

## VOD

(Video-on-Demand)  
It's Simple As



## Quick Start Guide:

- 1** Press the **MENU** button on your remote.
- 2** Select the **On Demand** option on your screen.
- 3** Select a movie and press the **OK** button to rent, watch a trailer, or get more info.

## VOD FAQs:

### ***Do I need to contact RS Fiber to enable the service?***

No; VOD (Video-on-Demand) is automatically enabled for all RS Fiber video customers where VOD is available.

### ***How do I access the service?***

Press the **MENU** button on your remote control to bring up the main menu. Select the **On Demand** option to access a listing of movies available. Once you find a movie you want to watch, you can view a trailer of the movie (if available), view more information about the movie, or rent the movie.

### ***Does it cost anything to view what movies are available?***

No; you can browse the VOD selections for free. You are only charged if you rent a movie. A confirmation screen will appear to confirm your rental. RS Fiber's VOD service includes a large selection of FREE movies, including kids, music, and educational programming.

### ***How do I know if I will be charged to rent a movie?***

The price of the movie rental will appear above the description on the screen. The price will also appear in the confirmation screen when you rent the movie.

### ***Will I be billed if I rent a movie with a fee?***

Yes; the rental will appear on your monthly bill with the movie title.

### ***How often is new content added?***

New movies are added to the system weekly.

### ***Are any of the movies in HD (high-definition)?***

No; currently all of the movies are in SD (standard-definition). We plan to add HD (high-definition) movies in the future.

### ***Do any of the movies have closed captioning?***

Yes; some of the movies contain closed captioning. Look for the closed captioning icon in the program description to verify if there is a closed caption option.

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

You typically have 24 hours to watch your rental, though some studios allow you up to 72 hours. You can watch the rented movie as many times as you would like within the allowed period. To see which movies are still available to watch, press the **MENU** button on the remote and choose the **My Library** option in the main menu and select the **Videos** option.

### ***Can I stop a movie and watch it later?***

Yes; you may resume or restart your movie within the allowed period.

### ***Can I pause/rewind/fast forward a VOD movie?***

Yes; simply use the **PAUSE II**, **PLAY >**, **REW <<**, and **FF >>** buttons on your remote to control your VOD movie.

### ***Can I purchase the boxing/wrestling event coming up this weekend?***

Yes; Pay-Per-View service is available to RS Fiber customers for live events. For more information, contact your local RS Fiber office.

### ***Can I disable VOD service?***

Yes; please call your local Customer Care Representative at **(800) 628-1754** or stop in to your local office and ask for VOD service to be disabled.

### ***Can I enable a PIN for VOD purchases?***

Yes; you can set up a PIN for VOD purchasing. Press **MENU**, select **Settings**, enter your password (default is **1234**), select **Users** then **Edit**. Enter PIN information then select **Enable PIN** and select **Submit** to save your changes. For more information on PIN, please see the RS Fiber Parental Controls guide which is available online at [www.rsfiber.coop/support/video](http://www.rsfiber.coop/support/video) or for pick up at your local office.

### ***Can I enable Parental Controls to block adult content?***

Yes; to enable Parental Controls press **MENU**, select **Settings** and enter your password (default is **1234**). In **Preferences**, select the check box for **Parental Controls**. Then select **Edit**, change controls as needed and select **Submit** to save changes. For more information on Parental Controls, please see the RS Fiber Parental Controls guide which is available online at [www.rsfiber.coop/support/video](http://www.rsfiber.coop/support/video) or for pick up at your local office.

### ***What should I do if I'm having problems with the service?***

During periods of high demand, RS Fiber's VOD service might be unavailable for a short period of time. Please wait a few minutes and then try again. If you are still having problems, please contact Technical Support at **(800) 628-1754**.

**Need help? Visit our support page at [www.rsfiber.coop/support](http://www.rsfiber.coop/support) or contact Technical Support at (800) 628-1754.**