

Quickflix™ *entertainment delivered*

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Chapter 1: Welcome

I. About Quickflix WatchNow on Sony BRAVIA

Quickflix is a video on demand service compatible with Sony Bravia televisions and Blu-ray players, Sony PlayStation 3 and Internet-connected computers. The streaming service provides instant-on-demand access to a constantly changing and expanding range of great movie and TV titles. We are adding new devices all the time, so stay tuned for updates.

II. What you will need to use WatchNow Service on Sony BRAVIA

	<p>An approved Sony BRAVIA Device with Internet Video capabilities, and</p>
<p>INTERNET ACCESS</p>	<p>An Internet connection with a minimum speed of 1.5Mbps.</p> <p>Note: Your data consumption is not included in your subscription or introductory offer. Please consult your Internet Service Provider to confirm your data download limits and whether your plan is suitable for the Quickflix WatchNow service.</p>
	<p>A Quickflix Account with a WatchNow subscription or introductory offer</p>

Chapter 2: Registering your Sony BRAVIA Devices

I. Preparing your device

- Physically connect your Sony BRAVIA device and ensure that it is connected to the Internet (either wirelessly or via an Ethernet cable to your home network). *Refer to your device manual for further instructions*
- Obtain a **Device Registration** code for your device, write this code down as you will need it for the next step of registering your device online

To get the registration code for your BRAVIA device

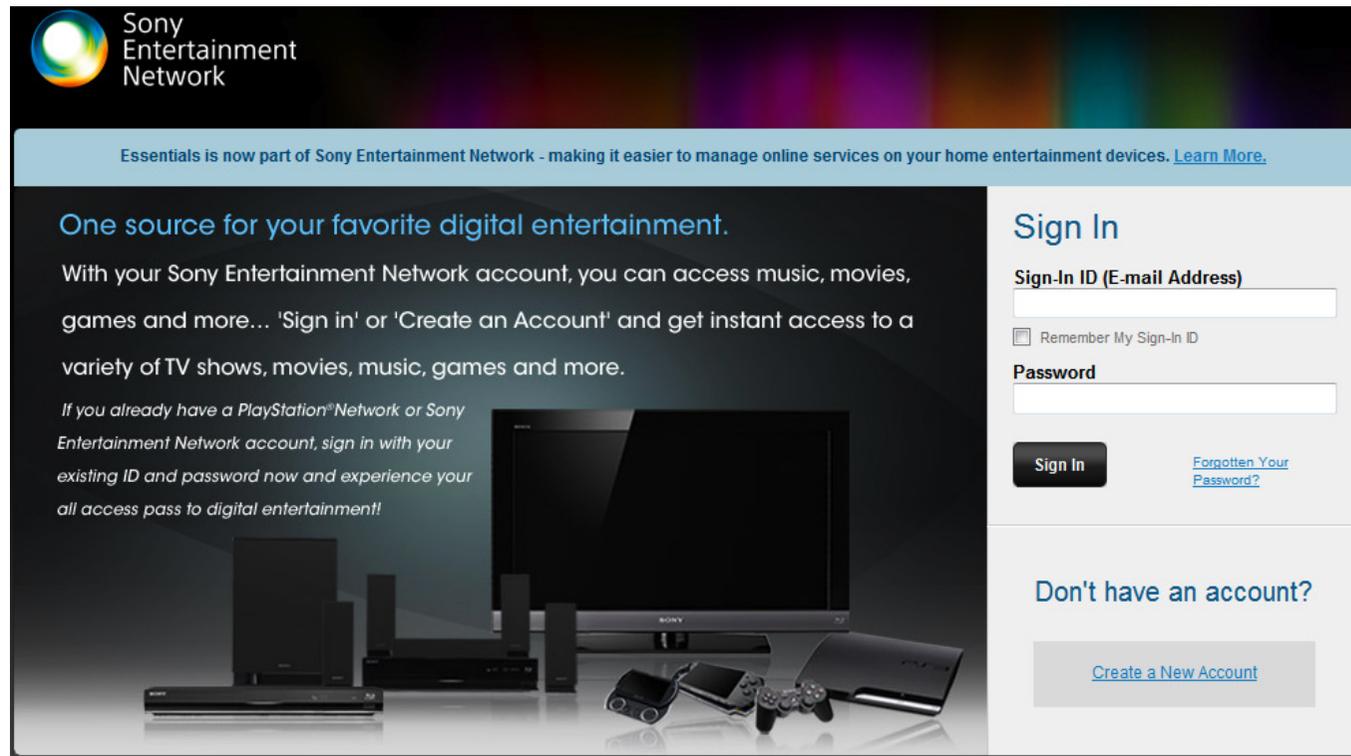
- 1 Please make sure your BRAVIA Internet enabled device (include TV, Blu-ray and Network Media Player) is connected to the Internet, powered on and active.
- 2 Press the **Home** button on your remote control and navigate to the  **Network** icon on the *Xross Media Bar*



- 3 Scroll to **Activate Enhanced Features** and select by pressing enter
- 4 A registration code will be presented on the screen, take note of this code

II. Registering your device

To use the WatchNow service on your Sony BRAVIA device(s) you will need to register the device(s) with Sony via <https://account.sonyentertainmentnetwork.com/services> and follow the prompts



The screenshot shows the Sony Entertainment Network website interface. At the top left is the Sony Entertainment Network logo. Below it, a blue banner reads: "Essentials is now part of Sony Entertainment Network - making it easier to manage online services on your home entertainment devices. [Learn More.](#)"

The main content area is split into two columns. The left column has a dark background with the text: "One source for your favorite digital entertainment." followed by "With your Sony Entertainment Network account, you can access music, movies, games and more... 'Sign in' or 'Create an Account' and get instant access to a variety of TV shows, movies, music, games and more." Below this is a smaller line of text: "If you already have a PlayStation®Network or Sony Entertainment Network account, sign in with your existing ID and password now and experience your all access pass to digital entertainment!" and an image of Sony home entertainment equipment including a TV, sound system, and PlayStation console.

The right column is a light grey sign-in form titled "Sign In". It contains the following elements: a "Sign-In ID (E-mail Address)" label above a text input field; a checkbox labeled "Remember My Sign-In ID"; a "Password" label above another text input field; a black "Sign In" button; a blue link "Forgotten Your Password?"; and a section titled "Don't have an account?" with a blue link "Create a New Account" below it.

Chapter 3: Registering your Quickflix Service for WatchNow Streaming

I. Registration requirements

To subscribe to Quickflix, you must be at least 18 years of age, have a valid credit/debit card or Pay Pal account and an email address. This is to verify your identity and account information. Unless your special offer states differently you will not be charged during your Introductory Offer

II. Register Quickflix WatchNow account

New Member:

The screenshot shows the Quickflix registration interface. At the top, the Quickflix logo and tagline 'entertainment delivered' are visible. Below the logo, there is a 'Welcome headline.' followed by 'Explanatory copy of signup types.' A red box highlights this section. The registration process is split into two paths: 'New to Quickflix? Start here' and 'Existing Quickflix Member? Start here'. The 'New to Quickflix' path is highlighted with a red box and includes fields for 'Email', 'Confirm email', 'Password' (with a note 'Minimum of 6 characters'), 'Confirm password', and 'Promotional code' (with a note 'e.g. 100%'). There is a checkbox for 'Yes, I want to get Quickflix movie news and offers' and a 'JOIN NOW' button. The 'Existing Quickflix Member' path includes fields for 'Email', 'Password' (with a note 'Minimum of 6 characters'), and 'Promotional code' (with a note 'e.g. 100%'). There is a checkbox for 'I am over 18 years of age and agree to the terms & conditions' and a 'Continue' button. At the bottom, there are links for 'Need help joining?' (with a phone icon and number 1300 138 644) and 'Want to learn more?' (with a question mark icon).

1 Login Details

- Enter an **email address** and confirm your email in the next field
- Enter a password and re-enter the password in the next field. Choose a password that is safe and easily remembered by you; password needs to be minimum of 6 characters
- Enter the promotional code *(if applicable)*
- Check the box if you would like receive news and updates from Quickflix
- Click  JOIN NOW

2 Payment Details

Quickflix entertainment delivered

Safe and secure.

- ★ Your credit/debit card is safe. We use SSL encryption technology to secure all transactions.
- ★ If you decide to cancel your Membership before the end of your Introductory Offer you will not be charged.
- ★ At the end of the Introductory Offer you will roll onto a monthly subscription. You can change your package at any time from www.quickflix.com.au, My Account
- ★ Your first payment will include our \$12.99 Joining Fee

Please enter your payment details

Credit or debit card PayPal

Name on card:

Card number:

Expiration date:

Security code* (CCV or CVV):

I am over 18 years of age and confirm that my household has not previously had a Quickflix Introductory Offer or special promotion and agree to the [Quickflix Terms and conditions](#)

Need help joining?
Call member care on 1300 138 644
Monday to Friday 9:00am-10:00pm AEST incl. Saturday & Sunday

Want to learn more?
Frequently asked questions | Terms & conditions

- Choose either Credit or debit card or PayPal
- Enter the Name on card, card number, expiry date and CCV or CVV security code
- Check the box and confirm that you are over 18 as per Quickflix Terms and Conditions
- Click on

3 Registration Complete – Confirm Details

Your registration for Quickflix WatchNow service is complete; you will also receive a welcoming email in your inbox.

To change details on your account head to www.quickflix.co.nz, log in and go to My Account

Quickflix entertainment delivered

Welcome to WatchNow

Thanks for registering for the Quickflix WatchNow service.

We hope you'll enjoy the growing collection of streaming titles we are regularly adding to the service.

You can also watch Movies and TV shows, and create playlists from your PC or Mac. To register your PC or Mac please head to the [Manage My Devices](#) section of the My Account page on our website www.quickflix.com.au

Your account details update

Email: memberemail@vendor.com

Delivery address (existing DVD membership):
 <# First Name
 <# Street Name
 City, 2000, NSW

Membership:
 <existing disc service> Including Streaming <core service>

Introductory Offer end date:
 XX/XX/201X

If you cancel your membership before this date you will not be charged.

Need help joining?
 Call member care on 1300 138 644
Monday to Friday 10am-5pm AEST Sat: 10am-4pm Sun: 10am-4pm

Want to learn more?
FAQs, help, contact us | Terms & conditions Privacy Policy

Existing Member:

Quickflix entertainment delivered

Welcome headline.

Explanatory copy of signup types.

Potential room for skin or branding

New to Quickflix? Start here update

Director based text about offer

Email:

Confirm email:

Password:

Confirm password:

Promotional code:

Yes, I want to get Quickflix movie news and offers

JOIN NOW

OR

Existing Quickflix Member? Start here update

Director based text about offer

Email:

Password:

Promotional code:

I'm over 16 years of age and agree to the [terms & conditions](#)

Continue

Need help joining?
 Call member care on 1300 138 644
Monday to Friday 10am-5pm AEST Sat: 10am-4pm Sun: 10am-4pm

Want to learn more?
FAQs, help, contact us | Terms & conditions Privacy Policy

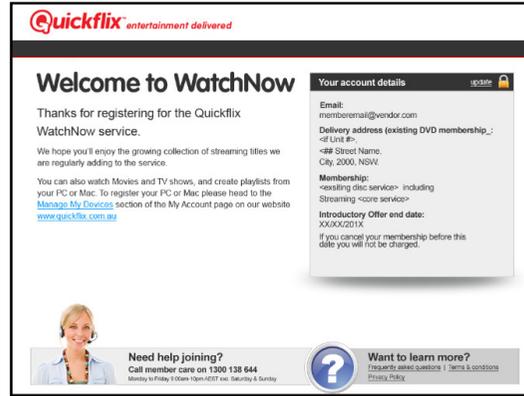
1 Login Details

- a. Enter Quickflix login ***email address***
- b. Enter your password
- c. Enter the promotional code *(if applicable)*
- d. Confirm that you are over 18 years of age by check the box
- e. Click on 

2 Registration Complete – Confirm Details

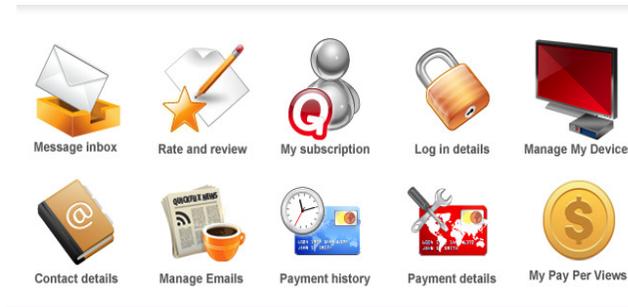
Your registration for Quickflix WatchNow is complete; you will receive an email confirming your subscription package details.

To change details on your account head to www.quickflix.co.nz, log in and go to My Account



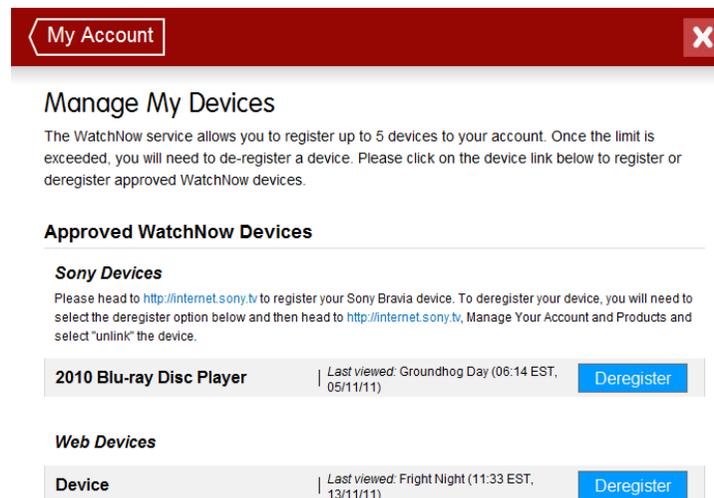
III. Managing your account

To view your Quickflix account simply head to: www.quickflix.co.nz, login and click on My Account.



IV. Managing your devices

To modify details on your account head to www.quickflix.co.nz and go to **My Account > Manage My Devices**, here you can view all your registered devices and the ability to unregister an existing device



You may register up to 5 devices to your Quickflix account. A device may only be registered to one Quickflix Account at a time. Up to three devices may be use at the same time to stream titles.

If your account has been placed in quarantine please contact our Member CareTeam

V. Managing your Sony Account and Products

To deregister Sony BRAVIA devices, you will need to delink the device from your Sony account and deregister it from the Quickflix website.

- 1 Using a web browser head to <https://account.sonyentertainmentnetwork.com/services>
- 2 Login with your Sony account details and
- 3 Select the **Devices tab**

When unlinking or unregistering your Sony device you will also need to head to www.quickflix.co.nz (*My Account > Manage My Devices*) to unregister the device from your Quickflix account.

Please note that by unregistering your device with Quickflix it will only change the registration status of the device, it **does not cancel** your existing subscription. To cancel your subscription please contact *Member Care*

Chapter 4: Using WatchNow Streaming

I. Browsing movies and TV collections

To browse the WatchNow service on your TV you will need to understand the follow buttons on your remote:

	This button will take you back to the main Internet video menu
	UP/DOWN/LEFT/RIGHT – to go navigate the direction on the TV Screen
	Select item – by pressing this button it will confirm or select the highlighted content
RETURN	Press this button to go back to the previous screen
OPTIONS	Displays a list of convenient functions and menu shortcuts. The menu items vary based on the current input and/or content.
DISPLAY or  / 	This button will expand hidden information for the highlighted content

Browsing:

- Simply go  to navigate the content on your TV screen; the content are organised in categories, normally featured and most popular will be displayed as graphics on the WatchNow home screen.
- To select a category, navigate to the category and press  to view the titles within the selected category
- To view the title details such as *star rating, synopsis, and movie/show file size*. Press **DISPLAY** or / when the movie is highlighted

Sorting:

- You can sort titles by pressing the **OPTIONS** button, then select Sort By. Available sorting options will appear. Select desired sorting function and press  to confirm

Searching:

- If you know the name of the title you can also search the WatchNow collections to see if the title is available
- Press **OPTIONS** button
- Press  three times until **Search** is highlighted, then press 
- An empty field will appear, press  to activate the keypad
- When you have finished typing the search word(s) navigate to ENTER (green button) on the keypad, alternatively use the  GREEN button on your remote control
- Press  to choose whether to search the keyword in *Titles only* or *Titles & Descriptions*

II. Play, Stop, Fast Forward, Rewind, Pause, Zoom IN/OUT

PLAY:

- Browse and find the movie or TV show that you would like to watch, simply press  when movie is highlighted, alternative you can press the  (PLAY) button on your remote control
- The movie will automatically start once it has finished loading

FAST FOWARD:

- On your remote control simply press  to fast forward, to fast forward at a faster rate press  twice (2X),  three times (3X)
- To stop fast forwarding press  (PLAY)

REWIND:

- Simply press  to rewind, to rewind at a faster rate press  twice (2X),  three times (3X)

- To stop rewinding press  (PLAY)

PAUSE/RESUME:

- Simply press  or  to pause the movie or TV show, press  (PLAY) or  to resume play

ZOOM IN/OUT:

- Simply press  to zoom in, you can press  multiple times to zoom in further
- To zoom out press , you can press  to zoom out further

Note: You can also change the TV aspect ratio through your TV functionality; refer to the device manual for more instructions.

III. Classification, Parental Controls

Classification

All content on the Quickflix service is rated in accordance with government censorship ratings (G, PG, M, MA15+, and R18+ in Australia). Refer to the Australian Government website <http://www.classification.gov.au/> for more details on classification of content.

Parental Settings

Parental settings can be set via your Sony BRAVIA devices, by using this feature it allows you to block movies and TV shows according to their content classification – authorised viewer can use a 4-digit PIN to unlock.

Below are general instructions of how to setup the Parental lock on your device, please note the menu may differ with your device: refer to your device user manual for further instructions.

Using Sony device remote control:

- **Menu > Settings > System Settings > Parental Lock**
- Follow the prompt on screen to change control settings. Only 2 settings available; R18+ and PG which are labelled as “18” and “12” respectively

Chapter 5: Faults and Troubleshooting

I. Basic Troubleshooting

If you experience difficulties with your Quickflix service and the problem is not obvious we recommend you follow the steps below:

- 1 Check if your device is fully functional with other services, try watching basic free to air TV and another Internet Video service on the Sony menu
- 2 Make sure your Internet is working; try browsing Internet on your computer or laptop via the same network your device is connected to
- 3 Ensure that you have registered your device via Sony and Quickflix
- 4 Perform a system reset; turn power OFF and ON from your TV
- 5 Try watching a movie on Quickflix after you have performed *Step 1 – 4*

If your problem is not resolved, please contact **Member Care**

II. Frequently Ask Questions

I've pressed PLAY but the movie is not playing?

Depending on the speed of your Internet connection, you may need to allow a few minutes for the movie to buffer before the title starts to play. If the title does not play after 3 – 5 minutes try the troubleshooting tips set out below:

- 1 Check if there is an active Internet connection. Try connecting to a website from the browser of your PC or MAC – if there is no connection you may want to check your router and perform a power OFF/ON. If this does not resolve please contact your Internet service provider.
- 2 Overloading on bandwidth. Check to see whether other household members are not downloading large files size or services that will use up large bandwidth on your Internet connection
- 3 Reset Quickflix service. By exiting the Quickflix service on your TV then go back into the service through the Sony Internet Video menu, play the title again or select a different title

If your problem is not resolved please contact **Member Care**

How much data will I use when watching a movie or a TV episode?

You can check the file size of each movie or TV episode by scrolling over the title you wish to see and press the “Details” button on your remote control. The file size for each piece of content is shown in the synopsis.

What’s the minimum Internet speed required to watch titles on the WatchNow Service?

You will get the most from your service with a **minimum connection speed of 1.5Mbps**. To view high definition (HD) movies, you will need an Internet service that operates at **3.5Mbps**.

For the best viewing experience we highly recommend you limit the use of Internet on other devices while streaming a movie or TV episode with Quickflix

Is there a limit on how much I can watch on the WatchNow Streaming service?

The Quickflix fair use policy applies to our Unlimited Digital Service. Refer to the service Terms and Conditions on www.quickflix.co.nz for more information

My High Definition (HD) movie is not playing properly?

To watch high definition content you will need a minimum Internet connection of **3.5Mbps**. The quality of your broadband service may vary at different times of day and is **Internet service provider dependent**. To optimise your viewing experience, we recommend that you limit the number of other devices connecting to your Internet during your viewing session

Can I record Quickflix movies or TV episodes?

No, Quickflix movies & TV series are only available to stream to your registered device and cannot be downloaded or stored onto any other device

Why doesn’t my movie have the full surround effect?

The streaming may not have the full surround effect; this is due to the audio of your movie or TV series being streamed with only 2 channels

Are subtitles available with movies through WatchNow Streaming service?

No, there are no subtitles on movies or TV series through the WatchNow service

The overall picture or audio quality of the title is poor, what do I do?

Ensure you are logged into the Quickflix website and click on “Contact Us” to email our Member Care team or phone **Member Care**

Chapter 6: Contact Us

I. Quickflix Member Care

For further assistance go to www.quickflix.co.nz and if you cannot find what you are looking for please contact Member Care

Member Care contact number:

Web form enquiry via the **Help > Contact Us** section on our website

0800 002 098

Mon-Fri 11am to midnight and Sat 2pm to midnight