

Video on Demand Reference Guide

Access the VIDEO ON DEMAND menu

- Select the VOD icon on the remote control or tune to Channel "1"

Browse VIDEO ON DEMAND categories

- Select a category to see a list of sub-categories or program listings. Highlight the movie and press the Ok/Select button

Select a VIDEO ON DEMAND program

- Select a category to view a list of all available programs
- Use arrow buttons to highlight your selection and press Ok/Select

Start your selected program

- If the program is available for free, select the Watch icon on screen
- If there is a charge, select the Order icon
- Select Yes to Confirm order

More VOD features

- VCR-like functions – Play, Stop, Pause, Rewind, and Fast-Forward
 - Stop or Pause a program – When you Stop a program, it will be transferred into the Saved Programs area. You will have access to programs for repeat viewing up to 24 hours.
- When you Pause a program, it will remain paused for approximately five minutes. If you do not press play within this time, the program will be transferred to Saved Programs.
- Prevent unauthorized orders – For information on setting up parental controls, refer to the "Parental Controls" section in the Welcome Kit or Manual and Guides section of the En-Touch website, www.entouch.net.

Video on Demand Troubleshooting

Error Code 114

Please call 281.225.1000 to correct problem

Error Code SRM 9008

Error Message: "This Asset is sold as part of a package, call your cable provider."

You must be subscribed to this premium cable channel in order to receive this premium VOD channel.

Error Code SRM8 & SRM20

Please exit VOD and log in again

Error Code ???

Please call 281.225.1000 to correct problem