Your new remote control comes from the factory ready to control your FIOS TV service. However, VOL+, VOL- and MUTE will not work until you program the remote with the brand of TV you have. In addition to your STB and TV, your remote can also control two other devices, for example, a DVD player and an audio receiver. This is called “programming your remote.” If you don’t want to control devices other than your FIOS TV STB, you do not need to program the remote.

**2nd GET TO KNOW YOUR REMOTE**

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

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

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

For additional information about your FIOS TV service and your remote, go to www.verizon.com/fiostv

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

Verizon Customer Support 888-553-1055

**1st INSTALL BATTERIES**

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

**3rd PROGRAM YOUR REMOTE**

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

To program the remote to control a VCR or DVD player, press and hold the DVD key, in step 2. However, the Volume keys will always control the AUX device when in AUX mode.) This is the way most people will want the remote to work. However, you can change how the Volume keys work.

If you always want the Volume Keys to control the TV... (Typically a home theater receiver regardless of the mode they are in.)

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

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

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

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

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

**RE-SETTING THE REMOTE**

*Note: All previous programming will be lost.*

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

1. Press and hold the STB key.
2. While holding down the STB key, press OK.
3. Release both keys. The Device Keys will blink twice.
4. Press 9 - 0 - 6. The STB key will blink twice.
5. One after the other, press each Device Key you want the Power Key to control in the order you want them to turn on or off.
6. Press OK when done. The STB key will blink twice to indicate success in programming.

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

**SWITCHING MODES**

If you want to control your TV and remote to switch between modes.

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

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

**THE CHANNEL KEYS**

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

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

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

**THE POWER KEY**

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

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

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

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

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

**WHAT IF NONE OF THE CODES WORKED?**

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

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

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

In step 5, 6. The STB key will blink twice.
5. Press OK. The STB key will blink 3 times to indicate success in programming.

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

**THE VOLUME KEYS**

**VOL+, VOL- and MUTE always control the TV volume even when you are in STB or DVD modes.** (Typically a home theater receiver regardless of the mode they are in.)

1. Press and hold the STB key.
2. While holding down the STB key, press OK.
3. Release both keys. The Device Keys will blink twice.
4. Press 9 - 7 - 7. The STB key will blink twice.
5. One after the other, press each Device Key you want the Power Key to control in the order you want them to turn on or off.
6. Press OK when done. The STB key will blink twice to indicate success in programming.

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