please refer to the **Key Fix Feature**.
- c. If you think you made a mistake with programming your remote, you can always press the <**Exit**> button and start over. The RED LED will turn off if the RC is not in programming mode.
- d. If you don't press any buttons for 60 seconds, the remote control will automatically exit programming mode.
- e. Note, if you press the <**CH**> button many times. and the lights on the remote control all flash rapidly, the programming attempt was not successful.
- f. If the Brand Search method does not work, please try the Code Search Method below, which scans the complete database for all TV codes.
- g. If you are still having problems programming the remote, please refer to our website at [www.verizon.com/fiostvhelp](http://www.verizon.com/fiostvhelp)


**Code Search Method to Program the RC**  
(This method could take up to 8 minutes)

1. Turn on your TV and the FIOS STB.
2. Make sure you can see live television.
3. Press and hold the <**OK**> and **FiOS TV** buttons together, then release both.
  - The RED LED will blink twice and then stay on.
4. Press and hold down the  button.
5. The Remote Control will try a new TV code every second, and the RED LED

will blink each time a new code is sent.

6. When the TV turns off, stop pressing the play button right away.
  - Please note – some TVs may respond slower than others.
7. You can press the <**CH +**> or <**CH -**> buttons to go forward or back one TV code at a time.
8. Test that the remote control is programmed for your TV.
  - a. Turn the TV on using the **TV** key.
  - b. Press <**VOL +**> and <**VOL -**> to make sure that the volume keys work.
  - c. Press **Mute** and **A/V**.
  - d. If any of these keys do not work as expected, press and hold that key. Release it as soon as it works.
9. If these keys all work, press <**OK**> to save this TV brand code programming. The RED LED will blink 3 times and then turn off.

**Your Remote Control is now programmed for your TV!**

- 10.Troubleshooting
  - a. If the **TV** button does not work correctly, make sure the TV is on and go back to Step 1 of the **Code Search Method**.
  - b. If the <**VOL**>, <**Mute**>, or <**A/V**>, buttons do not work correctly, please refer to the **Key Fix Feature**.
  - c. If you think you made a mistake with programming your remote, you can always press the <**Exit**> button and start over. The RED LED will turn off if the RC is not in programming mode.
  - d. **Please Note, the Code Search Method could take up to 8 minutes**, as it must go through over 500 codes. The most common codes are tried first, but you may need to press and hold  for a while to locate the correct code.

- e. Once you have tried all the TV codes in the remote control, the RED LED and the backlit buttons will flash 4 times rapidly, the RED LED will turn off and the remote will exit the programming mode.
- f. If you are still having problems programming the remote, please refer to our website at [www.verizon.com/fiostvhelp](http://www.verizon.com/fiostvhelp)

## OPTIONAL FEATURES <STB Power> Button Turns on TV and STB

Your remote has separate power buttons for the TV and STB. You can program the **STB** key to turn on/off both your TV and STB at the same time.

1. Turn both your **TV** and **STB** on.
2. Press and hold the <**OK**> and **2** buttons together, then release both.
  - The RED LED will blink twice and then stay on.
3. Press **9 – 7 – 7**.
- The Red LED will blink twice and remain on.
4. Press **STB**.
- The RED LED will blink 3 times and then turn off.
5. Test that the **STB** key now turns on the TV and STB at the same time.
6. If you want to reset the remote so that the **STB** key controls Only the **STB**, follow the same steps as above but press <**OK**> in Step 4.

## Control TV Volume Through STB

If the volume control keys don't work with your TV, you can program the remote so that the STB will control the volume.

1. Press and hold the <**OK**> and **2** buttons together, then release both.
2. The RED LED will blink twice and then stay on.
3. Press **9 - 5 – 5**.

4. The RED LED light will blink twice, and remain on.
5. Press **STB**.
6. The RED LED will blink 3 times and then turn off.
7. If you want to change it back again so that volume buttons control the TV follow the same steps as above but press **TV** in Step 5.

## Key Fix

If your remote control is programmed for your TV, but the <**VOL**>, <**Mute**>, or the <**A/V**> keys do not work correctly, then you can try using the Key Fix feature to fix the buttons.

1. Press and hold the <**OK**> and **\*** buttons simultaneously.
- The Red LED will blink twice and then stay on.
2. Press and hold the key that does not work correctly.The remote control will try a new code every second.
3. Once the TV responds correctly, release the button.
4. Press <**OK**> to save the current settings and finish programming your remote control.

## Reset the Remote Control Original Settings

1. Press and hold the <**OK**> and **2** buttons together, and release.
2. The RED LED will blink twice and then stay on.
3. Press **9 - 0 – 0**.
4. The RED LED will blink 3 times and then turn off to indicate original settings are restored.
5. CAUTION, all previous programming in the remote control will be lost if you follow this procedure.

## General Instructions

1. Make sure the remote control has a clear, unobstructed view of the STB and TV.







2. Your FiOS TV remote control will only operate your FiOS TV STB and your TV.
3. The remote will not operate other devices like DVD Player or Audio Receiver.
4. The <**TV Power**>,<**VOL +**>, <**VOL -**>, <**Mute**> and <**A/V**> buttons will always control your TV.
5. All other keys on the remote control will always control your FiOS TV STB.

## Getting Started

1. Turn on your TV and the STB using the **TV** and **STB** buttons.
2. If you have just watched a DVD, make sure your TV is set to the correct A/V Input for your STB.
3. Press the <**CH +**>,or <**CH -**> buttons to see the next higher or lower channel.
4. You can go directly to any channel by entering the channel number on the numberpad and pressing <**OK**>.
5. Press **Guide** to see a list of TV programs.
6. Press **Exit** to return to TV watching.
7. Press the **Menu** button to launch the FiOS TV Main Menu. From the Main Menu you can access all the features of your FiOS TV service.
8. Press <**▲**> <**▼**> <**▶**> <**◀**> keys to navigate through the FiOS TV Menus and Guides. To select any item, press <**OK**>.
9. Press **Lost** to return to the last channel.
10. Press <**Info**> to see information about the current program.
11. Press <**Exit**> to return to the previous menu option or to watch TV.

## New and Special Buttons

1. **★**“On Demand” displays a list of movies and other programs you can watch at any time.

2. **+** “Widgets” displays local weather, traffic, and other information.
3. **DVR** displays your list of recorded programs if you have DVR service.
4. **♥** “Favorites” displays your list of favorite channels.
5.  is a rocker button. Press lower half of the button  to pause the program. Press upper half of the button <**▶**> to continue to play from where you left off.
6.  jumps back 30 seconds in the program you are watching.
7.  jumps forward 30 seconds in the program you are watching.
8. **REC** records the current program.
9. Buttons , , and **REC** will only operate during normal TV watching if you have DVR service.
10. “If the RED LED starts blinking 5 times rapidly when you press the <**CH +/-**>, <**CH +/-**>, and <**OK**>, or if the buttons stop lighting up, you should replace the remote control batteries”

<b>COMPLETE LIST OF TV BRAND CODES</b>		Carver	059	Exquisit	120	Interfunk	182	Mitsubishi	243	Proton	304	Superscan	365	Voxson	426
		Cascade	060	Fidelity	121	Intervision	183	Monivision	244	Protron	305	Supersonic	366	Waltham	427
<b>TV Brand</b>	<b>Code</b>	Cathay	061	Finlux	122	Irradio	184	Montgomery Ward	245	Proview	306	SuperTech	367	Wards	428
3M	001	CCE	062	Firstline	123	Isukai	185	Motorola	246	Provision	307	Supre-Macy	368	Watson	429
A.R. Systems	002	Celebrity	063	Fisher	124	ITS	186	MTC	247	Proxima	308	Supreme	369	Waycon	430
Abex	003	Celera	064	Flint	125	ITV	187	Multitech	248	Pulsar	309	SVA	370	Wega	431
Acer	004	Centurion	065	Fraba	126	Janeil	188	Multivision	249	Pye	310	Sylvania	371	Weltblick	432
Admiral	005	Changhong	066	Fujitsu	127	JBL	189	NAD	250	Pyle	311	Symphonic	372	Westinghouse	433
Advent	006	Citizen	067	Funai	128	JC Penney	190	NEC	251	Quasar	312	Syntax	373	White Westinghouse	434
Adventura	007	Clarion	068	Futuretech	129	JCB	191	Neckermann	252	Quelle	313	Syntax-Brillian	374	Xrypton	435
Aiko	008	Clatronic	069	Galaxis	130	Jensen	192	NEI	253	Radialva	314	Tandy	375	Yamaha	436
Aim	009	Coby	070	Gateway	131	JVC	193	NET-TV	254	Radio Shack	315	Tatung	376	Yamishi	437
Aiwa	010	Colortyme	071	GE	132	Kaisui	194	Neufunk	255	Radio Shack/Realistic	316	Teac	377	Yokan	438
Akai	011	Colt	072	GEC	133	Karcher	195	NewTech	256	Radiola	317	Technics	378	Yoko	439
Akiba	012	Comm Solutions	073	Genexxa	134	Kawasho	196	Nikkai	257	Radiomarelli	318	Techview	379	Zenith	440
Akura	013	Concerto	074	GFM	135	KEC	197	Nikko	258	RadioShack	319	Techwood	380		
Alba	014	Condor	075	Gibralter	136	Kendo	198	Norcent	259	Radiotone	320	Teknika	381		
Albatron	015	Contec	076	Go Video	137	Kenwood	199	Norwood Micro	260	RCA	321	Telecaption	382		
Alleron	016	Contec/Cony	077	Goldline	138	KLH	200	Novatronic	261	Realistic	322	Telecor	383		
Allstar	017	Craig	078	Goldstar	139	Kloss Novabeam	201	NTC	262	Recor	323	Telefunken	384		
America Action	018	Crosley	079	Goodmans	140	Kneissel	202	NuVision	263	Redstar	324	Telegazi	385		
Ampro	019	Crown	080	GPX	141	Kolster	203	Okano	264	Reflex	325	Telemeister	386		
Amstrad	020	CTX	081	Gradiente	142	Konka	204	Olevia	265	Revox	326	Telesonic	387		
Amtron	021	Curtis	082	Granada	143	Korpel	205	Onwa	266	R-Line	327	Telestari	388		
Anam	022	Curtis Mathes	083	Grundig	144	Kosmos	206	Opera	267	Rosen	328	Teletech	389		
Anam National	023	CXC	084	Grunpy	145	Kreisen	207	Oppo	268	Runco	329	Tensai	390		
Anitech	024	Cytron	085	Haier	146	KTV	208	Optimus	269	Sampo	330	Thomas	391		
Ansonic	025	Daewoo	086	Hallmark	147	Leyco	209	Optoma	270	Samsung	331	Thomson	392		
AOC	026	Dansai	087	Hannspree	148	LG	210	Optonica	271	Sansui	332	Thorn	393		
Apex	027	Dawa	088	Hanseatic	149	Liesenkotter	211	Orbit	272	Sanyo	333	TMK	394		
Apex Digital	028	Daytron	089	Hantarex	150	Lifetec	212	Orion	273	SBR	334	TNCi	395		
Archos	029	Decca	090	Hantor	151	Lloyd's	213	Orline	274	Sceptre	335	Tokai	396		
Aristona	030	Dell	091	Harley Davidson	152	Loewe	214	Osaki	275	Schneider	336	Toshiba	397		
Asberg	031	Denon	092	Harman/Kardon	153	Logik	215	Otto Versand	276	Scotch	337	Totevision	398		
Astar	032	Desmet	093	Harvard	154	Luma	216	Palladium	277	Scott	338	Trans Continens	399		
Atlantic	033	Diamant	094	Harwood	155	Lumatron	217	Panama	278	Sears	339	Triumph	400		
Audiosonic	034	DiamondVision	095	Havermy	156	Luxman	218	Panasonic	279	SEG	340	Trutech	401		
Audiovox	035	Dimensia	096	HCM	157	LXI	219	Panavision	280	SEI	341	TVS	402		
Aventura	036	Disney	097	Helios	158	MAG	220	Penney	281	Sharp	342	Uher	403		
Axion	037	Dixi	098	Hello Kitty	159	Magnasonic	221	Perdio	282	Sheng Chia	343	Ultravox	404		
Basic Line	038	Dual	099	Hewlett Packard	160	Magnavox	222	Perfekt	283	Siarem	344	Unic Line	405		
Baur	039	Dumont	100	HiLine	161	Magnin	223	Philco	284	Sierra	345	Universal	406		
Beko	040	Durabrand	101	Hinari	162	Majestic	224	Philips	285	Signature	346	Universum	407		
Bell & Howell	041	Dwin	102	Hisense	163	Manesth	225	Philips Magnavox	286	SIM2 Multimedia	347	Univox	408		
Benq	042	Dynatron	103	Hitachi	164	Marantz	226	Phoenix	287	Simpson	348	V Inc.	409		
Beon	043	Dynex	104	Hornophone	165	Mark	227	Phonola	288	Sinudyne	349	Vector Research	410		
Bestar	044	Eiki	105	Humax	167	Matsui	228	Pilot	289	Sonoko	350	Venturer	411		
Blue Sky	045	Elbe	106	Hypson	168	Matsushita	229	Pioneer	290	Sontec	351	Vestel	412		
Boss	046	Electroband	107	Hyundai	169	Maxent	230	Planar	291	Sony	352	Vexa	413		
BPL	047	Electrograph	108	Iberia	170	Mediator	231	Plantron	292	Soundesign	353	Victor	414		
Bradford	048	Electrohome	109	ICE	171	Medion	232	Plextor	293	Soundwave	354	VideoSystem	415		
Brillian	049	Element	110	Ilo	172	Megapower	233	Polaroid	294	SOYO	355	Vidikron	416		
Brinkmann	050	Elin	111	IMA	173	Megatron	234	Portland	295	Squareview	356	Vidtech	417		
Brionvega	051	Elite	112	Imperial	174	M-Electronic	235	Price Club	296	SSS	357	Viewsonic	418		
Broksonic	052	Emerson	113	Indiana	175	Memorex	236	Prima	297	Standard	358	Viking	419		
Bush	053	Envision	114	Infinity	176	Mercury	237	Princeton	298	Starlite	359	Viore	420		
byd:sign	054	Epson	115	InFocus	177	MGA	238	Prism	299	Strato	360	Visco	421		
Candle	055	Erres	116	Initial	178	Midland	239	Profitronic	300	Studio Experience	361	Vision	422		
Canon	056	ESA	117	Inno Hit	179	Minoka	240	Proline	301	SunBriteTV	362	Vito	423		
Carena	057	Euromann	118	Insignia	180	Mintek	241	Proscan	302	Sunstar	363	Vizio	424		
Carnivale	058	Europhon	119	Inteq	181	Minutz	242	Prosonic	303	Sunwood	364	Vortec	425		