

Hello All, FiOS **Voice Activated Remotes** are now available!

**FiOS TV One** has just been announced and has the following main capabilities:

**Voice Activated Remotes, Wi-Fi (Wireless) Connectivity, Bluetooth Remotes**

Read All the Tips and Hints below to understand how the new FiOS TV One works.

### **Quick Tips and Hints:**

- 1. Voice Activated Remotes.** The new Remote is smaller with fewer buttons, so it is easier to hold in your hand. See the photo below comparing the current remote to the new remote. Also, further below is a picture of the new remote with each button labeled for ease in understanding how to use the new remote. **Under the second photo is an excellent guide on how to use the remote.**
- 2. Works with newer flat screen TV's and older TV's.** The new FiOS TV One is designed to operate with newer flat screen TVs that have an HDMI cable connector. **Older TV's** that use a Digital Adapter "Box" today (those TV's that connect using 3, colored wires) **can be connected** but need a different type adapter than the Digital Adapter currently being used. The new 'adapter' is a "Composite Cable Adapter" (a short cable). The cost is \$4 as opposed to the \$7.99/month for the Digital Adapter 'Box'. You will no longer need the Digital Adapter 'Box' for the older TV's. The **Digital Adapter 'Boxes' must be returned** or you will be charged for them. One new type adapter should be included when you receive the equipment. If you need the new type adapters, be sure to say how many you will need when you place your order. Additional adapters can be purchased for approximately \$4.00. Be sure to ask for Postage Free labels and return mailing boxes to be sent to you to return the Digital Adapter Boxes.
- 3. WiFi Connectivity** (Wireless Connecting) means you may position your TV's, other than the TV connected to your 'Main' Set Top Box, anywhere there is a strong WiFi signal, even though there is no cable outlet available. The 'Main' Set Top Box must be directly connected to the Router through a coax cable. Assuming you are replacing a current 'Main' Set Top Box, this cable is currently in place. Also, all homes in HM that have FiOS service have WiFi even if you do not currently utilize it. In other words, other TV's with Set Top Boxes may be placed **anywhere** in your home, where there is strong WiFi signal, because the new set-top boxes can use either coax cable or **WiFi** for connectivity. See NOTE #5 below.
- 4. Bluetooth Remotes** means you do not have to point the new Remote at a Set Top Box for them to work. The new remotes are **Bluetooth** meaning they have a range of up to 25 feet and do not have to be pointed directly at the Set Top Box to function. The Fios TV Voice Remote connects with your Fios TV One via a wireless Bluetooth connection so it will **still work if your Fios TV One is hidden in a cabinet or other non-metal enclosure**—as long as it's not farther than 25 feet away. **Note:** if your Fios TV One Set Top Box is enclosed, please make sure it gets adequate ventilation to prevent overheating.

5. **NOTE:** With the new system, if you **have more than Five (5) TV's**, an additional 'Main Set Top Box' will be needed to power the remaining TV's over five. (Not every Call Center Representative knows this, so be sure you get an additional 'Main Set Top Box' if needed.)
6. To **Order the new FiOS TV One** equipment call 1-800-501-1172. The Call Center Representatives will ask you what equipment you have now so they know what to send you. Make a list of all your TV's and what equipment you have now. The new equipment **cannot be mixed with the old equipment**. The new System components will be mailed to you. They arrive quickly and are packaged very well. There is no change in monthly cost, unless additional services are ordered and except if Digital Adapters are in use now; there will no longer be a charge for Digital Adapters.
7. All current Set Top Boxes, Remote Controls, DVR's and Digital Adapters **MUST be returned within a specific time frame** using Verizon supplied Postage Paid labels and boxes.
8. There is a **\$99.00 installation fee that may be waived** if you tell them you are not able to self-install for medical reasons. (We self installed relatively easily.)
9. You may **call Tech Support (1-888-553-1555) to assist you over the phone with self installation**. NOTE: This is a brand new system and Not every Tech Support Team Member has been trained on the new System yet, so you must be certain you are speaking with a trained **FiOS TV One** Tech Support Team Member. Ask to be certain. You will be transferred until you reach a trained Tech Support person.
10. For more information, go to the following web page:<https://www.verizon.com/home/mlp/fios-dvr/>  
FOR QUESTIONS: Call 1-800-501-1172

**Photo of current remote and new voice activated remote:**



## Voice Remote Features

[https://www.verizon.com/support/residential/tv/equipment/remote-control/voice-remote?CMP=OLA\\_CON\\_OTH\\_22222\\_NA\\_20180928\\_NA\\_NM201800171\\_00002](https://www.verizon.com/support/residential/tv/equipment/remote-control/voice-remote?CMP=OLA_CON_OTH_22222_NA_20180928_NA_NM201800171_00002)

## Voice Remote Features

### Find my Fios TV Voice Remote

If you misplace your Fios TV Voice Remote, press the power button on the Fios TV One twice. The Fios TV Voice Remote that's paired with that Fios TV One will start making a beeping sound. When you find the Fios TV Voice Remote, press any button on the Fios TV Voice Remote to silence the beeping.

### Motion-activated light

There is a sensor on the back of your Fios TV Voice Remote that activates the Fios TV Voice Remote light when it detects motion—making it easier for you to see the Fios TV Voice Remote in the dark.

### Wireless Bluetooth connection

The Fios TV Voice Remote connects with your Fios TV One via a wireless Bluetooth connection so it will still work if your Fios TV One is hidden in a cabinet or other non-metal enclosure—as long as it’s not farther than 25 feet away.

**Note:** if your Fios TV One is enclosed, please make sure it gets adequate ventilation to prevent overheating.

## Fios TV Voice Remote



**Voice search** - The fastest way to use your Fios TV Voice Remote is by pressing and holding the Voice Search button - The fastest way to use your Fios TV Voice Remote is by pressing and holding the Voice Search button to say what you want to watch. Just say what you’re looking for, like “What’s on tonight.” You may also find movies by naming your favorite actor, tune to a channel, turn on subtitles, access the Guide and much more! You can control your DVR or VOD playback by saying “Fast forward one minute” or “Rewind thirty seconds”. **Just remember to hold the button down while speaking and then release.**

**Menu** - The Menu button takes you to the main on-screen menu. From there, use the ring surrounding the OK button on the Fios TV Voice Remote to move between menu options.

**Guide** - The Guide button takes you directly to the programming grid guide. Pressing the Guide button again brings up a selector that allows you to choose another view.

**Navigation ring and OK/Select** - Press the navigation ring segments for up, down left or right and the OK buttons to navigate and make onscreen selections.

**Using Navigation ring buttons to *Skip Forward and Back*** - Press the Left and Right navigation ring segments to skip video forward or back while using the DVR or watching Video on Demand.

**Back (arrow) button** - Go back to the previous screen.

**Exit button** - The exit button will leave your current menu location or screen and return you to normal TV viewing.

**Info button** - Press the Info button to get more details on the show you're watching.

**Mute Button** - Use this button to mute the sound from your TV. **Play/Pause, Rewind and Fast Forward buttons** - Use the Play/Pause, Rewind and Fast Forward buttons to control the following:

- Live TV
- Video On Demand (where allowed)
- DVR recorded programs
- Tapping the Fast Forward or Rewind buttons increases or decreases the video speeds

**Note:** A long press of the Fast Forward or Rewind jumps you back towards the beginning of shows, and/or forward to the live point of currently airing programs.

**Channel / Page +/-** - Use the Channel plus and minus buttons to choose one channel up or down in the guide or to page up or down when viewing the Guide.

**Last button** - The Last button jumps back and forth between the last two programs you were watching.

**Record** - Use this button to record any show that you're watching on live TV. It will record back to the moment you started watching that program.

## **Voice commands**

With the Fios TV Voice Remote, you can use your voice to tell your Fios TV One what to do. Simply press and hold the microphone button to give commands. Speak normally and hold the Fios TV Voice Remote about 12 inches from your mouth. If held too closely, your voice may come across distorted and difficult for the Fios TV Voice Remote to understand.

Here are a few samples of things you can ask or tell your Fios TV Voice Remote to do:

## **Search**

- "What's on Animal Planet tonight?"
- "I want to watch Property Brothers"
- "Look for comedies starring Jim Carrey"
- "Show me Disney movies"

## **Navigation**

- "Tune to HGTV"
- "Go to the main menu"
- "Go to the guide"
- "Go to settings"
- "Skip forward 30 minutes"
- "Jump back 1 hour"
- "Go to DVR"
- "Go to On Demand"
- "Skip forward 30 seconds"

## **Settings**

- "Turn on talking guide"
- "Turn off closed captioning" (available for select programs)
- "Turn on Spanish audio" (available for select programs)
- "Turn on descriptive video" (available for select programs)
- "Launch my dashboard"
- "Show my Wi-Fi Credentials"
- "Pay My Bill"