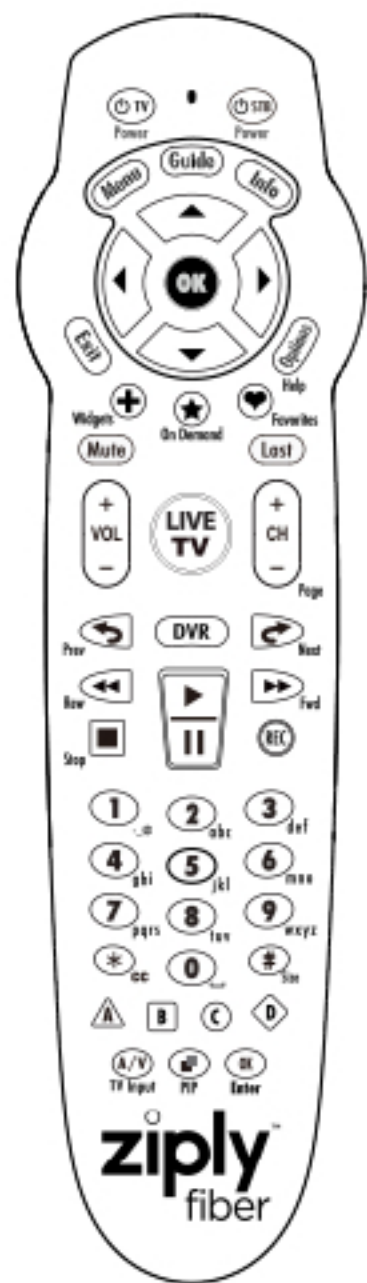# Ziply Fiber TV P265v3 Remote Control Manual

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For additional information about Ziply™ Fiber TV service and your remote, call 866-947-5995

For video instructions, press the <Menu> key on your remote then select **Help** on the Main Menu

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Thank you for subscribing to Ziply Fiber TV Service. This User Manual will show you how to program and operate your new Ziply Fiber TV Remote Control (Model P265v3).

Quick Setup Guide Ziply Fiber remote

The following steps will guide you to quickly set-up your Ziply Fiber TV remote for your TV.

1. Turn on your TV and the Ziply Fiber 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.

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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 = Ziply Fiber TV Set Top Box
3. VOL = Volume
4. CH+ = Channel Up
5. CH- = Channel Down

Ziply Fiber 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

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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 call 877-462-0488

Code Search Method to Program the RC
(This method could take up to 12 minutes)

1. Turn on your TV and the Frontier STB.
2. Make sure you can see live television.
3. Press and hold the <OK> and LIVE TV buttons together, then release both.
- 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

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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 and 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.
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!

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 8 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.

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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 call 877-462-0488

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.
- The RED LED will blink twice and remain on.
4. Press ⓢSTB.
- The RED LED will blink 3 times and then turn off.
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 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 <2> buttons together, then release both.
2. The RED LED will blink twice and then stay on.
3. Press 9 - 5 – 5.

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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.

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2. Your Ziply Fiber TV remote control will only operate your Ziply Fiber TV STB and your TV.
3. TV. The remote will not operate other devices like DVD Player or Audio Receiver. The <TV Power>,<VOL +>, <VOL ->, <Mute> and <A/V> buttons will always control your TV. All other keys on the remote control will always control your Ziply Fiber 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 Ziply Fiber TV Main Menu. From the Main Menu you can access all the features of your Ziply Fiber TV service.
8. Press <▲> <▼> <▶> <◀> keys to navigate through the FrontierCC 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.

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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"