

# VIDEO ON DEMAND

## What is Video On Demand?

Video On Demand (VOD) is a feature that allows you to select and watch videos when you want!

## How do I get VOD?

VOD is automatically enabled for all TV customers.

## Does it cost anything to view what programs are available?

No, you can browse the VOD selections for free. Some movies and events are free and some you have to pay to watch. Charges are shown on each movie/event. You are only charged when you rent a program. A confirmation screen will appear to confirm your rental.



## How do I access VOD content?

1. Hit the green VOD Button on the remote - OR - press the Menu button on the remote and scroll down to On Demand and press OK. Press OK again to view the library of content.
2. You may now choose what content you wish to view. Use the arrow buttons on your remote to highlight the category you wish to choose and press OK.
3. Use the arrow keys to search and highlight the show or movie you want and press OK. You will now have the option to "Rent" the program. It will ask if you want to share it with your whole home and for a purchase pin. The pin # is defaulted at 0000. You may now watch your movie and the purchase will show on your next month's bill.

## Can I set up Parental Controls?

Yes you can set up parental control locks by category. You can also change your pin # to prevent others from making purchases. This can be done under Menu>Settings>Parental>Change Pin. If you would like to prevent any purchases from being made, call our office

## Is there a way to cancel my order once I have made the purchase?

No, there is not a way to cancel your order. Once you "Rent" the title, you will be charged for it.

## How often is new content added?

New content is added to the system monthly; all of which is controlled by the content providers.



## When I rent a program, how long do I have to watch it?

You typically have 24 hours to watch your rental, but this depends on the studio. You can watch the rented program as many times as you like in the allotted time. You also may resume or restart your program; pause, rewind, and fast forward.

## Are any of the movies in HD?

Yes a selection of programs is available in HD. If you are subscribed to HD Access, you can watch movies in HD. If you are not subscribed to HD Access, you may experience some tiling/freezing when watching HD content.

