



PlayOn is a software program that runs on your Windows PC, giving you access to a wide range of Internet-based on-demand content on your TV. Examples of content sites that are available through PlayOn include YouTube, Hulu, Netflix, Amazon VOD, and many others. This guide is intended as a brief and simple overview of PlayOn and the features it provides.

## Supported PlayOn Devices

In order to experience PlayOn directly on a networked entertainment device, the device must either be officially supported by PlayOn, or support a standard technology called "Universal Plug and Play" (UPnP) as defined by "Digital Living Network Alliance" (DLNA). These devices use the home network to connect behind-the-scenes to a PC with PlayOn installed.

The media devices available on the market that are officially supported by PlayOn are listed below:

**Sony PLAYSTATION 3**  
**Microsoft Xbox 360**  
**Nintendo Wii**  
**NETGEAR Digital Entertainer Live EVA2000**  
**Moxi HD DVR**  
**VuNow VN1000SD/HD**  
**HP MediaSmart TV**

Devices such as these have been specially designed and programmed to discover and interact with media servers like PlayOn that are running on any PC on the home network. The list of devices that are supported by PlayOn is growing all the time.

For more information about UPnP and DLNA, visit [www.dlna.org/retail/home](http://www.dlna.org/retail/home).

## Minimum PC Requirements

- Microsoft Windows XP (Service Pack 2 or later), Windows Vista, or Windows Server 2003/Windows Home Server (Service Pack 1 or later). 64-bit versions of Windows are also supported. Windows 7 is not fully tested, but should work well.
- Windows Internet Explorer 7 or later
- Windows Media Player 9 or later
- Installation includes the Microsoft .NET Framework 2.0 (Service Pack 1) if needed
- Pentium 4 3.2+ GHz, Pentium M 2.0+ GHz, or any multi-core x86 processor
- 512 MB RAM
- 100 MB of available disk space for installation, plus recommended 4-5 GB extra space on the same drive where Windows is installed (or on a separate drive if you re-map it)
- Internet broadband connection of at least 1.5 Mbps, and home network with wired, powerline, or 802.11n connections (for wireless home networks with 802.11g, either the PC or device should be on a wired connection)
- Both the PlayOn PC and device should be connected directly to the same router (putting them on the same "subnet"). Advanced networking setups using additional network interfaces such as virtual adapters (VPNs) or Internet Connection Sharing (ICS) may work, but are not officially supported
- Third-party security software must be configured to allow full local and online network access to Program Files\MediaMall\MediaMallServer.exe & SettingsManager.exe

## Installing and Running PlayOn

PlayOn is simple to install and easy to get running and start using.

- 1) Download and install PlayOn on your Windows PC from [www.playon.tv](http://www.playon.tv).
- 2) Turn on your home-networked entertainment device, find the PlayOn server, and watch online content directly on your television.

Make sure your PlayOn device has a network connection to the **same** router that your PlayOn PC is connected to, and has the latest system software update installed. For more information about upgrading your device's system software, see below.

Note that when selecting any online video, it may take up to 10 seconds or longer before video starts showing on your television. Certain devices also show no indication that video is loading, so you should wait to see if the video does start playing. Having a faster broadband connection and/or PC will help reduce this buffering time.

## Device Guides

This section offers an overview of some of the entertainment devices that are officially supported by PlayOn, and tips for how to get started with each device.

### PLAYSTATION 3

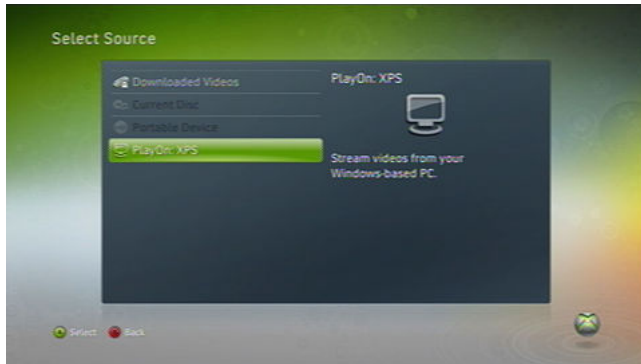


You can find the PlayOn Media Server(s) by searching under XrossMediaBar > "Video". Make sure "Media Server Connection" is enabled under Settings > Network Settings.

*Note, the PlayOn Media Server(s) will appear in the "Music" and "Photo" categories as well, but they will contain no online videos. You must be in the "Video" category to view online videos.*

To upgrade your PLAYSTATION 3, visit [www.us.playstation.com/ps3/about/systemupdate/system\\_update.html](http://www.us.playstation.com/ps3/about/systemupdate/system_update.html)

## Xbox 360

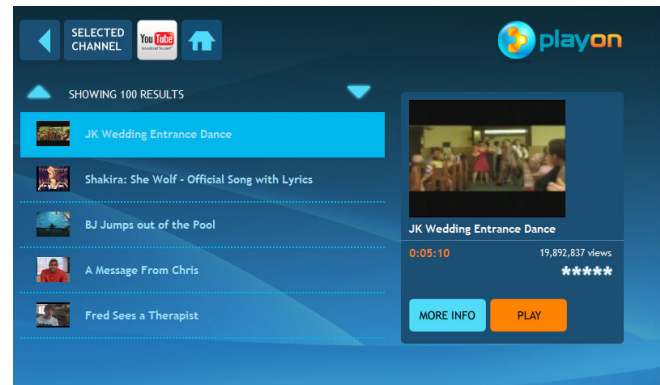
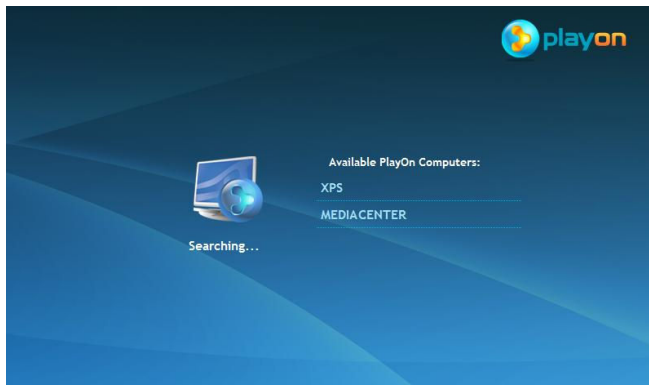


You can find the PlayOn server(s) by searching under the Dashboard > My Xbox > Video Library.

*Note, the PlayOn Media Server(s) will appear in the Music Library and Picture Library as well, but it will contain no online videos. You must be in the Video Library to view online videos.*

To upgrade your Xbox 360, login to your Xbox LIVE Account from the 360 and it will notify you of the latest available updates.

## Nintendo Wii (Beta)



You can find the PlayOn Media Server(s) by opening the "Internet Channel" web browser on the Wii, pressing the "WWW" button, and entering the web address [playon.tv](http://playon.tv). We recommend you add this page to your Wii Browser "Favorites" to make it easy to return to. It is also a good idea to turn off "Screen Burn-In Reduction" in your Wii Screen Settings, as this will ensure that the screen saver does not interrupt your PlayOn viewing experience.

To upgrade your Nintendo Wii with the "Internet Channel" web browser, visit [http://www.nintendo.com/consumer/systems/wii/en\\_na/channelsInternet.jsp#downloadOpera](http://www.nintendo.com/consumer/systems/wii/en_na/channelsInternet.jsp#downloadOpera)

## HP MediaSmart TV

You can find the PlayOn server(s) by pressing the "Media" button on your remote control and selecting "Servers" from the main digital media menu. On older models, select "Settings" and then "Media Servers".

To upgrade your HP MediaSmart TV, go to Settings > Software Update (or Firmware Update) > OK.

## Other Devices

Although other devices are not officially supported, many users have had moderate to good success using PlayOn on these devices:

- DirecTV HR20/HR21/HR22
- D-Link DSM-510, DSM-520, DSM-750
- Netgear EVA9150
- Pioneer KURO HDTV
- Popcorn Hour A100/A110
- SageTV HD Theater
- Samsung DLNA-compatible HDTV
- Sony Bravia DLNA-compatible TVs (XBR9 Series or newer)
- vmcPlayIt
- Western Digital WDTV
- XBMC

## PlayOn Settings

A number of options can be configured in PlayOn Settings. Also, PlayOn Settings is a good place to start looking for help when you are experiencing technical problems. Open Start Menu / All Programs / PlayOn / PlayOn Settings, and review the available options.

### UPnP Server Status

The status of the PlayOn UPnP server can be seen in PlayOn Settings as well. If the server is running, it allows devices to connect to this PC. You can left-click the status panel to force PlayOn Settings to determine the status of the server. The various status messages are described below:

Searching	A search is still being performed. Wait for it to finish.
Running	The PlayOn server is running correctly with no errors detected.
Not Running	The PlayOn server is not running.
Not Found	The PlayOn server could not be discovered on the network. Check firewall settings if you think it should be running.
Initializing	The PlayOn server is still initializing. Click the status panel to restart the search.
No Service	The MediaMall service is not enabled. You can enable this service in Control Panel/Administrative Tools/Services.
No SSDP	The SSDP Discovery Service on this PC is disabled. Without it, PlayOn Settings cannot detect the PlayOn server. You can enable this service in Control Panel/Administrative Tools/Services.
Error	An error occurred when trying to detect the server status. Contact support for assistance.

You can manually start and stop the server by pressing the Start/Stop button. When stopping the server, note that if any devices are connected to this PC, those connections will be closed. They can of course be reestablished by the device(s) once the server is restarted.

You can also disable or enable PlayOn from running automatically when Windows starts, as well as show an optional icon in the system tray, which allows you to see the status of the PlayOn server, and to open PlayOn Settings through a right-click menu option.

## Video Performance

If you are experiencing latent or choppy video playback while using PlayOn, you may want to modify the performance settings to a lower value. This can be especially useful if either your PC processor is a bit slow, or if you are using a home wireless network or broadband connection that is not fast enough. A higher performance setting will attempt to preserve the quality of the videos that are pulled in from the Internet, but will tax your computer and network more. It is recommended that you use the "Auto" setting, as this allows PlayOn to determine which quality setting works best for your setup. If the automatic setting still doesn't work, try "Low" or "Medium" to see if this helps. You can also use this setting to force PlayOn to always use a "High" or "Max" setting if you are confident your internet and PC speeds are always sufficient.

## Video Processing

You can configure PlayOn to either always fully process every video you start to watch from your device, or to end processing shortly after you stop or pause a video. This may be useful for users who prefer their PC to not allocate resources to PlayOn when they stop or pause a video before it finishes. Allowing all videos to be fully processed gives you the option in most situations to resume playback for the most recently played video, but will tax your PC processor until the entire video has been downloaded and converted.

## Parental Controls

Some content providers have MPAA or FCC TV rated media, and offer the opportunity for the user to filter their content based on parental controls. By enabling the "Enable parental controls" checkbox, you can select a maximum allowed rating for movies and television programming, as well as decide to block unrated content. *It is important to note that some content providers may not comply with these settings. User discretion is advised.*

## Software Updates

You can manually check for new updates to PlayOn by pressing the "Check Now" button in the "Software Updates" section. If the "Check automatically" checkbox is enabled, then the PlayOn installation will regularly detect if there are new updates available, and inform the user with a balloon notification from the system tray.

## PC Specifications and Security Software

A number of factors can prevent PlayOn from running optimally, and in more severe cases, can even block PlayOn entirely. The main factors that can interfere with PlayOn are listed below. Note also that in some cases, changing your Performance setting (see below) can help remedy issues you may have with playback.

### *Antivirus and Firewall software*

The vast majority of problems with installing and running PlayOn are due to antivirus and firewall software. You may want to try temporarily disabling your antivirus software to see if it helps fix any issues. If you have third party antivirus or firewall security software installed, make sure that you grant full local and online network access to the following applications:

- C:\Program Files\MediaMall\MediaMallServer.exe<sup>1</sup>
- C:\Program Files\MediaMall\SettingsManager.exe<sup>1</sup>

### *Broadband download speed*

In order to stream real-time videos from the Internet, your broadband connection speed must be consistently fast enough to maintain a stable download rate. The general rule of thumb is that if you can't watch videos from sites like YouTube, Hulu, and Netflix directly in your PC browser without seeing a lot of buffering, then it definitely won't work in PlayOn either. We recommend a minimum download speed of around 1.5 Mbps. In some cases, even this won't be fast enough, depending on the stream quality for the particular media that you are attempting to watch.

### *Home network performance*

Your home network, or LAN (local area network), must be fast enough to handle the throughput of sending videos from your PlayOn PC to your device. If you are using wireless 802.11g, this will in most cases be a bottleneck, especially if the PC is on wireless. We highly recommend that the PC be on an 802.11n or wired connection.

### *PC free hard drive space*

Since PlayOn needs to convert most online videos to a video format that the devices can understand, you need extra hard disk space to temporarily handle the video conversion. We recommend a minimum of 4 GB of free space. Note that the current version of PlayOn requires that this free disk space be on the same partition where Windows is installed.

### *PC processor speed and RAM*

The faster your PC processor (CPU) and the more memory your PC has (RAM), the better it will be able to convert online videos and stream them to your device. If your CPU or RAM specifications are too low, you may experience choppy playback for videos, or the device may even show an oftentimes cryptic error message before the video can even start to play.

## **Netflix Watch Instantly**

You can access your Netflix account "Watch Instantly" videos from your PlayOn device. To do so, provide your Netflix login credentials in the provided fields, and then press the "Test" button to confirm you have entered the information correctly. You may also add videos to your Netflix "Instant Queue" from your PC web browser (if your account has one), for easier access to your favorites through PlayOn. If your Netflix Account does not have an Instant Queue, PlayOn will include any Watch Instantly videos from your "DVD Queue".

## **Amazon Account (Video On Demand Library)**

You can access your Amazon "Video On Demand" Library from your PlayOn device. To do so, provide your Amazon login credentials in the provided fields, and press the "Test" button to confirm you have entered the information correctly. Note that you must add videos to your Amazon Video Library for them then to show up on your PlayOn device. This typically requires you to purchase the video, however Amazon does offer some free videos which can be added to your Library as well. For more information on Amazon "Video On Demand", visit [www.amazon.com/videoondemand](http://www.amazon.com/videoondemand).

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<sup>1</sup> The path to C:\Program Files\MediaMall may vary, depending on international versions of Windows, or which drive letter PlayOn is installed on.

## Hulu Account Queue

You can access your Hulu account "Queue" videos from your PlayOn device. To do so, provide your Hulu login credentials in the provided fields, and then press the "Test" button to confirm you have entered the information correctly. Note that you will need to add videos to your Hulu Queue at <http://www.hulu.com/profile/queue> from your PC web browser for the videos to then show up on your PlayOn device.

## YouTube Usernames

It is possible to subscribe to public user feeds from YouTube accounts. Enter each username in the field provided, separated by commas. For each username that is entered, PlayOn will give you direct access to that user's favorite and uploaded (published) videos (up to a max of 150), as well as their playlists and subscriptions. Note that only YouTube videos from publishers that have allowed them to be "embedded" in third party sites will appear on your PlayOn device. For more information on YouTube accounts and feeds, visit [www.youtube.com](http://www.youtube.com).

## PlayOn Plugins (Alpha)

The "Plugins" tab of PlayOn Settings allows you to view and manage any PlayOn Plugins that you have chosen to download and install on your PlayOn PC. We highly recommend trying out the Revision3 plugin developed by MediaMall, available at [www.themediamall.com/playon/plugins](http://www.themediamall.com/playon/plugins), as well as a large number of third party plugins that are available at [www.playonplugins.com](http://www.playonplugins.com). Any plugin that you have installed and enabled through PlayOn Settings will appear as an additional video service available through your PlayOn device. Please note that this feature is still in development, and some changes may occur that require the plugins be upgraded to remain compatible.

You can install plugins by dragging any ".plugin" file that you've downloaded to the Plugins tab of PlayOn Settings. You will need to restart PlayOn for the plugin to show up on your TV.

## My Media (Beta)

The "My Media" tab of PlayOn Settings allows you to enable the sharing of images, audio tracks, and videos that are stored on your PlayOn PC, or on a network drive that is accessible by your PlayOn PC. All major image and video formats should currently be supported, as well as MP3, AAC, and WMA audio files. Please note that this feature is still in development and you may encounter certain media files which do not work correctly. In particular, iTunes Plus (unprotected) AAC (.m4a) files are not currently working on the Xbox 360, but this will be fixed in a future release.

## Support Requests

If you are experiencing a specific technical problem that you believe is reproducible, you may want to contact MediaMall for help. In order to submit a support request, make sure you first have recently reproduced the issue, and then press the "Support..." button. You will be requested to enter your contact information, as well as a detailed description of the exact nature of the issue you have experienced. Submitting a support request will send diagnostic logs generated by PlayOn to our support team. *It is critical that you indicate the time that the error occurred (according to the system clock on your PC). This helps us to pinpoint your specific issue in the diagnostic logs.*

For additional information about the PlayOn software, visit us at [www.playon.tv](http://www.playon.tv).

## Registering

PlayOn comes with a built-in trial period, where all functionality is enabled. Once the trial period has expired, however, it will no longer be possible to view online videos. To purchase a license for PlayOn, visit [www.themediamall.com/purchase](http://www.themediamall.com/purchase), and follow the link to PayPal's site. After making your secure payment, you should receive an email with a license number that can be entered in PlayOn Settings on the Registration tab.