What is Video on Demand?

Video on Demand (VOD) is an interactive feature that allows users to select and watch video content when they choose rather than having to watch at a specific time. You can use the menu to search for your favorite shows and movies and watch on your schedule.

It puts you in control. You can start, rewind, fast-forward and pause hundreds of movies and shows when you want.

How do I get Video On Demand?

All you need is an HD receiver or an HD DVR to access the VOD content. No subscription is necessary for most programming. The content will automatically update on your box when it becomes available. The content is constantly being updated.

If you do not have an HD Receiver or HD DVR and would like to get one, it is easy. Just call 1-888-222-0077 and we can set up an appointment to install the proper equipment. Between now and August 31, 2015 we are waiving the Service change fee to do the installation.

If you have the Motorola HD DCX or Motorola HD DCX DVR you have access to the VOD content. If your piece of equipment that you have in your home looks like either of the ones below you can start using VOD right now.

What content is included?

The content consists of Free content as well as Pay Per View content. Most content is free with a cable subscription. If you miss your favorite show it may be available on VOD within 3 days of its original airing date. The network content you have access to depends on what cable packages you subscribe to. For
example, if you subscribe to the Expanded Basic channel package you will have access to all VOD content from those networks.

Want to watch a movie? VOD contains hundreds of hours of free movies as well as many new releases on Pay-Per-View. Once you purchase a movie you have access to that movie for 48 hours to watch as many times as you would like.

**How do I access VOD content?**

There are 2 ways you can access VOD content:

**The first way:**
Hit the **Menu** button toward the top of your remote control.
Use the left or right arrows to highlight the VOD box
Hit the **OK/Select** button
You then have a choice of what content you wish to view, Use the arrow buttons on your remote to highlight Movies, Choice, Expanded, Basic, My Rentals, Events, Premium and Adult.
When the category you want is highlighted in yellow hit the **OK/Select** button which will take you to the next menu to narrow down your search even further.

**The Second Way:**
Hit the white **On Demand** Button on the remote
You then have a choice of what content you wish to view, Use the arrow buttons on your remote to highlight Movies, Choice, Expanded, Basic, My Rentals, Events, Premium and Adult.
When the category you want is highlighted in yellow hit the **OK/Select** button which will take you to the next menu to narrow down your search even further.
Use the arrow keys on your remote to search for the show or movie you want and when you have it highlighted hit the **OK/Select** button to start the program.

**How Does Pay Per View work?**

There are some New Release Movies and Adult programming that you have to pay to watch. When you go through the menus listed in the steps above you will be told that there is a charge for the movie and how much. It will ask you if you want to "BUY" the movie. You will then have to arrow to BUY or Don't Buy and hit the OK/Select button. When you do purchase Pay Per View programming the charges will appear on your next months cable bill.

**If you choose to purchase the program you have to hit the **OK/Select** button to start it.
**If you choose not to purchase the program you can simply hit the **EXIT** button on your remote To Stop from being charged.

Once you purchase a movie you have access to that movie for 24-48 hours depending on the studio release. You may watch it as many times as you would like in that time period.

**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 select to "BUY" the title you will be charged for it.

**How do I set up Parental Controls?**
You can set up parental control locks by Movie Ratings, TV Ratings, TV content, certain channels, by title and also hide Show/Movie titles.

Here are the steps to lock certain content:

1) Hit the ‘Menu’ button on your remote control
2) Highlight the picture of the house on the left hand side of the screen and hit the ‘OK’ button
3) Highlight the Set up box and hit the ‘OK’ button
4) Highlight the Parental Control box and hit the ‘OK’ button
5) You must enter a 4 digit pin number. If this is your first time using Parental Controls it will ask you to re-enter the pin. ***Please remember this pin number, you will need it everytime you want to make changes to any of the Parental Control Locks.***
6) Highlight which category you would like to put locks on, hit the ‘OK’ button
7) Highlight you lock preferences and hit the ‘OK’ button.

If you want to set locks on another category press the ‘LAST” button on the remote, select the new category you want to set lock for and hit ‘OK’ button.

When you are finished setting all your parental control locks hit the ‘EXIT’ button and you are done.

Can I Choose not to have Video On Demand in my home?
Yes, you have the ability to block all VOD content from your TV. Here are the steps to completely disable VOD.

1) Hit the ‘Menu’ button on your remote control
2) Highlight the House picture in the bottom left corner, press the ‘OK’ button.
3) Highlight the Set up box on the screen, press the ‘OK’ button.
4) Highlight Parental Control Setup and press the ‘OK’ button.
5) Enter your 4 digit pin
6) Highlight Service Locks, press the ‘OK’ button
7) Video on Demand should already be highlighted, press the ‘OK’ button. A picture of a lock should appear next to the words Video on Demand to show it is disabled.
8) Press the ‘EXIT’ button.

Trouble Shooting
If you have trouble accessing VOD content there are a few things you can try:

1) Exit the VOD content menu for a few minutes and then start all over again. Since the content is constantly being updated restarting the process can help.
2) Reset your box. You do this by unplugging the power cord for your receiver from the wall for a few seconds and then plugging it back in. Your TV will work right away after plugging it back in but it can take up to 20 minutes for all the guide and VOD menu information to reload.
3) If neither of these tips helps, please call our office for assistance. Call 1 888-222-0077, we have Customer Representatives in our office 24/7 to answer your questions.