

# WINDOW Digital Download Guide

Thank you for purchasing a WindowFX digital holiday decorating projector! If you are interested in purchasing more videos, please go to TotalHomeFX.com. In order to make the process easier, faster, and more convenient we have made digital downloads available for purchase. This gives you instant access to more amazing content for your WindowFX projector!

**For help on Purchasing Digital Videos, [see Page 2.](#)**

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If you are experiencing any problems with your WindowFX unit or downloading digital videos, please send a message through the *CONTACT* page on the TotalHomeFX.com website or call 888-476-7100.

## Purchasing Digital Videos

To purchase additional scenes for you WindowFX Holiday Projector, simply go to TotalHomeFX.com and click on the *PRODUCTS* tab.

Once on the *PRODUCTS* page, choose which holiday videos you would like to view.

After you have browsed the videos and have made your selection, simply click the *Add to Cart* button. One digital download will be added to your cart.

Continue adding the desired amount of videos to your cart.

Once ready to complete your purchase and download your videos, click the cart symbol in the upper right hand corner.

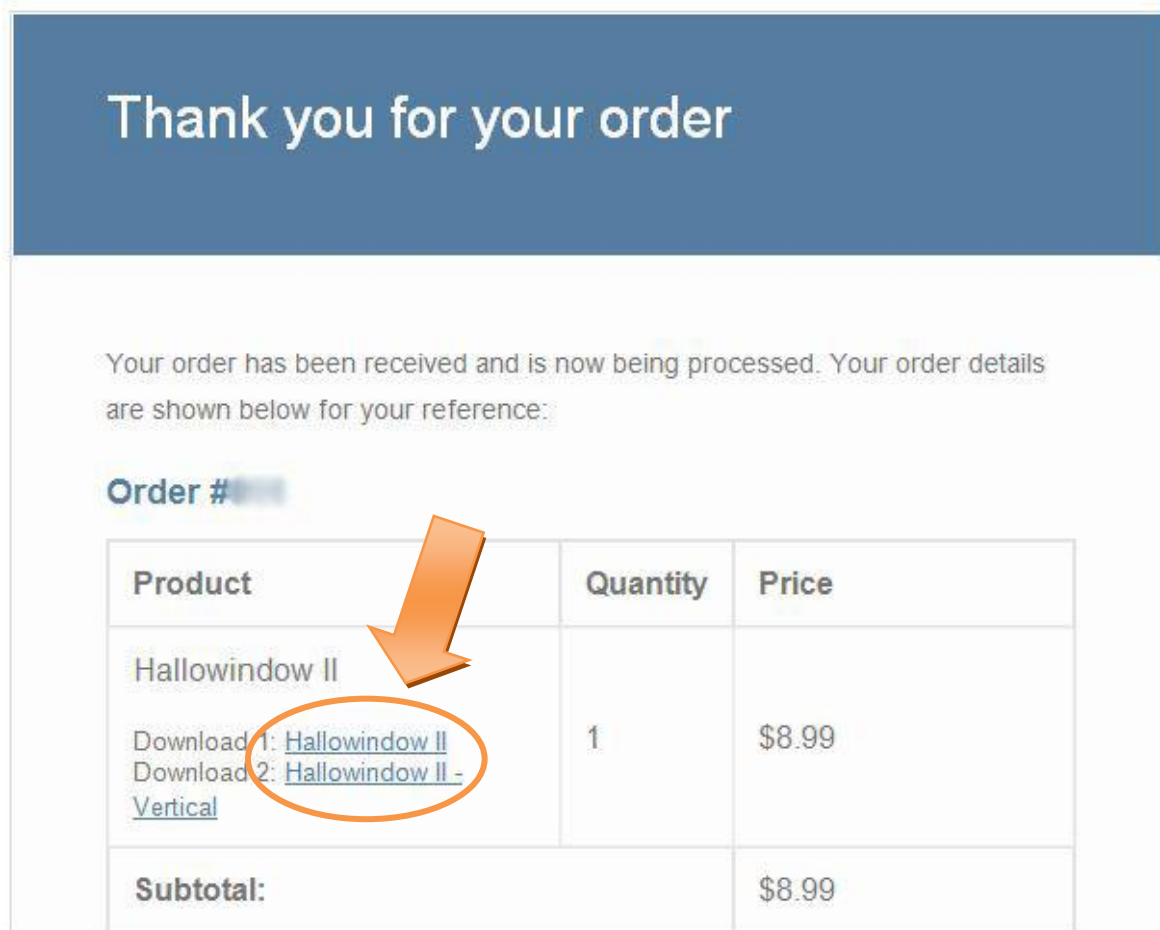


Click the *Proceed to Checkout* button where you will be prompted to enter in your name, billing address, phone number, and credit card information. Once all the information has been filled out, click the *Place Order* button. **Note:** It is important to enter your email correctly. This is where the links to download the videos will be sent.

## Downloading Purchased Videos

After placing your order, your credit card will be charged. Once the credit card charge is approved, you will receive an email with a list of the videos that you purchased.

Open the email, and click on the underlined title of the video to download it. It will automatically download in your internet browser. If the download does not begin automatically, right click on the link in the email and select *open hyperlink*. This should also start the download process. **Note:** If you do not receive an email with your links, check your spam or junk folder.



Once the download is complete, open the *Downloads* folder in your computer, or wherever you have selected to be the download destination folder.

Find the file name of your digital video in the folder and right click on the file. Here you can copy the file and save it to your computer and/or the desired media to play it on the WindowFX projector (via USB or SD Card).

## Frequently Asked Questions

### **Who can I contact if I have issues with my video downloads from TotalHomeFX.com?**

If you are experiencing issues with the download process from TotalHomeFX.com, please contact Customer Service by submitting a message through the *CONTACT* tab on our website. Simply click *CONTACT*, scroll down to the message form, fill out the form, and explain your issue. A Customer Service email will be sent with a response. You may also call us at **888-476-7100**.

### **I was never alerted of an email with my download links. What do I do?**

If you did not receive the order confirmation email in your inbox, please check your spam and junk mail folders. If the email is not there, please use the *CONTACT* page on our website or call us so we can troubleshoot the issue.

### **I would like to purchase a USB or SD Card with additional videos. Can I do that?**

At this time, we only have digital downloads available to purchase additional content for the WindowFX projector. We do not provide USB or SD Cards for purchase.

### **You're sold out of the WindowFX kit. Where can I find one?**

Unfortunately, we are completely sold out of the WindowFX projector kit for the 2015 season. Please sign up for our newsletter to be alerted when the WindowFX projector kit will be available for 2016.

### **How can I stay up to date on WindowFX news, when new videos are available, and ideas on how to use the WindowFX kit?**

To stay current on all of the WindowFX news and products, you can follow us on Facebook and Pinterest. You can also sign up for our email newsletter on TotalHomeFX.com to get news and tips delivered right to your inbox.