



## Quick Start Guide:

- 1 Press the **B**  or **VOD**  button on your remote.
- 2 Use the **navigation buttons** to find a program and select it by pressing **OK**.
- 3 View the trailer or confirm your purchase by pressing **OK**.

## Standard Elevate VOD FAQs:

### *What is Elevate VOD?*

Elevate VOD is a vast library of both free and rentable Video-On-Demand programming selections and an easy way to search through it all. See the **On Demand** section of the Elevate User Guide or view video tutorials at [hbci.com/support/elevate](http://hbci.com/support/elevate).

### *Do I need to contact HBC to enable the service?*

No; VOD is automatically enabled for all HBC Elevate Video customers.

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

Press the **B**  or **VOD**  button on your remote control to bring up the VOD library. Once you find a movie or TV show you want to watch, you can view a trailer of the movie (if available), rent a movie in either SD or HD (if available), or watch a TV show.

### *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 in which case a confirmation screen will appear to confirm your rental. HBC's Elevate VOD service includes a large selection of FREE TV shows. The free content is based on your Video service level subscription and content available from the provider.

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

The price of the movie rental appears in the upper right-hand corner of each individual movie poster art. The price will also appear after pressing **OK** with a selection in focus, and an additional confirmation screen will appear 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 and content are added to the system daily. Likewise, movies and content will also be deleted daily.

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

Yes; movies available in HD format will have a red label with an "HD" in the upper left-hand corner of the movie poster art. Occasionally, the red label may not be present. To confirm if a movie is available in HD, press **OK** with a selection in focus. If the screen displays "Rental HD" on the movie rental button, then it is available to rent in HD.

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

Yes; some movies and TV shows contain closed captioning. To enable, press the **MENU** button on your remote, navigate to and select the **Settings** category. Scroll to and select **Closed Captioning** and then select **ON** in the *Captioning On/Off* card.

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

You have 24 hours to watch your rental and 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 **B**  or **VOD**  button on your remote to access the VOD library and select **My Account** and then **My Rentals**.

***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 **PLAYBACK** buttons on your remote to control your VOD movie.

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

No; Pay-Per-View service is not available through Elevate VOD for live events at this time. For more information, contact your local HBC office.

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

Yes; please call your local Customer Care Representative at **(888) 474-9995** or stop in to your local office and ask for VOD service to be disabled.

***Can a PIN for VOD be enabled to lock purchases?***

Yes; the HBC installation technician will set up a PIN for VOD purchasing at time of install. You can also change your PIN later. For more instructions, see the **On Demand** section in the Elevate User Guide and go to **PIN Entry** or view video tutorials at [hbc.com/support/elevate](http://hbc.com/support/elevate). If you have forgotten your PIN or need further help in regards to your PIN, then please contact Wizards Technical Support at **(877) 457-9669**.

***Can I enable Parental Controls to block content by rating?***

Yes; to enable Parental Controls press the **B**  or **VOD**  button on your remote to access the VOD library. Navigate to **My Account** and under the Parental Controls section, select **Lock by Rating**. Once you have entered your PIN number, a screen will appear where you select the Movie/TV rating you wish to lock. For more information on VOD Parental Controls, please see the **On Demand** section of the Elevate User Guide and go to **Parental Controls** or view video tutorials at [hbc.com/support/elevate](http://hbc.com/support/elevate).

**View Elevate video tutorials and more instructions at [hbc.com/support/elevate](http://hbc.com/support/elevate)**

**Need help? Visit our support page at [www.hbc.com/support](http://www.hbc.com/support) or contact Wizards Technical Support at (877) 457-9669.**

