

Video On Demand User Manual



Flow

1. Introduction and Product Overview

Flow's Video on Demand (VOD) product is an advanced video service that lets you, the customer, select and watch the programs you want from hundreds of movies including blockbusters premiers, library titles, TV series, adult content, music videos, and kids/ family programming whenever you choose to watch (on demand).

VOD gives you complete control of your programs including the ability to pause, rewind, fast forward or even stop a program, return to view it, or even start over. Once a program has been purchased, you have up to 24 hours from its initial rental to complete viewing of general content. For adult content, you have up to 6 hours to complete viewing, with unlimited views during that time for each categories of content.

VOD programming is paid or free. As in the example of HBO, HBO on Demand is included with your HBO subscription. The prices for paid **VOD** programming are easily visible from any program you select from your **VOD** Library.

2. Introduction and Product Overview

The **VOD** Library is composed of various high level and sub-level folders to better organize your program viewing including:

- **Recently Watched**
- **Movies**
- **TV Shows**
- **HBO**
- **FOX**
- **Kids**
- **Music**
- **Caribbean**
- **Adult**

The **Recently Watched** folder stores your recently purchased and/or played programs into a single location for easier access.

The remainder of the categories such as **Movies** and **TV Shows** are further broken down by genre and in some cases alphabetically making it easy to find a movie or TV program for your viewing pleasure.

The following sections of this document will provide instructions on how to:

1. Access your **VOD Library**,
2. Navigate through the various **VOD** categories
3. Purchase a **VOD** selection
4. View your **VOD** purchases
5. Enable and manage your **Parental Controls** feature

3. Accessing and Exiting the VOD Library?

Flow's **VOD** service can be accessed in one of two ways:

1. Press **VOD** on the remote to reveal the **VOD Library**.
2. Press **Menu** on the remote and use the **Left** or **Right** arrows to select the **VOD Library**

You can exit the **VOD Library** anytime by pressing **Exit**

4. Navigating through the Categories

- Access the **VOD Library** by pressing **VOD** or by pressing **Menu** and use the **Left** or **Right** arrows to move to the **VOD Library** icon.
- Use the **Up** or **Down** arrows on your remote to navigate through the categories. Press **OK** to select an item. Use the **Left** or **Right** arrows to browse the titles. Press **OK** to select an item
- You can also manually search for a movie or program title by selecting **Search** in the main **VOD Library** and using the directional buttons on the remote, enter the name of the movie or program title using the on screen keyboard
- When you highlight a program title, the **Program Information Screen** provides a more descriptive detail on your selection, including:
 - Detailed description of the title, and its viewing format (HD or SD)
 - Price (Tax Inclusive) and Rental Time
 - Genre
 - Director
 - Main Actors
 - Program Rating
 - Length of Movie
 - Poster Artwork
 - Preview

Note: Previews are not available for Adult content or Subscription services such as HBO

5. Purchasing VOD Programs

- Access the **VOD Library** by pressing **VOD** on the remote or by pressing **Menu** and using the **Left** or **Right** arrows to select the **VOD Library**, then press **OK**
- Using the **Up** or **Down** arrow, navigate through the main categories. Press **OK** to select
- Using the **Up** or **Down** arrow, navigate through the sub categories. Press **OK** to select
- Using the **Left** or **Right** arrows, browse the titles
- Each selection will display the **Program Information Screen**. Once you are satisfied with your selection press **OK** to display the **Menu Options**
- Using the **Up** or **Down** arrow, select **Rent** and press **OK**
- Enter your **Purchase Personal Identification Number (PIN)** to authenticate (confirm) the purchase
- The **Purchase PIN** enables you to restrict the purchase of **VOD** programs from unauthorized or unintended viewing. The default **Purchase PIN** for is 1234 and we **strongly suggest** that you change your **Purchase PIN** from its default setting and continue to change it on a regular basis. Instructions on how to change your **Purchase PIN** can be found in Section 7 of this document

6. Viewing Functions (Fast Forward, Rewind, Pause and Stop)

VOD viewing functions provide an enhanced viewer experience by enabling you to Play, Stop, Pause, Rewind or Fast Forward any selected program.

All these functions can be easily controlled from your remote by pressing:

1. **Pause** – press **Pause** to pause the playback of the TV program. Press again to resume playback
2. **Play** – press **Play** to play or resume a paused TV program
3. **Fast Forward** – press **Fast Forward** to move ahead quickly through the TV program. Press this button again to multiply the speed of fast forwarding through the TV program
4. **Rewind** – press **Rewind** to move backwards quickly through the TV program. Press this button again to multiply the speed of rewinding through the TV program
5. **Stop** – press **Stop** to stop playing the TV program and return to the VOD Library

7. Accessing Parental Control

Parental Control enables you to restrict the viewing of certain channels, ratings, content, and time periods. You can use Parental Control to restrict viewing certain movies or events that are intended for mature audiences, or to restrict viewing at certain times of the day.

The **Parental Control (Lock) Screen** presents several options for managing your parental control preferences:

1. **Blocking Status** – disables or enables Parental Control
2. **Block Content** – restricts viewing based on a program's official rating
3. **Block Channels** – restricts viewing by channel
4. **Block by Time** – enables you to set time periods, where household members can watch programs during unblocked time periods
5. **Change Parental Control PIN** – allows you to change your PIN to authenticate changes to parental control
6. **Change Purchase PIN** – allows you to change your PIN to authenticate VOD purchases

8. Managing Parental Control

- Press **Menu** on the remote and use the **Left** or **Right** arrows to move to the **Parental Control** screen. Using the **Up** or **Down** arrow, select the **Parental Control** option outlined below and follow the directions:

Note: You will need a Parental Control PIN to authenticate changes to any of the Parental Control options listed

Change Parental Control PIN

- A PIN is required to activate and make changes to the various **Parental Control** options
 - The **default Parental Control PIN** is **1234**
 - We **strongly suggests** you change the PIN from its default setting and to change it on a regular basis
1. To change your **Parental Control PIN**, use the **Up** or **Down** arrow to select **Change Parental Control PIN** from the menu and press the **OK** button to display the Change PIN window
 2. If this is your first time changing your PIN, enter the default PIN (1234) as the **Old PIN**. If you have changed your default PIN, enter your most recent PIN

3. Enter a new 4-digit number in the **New PIN** section and again in the **Repeat New PIN** section
4. Press **OK** twice to save your new **Parental Control PIN**

Change Purchase PIN

- **Purchase PIN** is required to purchase **VOD** programming
 - The **default Purchase PIN** is **1234**
 - Flow **strongly suggests** you change the PIN from its default setting and to change it on a regular basis. Additionally, we **strongly suggest** that you choose a **Purchase PIN** which is **different** from your **Parental Control PIN**
1. To change your Purchase PIN, use the **Up** or **Down** arrow to select **Change Purchase PIN** from the menu and press the **OK** button to display the **Change PIN** window
 2. If this is your first time changing your PIN, enter the default PIN (1234) as the **Old PIN**. If you have changed your default PIN, enter your most recent PIN
 3. Enter a new 4-digit number in the **New PIN** section and again in the **Repeat New PIN** section
 4. Press **OK** twice to save your new **Purchase PIN**

Blocking Status

- To enable or disable Parental Control, use the **Up** or **Down** arrow to select **Blocking Status**, press **OK**, enter your **Parental Control PIN** and press **OK** again
- Using the **Up** or **Down** arrow, select the desired **Blocking Status** and then press **OK**
- Select from one of three options:
 1. **On** – Enable the **Parental Control**
 2. **Off (Auto Relock)** – Disables **Parental Control** time period
 3. **Off (Relock Manually)** – Disables the **Parental Control**

Blocked Content

- To control viewing of programs intended for mature audiences, use the **Up** or **Down** arrow to select **Blocked Content**, press **OK**, then enter your **Parental Control PIN** and press **OK** again
- Using the **Up** or **Down** arrow, select your preferred **Blocked Content** setting and press **OK** to block or unblock the ratings (marked by a lock icon)
- You can unblock all ratings by selecting the **Clear All** option and pressing **OK**

Note: A list of available ratings and their description is outlined in the following table

Standard Ratings and their Definition

RATING	MEANING
ADULT	All content rated by Flow. The most explicit content that should be blocked by anyone under 18
NC-17	No one under 17 permitted.
R	Under 17 requires accompanying parent(s) or adult guardian
TV-MA	The program is intended to be viewed by adults and may be unsuitable for children under 17
TV-14	Show may be unsuitable for children under 14
PG-13	Some material may be inappropriate for children under 13
PG/TV-PG	Parental Guidance is recommended and the program may be unsuitable for younger children
G/TV-G	Suitable for all ages but is not necessarily a children's show
TV-Y7	Appropriate for children age 7 and up
TV-Y	Very young audience, including children from age 2-6
NR	No rating available. All content that is not specifically rated

Block Channels

- To block certain channels from being broadcast, use the **Up** or **Down** arrow to select the **Block Channels** option, press **OK**, then enter your **Parental Control PIN** and press **OK** again
- Using the **Up** or **Down** arrow, select the channel you want to block and press **OK**. Blocked channels are marked by a closed lock icon
- To unblock channels, use the **Up** or **Down** arrow to select the channel you want to unblock and press **OK**. Unblocked channels are marked by an open lock icon

Blocked by Time

- To manage the time periods where household members can watch programming, use the **Up** or **Down** arrow to select the **Blocked Time** option. Press **OK**, then enter your **Parental Control PIN** and press **OK** again
- If this is your first time using this option, you need to **Add** a blocked time to the system. This can be done by the following steps:
 1. Press the **Opt** button on the remote to display the **Add** window
 2. Select **Add** on the window that appears and press **OK** to reveal the **Time Change** screen
 3. Using the **Up, Down, Left** or **Right** arrows, select your desired **Day, Start** and **End Time**, and press **OK**
 4. Once a time is added you can select or de-select it within the **Blocked by Time** option
- You can **modify** or **delete** a blocked time by the following steps:

To modify:

1. Press **Opt** to display the **Menu Options**
2. Using the **Up** or **Down** arrow, select **Edit**, press **OK**, then use the **Up, Down, Left** or **Right** arrow to edit the desired **Day, Start** and **End Time**, and press **OK**

To delete:

1. Press **Opt** to display the **Menu Options**
2. Using the **Up** or **Down** arrow, select **Remove**, press **OK** twice