Verizon FiOS TV User Guide
Welcome to Verizon FiOS TV

Congratulations. You made a great choice by subscribing to FiOS™ TV. It’s going to revolutionize your television experience.

As a Verizon FiOS TV subscriber, you can unleash the full potential of your television and enjoy the programming selection, picture and sound quality that only fiber-optic technology can deliver.

This guide will help you get the most out of your FiOS TV. You’ll learn about our dynamic Interactive Programming Guide (IPG) which helps you control how you watch TV. And find out how to access our extensive Video on Demand library. While you’re at it, spend a few minutes getting familiar with your new easy-to-use remote control. If you have our supercharged digital video recorder (DVR), you’ll learn how it lets you record TV so you can watch what you want when you want.

Thank you for choosing FiOS TV. Now get ready to experience the power of fiber optics.
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Verizon FiOS Network
The Verizon FiOS Difference:
Understanding your new fiber-optic connection

Now that you’re hooked up, here’s how it works. While traditional telephone and cable TV networks use mostly copper wire and coaxial cable to deliver services, Verizon FiOS is 100% fiber-optic, bringing you state-of-the-art voice, TV and high-speed Internet service. With Verizon FiOS, your home is now ahead of its time.

Verizon FiOS uses hair-thin strands of glass to carry information in the form of laser-generated pulses of light. When those pulses of light reach your home through our network, they are converted into electrical signals in a box installed outside your home called the Optical Network Terminal (ONT). Once the signals have been converted, your home’s existing telephone wiring and coaxial cable carry voice and TV signals to your phones and TV sets. Either CAT5 or a combination of CAT5 and coaxial cable is used to carry Verizon FiOS Internet signals. Similarly, when information is sent from your home, those electrical signals are changed into light pulses in the ONT so they can travel to their destinations.

Unlike traditional self-powered telephone or cable television service, your Verizon FiOS service depends on your home’s power source.

Please note: The ONT has a power cord that goes into your home through the ONT Power Supply Unit, where it plugs into an existing standard electrical outlet.
ONT Power Supply Unit (OPSU): Finding your electricity source

Your ONT requires electricity to operate all Verizon services provided on the FiOS network. The OPSU supplies power by connecting your ONT directly to an electrical outlet in your home or garage.

The OPSU contains a single indicator light that tells you if electrical power is present. If the indicator light is dark, electricity is not flowing from the outlet to the ONT. In normal operation, the light should be green.

The ONT requires very little power to operate. In fact, the amount of power needed is as little as what it would take to operate a couple of night-lights.

To ensure connectivity to the Verizon FiOS network, please make sure your ONT Power Supply Unit is plugged in at all times.
Battery Backup Unit (BBU): Continuous power when you need it

In case your ONT Power Supply Unit is accidentally unplugged — or in the event of a commercial power failure — a backup battery has been installed to provide you with power for voice service for approximately four hours. Your BBU was installed in a location in your home or garage where it can be easily monitored — most likely near the OPSU. The BBU is connected directly to the ONT to provide backup power if it’s needed. In addition, the BBU contains a series of indicator lights that tell you whether your service is being powered by your home’s electricity or the battery.

The BBU also tells you when the battery needs replacing. The average life of your battery is between one and four years, depending on the average temperature of the environment. When your battery does need replacing, you can purchase a sealed lead-acid battery at major electronics outlets and home improvement stores.

BBU Indicator Lights: The meaning behind the signals

Your BBU has four distinct lights to signify certain conditions, as described below. Please take a moment to review them.

System:
- **Green** — Operating normally.
- **Blinking Green** — Battery is going through a self-test.
- **Yellow** — ONT is operating from the battery and the battery is discharging.
- **Blinking Red** — Battery is fully discharged and needs to be replaced.

Please note: Battery disposal standards and requirements vary by state. If you need to replace the sealed lead-acid battery in your Battery Backup Unit, please check the following Environmental Protection Agency resources for proper disposal instructions: visit www.epa.gov/epr/products/batteries.html or call the EPA directly at 1-800-424-9346.
Battery:
**Green** — ONT is operating normally. BBU is on standby.

**Yellow** — Battery is either recharging or conducting a self-test, or the BBU is providing power to the ONT.

**Red** — Battery is low. When this light comes on, approximately two hours of talk time remain.

Replace Battery:
**Red** — Battery needs to be replaced.

Auxiliary (currently not available):
**Green** — Auxiliary Battery Pack (ABP) is connected to the BBU.

**Off** — No ABP is connected.

**BBU Audible Alarms:**
*Listening to help you troubleshoot*

Your BBU is also equipped with an audible alarm to inform you of problems with your BBU. The alarm sounds for two seconds and then is silent for 58 seconds. The conditions listed below are the potential reasons for the audible alarm. You can use the alarm in combination with the indicator lights to resolve your BBU issue.

**Low Battery** — Alarm is silenced if the battery voltage goes above 12V (electrical power has returned), the battery is fully discharged or the battery is removed from the BBU.

**Foreign Voltage** — Alarm is silenced once the foreign voltage has been properly removed.

**Replace Battery** — Alarm is silenced when the battery is removed.

**Overcurrent** — Alarm is silenced once the overcurrent has been properly removed.
Since you are responsible for the management of your battery, it is very important that you familiarize yourself with these light signals and audible alarms, to ensure that you have backup power if it’s needed.

Please note: In the event of a power outage, only your telephone service will receive power. Your backup battery will not operate your FiOS TV service or Internet service.

**Troubleshooting Tips**

If you experience problems with any of your FiOS services, the following checklist could save you a call to the Verizon Fiber Solutions Center. It will also help us get to the root of the problem faster when you do call.

**Power:**

1. Check to see if you are experiencing a power outage.

2. If there is no power outage, check to see if your OPSU is plugged into an electrical outlet and that the indicator light is illuminated.

3. If the indicator light is not illuminated and the outlet is a Ground Fault Circuit Interrupter (GFCI), make sure it hasn’t been tripped. If it has, press the reset button.

4. Check the fuse or circuit breaker to make sure your outlet is working. Reset the circuit breaker or replace the fuse if necessary.

5. After taking these steps, recheck the indicator light on the OPSU to see if it is illuminated. If it is, recheck for service.

**Battery:**

If you are experiencing a power outage, please review the following:

1. If the Battery indicator light is dark and the System indicator light is yellow, check your battery connection inside the BBU.
2. If the battery is properly connected and the Replace Battery indicator light is red, replace the battery in your BBU, as it is fully discharged.

3. After taking these steps, recheck the BBU indicator lights. If the battery lights are not in normal status, call the Verizon Fiber Solutions Center for assistance at 1-888-553-1555.

**Voice Service Test:**

If you are still having problems with your voice service, it could be your inside wiring. To find out, take a corded wire-line telephone and a slotted-tip screwdriver to your ONT. Then, open your ONT and remove the wire from the phone jack corresponding to the line in question. Plug your telephone into that phone jack and listen for a dial tone. (If you have only one phone line, plug your phone into jack #1.)

If you hear a dial tone, then the problem may be with your inside wiring. Please contact the Verizon Fiber Solutions Center for assistance. (Charges may apply for the repair of inside wiring.)

If you do not hear a dial tone while at the ONT, you will need to contact the Fiber Solutions Center at 1-888-553-1555. Your technician may ask you to describe the indicator lights inside your ONT in order to diagnose the problem. See the illustration on the following page for an explanation of some of the indicator lights.

Please note: If you do not have voice service with Verizon, you will not be able to perform the Voice Service Test.
Here’s a quick guide for reading your ONT Indicator Lights:

**Green light:**
The battery is connected and the voltage level is adequate.

**No light:**
The ONT is not operating from the battery or the battery is depleted.

**Red light:**
The ONT has detected a hardware failure.

**Blinking light:**
The ONT is not synchronized with the Central Office.

**No light:**
The ONT is fully operational and connected to the Central Office.

**Green light:**
The ethernet port is transmitting data.

**No light:**
No activity or the ethernet port is disabled.

**Green light:**
The main AC power is available.

**No light:**
There is no power at the ONT.

**No light:**
Adequate video signal or video port is enabled.

**Red light:**
The video signal is below the adequate voltage level.

**Green light:**
At least one telephone is in an off-hook condition.

**Blinking light:**
At least one telephone has been in an off-hook condition for over an hour.

**No light:**
All telephones are in an on-hook condition.

Power for services provided on the Verizon FiOS network must be supplied by the customer. Customer is responsible for backup battery replacement. Backup battery does not supply power for Internet or video services. Certain telephones, answering machines and other telephone equipment not meeting industry standards may not work with service provided on the Verizon FiOS network.
Remote Control
Everything You Need to Know about Your New Remote.

Whether you’re browsing through channels, recording your favorite shows or ordering the latest hit movies from our extensive Video on Demand (VOD) library, your Verizon FiOS TV universal remote does it all.

Your new remote allows you to enjoy all the advanced features of FiOS TV, such as our state-of-the-art Interactive Programming Guide (IPG). In addition to operating your Verizon FiOS TV Set Top Box (STB), you can use your four-in-one remote control to operate up to three other devices of your choice.

Take a moment to review the capabilities of your new remote below. You’ll find everything you need to get started using Verizon FiOS TV.

Easy-To-Use Buttons

- **PPV** • get direct access to Pay Per View (PPV).
- **REW** • rewinds VCR, DVD, VOD, DVR or Home Theater System (HTS).
- **PLAY** • plays VCR, DVD, VOD or DVR.
- **FF** • fast-forwards VCR, DVD, VOD, DVR or HTS.
- **REC** • records to VCR or DVR.
- **PAUSE** • pauses VCR, DVD, VOD or DVR.
- **STOP** • stops VCR, DVD, VOD or DVR.
- **REPLAY** • replays the previous few seconds of a program (only available with DVR STB).
- **LIST** • displays a list of programs that you recorded (only available with DVR STB).
- **LIVE TV** • displays live TV programming (only available with DVR STB).
- **PAGE** • moves up or down through menu screens on the Interactive Programming Guide (IPG).
- **INPUT** • these buttons are reserved for future use.
- **0-0-0** • use these keys to enter a channel or device code number.
  - To access channels lower than 100, you may need to enter 3 digits. For example, to access channel 2, press 0-0-2.
  - For channel 22, press 0-2-2.
- **ASPECT** • selects the video source.
- **PIP ON/OFF** • changes the viewing aspect (if available).
- **PIP SWAP** • turns Picture-in-Picture (PIP) on or off (if available).
- **PIP MOVE** • changes the PIP signal to the main display (if available).
- **PIP +/-** • moves the position of the PIP display (if available).
- **LIST** • selects the next or previous channel in the PIP display, if available (the main display does not change).
Your Remote Control at a Glance

**POWER** turns the selected device on or off.

**CABLE** activates the remote control of Set Top Box functions.

**AUDIO, DVD/VCR or TV** selects the programmed device for the remote control.

**FAV** displays your Favorite Channels list for selection or modification.

**CH** changes to the next higher or lower channel.

**LAST** returns to the last selected channel. Press again to return to the current channel.

**INFO** displays a description of the show you are watching or have selected in the IPG.

**MENU** accesses the on-screen display for the currently selected device.

**DAY** displays the previous or next day’s IPG.

**EXIT** closes any on-screen display and returns you to regular viewing.

**ARROWS** move up, down, left and right through any on-screen display or IPG menu. Press the “up” arrow twice to review the TV Listings.

**GUIDE** accesses the Verizon FiOS TV IPG.

**OK** selects the item highlighted in green.

**VOD** provides access to Video on Demand programming.

**MUTE** silences current audio feed.

**VOL** raises or lowers volume levels.

**HELP** displays helpful information on using the IPG.

**EXIT** closes any on-screen display and returns you to regular viewing.

**OK** selects the item highlighted in green.
Using Your Remote Control

Your new remote can control up to four devices. To select the device you’d like it to control, simply press one of the device keys (TV, AUDIO, DVD/VCR or CABLE) at the top of your remote. Then follow programming instructions below.

**Programming Device Control**

Each of the additional device keys controls a particular type of device. For example, the DVD/VCR key controls your VCR, DVR or DVD player, but not your TV, unless you specify otherwise. (See Reassigning Device Keys on page 20.)

**To specify a device:**

1. Look up the device you want to control in the device code list included in this Guide (see pages 22–27).

2. Press and hold a device key (AUDIO, DVD/VCR or TV) for at least six seconds. The LEDs for each device key light up momentarily and the LED for the device you selected remains on.

3. Enter the four-digit code. The device key LED turns off briefly after each key press.

**NOTE:** You have 10 seconds to press each digit. If you take longer than that, the remote “times out” and you must begin again.

4. If the remote recognizes the code, the device key’s LED blinks three times. You can now test the remote by pressing POWER. If your device responds (i.e., turns off), you have found the right code. If your device does not respond, repeat steps 2 and 3 with the next code on the list.

If the remote does not recognize the code, the LED will turn off. Retry the code (by repeating steps 2 and 3 using the next code listed for your brand) or search for a new device code. (See Searching for Codes below.)

<table>
<thead>
<tr>
<th>This Device Key</th>
<th>Controls This Type of Device</th>
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</thead>
<tbody>
<tr>
<td>TV</td>
<td>TV</td>
</tr>
<tr>
<td>DVD/VCR</td>
<td>DVD, VCR, DVR, HTS and Combination sets</td>
</tr>
<tr>
<td>CABLE</td>
<td>FiOS TV Set Top Box only</td>
</tr>
<tr>
<td>AUDIO</td>
<td>Amplifier, Tuner</td>
</tr>
</tbody>
</table>

**Searching for Codes**

If none of the codes listed in this guide match your device, you can search for a set of commands that will work.

1. Press and hold a device key (AUDIO, DVD/VCR or TV) for at least six seconds. The LED for each device key lights up momentarily and the key for the device you selected remains on.

2. Press a function key (such as Power or Mute). The following function keys are valid for searching (POWER is recommended):

   • POWER • MUTE • PLAY • CH+ • STOP

   The device key’s LED blinks three times, then turns off.
3. Press ▲. The remote will send the command for the function you pressed in step 2.

4. If the device performed the function you pressed, press OK. The remote will now control the device you selected in step 1. If the device did not perform the function you pressed, repeat step 3. Press ▼ to retry the previous code.

**Checking Codes**

1. Press and hold a device key (AUDIO, DVD/VCR or TV) for at least six seconds. The LED for each device key lights up momentarily and the key for the device you selected remains on.

2. Enter 9-9-0 to tell the remote you are verifying the device code. The LED blinks twice.

3. Press 1, then count the number of times the LED blinks and write down the number. (If the LED does not blink, the number is 0.) This is the first digit of the device code. Press 2, 3 and 4 to obtain all four digits of the device code.

**Tip:** Write down the code that worked, in case you must re-code your remote.

**Changing Volume Lock**

Locking the volume controls to a single device makes it easier to control volume without having to guess whether the volume will change. If you lock the remote’s volume controls to the TV (for example), you will always be able to change the volume to the level you want, without having to adjust it on multiple devices.

1. Press and hold the device key (TV, AUDIO, DVD/VCR or CABLE) for six seconds. The LED for each device key lights up momentarily and the key for the selected device remains on.

2. Press Volume + (up).

The device key’s LED blinks three times, indicating it has locked the volume control to the device you selected. The AUDIO device key always controls its own volume, regardless of which device is locked to volume control.

**NOTE:** If you reassign AUDIO to another device, such as a second TV, the second TV will always control its own volume.

**Unlocking Volume Control**

1. Press and hold the device key (TV, AUDIO, DVD/VCR or CABLE) corresponding to the device currently locked to the volume control for at least six seconds. The LED for each device key lights up momentarily and the key for the selected device remains on.


The device key’s LED blinks three times, indicating it has unlocked the volume control for all devices.
Reassigning Device Keys

Each device key accesses a specific type of device (for example, the DVD/VCR key can only be programmed to control a DVD player, VCR, DVR or HTS). This makes it easier to search for a code if your device’s code does not appear on the list provided.

Your new remote allows you to change the type of device that may be assigned to a device key. That way, if you have two TVs, for example, you can control them both by changing the type of device the DVD/VCR or AUDIO key controls.

1. Press and hold the device key (TV, AUDIO, DVD/VCR) that corresponds to the device you want the reassigned key to control (for example, TV) for six seconds. The LED for each device key lights up momentarily and the key for the selected device remains on.

2. Enter 9-9-2.

3. Press the device key you want to reassign (for example, AUDIO). That key’s LED blinks three times and turns off, indicating that it has been reassigned.

The reassigned key automatically uses the same device code as the key you selected in step 1. If your second device uses a different code, you may program it for the new code. (See Programming Device Control.)

**NOTE:** You may not reassign the CABLE device key to another type of device.

Assigning a key back to its original device type:

1. Press and hold the device key (TV, AUDIO, DVD/VCR) you want to reset to its original type (for example, AUDIO) for at least six seconds. The LED for each device key lights up momentarily and the key for the device you selected remains on.

2. Enter 9-9-2. The device key LED blinks three times and turns off.

3. Press the device key you selected in step 1 again. The LED blinks three times and turns off.

4. Program the restored key to control a device. (See Programming Device Control.)

Installing Batteries

Your remote requires two AAA batteries. The first set of batteries is included and should last up to six months under normal usage.

1. Remove the battery case cover and the old batteries (if necessary).

2. Follow the diagram inside the battery case to insert the new batteries.

**NOTE:** You have 10 minutes to replace the batteries before the remote loses memory.

Operating Range

Your remote controls devices from up to 50 ft. (15 m) away if you are directly in front of the device or from up to 20 ft. (6 m) away if you are off to either side.
Troubleshooting

If you have trouble with your remote, try the following steps, in order:

My remote is not responding.

1. Review the information in Using Your Remote Control to make sure that the key you pressed is active for the device you are controlling.

2. Make sure you are controlling the device you think you are. (See Using Your Remote Control for more information on choosing a device control.)

3. Make sure your batteries are good. If battery power is low, your remote enters a Low Battery Condition to conserve battery power for retaining your settings. (See Installing Batteries for more information on changing the batteries.)

4. Reset all settings:
   - Press and hold a device key (TV, AUDIO, DVD/VCR) for at least six seconds. The LED for each device key lights up momentarily and the key for the device you selected remains on.
   - Enter 9-8-1.
   - The LED blinks twice to indicate that your remote has returned to its factory settings. You will need to reset all device code settings. (See Programming Device Control.)

Some features may require additional equipment at an additional cost. Your use of FiOS TV will require your acceptance of the Terms of Service, a copy of which will be given to you at the time of installation. The Verizon FiOS TV remote control does not have any user-serviceable parts. Opening the case, except for the battery cover, may cause permanent damage to your remote control. Other terms and conditions apply. ©2005. Verizon. All Rights Reserved.
Device Codes

Audio Amplifiers
Aiwa 0406
Carver 0269
Curtis Mathes 0300
Denon 0160
GE 0078
Harman/Kardon 0892
JVC 0331
Left Coast 0892
Linn 0269
Luxman 0165
Magnavox 0269
Marantz 0892, 0321, 0269
Nakamichi 0321
Optimus 0395, 0300
Panasonic 0308
Philips 0892, 0269
Pioneer 0300, 0013
Polk Audio 0892, 0269
RCA 0300
Realistic 0395
Sansui 0321
Sony 0689, 0220
Soundesign 0078, 0211
Technics 0308
Victor 0331
Wards 0078, 0211, 0013
Yamaha 0354

Set Top Boxes
Cable Converters
Director 0476
General Instrument 0476
Jerrold 0476
Motorola 0476, 1376

Audio Amp Tuners
ADC 0531
Aiwa 1405, 0158
Anam 1609
Audiotronic 1189
Bose 1229, 0639
Capetronic 0531
Carver 1189
Dell 1383
Denon 1360, 0004
Harman/Kardon 0110
Integra 0135
JBL 0110
JVC 0074
Kenwood 1313, 1570, 1569, 0027, 0239
Magnavox 1189, 1269, 0039
MCS 0039
Nakamichi 0097
Onkyo 0842, 0135
Optimus 1023, 0531
Panasonic 1518, 0039
Philips 1189, 1269
Pioneer 1023, 0531, 0014
Proscan 1254
Quasar 0039
RCA 1023, 1609, 1254, 0531
Rio 1383
Sonic Blue 1383
Sony 1058, 1441, 1258, 1759, 0158, 1406
Stereophonics 1023
Sunfire 1313
Technics 1308, 1518, 0039
Thorens 1189
Victor 0074
Wards 0158, 0014
Yamaha 0176, 1176

TVs
A-Mark 0003
Abex 0032
Admiral 0093, 0463
Advent 0761, 0783, 0842, 0817, 0815
Adventura 0046
Aiko 0092
Aiwa 0701
Akai 0702, 0030, 0672
Aleron 0179
Albatron 0843, 0700
Ambassador 0177
America Action 0180
Anam 0180
Anam National 0055
AOC 0030, 0052, 0003, 0185
Apex Digital 0748, 0765
Archer 0003
Audiovox 0451, 0180, 0092, 0623, 0003
Bell & Howell 0154, 0016
Bradford 0180
Broksonic 0236, 0463, 0003
Candle 0030, 0056, 0046
Carnivale 0030
Carver 0054
TVs (continued)
Celebrity 0000
Celera 0765
Changhong 0765
Citizen 0060, 0030, 0092, 0039, 0056, 0046
Clairtone 0185
Clarion 0180
Concerto 0056
Contec 0180, 0185, 0157
Craig 0180
Crosley 0054
Crown 0180, 0039
Curtis Mathes 0047, 0054, 0154, 0451, 0093, 0060, 0702, 0030, 0145, 0166, 0056, 0016, 0466, 0039
CXC 0180
Daewoo 0451, 1661, 0092, 0672, 0623, 0039
Denon 0145
Dumont 0017
Durabrand 0180, 0178, 0003
Electrobrand 0000, 0185
Emerson 0154, 0236, 0463, 0180, 0178, 0171, 0623, 0185
Envision 0030, 0813
Fisher 0154, 0159
Fujitsu 0683, 0179, 0809, 0853
Funai 0180, 0171, 0179
Futuretech 0180
Gateway 1756, 1755
GE 0047, 0051, 0451, 0178, 0055, 0135, 0027, 0282, 0021
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GoldStar 0030, 0178, 0001, 0032
Grunpy 0180, 0179
Haier 0768
Hallmark 0178
Harley-Davidson 0179
Harman/Kardon 0054
Harvard 0180
Havrerm 0093
Hello Kitty 0451
Himitsu 0180
Hisense 0180
Hitachi 0145, 0151, 0032, 0016, 0056, 0038
Hyundai 0849
Infinity 0054
Inteql Janeil 0046
JBL 0054
JCB 0000
Jensen 0761, 0817, 0815
JVC 0053
Kaypani 0052
KEC 0180
Kenwood 0030
KLH 0765
Kloss 0046, 0024
Konka 0707, 0632, 0628
KTV 0180, 0030, 0039, 0185
LG 0856
LXI 0047, 0054, 0154, 0156, 0178
Logik 0016
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Magnavox 0054, 0030, 0706, 0020, 0187, 0179, 0024, 0096
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Optonica 0093, 0165
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Interactive Programming Guide
Introduction

Prepare to unleash the full potential of FiOS TV. This next-generation TV service, with its Interactive Programming Guide (IPG), delivers more entertainment choices to your TV screen than ever before. Flip through your favorite channels with the click of a button. Or search by actor or title in a flash.

But that’s just the beginning. With Verizon FiOS TV, you can enjoy advances in entertainment technology like High Definition TV (HDTV) and Digital Video Recording (DVR).

FiOS TV is the latest technology. It’s exciting. And it’s easy to use. Just a few clicks of the remote are all it takes to get started. Keep this guide handy while watching TV. It contains an overview of the most important features of the FiOS TV IPG and remote control.

Use your remote control to move quickly and easily through the IPG’s many features. Detailed descriptions of its functions are listed below. Or just remember these few simple rules:

• To use the IPG, turn on the Set Top Box by pressing the CABLE button on the remote control. Then press the POWER button.

• Press GUIDE to go directly to program listings.

• The MENU button takes you to the Main Menu of the Verizon FiOS TV IPG.

• Any on-screen item highlighted in green can be selected by pressing the OK button.

• Use the four ARROW buttons to move the highlight to the right, left, up or down. Once the item you want is highlighted, press OK to select it.

• Press EXIT at any time to exit the menu and return to watching TV.
FAV displays your Favorite Channels list for selection or modification.

MUTE silences current audio feed.

VOL raises or lowers volume level.

HELP displays helpful information about using the IPG.

OK selects the item highlighted in green.

GUIDE displays program listings.

Power turns the selected device on or off.

CABLE activates the remote control of Set Top Box functions.

CH changes to the next higher or lower channel.

INFO displays a description of the show you are watching or have selected in the IPG.

MENU accesses the IPG Main Menu when the Set Top Box is the selected device.
Main Menu

The Main Menu is the first menu you’ll see when accessing your IPG. Once you press POWER on the remote to turn on the Set Top Box, press MENU for a broad overview of your entertainment choices. From here, you can access all the features and functions of the FiOS TV IPG. Just highlight the menu option you want and press OK.

Search

You can search the TV Listings for a show by:
• Day and Time
• Program Title
• Actor or Topic
• Category (including Sports, Pay Per View and HDTV)

You can search for a Program Title, Actor or Topic by using the on-screen keyboard to enter a program title or keyword. Use the ARROW buttons on your remote control to highlight the desired letter, press OK, then select the next letter and so on.

Once a show has been found, it can be selected for immediate viewing (if available).* Or, you can set a Reminder** to watch it later.

If you have the Digital Video Recorder Set Top Box, you can schedule the show for recording by selecting the show and pressing the RECORD button.
TV Listings

TV Listings displays a list of the programs available to watch at the present time, and for up to 14 days thereafter. To access this list, press the GUIDE button on your remote control, or select TV LISTINGS from the Main Menu.

1. Use the remote to navigate the TV Listings while browsing through the programs.

2. For a description of any program listed, select it and press the INFO button on your remote control.

3. Use ▲ or ▼ to move through the program listings by channel.

4. Use ► or ◀ to change the time of day displayed.

5. Press ► to expand the view to 90 minutes.

6. Press and hold ► to skip ahead rapidly to a later time.

7. Use PAGE ▲ or ◄ to move through the program listings one page at a time.

8. Highlight the show you wish to watch and press OK on your remote control. If the show is not scheduled to be broadcast until later, you can set a Reminder** to watch it later.

9. If you have the Digital Video Recorder Set Top Box, you can schedule the show for recording by selecting the show and pressing the RECORD button.

*When using the Search feature, the IPG may find programming on channels to which you are not subscribed.

**The DVR Set Top Box cannot set Reminders. See Quick Tips.
Video on Demand

Video on Demand is programming that is available for you to watch anytime (and as many times as you like) within a set rental period. Simply select **ON DEMAND** from the Main Menu (or choose Channel 900 from the TV Listings) to see the VOD titles that are currently available. Select a program you want to watch and follow the instructions to either complete your purchase or start watching the free or subscription VOD program.

Mini-Guide

The Mini-Guide displays program listings while allowing you to watch TV at the same time. Navigate through the Mini-Guide exactly as you do in the TV Listings. You can access the Mini-Guide through the Main Menu or through the shortcuts below.

- While watching TV, press ▶ twice to view a one-line version of the Mini-Guide. The Mini-Guide will display information on the show you’re currently watching. Press ▲ or ▼ to expand to four channels of listings.

- While watching TV, press ▲ twice to view a four-channel version of the Mini-Guide.
Help

If you have questions on using Parental Controls, Video on Demand or any of the many features of the IPG, you can go to the Help Menu for answers. You’ll find detailed information and instructional videos to help you get the most out of FiOS TV.

High Definition Television (HDTV)

Now you can enjoy the awesome picture quality of HDTV via Verizon FiOS TV (if you have an HD-ready TV and either the High Definition or DVR Set Top Box).

Easily search the TV Listings for shows being offered in HDTV. They are identified by an HD symbol at the end of the program and can easily be found using the HDTV category in the Search Menu.

Digital Video Recorder (DVR)

With the DVR Set Top Box from Verizon FiOS TV, you can record a favorite show — or an entire series — with just a couple of clicks on your remote. You can also use your remote to control live TV. That’s right: pause, rewind, then fast forward through the show you’re watching.
DVR (continued)

The Verizon FiOS TV DVR has dual-tuner capability, so you can record two programs at the same time or watch one program while recording another.

Record an upcoming show by finding it in the TV Listings, highlighting it, and then pressing the RECORD button on your remote control. Recording takes place automatically.

Smart SERIES RECORDING lets you record every episode of your favorite series automatically — even if they’re shown at different times and on different days.

View shows you’ve recorded by pressing the LIST button on your remote and selecting a show for viewing. Or select RECORDED TV from the Main Menu.

Not sure if you have the FiOS TV DVR? You’ll know that you do if RECORDED TV appears on the Main Menu. For a more complete description of DVR features, please see pages 42–47.

Settings

The Settings Menu allows you to:

• Define your Favorite Channels, which can be easily accessed by pressing the FAV button on the remote.

• Remove channels you don’t want to see in your channel lineup.

• Choose a different language for the TV Listings text and for TV audio.

• Receive messages from Verizon FiOS TV.
• Set up Parental Controls with a personalized PIN.

• Review Pay Per View and Video on Demand purchases.

• Change audio output characteristics. (See Quick Tips, pages 38–39.)

Parental Controls

The FiOS TV IPG provides the ability to control and manage the programs and content that come into your home.

With Parental Controls, it’s easy to:

• Selectively block programming by channel, rating or category.

• Selectively block Pay Per View and Video on Demand purchases.

• Set up two different user-defined PINs (one for purchases and one to block programs.)

• Hide adult programming from the TV Listings.

When programs with a particular rating level are blocked, the IPG automatically blocks the higher ratings.

Also, if you have the DVR STB, programs recorded with a PIN require the PIN to be entered in order to play back the recorded program.
Quick Tips: How do I…

Access Video on Demand (VOD)?

Video on Demand is programming that is available for you to watch anytime (and as many times as you like) within a set rental period. Simply select ON DEMAND from the Main Menu (or choose Channel 900 from the TV Listings) to see the VOD titles that are currently available. Select a program you want to watch and simply follow the on-screen instructions.

Purchase Pay Per View programs?

Pay Per View allows you to see the latest hit events in just a couple of easy steps with your remote. Pay Per View programs are offered at specific showtimes, so if you want to see what’s playing, just select SEARCH from the Main Menu and then select PAY PER VIEW.

Subscribers with DVR capability (see below) can automatically record a Pay Per View offering for viewing at a later, more convenient time.

Use the Digital Video Recorder (DVR)?

If you have the DVR Set Top Box (STB) with your FiOS TV service, it’s a snap to record a TV show or even an entire series — without tapes. The programs are stored directly on your STB. You can rewind or pause live TV — making it TV on your time.

With dual-tuner capability, you can even record two programs at the same time, or watch one live TV program while recording another.

You’ll know that you have DVR capability if RECORDED TV appears on the Main Menu. For a more complete description of DVR features, please check out pages 42–47.

View a program in High Definition TV (HDTV)?

More and more people are entering the new era of High Definition Television — and FiOS TV can be your gateway. If you have an HD-ready TV, and if you chose either the High Definition or DVR Set Top Box, then you’re ready to enjoy the incredible picture quality this new technology has to offer.

Shows being offered in HDTV are identified in the TV Listings by the HD symbol at the end of the program description and can easily be found by selecting HDTV from SEARCH BY CATEGORY.

You can also look at your channel lineup to see where you can find the specially designated high definition channels.

Channel surf?

With the IPG, you can zip through channels quickly. Just press and hold the CH button on the remote until you see the title of a show you want to watch, then release.
Block out material that’s not suitable for children?

Many parents are concerned about the programming their children watch. Our Parental Controls feature lets you do something about it. Select SETTINGS from the Main Menu, and then select PARENTAL CONTROLS.

From there, you’ll be able to block access to shows either by channel or by rating, and can choose to hide or show adult titles. You will be able to create a Personal Identification Number (PIN) to ensure that the controls you set won’t be changed without your approval. And, you can use the same PIN or create an additional one to block unauthorized Pay Per View and VOD purchases.

Set a Reminder?

Find a show you want to watch in the future using the TV Listings, the Mini-Guide or any of the Search functions. Select the show and press OK. Then select SET REMINDER and press OK. The IPG will remind you with an on-screen message two minutes before the show begins. To cancel the Reminder, select CLEAR REMINDER and press OK.

Shows for which Reminders have been set appear in the program listings with the symbol in front of their titles.

Note: Since the FiOS TV DVR gives you the ability to schedule a program to record automatically, you won’t ever have to miss a show you want to watch. Just highlight a show you want to watch in the future and press RECORD on your remote control. You can then decide if you want to record the entire series, and whether to add padding at the beginning or end of the show.

Create and use a list of my Favorite Channels?

To create your Favorite Channels list, press the FAV button on the remote. You’ll see a program listing made up of all available channels. Use the ARROW buttons to highlight each channel you want included on your list. Press OK to add a check mark next to it. Only the checked channels appear in the Favorites list.

Select one of my Favorite Channels?

Press the FAV button on your remote. You’ll see a program listing made up of only your Favorite Channels. Choose a program to watch by scrolling with the and ARROW buttons and pressing OK.

Edit my Favorite Channels list?

Press the FAV button on your remote. Choose MY FAVORITES and use the ARROW buttons to highlight each channel in turn. Then press OK to add (or delete) a check mark next to it. Only the checked channels appear in the Favorites list.

Not all services and features may be available and some may require additional equipment at an additional cost. Your use of FiOS TV will require your acceptance of the Terms of Service, a copy of which will be given to you at the time of installation. Other terms and conditions apply. ©2005. Verizon. All Rights Reserved.
Digital Video Recorder
Digital Video Recording lets you control the show.

Your FiOS TV Digital Video Recorder (DVR) represents an entirely new way to enjoy watching television. You can pause and rewind live TV — and even record one show while watching another. It puts you in control of your TV viewing schedule, enabling you to watch what you want, when you want.

Getting Started

Using the Remote Control

Your remote control has special buttons designed for managing all the features of the DVR.

Use the remote control buttons (PLAY, STOP, PAUSE, RECORD, REW, FFWD) just as you would on a VCR, to control digital recording and playback of recorded programs and live TV.

Several other buttons (REPLAY, LIST, LIVE TV) have exclusive DVR functions, which are described in this guide.

Recording Capacity

Your DVR is designed to record up to 120 hours of standard definition digital TV programming. Recording analog or High Definition TV (HDTV) programs will substantially reduce this capacity (due to the format of analog programming and the much larger amount of information in an HDTV broadcast stream).
Selecting an Item with the Remote Control

In this guide, “Select” means to highlight an on-screen item by moving to it with the ARROW buttons and then pressing OK.

Recording TV

Record a Show That’s Currently Playing

Record the show you are watching by pressing RECORD on the remote. A red indicator appears in the upper right corner of the screen for a few seconds to let you know that recording has started. Since the DVR continuously stores in its memory the channel that you’re watching from the time you first tune it in, the portion of the show that you watched prior to pressing the RECORD button will also be recorded, up to the limit of the internal memory. (Program limits: Standard Definition = 70 minutes; High Definition = 18 minutes.)

Schedule Recording of an Upcoming Show or Series

Use the ARROW buttons to highlight the show you wish to record in the TV Listings. Or use SEARCH to find and select a show. Press RECORD on your remote. A red dot will appear after the show title in the listings.

If the show is part of a series, you can schedule recording of each episode of the entire series by pressing RECORD a second time. With our smart SERIES RECORDING feature, each show in the series will be automatically recorded, even if its time slot or length is changed by the broadcaster. Three red dots indicate SERIES RECORDING has been scheduled (pressing RECORD a third time will cancel the scheduled recording).
You can choose whether to record only first-run episodes, whether to add padding at the beginning or end of a show, or whether to permanently save a show.

In addition, a SERIES PRIORITY feature lets you rank the series you want to record, so that the DVR automatically resolves schedule conflicts, before they occur.

Review or Cancel Scheduled Recordings of Shows or Series

Select RECORDED TV from the MENU. The list of shows scheduled to be recorded can be seen under the heading SCHEDULED. Or choose SERIES MANAGER and then SCHEDULED SERIES to see a list of series that are scheduled for recording. You will also see a reminder about how much recording capacity you have used.

To cancel a scheduled recording, select the show or series to be cancelled. Select CANCEL RECORDING or CANCEL SERIES, depending on which you choose to cancel. Press EXIT on your remote to resume watching live TV.

Play a Recorded Show

Select RECORDED TV from the Main Menu. Highlight a program that you want to watch on the list of recorded programs, press the OK button and select PLAY.

Pause/Rewind/Fast-Forward a Recorded Show

Use the PAUSE, REW, FFWD, STOP and PLAY buttons on your remote to control playback of a recorded program, exactly as you would with a VCR. When you use any of these buttons, the Progress Bar (see Progress Bar on page 47) will always appear to show you exactly where you are in the program.

Multiple speeds of fast-forward and rewind can be accessed by
pressing the REW or FFWD buttons more than once. Press once for 3x speed, twice for 15x, three times for 60x and four times for 300x.

Keep or Delete a Recorded Show

Select RECORDED TV from the Main Menu. Highlight a program that you want to delete from the list of DVR RECORDINGS and select ERASE RECORDING.

Once the recording space becomes full, the DVR will automatically delete the oldest shows to make space for new recordings. To prevent the DVR from deleting a recording when it needs more space, select RECORDED TV from the Main Menu, choose a program that you want to keep and then select the SAVE UNTIL button.

Record High Definition TV Shows

Recording a show broadcast in HDTV is accomplished in the same way as recording a normal TV show (see Recording TV). Note: Due to the larger amount of information in an HDTV broadcast, your DVR will hold fewer hours of HDTV programming.

Record Pay Per View Programs

A Pay Per View program can be recorded with the DVR for later viewing. Simply press the RECORD button on your remote when the Pay Per View program begins. You can also schedule future Pay Per View shows to be automatically recorded. Just choose the PURCHASE AND RECORD option when selecting a show. It will automatically be recorded and ready for you to watch when you want.

Dual-tuner Feature

Your Verizon FiOS TV Set Top Box is equipped with dual tuners, so you can:

• Record two different shows at the same time, even while watching an earlier recorded show.

• Record a show while watching a Video on Demand movie.

• Record one show while watching a different live show.
Controlling Live TV with the DVR

How the DVR Handles Live TV

Whenever you tune in to a Verizon FIOS TV channel, the DVR instantly begins storing the show in its internal memory and will continue to do so until you tune to a different channel. At this point, it discards the previous channel’s show and begins storing the new one. This memory technology allows you to control live TV in the ways described below. Once the internal memory is full, it will progressively store the most recent portion of that channel’s show, discarding the oldest.

Pause or Resume Live TV; Frame Advance

Press PAUSE on your remote to freeze the TV show you’re watching. Pressing the PAUSE button repeatedly will advance the video one frame at a time. When you’re ready, press PLAY to resume the show where you left off.

Rewind or Fast-Forward Live TV

Press REW on your remote to rewind the show you’re watching to an earlier point in time. (The DVR continues to store the live broadcast in its memory.) You can only rewind as far back in time as when you first tuned in to this channel, up to the limit of the internal memory. Press PLAY to resume watching from the desired point in the show.

Press FFWD to fast-forward a previously paused live TV show. Press PLAY to resume watching.

Pressing REW or FFWD up to four times allows you to increase the speed at which you rewind or fast-forward a program. Press once for 3x speed, twice for 15x, three times for 60x and four times for 300x.
Pause Live TV

Press **PAUSE**, then **FFWD** or **REW** for a slow-motion, fast-forward or rewind effect.

Replay Live TV

Press the **REPLAY** button on your remote for an instant replay of the last seven seconds of the show you’re watching, whether it’s live TV or a previously recorded show.

Resume Watching Live TV

If you’re watching a live program delayed by pausing or rewinding live TV, pressing the **LIVE TV** button jumps the show forward to the point currently being broadcast.

The Progress Bar

The Progress Bar (shown below) appears whenever you pause, rewind or fast-forward a live or recorded program. It shows how much of the current show is stored in memory (orange bar), as well as what point of the show you’re viewing now (white line) and how far behind the live broadcast you are (end of orange bar).

Not all services are available in all areas. Acceptance of the FiOS TV Terms of Service is required in order to use FiOS TV. The terms and conditions regarding your use of FiOS TV are subject to change. Due to certain copyright restrictions, the Digital Video Recorder may not be able to record all programs. Recording times are estimated. Verizon cannot guarantee the exact amount of programming that each subscriber will be able to record. For a given hard-drive capacity, approximate recording times depend on the programming type. The customer is financially responsible for any damage to, or misuse of, any equipment, or for the failure to return any equipment if service is terminated. Applicable franchise fees, regulatory fees and taxes apply. Other terms and conditions apply. ©2005. Verizon. All Rights Reserved.
Set Top Boxes
The state-of-the-art Standard Definition Set Top Box (STB) from Verizon FiOS TV brings you unsurpassed digital audio and video quality. The Standard Definition box gives you access to the FiOS TV Interactive Programming Guide (IPG), letting you conveniently select and view programs, set parental controls and take charge of your viewing experience. You can also order shows and events on Pay Per View (PPV) or order movies from our extensive Video on Demand (VOD) library. Please take a moment to review the features of the FiOS TV Standard Definition STB.

1. CURSOR
   Moves the cursor around menus and IPG screens.

2. MESSAGES
   Lights to indicate that a message is present.

3. POWER INDICATOR
   Lights when the unit is turned on.

4. DISPLAY
   Displays current channel number or time of day.

5. REMOTE
   Lights to indicate remote control is in use.

6. CHANNEL
   Scrolls up or down through the channels.

7. SELECT
   Selects menu options, PPV and VOD events and selects channels from the IPG.

8. POWER
   Turns the Standard Definition STB on and off.

9. MENU
   Displays the main menu in the IPG.

10. INFO
    Displays current channel and program information.

11. GUIDE
    Displays the TV Listings in the IPG.
12. RF IN
Connects to the FiOS TV video signal.

13. AUDIO OUT TO TV (R/L)
Connects to audio inputs of a TV.

14. AUDIO OUT TO VCR (R/L)
Connects to audio inputs of a VCR (constant-level stereo outputs).

15. DATA
Serial data interface reserved for special applications. Do not connect any device to this port.

16. SMART CARD
Supports electronic commerce using a Smart Card. Currently not enabled.

17. AC SWITCHED OUTLET
Connects STB AC power cord and provides a switched power outlet to connect another device, such as a TV or Home Theater System (HTS).

18. To TV/VCR
Connects to a TV or VCR.

19. S-VIDEO
Connects to the S-Video input of a TV, VCR or HTS.

20. VIDEO
Connects to the composite video input of a TV, VCR or HTS.

21. DIGITAL AUDIO COAX
Connects to a TV, VCR or HTS to provide Dolby Digital 5.1 audio.

22. DIGITAL AUDIO OPTICAL
Connects a Toslink connector to a TV, VCR or HTS to provide Dolby Digital 5.1 audio.

23. USB
Connects to digital home devices, such as digital cameras. Currently not enabled.

24. IR
Currently not enabled.

25. TV PASS CARD
Currently not enabled.
High Definition

The Verizon FiOS TV High Definition Set Top Box (STB) is one of our premium interactive digital video receivers. The High Definition STB automatically gives you access to HD content — letting you see the sharpest images possible. And it brings you all the extraordinary features of FiOS TV, including programming options, the Interactive Programming Guide (IPG), Video on Demand (VOD) and access to commercial-free, CD-quality music. Please take a moment to review the features of the FiOS TV High Definition STB.

1. **USB**
   Connects to digital home devices, such as digital cameras. Currently not enabled.

2. **VIDEO IN**
   Accepts baseband video from a VCR, camcorder or other video device. Currently not enabled.

3. **AUDIO IN (L/R)**
   Accepts baseband L/R audio from a VCR, camcorder or other audio device. Currently not enabled.

4. **CURSOR**
   Moves the cursor around menus and IPG screens.

5. **INFO**
   Displays current channel and program information.

6. **MENU**
   Displays the main menu in the IPG.

7. **POWER**
   Turns the High Definition STB on and off.

8. **MESSAGES**
   Lights when a message is waiting.

9. **POWER INDICATOR**
   Lights when unit is turned on.

10. **DISPLAY**
    Displays current channel number and time of day.

11. **REMOTE**
    Lights to indicate remote control is in use.

12. **RECORD**
    Not applicable for HD STB.

13. **OPTION**
    Reserved for future use.
14. SELECT
Selects menu options, Pay Per View (PPV) and VOD events, and selects channels from the IPG.

15. GUIDE
Displays the TV Listings in the IPG.

16. CHANNEL
Scrolls up or down through the channels.

17. RF IN
Connects to the FIOS TV video signal.

18. RF OUT
Connects to a TV or VCR.

19. IR
Currently not enabled.

20. SMART CARD
Supports electronic commerce using a Smart Card. Currently not enabled.

21. SPDIF
Connects to a TV, VCR or Home Theater System (HTS) to provide Dolby Digital 5.1 audio.

22. S-VIDEO
Connects to the S-Video input of a TV, VCR or HTS.

23. OPTICAL SPDIF
Connects to a TV, VCR or HTS to provide Dolby Digital 5.1 audio.

24. VIDEO IN
Accepts baseband video from a VCR, camcorder or other video device. Currently not enabled.

25. AUDIO IN (R/L aligned vertically)
Accepts baseband L/R audio from a VCR, camcorder or other audio device. Currently not enabled.

26. VIDEO OUT
Delivers video to an external device, such as a TV or VCR.

27. AUDIO OUT (R/L aligned vertically)
Connects to audio inputs of a TV.

28. TV PASS CARD
Currently not enabled.

29. Y Pb Pr
Delivers component video.

30. HDMI
Connects to a High Definition Television (HDTV).

31. ETHERNET
Supports interactive applications and home networking.

32. USB
Connects to digital home devices, such as digital cameras. Currently not enabled.

33. IEEE 1394
Connects to compatible digital TV A/V ports.

34. AC SWITCHED OUTLET
Connects STB AC power cord and provides a switched power outlet to connect another device, such as a TV or HTS.

Please note: A High Definition Television is required for HD content.
The Verizon FiOS TV Digital Video Recorder (DVR) Set Top Box (STB) is our most advanced interactive digital video receiver. In addition to bringing you all the high-tech features of the High Definition STB, like the FiOS™ TV IPG, Video on Demand (VOD), digital music and the incredible picture quality and sound of HDTV, the DVR STB will revolutionize the way you watch television. The DVR feature allows you to pause and rewind live TV — and even record one show while watching another. Please take a moment to review the features of the FiOS TV DVR STB.

1. **USB**
   - Connects to digital home devices, such as digital cameras. Currently not enabled.

2. **VIDEO IN**
   - Accepts baseband video from a VCR, camcorder or other video device. Currently not enabled.

3. **AUDIO IN (L/R)**
   - Accepts baseband L/R audio from a VCR, camcorder or other audio device. Currently not enabled.

4. **CURSOR**
   - Moves the cursor around menus and IPG screens.

5. **MENU**
   - Displays the main menu in the IPG.

6. **POWER**
   - Turns the DVR STB on and off.

7. **INFO**
   - Displays current channel and program information.

8. **MESSAGES**
   - Lights when a message is waiting.

9. **POWER INDICATOR**
   - Lights when unit is turned on.

10. **DISPLAY**
    - Displays current channel number and time of day.

11. **REMOTE**
    - Lights to indicate remote control is in use.

12. **RECORD**
    - Lights when DVR is recording.

13. **OPTION**
    - Reserved for future use.
14. SELECT
Selects menu options, Pay Per View (PPV) and VOD events, and selects channels from the IPG.

15. GUIDE
Displays the TV Listings in the IPG.

16. CHANNEL
Scrolls up or down through the channels.

17. RF IN
Connects to the FIOS TV video signal.

21. S-VIDEO
Connects to the S-Video input of a TV, VCR or HTS.

22. OPTICAL SPDIF
Connects to a TV, VCR or HTS to provide Dolby Digital 5.1 audio.

23. VIDEO IN
Accepts baseband video from a VCR, camcorder or other video device. Currently not enabled.

27. TV PASS CARD
Currently not enabled.

28. Y Pb Pr
Delivers component video.

29. HDMI
Connects to a High Definition Television (HDTV).

30. ETHERNET
Supports interactive applications and home networking.

18. IR
Currently not enabled.

19. SMART CARD
Supports electronic commerce using a Smart Card. Currently not enabled.

20. SPDIF
Connects to a TV, VCR or Home Theater System (HTS) to provide Dolby Digital 5.1 audio.

24. AUDIO IN (R/L aligned vertically)
Accepts baseband L/R audio from a VCR, camcorder or other audio device. Currently not enabled.

25. VIDEO OUT
Delivers video to an external device, such as a TV or VCR.

26. AUDIO OUT (R/L aligned vertically)
Connects to audio inputs of a TV.

31. USB
Connects to digital home devices, such as digital cameras. Currently not enabled.

32. IEEE 1394
Connects to compatible digital TV A/V ports.

33. AC SWITCHED OUTLET
Connects STB AC power cord and provides a switched power outlet to connect another device, such as a TV or HTS.

Please note: A High Definition Television is required for HD content.