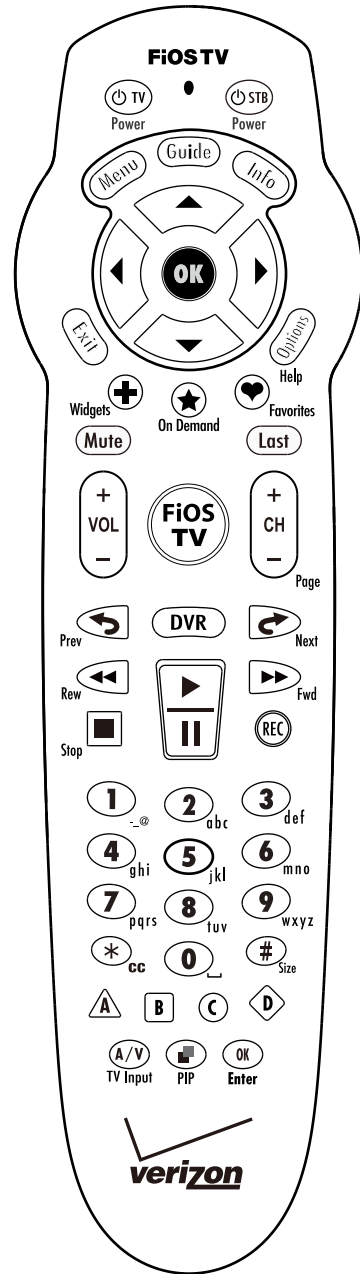


# Verizon FiOS TV P265v3 Remote Control Manual



Model: RC2655005/01B

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

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 P265v3).

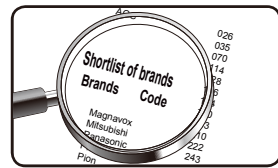
## Quick Setup Guide-Verizon FiOS remote

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.

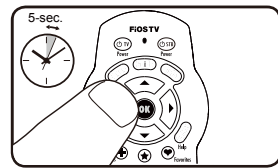


2. Locate the 3-digit code for your TV brand in the list to the right and circle the correct code.

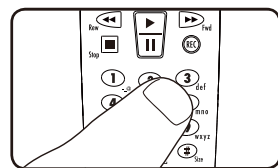


If your TV brand is not listed, codes for additional TV brands are listed at the back of this manual.

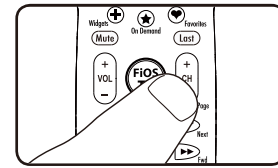
3. Once you locate the brand code, press and hold the <OK> and 0 keys together. The RED LED on the remote control will blink twice and then stay on.



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.

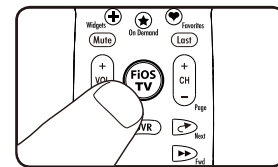


5. Press and release the <CH +> button repeatedly until the TV turns off. You can also “back up” by pressing the <CH -> button.

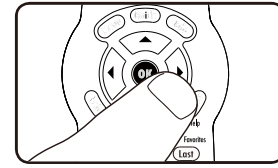


\*Please note – some TVs may respond slower than others. Please allow 1 second between button presses.

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/fiostvhel](http://www.verizon.com/fiostvhel)
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 12 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.

### Code Search Method to Program the RC

(This method could take up to 12 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 TV buttons together, then release both.
  - The RED LED will blink twice and then stay on.
4. Press and hold down the button.
  - The RED LED will blink twice and then stay on.
5. The Remote Control will try a new TV code every second, and the RED LED

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.
  - e. 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 12 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.

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.

### 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.
4. Press STB .
  - The RED LED will blink twice and remain on.
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 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 number pad 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 Last 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 +/->, <VOL +/->, and <OK>, or if the buttons stop lighting up, you should replace the remote control batteries”

COMPLETE LIST OF TV BRAND CODES																					
		Beko	040	Craig	078	Fidelity	121	Hornlyphon	165	Kolin	651	Multitech	248	Planar	291	Sceptre	335	Syntax	373	Vidikron	416
		Belcor	453	Crosley	079	Finlux	122	Howard Computers	636	Kolster	203	NAD	250	Plantron	292	Schneider	336	Systemax	685	Vidtech	417
		Bell & Howell	041	Crown	080	Firstline	123	Huafa	637	Konig	652	Nakamichi	501	Plextor	293	Scimitsu	524	Tacico	686	Viewsonic	418
		3M	001	BenQ	042	Crown Mustang	618	Fisher	124	Huari	638	Konka	204	Polaroid	294	Scotch	337	Tagar Systems	687	Viking	419
		A.R. Systems	002	Beon	043	CTX	081	FlexVision	479	Humax	167	Korpel	205	Naxa	502	Polyvision	670	Scott	338	Tandy	553
		Abex	003	Bestar	044	Curtis	082	Flint	125	Huodateji	639	Kosmos	206	NEC	251	Portland	295	Sears	339	Tashiko	420
		ABS	600	BGH	608	Curtis Mathes	083	Fortress	624	Hush	640	Kost	494	Neckermann	252	Presidian	513	SEG	340	Tatung	554
		Accurian	441	Blue Sky	045	CXC	084	Fraba	126	Hypson	168	Kreisen	207	NEI	253	Priceclub	296	SEI	341	TCL	555
		Acer	004	BOSS	046	CyberHome	466	Frigidaire	625	Hyundai	169	KTV	208	NetTV	503	Prima	297	Seleco	525	Teac	421
		Action	442	Boxlight	454	CyberPower	619	Fujimaro	626	Iberia	170	Kunlun	653	Neufunk	255	Princeton	298	Semp	677	Technics	422
		Admiral	005	BPL	047	Cytron	085	Fujimaru	627	iBUYPOWER	641	Leyco	209	New Tech	256	Prism	299	Shaofeng	678	Technika	556
		Advent	006	Bradford	048	Daewoo	086	Fujitsu	127	ICE	171	LG	210	Newave	662	Profitronic	300	Sharp	342	Technol Ace	423
		Adventura	007	Brillian	049	Dansai	087	Funai	128	I-Inc	484	Liesenkotter	211	Newsonic	663	Projectiondesign	514	Sharper Image	526	Techview	424
		Aftron	443	Brinkmann	050	Dawa	088	Furi	628	iLo	172	Lifetec	212	Nexus Electronics	504	Proline	301	Shen Ying	679	Techwood	694
		Aiko	008	Briovvega	051	Daytron	089	Futuretech	129	Ima	173	Linksys	654	Nikkai	257	Proscan	302	Shencai	680	Teco	425
		Aim	009	Brockwood	455	Dayu	620	Galaxis	130	Imperial	174	LiteOn	495	Nikko	258	Prosonic	303	Sheng Chai	681	Teknika	426
		Aiwa	010	Broksonic	052	Decca	090	Garrard	480	Imperial Crown	642	Lloyd's	213	Niko	505	Proton	304	Sheng Chia	343	Telecor	695
		Akai	011	Bush	053	Dell	091	Gateway	131	Indiana	175	Loewe	214	Nimbro	664	Protron	305	Sherwood	527	Telefunken	427
		Akiba	012	Byd:sign	054	Delta	467	GE	132	Infinity	176	Logik	215	Niveus Media	665	Proview	306	Shogun	528	Telegazi	428
		Akira	601	C & M	456	Denon	092	GEC	133	InFocus	177	Luce	496	Noblex	506	ProVision	307	Siarem	344	Telemagic	696
		Akura	013	Cadia	457	Denstar	468	Genexxa	134	Initial	178	Luma	216	Norcent	259	Proxima	308	Sierra	345	Telemeister	429
		Alaron	444	Cailing	609	Desmet	093	GFM	135	Inno Hit	179	Lumatron	217	Northgate	666	Pulsar	309	Signature	346	Telesonic	430
		Alba	014	Candle	055	Diamant	094	Gibraltar	136	Insignia	180	Luxman	218	Norwood Micro	260	Puneet	515	Signet	529	Telestari	431
		Albatron	015	Canon	056	Diamond Vision	469	Gibson	629	Inteq	181	LXI	219	Noshi	507	Pvision	516	SIM2 Multimedia	347	Teletech	432
		Alfide	602	Carena	057	Digisonic	621	Go Video	137	Interfunk	182	M & S	655	Novatronic	261	Pye	310	Simpson	348	Tensai	433
		Alienware	603	Carnivale	058	Digistar	470	Goldline	138	Intervision	183	MAG	220	NTC	262	Pyle	311	Sinotec	530	Tera	697
		Alleron	016	Carver	059	Digital Lifestyles	471	GoldStar	139	iRIS	485	Magnasonic	221	NuVision	263	Qingdao	671	Sinudyne	349	Thomas	434
		Allstar	017	Cascade	060	Digital Projection Inc.	472	Goodmans	140	Irradio	184	Magnavox	222	Okano	264	Quanta	517	Skyworth	531	Thomson	557
		A-Mark	445	Casio	458	Dikom	622	GPX	141	IRT	643	Magnin	223	Olevia	265	Quasar	312	Solarism	532	Thorn	558
		Ambassador	446	Cathay	061	Dimensia	096	Gradiente	142	Isukai	185	Majestic	224	Olympus	508	Quelle	313	Sole	533	Tiane	559
		America Action	018	CCE	062	DirecTV	473	Granada	143	ITS	186	Manesth	225	Onida	667	Radialva	314	Sonic Blue	534	TMK	435
		Ampro	019	Celebrity	063	Disney	097	Grundig	144	ITV	187	Marantz	226	Onwa	266	Radio Shack	315	Sonoko	350	TNCi	436
		Amstrad	020	Celera	064	Dixi	098	Grunpy	145	IX	486	Mark	227	Opera	267	Radiola	317	Sontec	351	Tobo	437
		Amtron	021	Centurion	065	Dream Vision	474	H & B	481	Janeil	188	Mastro	656	Oppo	268	Radiomarelli	318	Sony	352	Tokai	698
		Anam	022	Champion	459	Dual	099	Haier	146	JBL	189	Matsui	228	Optimus	269	RadioShack	319	Soundesign	353	Toshiba	438
		Anam National	023	Changcheng	610	Dumont	100	Hallmark	147	JC Penney	190	Matsushita	229	Optoma	270	Radiotone	320	Soundwave	354	Tosonic	439
		Anhua	604	Changfeng	611	Durabrand	101	Hankook	630	JCB	191	Maxent	230	Optonica	271	RCA	321	Sova	535	Totevision	440
		Anitech	024	Changhong	066	Dwin	102	Hanns.G	482	JCM	487	MB Quart	497	Orbit	272	Realistic	322	Sowa	682	Touch	560
		Ansonic	025	Chun Yun	612	Dynatech	475	Hannspree	148	Jean	644	Media Center PC	657	Orion	273	Recor	323	Soyo	355	Trans Continens	699
		Anthem	447	Chung Hsin	613	Dynatron	103	Hanseatic	149	Jensen	192	Mediator	231	Orline	274	Redstar	324	Spectricon	536	Trical	441
		AOC	026	Cinego	460	Dynex	104	Hantarex	150	Jiahua	645	Medion	232	Osaki	275	Reflex	325	Spectroniq	537	Triumph	442
		Aomni	448	Cinema	614	Eiki	105	Hantor	151	Jinfeng	646	Megapower	233	Otic	668	Relon	672	Squareview	356	TruTech	443
		Apex Digital	028	Cineral	615	Elbe	106	Harley Davidson	152	Jinxing	647	Megatron	234	Otto Versand	276	Remotec	518	SSS	357	TVS	444
		Apple	605	Citizen	067	Electroband	107	Harman/Kardon	153	JVC	193	MEI	498	Ovation	509	Render	519	Stack 9	683	Uher	445
		Archer	449	Clairtone	461	Electrograph	108	Harsper	483	Kaisui	194	M-Electronic	235	Palladium	277	ReplayTV	520	Standard	358	Ultra	446
		Archos	029	Clarion	068	Electrohome	109	Harvard	154	Kamp	488	Memorex	236	Panama	278	RevolutionHD	521	Starlite	359	Ultravox	447
		Aristona	030	Classic	462	Elektra	623	Harwood	155	Kangli	648	Mercury	237	Panasonic	279	Revox	326	Starvision	538	Unic Line	448
		Asberg	031	Clatronic	069	Element	110	Hauppauge	631	Karcher	195	MGA	238	Panavision	280	Rhapsody	522	Strato	360	Universal	449
		Astar	032	CME	463	Elin	111	Havermy	156	Kawasho	196	Micro	499	Panda	669	Ricavision	673	Studio Experience	361	Universum	450
		Atlantic	033	Coby	070	Elite	112	HCM	157	Kaypani	489	Microsoft	658	PARK	510	R-Line	327	SunBrite	539	Univox	451
		Audiosonic	034	Colortyme	071	Emerson	113	Helios	158	KDS	490	Midland	239	PDI	511	Rosen	328	Sunstar	363	US Logic	452
		Audio-Technica	450	Colt	072	Emprex	476	Hello Kitty	159	KEC	197	Mind	659	Penney	281	Rowa	674	Sunwood	364	UTI Technology	453
		Audiovox	035	Commercial Solutions	073	Encross	477	Heran	632	Ken Brown	649	Minoka	240	Perdio	282	Runco	329	Superscan	365	Vector Research	454
		Aurora Systems	451	Compaq	464	Envision	114	Herosonic	633	Kendo	198	Mintek	241	Perfekt	283	Sampo	330	Supersonic	366	Venturer	455
		Aventura	036	Computime	465	Epson	115	Hewlett Packard	160	Kenwood	199	Minutz	242	Petters	512	Samsung	331	SuperTech	367	VEOS	456
		Axion	037	Concerto	074	Erae	478	Hikona	634	Kioto	650	Mitsubishi	243	Philco	284	Samsux	523	Supre-Macy	368	Vestel	457
		Baile	606	Condor	075	Erres	116	HiLine	161	KLH	200	Monivision	244	Philips	285	Sansei	675	Supreme	369	Vexa	458
		Bang & Olufsen	452	Conrowa	616	ESA	117	Hinari	162	Kloss	491	Motorola	246	Phoenix	287	Sansui	332	SVA	370	Victor	459
		Basic Line	038	Contec	076	Euroman	118	Hisense	163	Kloss Novabeam	201	Moxell	500	Phonola	288	Sanyo	333	Sylvania	371	Video Concepts	460
		Baur	039	Contec/Cony	077	Europhon	119	Hitachi	164	KMDS	492	MTC	247	Pilot	289	Sanyuan	676	Symphonic	372	Videocon	461
		Beijing	607	Continental	617	Exquisit	120	Hongmei	635	Kneissel	202	Mudan	660	Pioneer	290	SBR	334	Synco	684	VideoSystem	462