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What is VUDU?

VUDU is a leading HD on-demand movie service available as an application on your connected High Definition Television (HDTV) or Blu-ray Disc Player (BDP). Watch VUDU right on your TV – no PC required!

- **World's Largest HD Movie Catalog:** With over 3,000 movies available on-demand in streaming 1080p, VUDU offers you the world's largest HD movie catalog.
- **The Only 1080p On-Demand:** VUDU is the only on-demand movie service that delivers eye-popping 1080p quality video – the same as Blu-ray – directly to your HDTV or BDP.
- **Dolby Digital Plus 5.1 Surround Sound:** VUDU is the only on-demand movie service that delivers immersive 5.1 surround sound. We do this using Dolby's state-of-the-art Dolby Digital Plus technology.
- **New Movies the Same Day as DVD:** watch new movies on VUDU the same day they're available on DVD.
- **No Subscription:** No monthly subscriptions required!
- **The Best of the Web – Right on Your TV:** VUDU incorporates the best movie sites on the Internet, including Rotten Tomatoes and Wikipedia, right into the interface – find the right movie without a PC!

What's Required?

1) A TV or Blu-ray Disc Player (BDP) that supports the VUDU service.

Note: If VUDU is available on your BDP, a display that supports your BDP.

2) A live, broadband Internet connection of 1 megabit per second (Mbps) or faster.

Note: If your Internet connection is behind a firewall, please consult with your network administrator in order to determine the necessary network configurations for accessing VUDU.

VUDU Movie Service – Updated January 2010

VUDU Quick Start

If you are ready to get started with VUDU, please follow these instructions:

- 1) Connect your TV or Blu-ray Disc Player to the Internet following your manufacturer's instructions.
- 2) Find the VUDU Movie Service application, select and click on it to launch VUDU.
- 3) When you reach the VUDU Welcome Screen, press enter.



- 4) Enter the email address you would like associated with your VUDU account
Note: You must have access to this email address in order to complete your VUDU activation
- 5) When you receive your activation email from VUDU, follow the instructions in the email to create your account and activate VUDU. You are now able to rent or buy movies on VUDU
- 6) Enjoy!

For additional information about VUDU, please review the rest of this manual.

VUDU Overview

What is the VUDU Movie Service?

In short, VUDU is one of the world’s largest video stores right in your living room. The VUDU Movie Service is a leading provider of on-demand HD video available directly through your High Definition Television (HDTV) or Blu-ray Disc Player (BDP). VUDU gives you access to over 15,000 movies and TV shows on-demand, including the world’s largest catalog of HD movies on-demand, with over 3,000. VUDU features movies in three resolutions, 480p SD, 720p HD and 1080p HDX. VUDU’s HDX format is the only on-demand format with true 1080p HD video – the same as Blu-ray – and features 5.1 surround sound where available.

VUDU Video Formats and Requirements

	Video Resolution	Sound	Minimum Bitrate
SD	480p	Stereo	1 Mbps
HD	720p	5.1 Surround Sound	2.25 Mbps
HDX	1080p	5.1 Surround Sound	4.5 Mbps

What movies can I watch on VUDU?

VUDU offers movies from all of the major Hollywood studios as well as over 50 independent studios. Major Hollywood releases are available the same day they are released on DVD and months before you can stream them from subscription services. VUDU also gives you the option to rent or buy movies, so you can choose which movies you want to rent and which you’d like to own.

Why is VUDU different?

VUDU focuses on HD, so you can get the most out of your new 1080p HDTV or Blu-ray Disc Player:

- 3,000 HD movies available on-demand – the largest library in the world
- HDX - The only streaming 1080p video available directly to your HDTV or BDP
- 5.1 surround sound in Dolby Digital Plus, state-of-the-art surround sound technology

VUDU offers a web-like experience in your living room

- Through our “Explore Catalog” option, VUDU allows you to browse genres and filter for key characteristics like critics ratings, MPAA rating and release date
- VUDU lets you browse similar films and actor/actress filmographies for each movie
- VUDU incorporates some of the best movie content on the web directly into the interface, including:



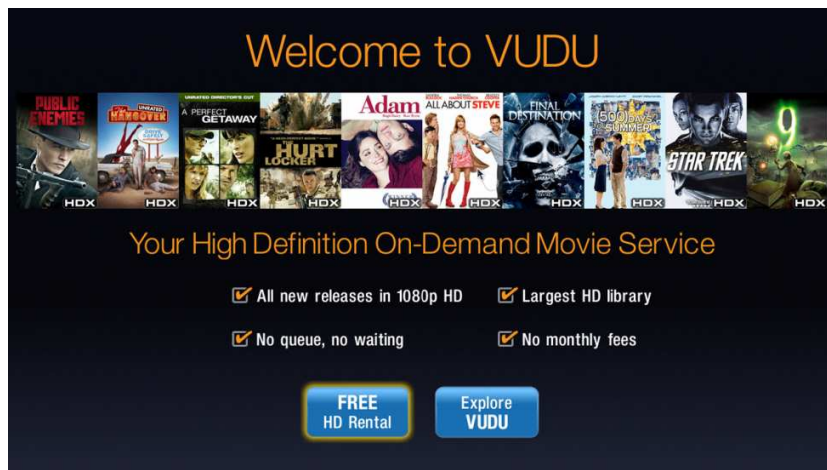
VUDU movie playback offers everything you are used to on a DVD

- Fast forward and rewind to the exact spot in a movie
- Select “chapters” to easily navigate to watch your favorite scene

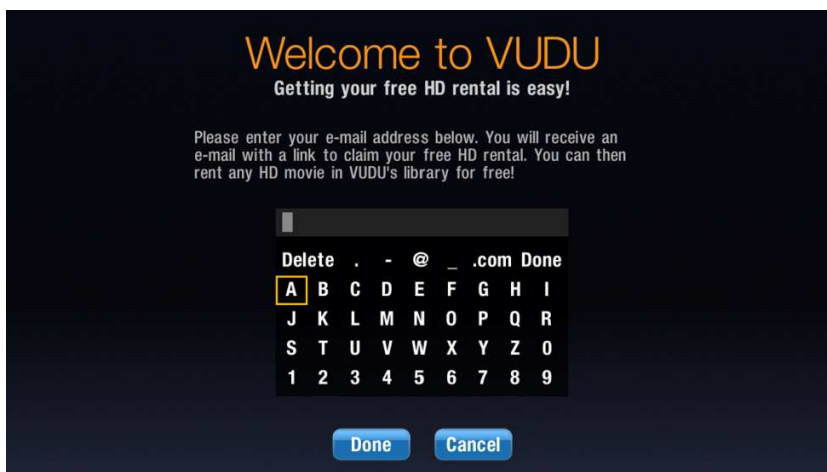
Activating VUDU

Before activating VUDU, please confirm that your HD TV or BDP is connected to the Internet.

- 1) Select VUDU from the home screen of your HD TV or BDP.
- 2) You will be presented with a welcome screen



- 3) Select “Free HD Rental”
- 4) Enter your email address (*note: you must have access to this email address to activate VUDU*)

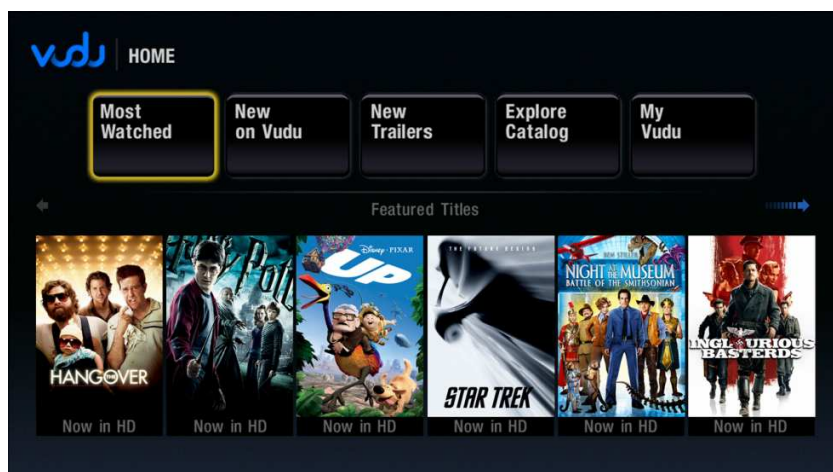


- 5) Follow directions in the Activation Email to complete your account activation.

Note: If you are unable to receive the Activation Email, follow the instructions under “I didn’t receive my activation email” on Page 16.

Exploring VUDU

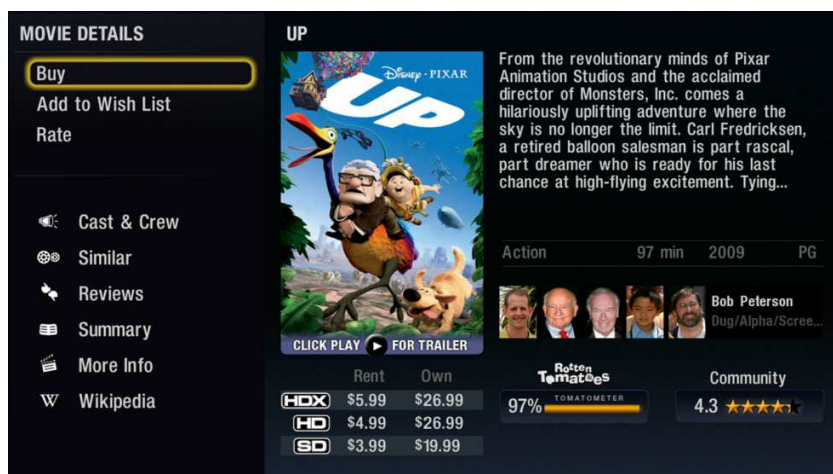
Whether you're looking for a specific movie or don't know what you want to watch, the VUDU home page offers you the easiest way to navigate VUDU.



The movies on the home screen are selected by VUDU to be some of the most interesting, most talked about and biggest box office movies new to the VUDU service.

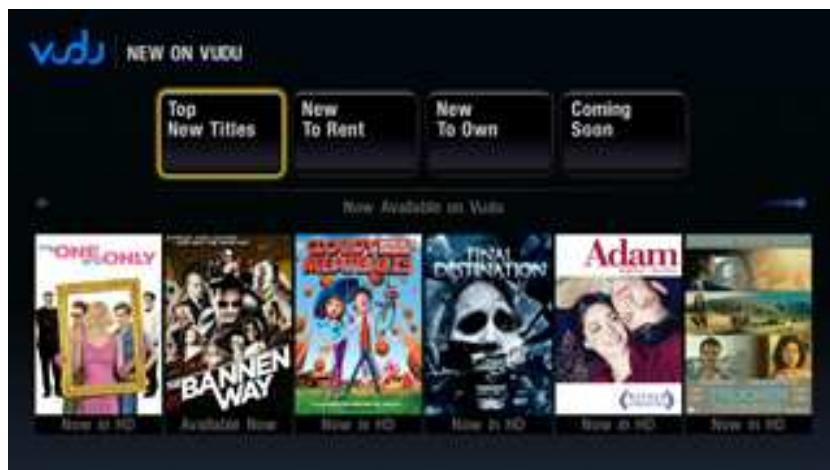
Most Watched

Select "Most Watched" from the home page to see which movies were popular on VUDU last week. Filter this list to see just the movies you want. For more information on filtering, please see "Filtering" on page 9



New on VUDU

Select “New on VUDU” from the home page to discover all of the latest movies new on VUDU and those that are coming soon.



Top Titles – A selection of top new releases

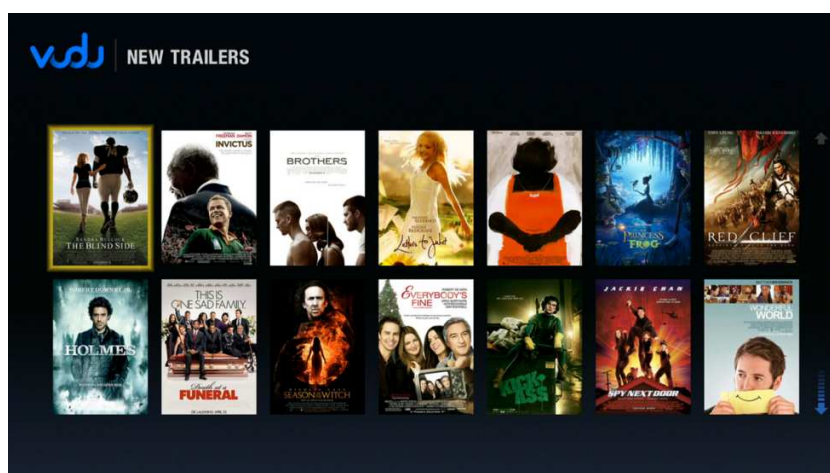
New to Rent – Lists all of the movies that are new to rent on VUDU

New to Own – Lists all of the movies that are new to own on VUDU

Coming Soon – Shows you which movies are coming soon to VUDU so that you can add them to your Wish List. For more information about your Wish List, see the “My VUDU” section on page 10.

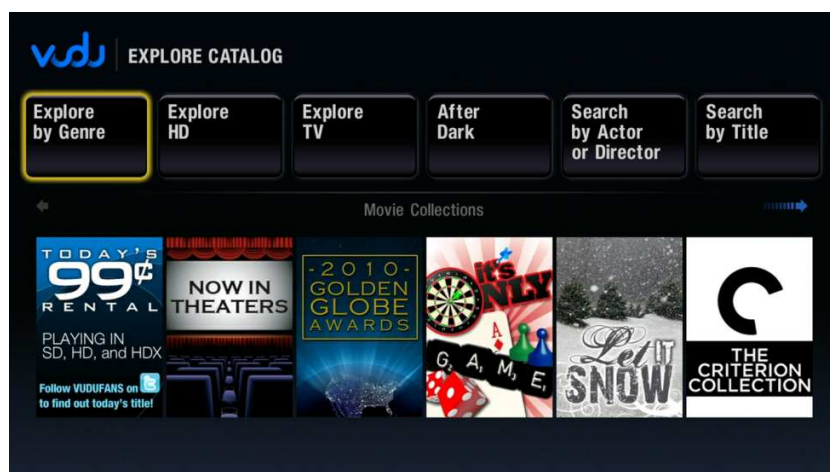
New Trailers

Select “New Trailers” from the home page to see all the latest theatrical trailers for movies in theatres today and coming soon. Watch them in eye-popping 1080p HDX!



Explore Catalog

Select “Explore Catalog” from the home page to dive deeper into VUDU’s extensive catalog as well as browse our selection of editorial collections, updated each week to include thematic collections, special offers and featured studios.

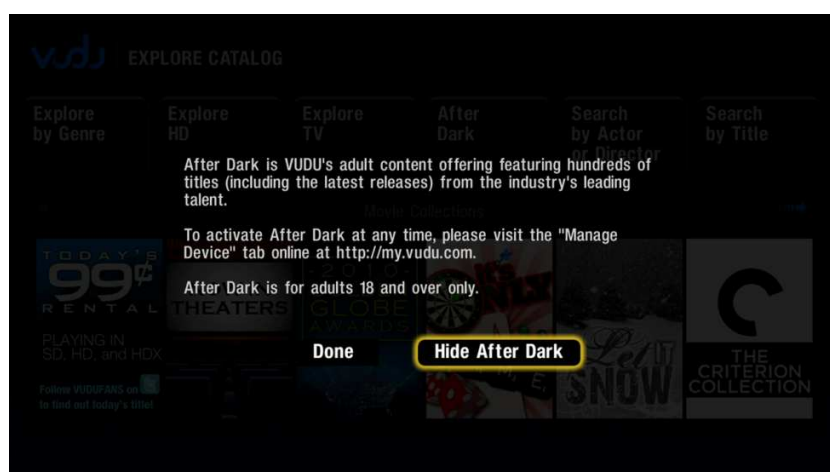


Explore by Genre – Browse 16 genres of film and filter them to find just the movie you want.

Explore HD – Can’t get enough HD? Find all 3,000+ HD movies available on the VUDU service here. Use filters to find just the movie you want.

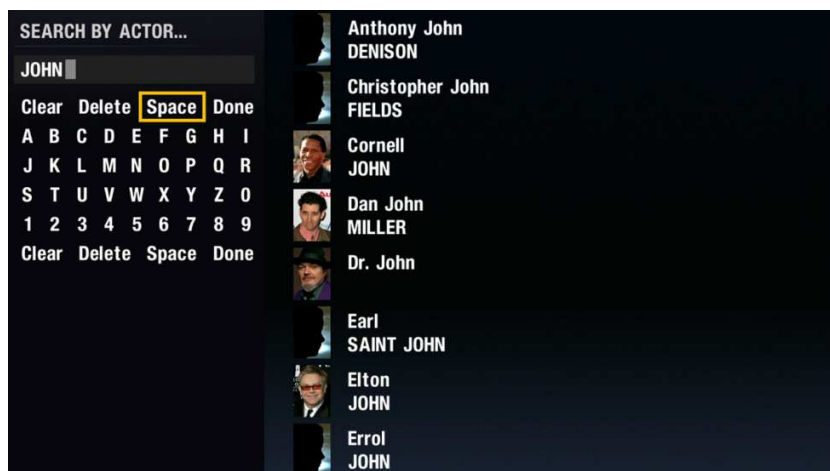
Explore TV – VUDU offers a great catalog of past episodes of popular TV shows – find them here!

After Dark – After Dark is VUDU’s adult service. In order to enable access to After Dark, you must enable it during activation or subsequently by logging onto your account at <http://my.VUDU.com>. You can permanently hide the After Dark button by clicking here. You can also manage your adult content settings in the Parental Controls menu, described on page 11.



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Search by Actor or Director – want to find a specific member of the cast or crew? Enter their name here.



Search by Title – want to find a specific movie? Search by title here.

VUDU Trick: You can search for a movie using its initials. For instance, “Being John Malkovich” can be abbreviated as “BJM”



Filtering

Whenever you see a vertical list of movies or TV shows, you will be able to filter that list to find just the right movie for you. By pressing the indicated remote key, you will be presented with filtering options, including:

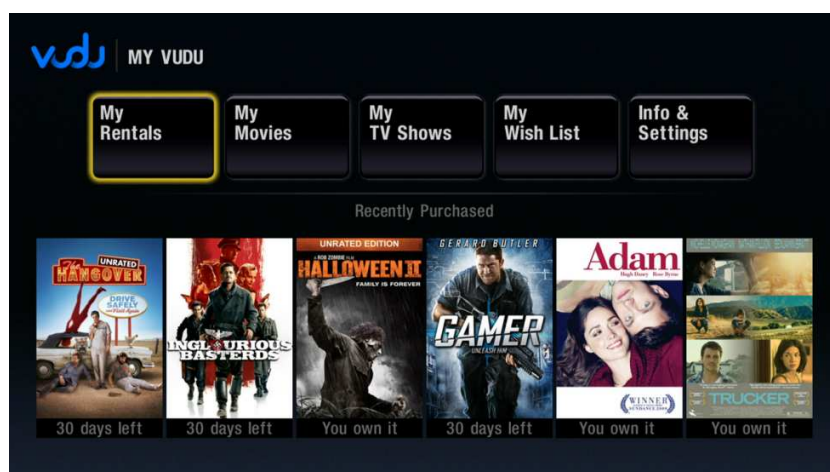
- Sort
 - Top Picks – shows a selection of our favorite and most popular movies on VUDU
 - Most Watched – Sorts your list by the titles that were watched the most times by VUDU customers the previous week
 - Tomato Meter – Sorts movies based on their Tomato Meter score from Rotten Tomatoes
 - Release Date - Sorts movies based on their theatrical release date

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- A through Z – Sorts movies alphabetically
- Genre – View all movies within one of 16 selected genres
- Release Date – View all movies released theatrically within the selected time period
- MPAA Rating – View all movies of a certain MPAA rating or lower. Perfect for finding an appropriate movie to watch with your family!
- Tomato Meter – View all movies of at least a certain percent positive reviews, just like at RottenTomatoes.com
- Studio – Select from the major Hollywood studios
- Video Quality – View movies available in SD, HD or HDX video formats
- Rent / Own – View movies that are available to rent or movies that are available to own.

My VUDU

Find all of your VUDU movies – and all those movies you want to be your VUDU movies. You will need to activate VUDU before you find much to do here.



My Rentals – all the movies you’ve rented that are still available for viewing

My Movies – search through the movies you’ve purchased to find just the right one to watch tonight

My TV Shows – all your TV episodes are kept here. Find out which episodes you’ve already seen.

My Wish List – the movie wasn’t quite right for the mood, but you want to see it later, so add it to your Wish List. Also works with movies that are Coming Soon, so you won’t forget.

Info & Settings and Parental Controls

- The Parental Controls menu is available under “Info & Settings”

- o *Setting Passcode:* In order to modify parental controls, you must select a four digit passcode. Once a passcode has been established, you will be required to enter the passcode in order to make any changes on the parental controls screen. You may change the passcode anytime using the “Change Passcode” option at the bottom of the screen.

Note: once a passcode has been established, the only way to recover or reset the passcode is by contacting VUDU Customer Care at 1-888-554-VUDU (8838).

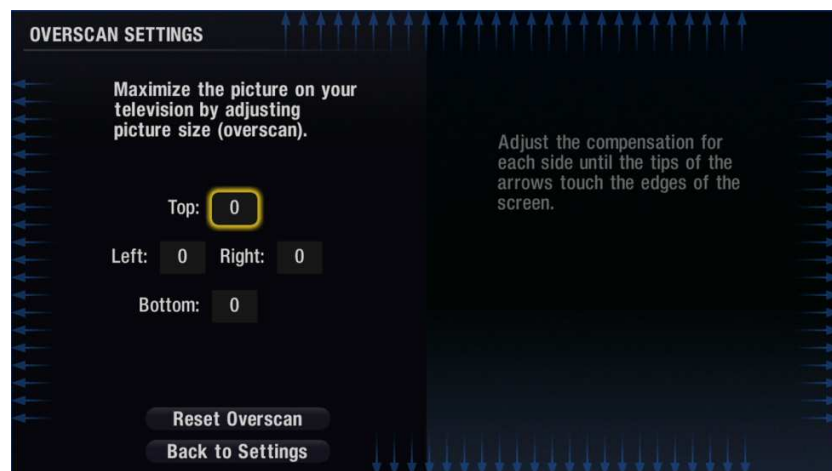
- o *Setting Parental Controls*
 - **Enabling / Disabling Parental Controls** – select the “lock” icon in order to enable or disable parental controls



- **Hide Movies** – by modifying this setting, you can exclude films above a certain MPAA rating from appearing in VUDU.
 - NR – All movies available from VUDU will be shown. *Note: this excludes movies in VUDU’s After Dark adult service. After Dark titles are only available through the After Dark service and are never displayed in other areas of VUDU. For more on After Dark, please see page 8.*
 - R – Movies rated R or lower and all TV shows will be displayed.
 - FAM – Movies rated PG-13 or lower, “Unrated” movies with a “family friendly” designation, and TV shows rated TV-14 or lower will be displayed.
 - PG-13 – Movies rated PG-13 or lower and TV shows rated TV-14 or lower will be displayed.
 - PG – Movies rated PG-13 or lower and TV shows rated TV-PG or lower will be displayed.
 - G – Movies rated G and TV shows rated TV-G and TV-Y7 will be displayed.
- **Prompt to purchase movies** – by modifying this setting, you can require that the passcode be entered to rent or purchase movies above a certain rating using the same rating scheme described under “Hide movies”. Additionally, you can require that the passcode be entered to purchase any movie by selecting “All”.

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- Prompt to play movies – by modifying this setting, you can require that the passcode be entered to play already rented or purchased movies above a certain rating using the same rating scheme described under “Hide movies”. Additionally, you can require that the passcode be entered to play any movie by selecting “All”.
 - Adult Settings – The passcode is required to enter the “Adult Settings” menu. The adult settings menu allows you to control how the After Dark service is displayed in VUDU, if at all. You may also enter the After Dark service through the “Adult Settings” menu. In order to completely disable the After Dark service on VUDU, please visit <http://my.vudu.com>.
- System Info – this menu provides you with basic information about your VUDU device and software. If you experience any issues requiring customer support, you may be asked to provide the Device ID or other information from this menu.
 - Credits – this menu provides information about the technology and data used to power the VUDU service
 - Overscan Settings – (Note: only available on BDPs) this setting allows you to ensure that you are using the optimal amount of your screen for watching movies on VUDU. You will only need to use this if you experience image cropping when watching movies on VUDU.



Watching Movies on VUDU

The Movie Details page is where you go to start watching a movie on VUDU. You can arrive here by clicking on any movie poster or any movie placard. Below is a detailed description of all the great things you can do on the Movie Details page.

VUDU Movie Details Page

	Rent	Own
HDX	\$5.99	\$26.99
HD	\$4.99	\$26.99
SD	\$3.99	\$19.99

[A] Buy – Rent or purchase the movie, as well as watch a “Free Preview” of the first two minutes of a movie when you see the [Free Preview Icon]

[B] Add to Wish List – Use your wish list to keep track of movies you want to see

[C] Rate – Share your rating with the VUDU community!

[D] Cast & Crew – Want to know who was in the movie? Want to see other movies with a certain cast member? Cast & Crew allows you to see all the details and then dive into anyone’s filmography by clicking on their name.

[E] Similar Movies – Start with a movie you love, but don’t want to watch right now and see what other movies we have that are similar to it.

[F] Reviews – See summaries from major film reviewers courtesy of Rotten Tomatoes

[G] Summary – A more detailed description of the movie

[H] More Info – contains additional details, such as the releasing studio, the language and the available video and audio formats.

[I] Wikipedia – see what the world’s largest encyclopedia has to say about this film, the making of it and everyone involved with it. Data provided live from Wikipedia.

[J] Play Trailer – click the [play] button on your remote control to watch the official movie trailer

[K] Availability – this grid will show you what formats are available to rent or to purchase the movie in on VUDU.

[L] Tomato Meter – straight from RottenTomatoes.com to your TV, the Tomato Meter will tell you whether reviewers thought the movie was fresh or rotten. Ranges from 0% to 100%.

[M] Community Review – let the VUDU community tell you what it thinks – this shows you the average community rating for the movie. Ranges from 0 to 5 stars.

[N] Top Cast and Crew – Displays the first five members of the cast and crew listed for the movie. See [D] to discover more detail

[O] Quick Summary – just the facts – fast! Genre, run-time, year, MPAA rating.

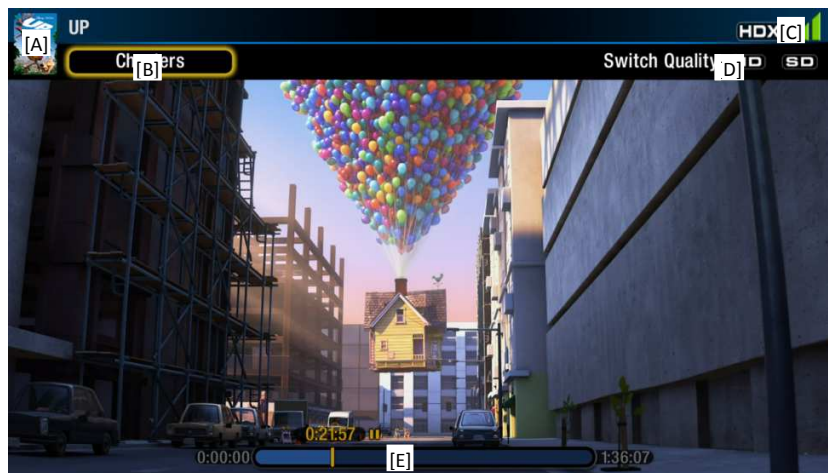
[P] Short Description – a paragraph about the movie. If you want more details, see [G]

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VUDU Movie Player

Once you know what you want to watch, you'll be enjoying your movie in the VUDU Movie Player. Please read the directions for getting the most out of your movie viewing experience. The movie player menu will disappear a few seconds into your movie. You can press the enter key to bring it back at any time.

VUDU Player Screen



[A] Movie Poster and Title – Shows you what you're watching

[B] Chapter – Click here to jump to a chapter within the movie – just like on a DVD

[C] Video Quality Indicator – tells you what video quality (SD, HD, HDX) you're watching and what level of service you have. Three bars indicates you're getting the highest quality streaming video available!

[D] Switch Qualities – The Internet can have rush hour too. If you experience buffering, consider switching to a lower quality level so you can avoid interruptions.

[E] Progress Bar – How far into the movie are you? How much is left to go? The progress bar show you everything you need to know.

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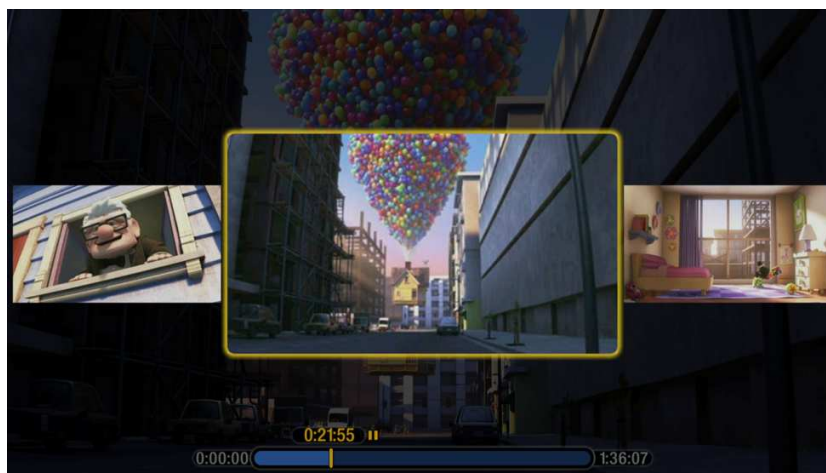
VUDU Player – Chapter Navigation Screen

Select the chapter and jump to it – just like on a DVD



VUDU Player – Fast Forward / Rewind Navigation Screen

Use the Fast Forward / Rewind keys to find the exact right point in the scene... just like on a VHS... do you remember those?



Troubleshooting

I am not able to access VUDU

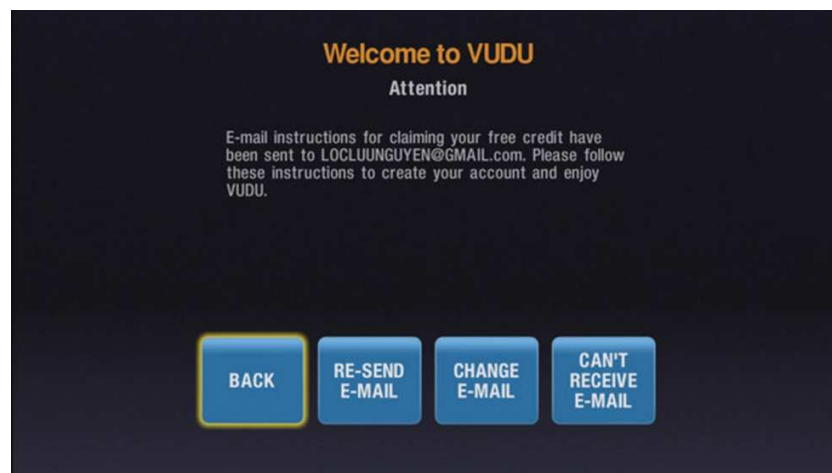
If you are able to access other network services (e.g. Pandora, YouTube), but are not able to access VUDU, please contact VUDU Customer Care at 1-888-554-VUDU (8838).

If you are not able to access any network services (e.g. Pandora, YouTube), please contact your device manufacturer for assistance.

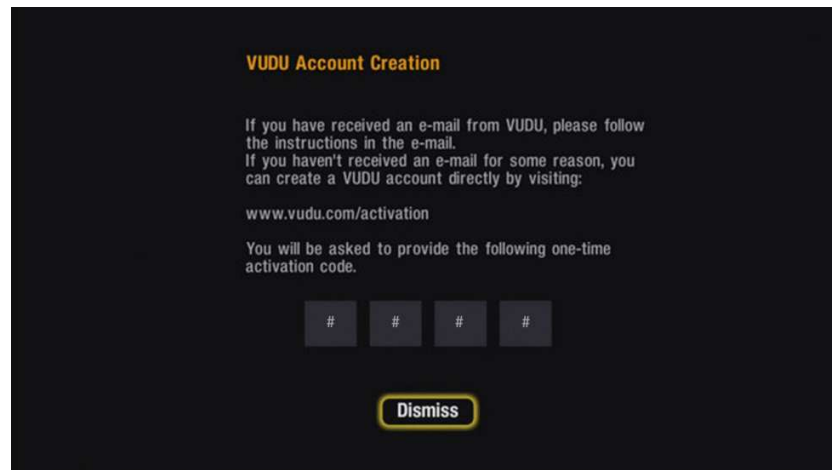
I didn't receive my activation email:

If you did not receive your activation email, please follow this alternative activation process:

- 1) Check the "Bulk Mail" or "Spam" folder of your email client. If you find the email there, please make sure to add VUDU to your "safe sender" email list.
- 2) If you are unable to find the email, select a movie from the VUDU home page and select "add to wish list", this will bring up the following screen.



- 3) Select "Can't Receive Email".
- 4) Follow the instructions on-screen to complete your activation



I am not able to rent or buy movies on VUDU:

This indicates that your account has not been activated. To activate your account, please see page 5 of this manual.

If you have previously been able to rent or buy movies on VUDU, this may indicate that your payment information is no longer valid. Logon to your account at <http://my.vudu.com> in order to confirm or update your payment information.

I am experiencing “buffering” when watching VUDU movies:

VUDU movies are delivered over your Internet connection. As such, they can be subject to fluctuations in your Internet connection at your ISP and within your home network. If you experience buffering, here are some questions you can answer to address it:

- How fast is your Internet connection?
 - Watching movies on VUDU requires a broadband Internet connection. As the resolution of the movie increases, so does the bandwidth necessary to support it. For example, if you try to watch 1080p HDX on a 4 Mbps Internet connection, you will experience frequent buffering, because your connection is not sufficient to support 1080p streaming. Please see the minimum bandwidth (i.e. speed) requirements described in the table on page 4.
 - If you are not sure what speed your Internet connection is, you may use a publicly available free speed test service, such as www.speedtest.net. When testing your connection speed, always use the same type of connection you are using to watch VUDU. For example, if you are using a wireless connection to your TV in the living room, test the speed of your Internet using a laptop connected wirelessly in the living room.
 - Once you have determined your speed, use the table on page 4 to help you select the right VUDU format to watch.

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- How is your TV or Blu-ray Disc Player connected to the Internet?
 - The strength of your wireless connection is dependent upon numerous factors, including the version of wireless (e.g. G or N), the distance between the device and the router, the building materials used in your home, and any interference from other nearby devices.
 - If you are connected via a wireless network, try moving the wireless router closer to your TV or Blu-ray Disc Player or creating a “wired” connection if available.
 - *Note: if you are using a Wireless “G” router, you may consider upgrading to a Wireless “N” router, which are widely available.*

- If you have sufficient bandwidth and a sufficiently strong wireless or wired connection and you are still experiencing buffering, please contact VUDU Customer Care at 1-888-554-VUDU (8838).