

# A QUICK USER GUIDE FOR THE FIOS REMOTE CONTROL

1. Cover Page / Fast-Find List
2. Why are we making this Guide
3. Power Buttons
4. Menu Button
5. Guide and Scroll Buttons
6. Info & Exit Buttons
7. Options Button
8. Widgets, On Demand & Favorites Buttons
9. Volume and Channel Buttons
10. DVR Controls and Reverse/Fast-Forward in Live TV
11. The Keypad

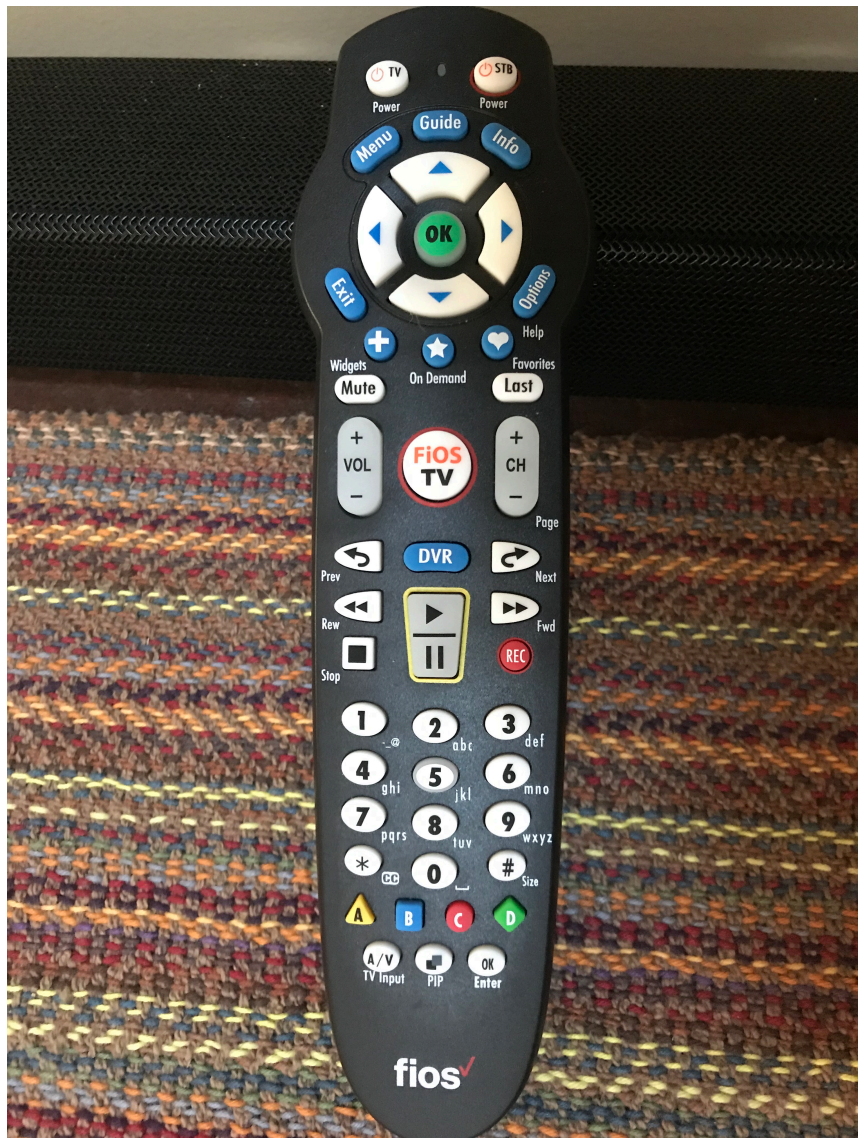
As Hershey's Mill makes the giant leap forward into the future with Verizon FIOS, we have welcomed a new Remote Control. If you're like me, I hate change, and I've been shaking my fist and wondering what all the new remote buttons mean.

My first notion was to look on the [verizon.com](http://verizon.com) website at the information posted about the Remote Control. I will save you some time - the brochure is written in teeny tiny font that is difficult to read.

So, we are going to move forward together, ignore the thoughtful professionals, give ourselves credit for moderate intelligence and muddle through this in large font and simple photos.

This is a photo of our Remote Control, and yours probably looks like this, too.

We are going to break this down into simple functions associated with the buttons you will use, working from the top of the remote to the bottom of the remote.



First of all, the Remote Control works with your Digital Adapter, your HD Set Top Box or your DVR, all provided by Verizon when your FIOS TV was hooked up. For simplicity sake, I will use the term Set Top Box to mean any one of those three appliances.

You won't necessarily get a response by pointing the remote at your TV - the remote must point to your Verizon Set Top Box. In our home, the box is several feet below the TV and we must point the remote down.

The white Top Right Button (**STB**) turns the **Set Top Box** on and off. The white Top Left Button works the **TV** power. Once your installer leaves, you don't ever have to use the top right button - just leave the STB button on. It uses a little power, but not much, and it keeps the system just alive enough for a quicker start. TV ON/OFF IS THE WHITE BUTTON TOP LEFT



When you push the top left white button labeled **TV**, the TV turns on. Either a station opens, or you might see a note moving around the screen saying to click on **Menu** to access a channel, and the screen will come to life.

**Guide** will show you the programming for the FIOS stations,

**Info** tells you about the Program on that specific station.

So, to recount, step one is to Click on the top left Power button labeled **TV**, then after your TV starts, click on **Menu** if the last channel you watched does not open.





SCROLL LEFT, RIGHT, UP & DOWN - click or hold on arrow points



GUIDE - the programs for the next couple of hours. Scroll Up and Down to see other channels, or use the keypad to enter another channel. Scroll Right to see the future





INFO GIVES DETAIL ON THE PROGRAM

CLICK OK TO MAKE YOUR SELECTION & OPEN FULL SCREEN VIEWING

The **Exit** button is your friend.

Push EXIT when you want something to end or go away

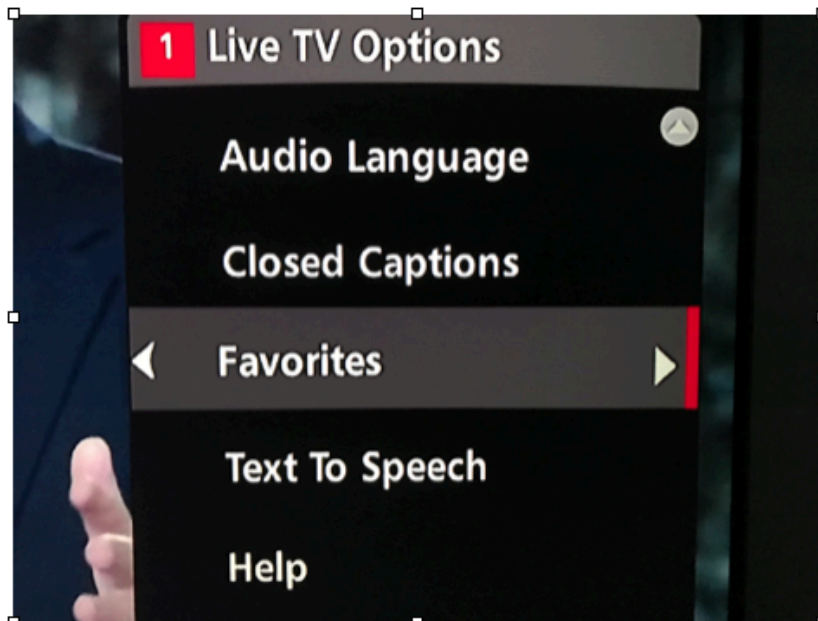


Let's say you have the Guide open so you can see what is coming on next, and you found what you wanted, you can push the **Exit** button to close the screen and return to your program. When you open something and you want to close it, push **Exit**.



You probably noticed that there are a LOT of channels in Verizon FIOS, but if you are like me, you really only regularly watch a few. When you are on your favorite channel, click on OPTIONS, scroll down to Favorites and Add it to your Favorites List.

**CURSOR DOWN  
ON THE REMOTE  
TO  
"FAVORITES"**







### WIDGETS

Get curious:  
Open Widgets & Explore. There are apps for weather, music and other entertainment options that use WiFi.

THIS STAR OPENS YOUR  
ON DEMAND  
CONTENT

FAVORITES is the list of  
the channels you use  
most for quicker  
access.

I won't go into detail on Widgets here - they are simply Apps. Pandora is for music - you can sign up for free and listen to music playlists compiled by users on the Internet. There are "stations" for Big Band, Golden Oldies, Frank Sinatra, the Beatles, etc. It's a great App. There a local Weather Widget, too !

Find out

[how to use and make Widgets on the FIOS webpage here](https://www.verizon.com/support/residential/tv/programs-features/widgets)  
<https://www.verizon.com/support/residential/tv/programs-features/widgets>

But, explore - push the button and see what's in there for you.





**MUTE** instantly turns the volume OFF

**LAST** instantly returns to the station you are last watching

**VOLUME + -** Raises and lowers the TV or speaker volume

**FIOS BUTTON** returns you to Live TV - this is the same as the Exit button, only Bigger !

**CHANNEL UP AND DOWN** scrolls to the next channel up or down. Also use this toggle as a Page Up or Down when you are looking at the TV Guide.



This area of the remote operates the DVR.

The **Blue DVR** button starts the DVR so you can program in what you want to **RECORD**. Programs are stored in Chapters, and **Prev** and **Next** take you back or forward a Chapter.

**Rewind** and **Fwd** move the program in increments of seconds so you can hit a specific spot in the program. **STOP** turns the function off.

**It is also possible to pause and rewind some Live TV programs! If you are watching a favorite show and the phone rings, you can push the Pause and the Play toggle and catch up on what you missed. You can also rewind a Live TV program and fast forward through the commercials after you have paused a show. This is a wonderful feature when Life calls and you don't want to miss out on the ball game or a part of the movie you were waiting to watch ! YOU DO NOT HAVE TO HAVE DVR equipment for this feature to work for you. This works with the Set Top Box as well.**



The Keypad is a typical keypad. Use it when you are in an interactive page, when you want to change the TV Channel instead of scrolling, and when you want to Search and have to enter Letters/spell out words. It's just like your phone keypad.

The **A** opens your Widgets again

**B** is a SEARCH Key - Want to find a special program? Hit **B** and SEARCH

When you have the TV Guide open, you will see the Search Icon at the bottom left - that's when you click on **B**

The **C** button operates within certain Widgets. For instance, in the Weather Widget, you can use the **C** button for radar views.

**D** opens up a Dashboard. You can look around in there but it's more for Geeks. I will not be using the **D** button.

This about wraps it up for the Basic FIOS Remote Control functions. Be patient as you learn, forgive yourself if you mess up, and enjoy your new system.

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