

**Verizon FIOS TV P265v3 Remote Control Manual**



Model: RC265005018  
 For additional information about your FIOS® TV service and your remote, go to [www.verizon.com/fioshelp](http://www.verizon.com/fioshelp)  
 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 **Ⓢ** 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 **Ⓢ** key.

b. Press **<VOL +>** and **<VOL ->** to make sure that the volume keys work.

c. Press **Ⓢ** and **Ⓢ** 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  |
| Hilachi      | 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       | 333  |
| 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 **Ⓢ** button does not work correctly, make sure the TV is on and go back to Step 1 of the **Quick Start**.
- b. If the **<VOL->**, **<Mute>**, or **<AV>** 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/fioshelp](http://www.verizon.com/fioshelp)

**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 **Ⓢ** buttons together.
- 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 **Ⓢ** key.

b. Press **<VOL +>** and **<VOL ->** to make sure that the volume keys work.

c. Press **Ⓢ** and **Ⓢ** keys.

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!**

**8. Troubleshooting**

- a. If the **Ⓢ** 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 **<AV>** 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.

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/fioshelp](http://www.verizon.com/fioshelp)

**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 **Ⓢ** 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 **Ⓢ** 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 **Ⓢ**.

• The RED LED will blink 3 times and then turn off.

5. Test that the **Ⓢ** key now turns on the TV and STB at the same time.

6. If you want to reset the remote so that the **Ⓢ** 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 **Ⓢ** 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 **Ⓢ**.

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 **Ⓢ** in Step 5.

**Key Fix**

If your remote control is programmed for your TV, but the **<VOL->**, **<Mute>**, or the **<AV>** 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 **Ⓢ** buttons together, and release.

2. The RED LED will blink twice and then stay on.

3. Press **9 - 4 - 6**.

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 **<AV>** 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 **Ⓢ** and **Ⓢ** buttons.

2. If you have just watched a DVD, make sure your TV is set to the correct AV 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 **Ⓢ** to see a list of TV programs.

6. Press **Ⓢ** to return to TV watching.

7. Press the **Ⓢ** 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 **Ⓢ** to return to the test 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. **Ⓢ** 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. **⏮** records the current program.

9. Buttons **⏮**, **⏮**, and **⏮** 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\*

