



Netflix on the IMC

IMC 1.1.0 and up

User guide for viewing Netflix Content





NETFLIX FOR IMC BASIC USER GUIDE

Subscribers to Netflix's Unlimited DVD service are granted an unlimited number of hours for watching movies in the Netflix Watch Instantly library. Each Netflix user id can watch 5 movies simultaneously.

ReQuest's IMC can browse the Netflix Watch Instantly queue that you manage from your account at <http://www.netflix.com>. The movies are listed in the same order that they are displayed in your Watch Instantly queue.

The IMC does not manage your queue or allow you to select movies to add to your queue.

Netflix Watch Instantly service is only available to Netflix subscribers in the United States only.

The Netflix Watch Instantly service is provided as-is. ReQuest makes no guarantee on service availability, content, video quality, or discontinuation of the service by the provider. Any abuse of the service that results in Netflix suspending a subscriber account is the sole responsibility of the account holder. Use of the Netflix Watch Instantly service constitutes an agreement with the subscriber and Netflix, not ReQuest, to abide by the Netflix Terms of Service.

In order to use your IMC with Netflix, your ReQuest server must be running Serious Play OS 5.4.0 (for units with serial numbers starting with ARQ4 or IMS4) or Serious Play OS 6.1.0 (for units with serial numbers starting with ARQ5 or IMS5).

There are two parts to using the Netflix Watch Instantly service on your IMC.

1. Authorize your IMC with your Netflix account
2. Browse and play from your Watch Instantly Queue

With ReQuest Netflix for IMC Plus, there will be the additional experience of browsing and searching the entire Netflix Watch Instantly library.



Important

In rare cases, the customer's Netflix account may not be using the latest Netflix player. Prior to using Microsoft Silverlight, Netflix used Windows Media Player. Most accounts have been enabled to use the new Silverlight, but some have not.

The following link will allow the customer to enable the new movie player:

<http://www.netflix.com/WiMessage?msg=58>

Warning!!! Once you change to the new Silverlight player, Netflix will not switch you back.

| Netflix Playback Commands | |
|---------------------------|------------------------------------|
| | Exit Netflix Movie Playback |
| | Fast Forward (push and hold) |
| | Rewind (push and hold) |
| | Next Episode (when applicable) |
| | Previous Episode (when applicable) |
| | Pause (Play toggle) |
| | Play (Pause toggle) |
| | |
| | |



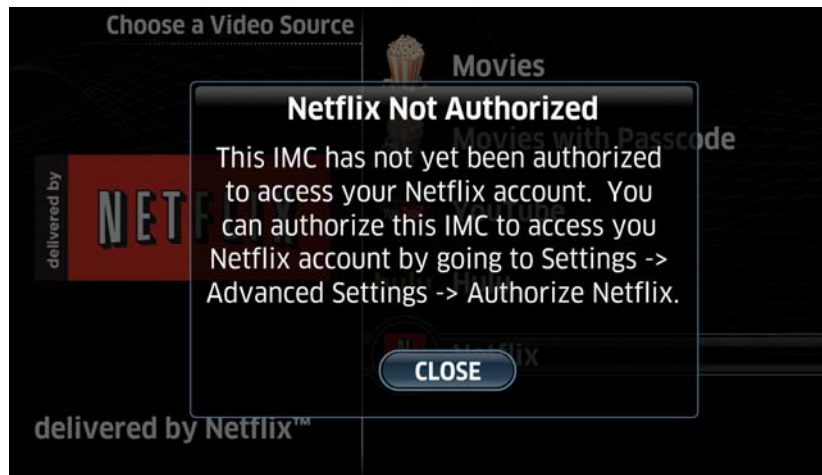
AUTHORIZING THE IMC TO USE YOUR NETFLIX ACCOUNT

As a one-time setup operation, you must configure each IMC in your installation with a Netflix Watch Instantly account.

When you first start up your IMC, you will see Netflix available in the list of video sources.




If your IMC is not yet authorized, you will receive the following message:





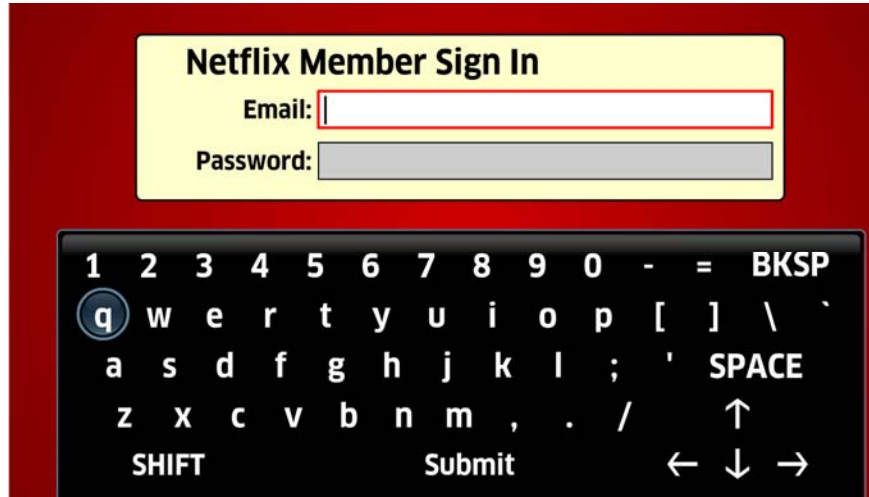
Using the remote, navigate to Settings then Advanced Settings and select the Authorize Netflix entry.

Note: If you do not see Settings on your IMC home screen, it may have been disabled. Press  on your remote five (5) times to get into the Settings menu.



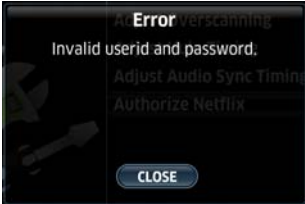

You will be prompted to confirm that you wish to authorize the IMC to use your Netflix account.

Note: If you click Yes for an already authorized IMC, it will be de-authorized until you submit a valid userid and password.



Enter your Netflix ID (email address) and password using the arrow and Enter keys on the remote. To move between the Email and Password fields, move the cursor to the up/down arrows on the on-screen keyboard. When you have completed entering your Email and Password, click Submit. It can take several seconds to minutes to authorize an IMC with your Netflix account.

Note: Netflix passwords are case sensitive.

| | |
|--|---|
| <p>If you do not successfully enter your userid or password, you will see this dialog:</p>  | <p>When the process completes successfully, you will see a dialog.</p>  |
|--|---|

You are now ready to begin using the Netflix Watch Instantly service from your IMC.



Browsing your Netflix Watch Instantly Queue

Once your IMC has been authorized with a valid Netflix userid, it is ready to browse your Watch Instantly queue. You construct a Watch Instantly Queue at Netflix's website, similar to the way you order DVDs from Netflix. If you have a Watch Instantly capable account, you will see an "Instant" tab next to the DVD tab. The items shown in the Instant tab will show on your IMC in the same order.

Note: The IMC's display of the Netflix Watch Instantly Queue is not automatically refreshed. Changes to your queue may not appear until you move between pages in the list or exit and return to the Netflix list.

Your Queue

Watch these movies instantly on your TV. [Learn more](#)

DVD (33) **Instant (25)** Questions? Visit our [FAQ](#) section

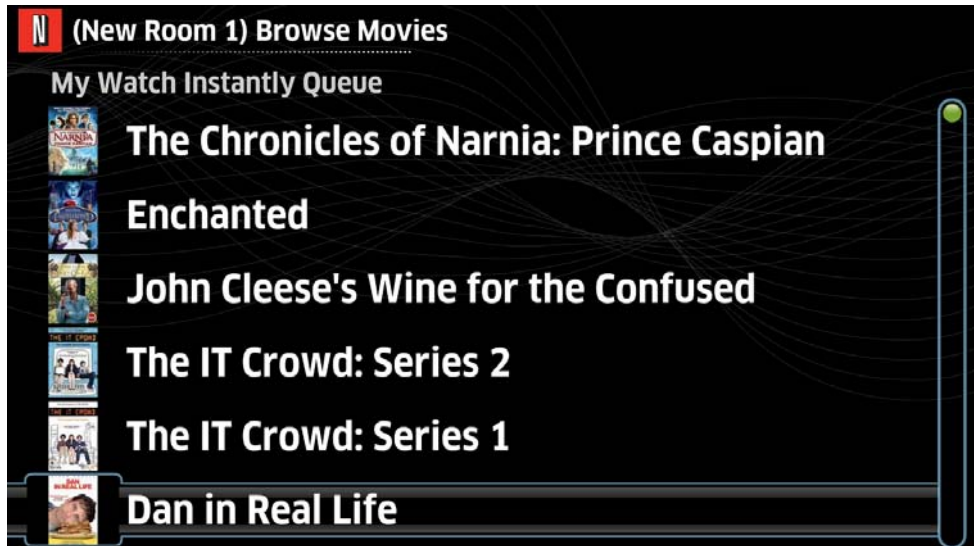
Recently Watched

| Viewed On | Movie Title | Instant | Star Rating | |
|-----------|--|---------|-------------|--------------------------------|
| 07/20/09 | The IT Crowd: Ssn. 2: Return of the... | Play | ★ Series ★★ | Report Problem |
| 07/20/09 | The IT Crowd: Ssn 1: Aunt Irma Visits | Play | ★ Series ★★ | Report Problem |
| 07/17/09 | The IT Crowd: Ssn. 2: The Work Outing | Play | ★ Series ★★ | Report Problem |

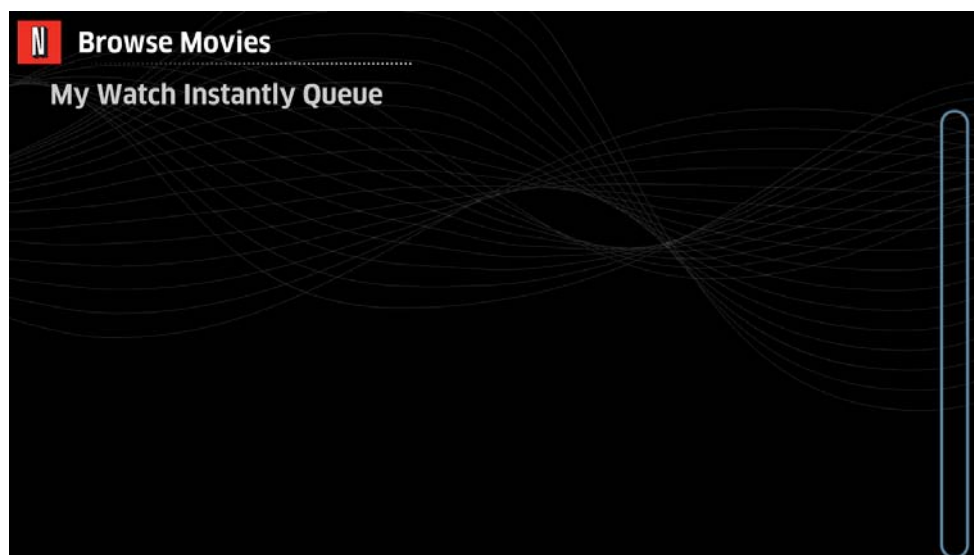
Instant (20) [Update Instant Queue](#)

| List Order | Movie Title | Instant | Star Rating | Genre | Notes | Remove |
|------------|--|---------|-------------|-------------------|-------|--------|
| 1 | Chronicles of Narnia: Prince Caspian | Play | ★★★★★ | Children & Family | | X |
| 2 | Enchanted | Play | ★★★★★ | Comedy | | X |
| 3 | In Cleese's Wine for the Confused | Play | ★★★★★ | Special Interest | | X |
| 4 | The IT Crowd: Series 2 | Play | ★★★★★ | Television | | X |
| 5 | The IT Crowd: Series 1 | Play | ★★★★★ | Television | | X |
| 6 | Life in Real Life | Play | ★★★★★ | Comedy | | X |

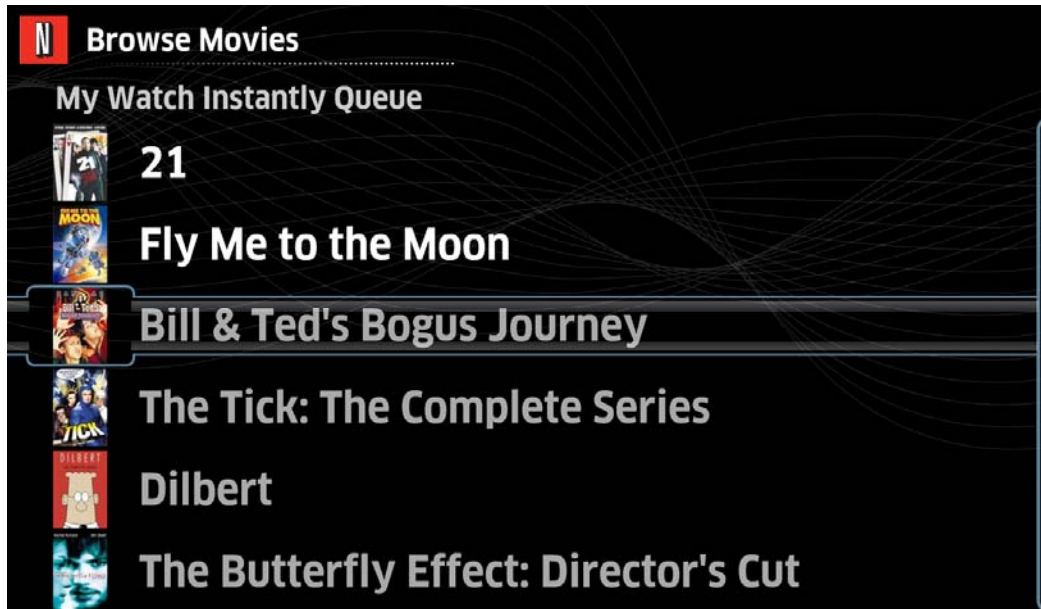
Netflix's Watch Instantly Queue



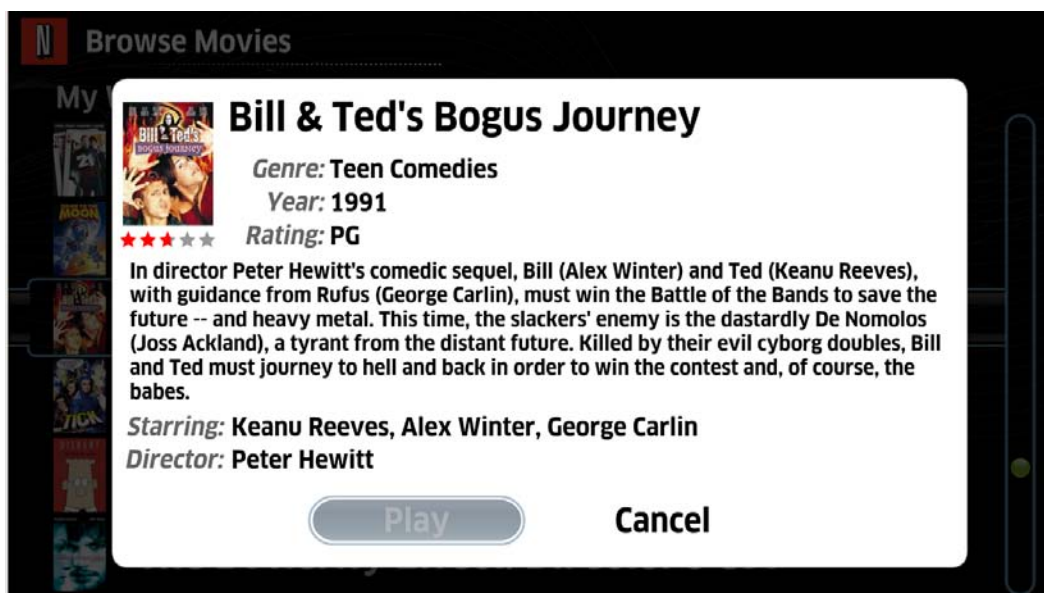
ReQuest IMC Netflix Watch Instantly Queue



If you have no items in your Netflix Watch Instantly queue, you will see an empty screen. After you add some items to your queue on Netflix's site, you need to back up one level and come back to the Netflix entry.



You may also notice that some items are gray (in the example Bill & Ted's Bogus Journey, The Tick, Dilbert). This indicates items in your Netflix Watch Instantly queue that are no longer available to Watch Instantly.

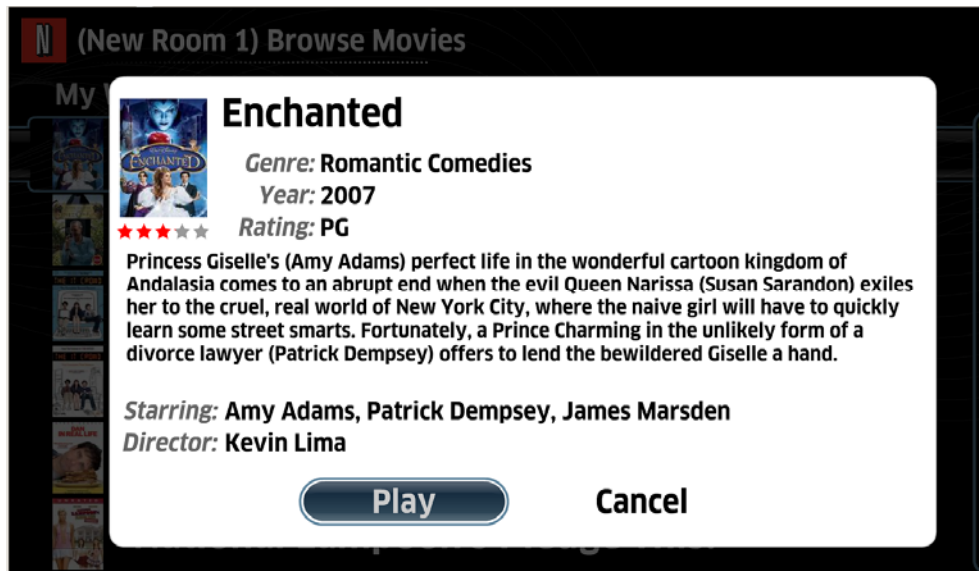


When a movie is not available for Watch Instantly, the Play button will be disabled.

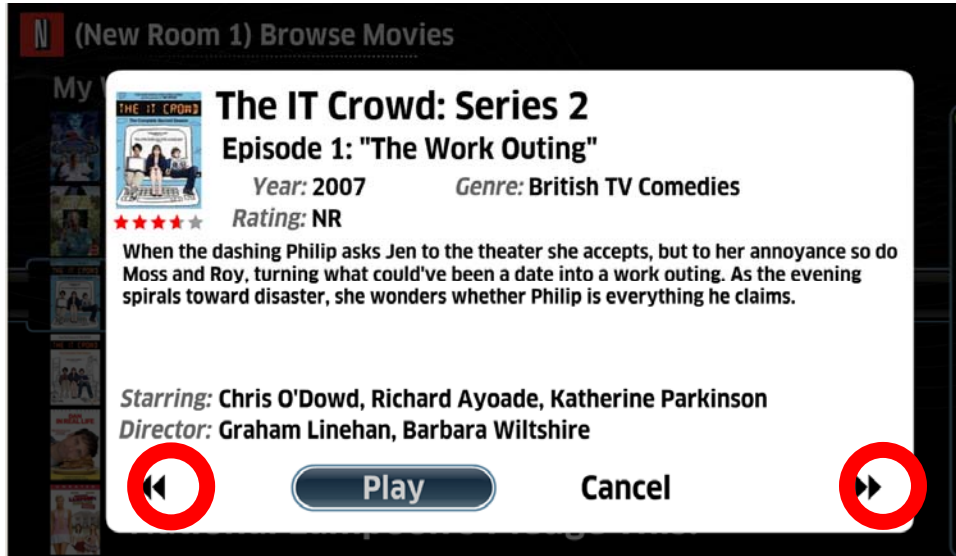


| Saved Streaming (5) | | | | | | |
|--|---------|-------------|---------------------------------------|--------------|--------|--|
| Movie Title | Instant | Star Rating | Genre | Availability | Remove | |
| Bill & Ted's Bogus Journey | | ☆☆☆☆☆ | Comedy | Unknown | X | |
| The Tick: The Complete Series | | ☆☆☆☆☆ | Television | Unknown | X | |
| Dilbert: Season 1 | | ☆☆☆☆☆ | Television | Unknown | X | |
| The Butterfly Effect: Director's Cut | | ☆☆☆☆☆ | Thrillers | Unknown | X | |
| The Wiggles: Wiggle Around the Clock | | ☆☆☆☆☆ | Children & Family | Unknown | X | |

Disabled items appear in your Netflix Watch Instantly queue in the area titled "Saved Streaming".



Press Enter while an item is selected to bring up more detail.



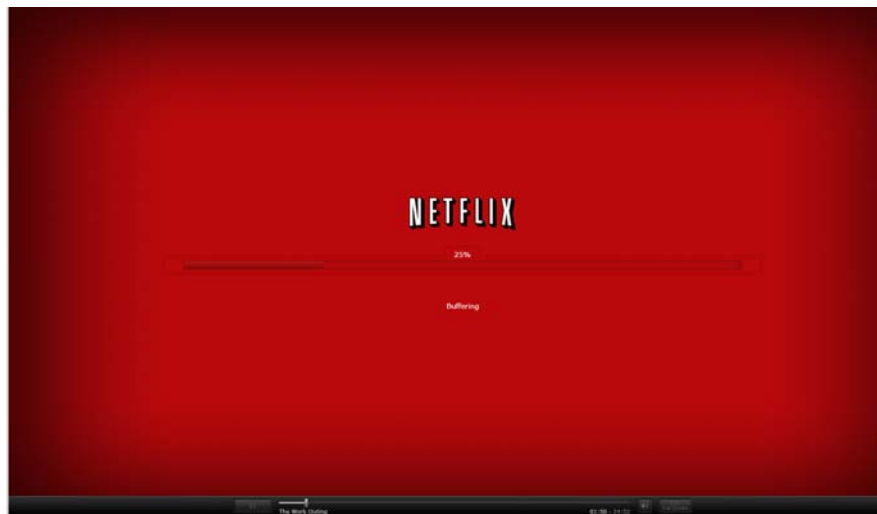
For items with multiple episodes, use the ◀◀ and ▶▶ icons to move through the episodes.



The movie will begin playing. You can use the ◀◀ and ▶▶ on the remote to fast-forward and rewind through the movie. Press and hold ◀◀ or ▶▶ to move through the Netflix player timeline. Release the key when the movie arrives at the point you wish to watch.



Netflix Fast-Forward/Rewind Timeline



Each time you make a change in position, Netflix will seek to that point and buffer the movie for playback.

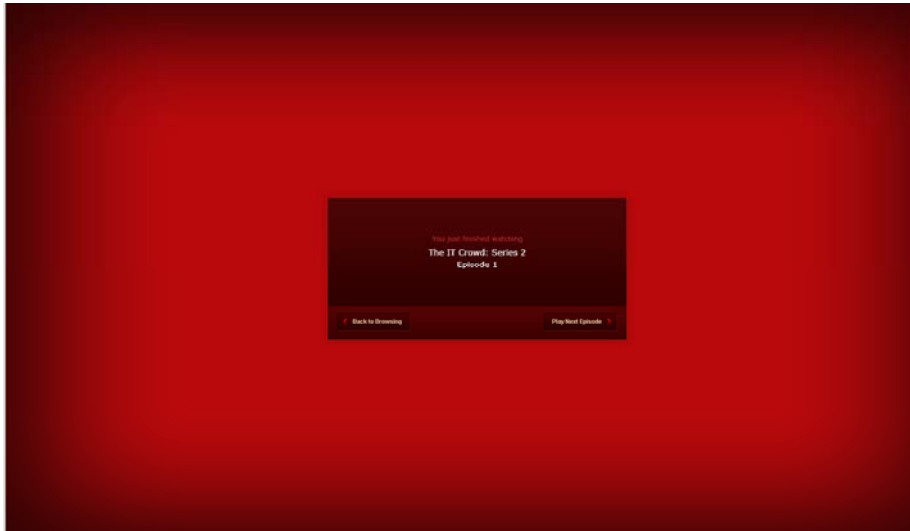


Whenever you control the Netflix player for fast-forward or rewind, the player navigation bar will appear at the bottom of the screen. It will disappear automatically after a few seconds.



Press ESC to exit full-screen mode.
<http://www.netflix.com>

At the beginning of playback, you will often see a “Press ESC to exit full-screen mode” message. This will clear on its own and is a part of Netflix’s full-screen player.



When the movie completes, the screen will be similar to above. If this is a multi-episodic series (e.g. a television series) where the next or previous episode is available, you can move to the next or previous

episode with the  and  buttons on your remote.

To exit movie playback, press  or  at any time.



FREQUENTLY ASKED QUESTIONS

Q. Can I have multiple Netflix userids in the IMC?

A. No. You may only have one Netflix account authorized in the IMC at a time.

Q. I have 3 IMCs, do I need 3 Netflix accounts?

A. Not necessarily. Netflix allows 5 devices (computers, IMCs, etc) to access the same Watch Instantly account. If you have more than 5 devices using your Netflix account, you will need a second account.

Q. Can I reorder the items in My Watch Instantly queue?

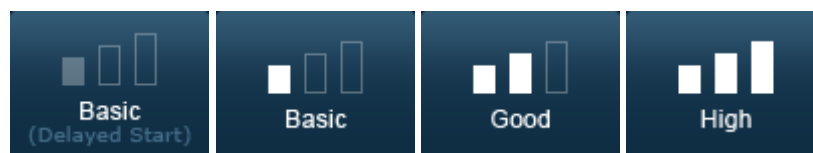
A. Yes, on Netflix's website, you can click-and-drag items in the queue to change the order in which they appear.

Q. Are there subtitles or captions?

A. Netflix does not yet offer subtitles or captions for Watch Instantly movies.

Q. What are the bandwidth requirements to use Netflix Watch Instantly?

A. We recommend a high speed, broadband (e.g. cable, DSL, FiOS) to ensure the best viewing quality. More information and a health check are available at: <http://www.netflix.com/WiMessage?msg=52>



Results of the Netflix Watch Instantly Bandwidth Test

Q. Can I manage my Netflix DVD service and deliveries from the IMC?

A. No, the ReQuest IMC is only capable of browsing, navigating, and playing Netflix Watch Instantly items. The IMC cannot manage queues or the DVD deliveries.



Q. What Netflix plan should I subscribe to?

A. As of July 2009, any of the Netflix “Unlimited” plans include unlimited Watch Instantly service. The limited plans, generally the \$4.99 or trial subscriptions, include 2 hours or less Watch Instantly time.

Q. How many IMCs can stream from the same Netflix account?

A. Depending on your Unlimited DVD subscription level, you are allowed to have the same number of simultaneous streams. For example, if you have the “Unlimited DVD – 2 at a time plan” you can watch 2 streams at the same time. The ReQuest IMC and your personal computer(s) are included in the total number. If you have 5 IMCs, you are not required to have the “5 at a time plan” unless you want to use Netflix Watch Instantly from all 5 IMCs at the same time.

Q. Are Netflix Watch Instantly movies in HD?

A. Netflix delivers the movies via an embedded movie player. This player incorporates many pieces of Internet technology to bring the highest possible picture quality for the Internet bandwidth you have. The quality of the video stream is determined by Netflix’s own, internal calculations.

Q. My Netflix movies are jumpy and stuttering. What is wrong?

A. Most likely, you do not have sufficient Internet bandwidth to deliver the Watch Instantly service at the resolution you have selected. Try bringing the IMC down to 720p (if you are at 1080i/p). You may also want to experiment from a personal computer or laptop since the player is identical to the one on the Netflix Watch Instantly website.

Q. Netflix isn’t appearing on my IMC Video screen or in the Settings.

A. Make sure the following criteria have been met:



ReQuest Servers With Serial Number ARQ4 or IMS4

| IMC Firmware | ReQuest Firmware | Netflix Capable |
|------------------|------------------|-----------------------------|
| 1.1.0 | 5.4.0 | Yes |
| 1.0.9 or earlier | 5.3.1 or earlier | No Update server and IMC |
| 1.1.0 | 5.3.1 or earlier | No Update server |
| 1.0.9 or earlier | 5.4.0 | No Update IMC |

ReQuest Servers With Serial Number ARQ5 or IMS5

| IMC Firmware | ReQuest Firmware | Netflix Capable |
|------------------|------------------|-----------------------------|
| 1.1.0 | 6.1.0 | Yes |
| 1.0.9 or earlier | 6.0.1 or earlier | No Update server and IMC |
| 1.1.0 | 6.0.1 or earlier | No Update server |
| 1.0.9 or earlier | 6.1.0 | No Update IMC |