



STARZ Play FAQs

Version - 568

Playback in Chrome

Supported Devices

What devices can I watch STARZ Play on?

Excellent question! STARZ Play is offered on a variety of devices and platforms. Here's a list of the currently supported devices: Chromecast, Xbox 360, Xbox One, iPhone 3GS, 4, 4S, 5, 5s, 5c, 6, 6+ (running iOS 7.0 or higher), iPad (2nd generation and above), Air, and mini, Kindle Fire HD, Fire Phone, NOOK HD, NOOK HD+ as well as other select Android tablets and phones (running Android OS 4.0.3 / Ice Cream Sandwich or higher). In addition STARZ Play also support Windows, Mac, and Chrome OS.

I have an Internet Connected TV device. Can I use it to watch STARZ Play?

We currently support Chromecast and we have apps for the Xbox 360 and Xbox One. We know that other devices are very popular, and so we are working to put STARZ Play on devices that support Internet streaming.

Ah schucks, my devices aren't listed as currently supported, what ever will I do?

Fear not movie lover, we are adding new devices all the time. Check back regularly to see if your devices have been added to list. Find out about all supported devices by visiting the supported devices page at <http://assets.starzplay.com/devices/>

Access

So, how do I get STARZ Play?

Well, the first thing you'll need is a subscription to STARZ, which you can get through an approved television provider. Once you have that, the hard part is over! STARZ Play is free to subscribers. You will just need a compatible device to access all of our great movies and shows. If you plan to watch on a home computer, you'll need a high-speed internet connection. If you want to use a tablet or smart phone, you'll need a WiFi or 3G or higher connection.

Can I get STARZ Play without subscribing to STARZ?

In a nutshell, nope. STARZ Play is a free service we provide to our STARZ subscribers, so you must sign up through an approved television provider.

I already have STARZ. Does that mean I can access STARZ Play?

You should be able to access it right away, but as STARZ Play is still waiting to be launched in some areas, you may not have access just yet. Check with your cable or satellite provider to see if STARZ Play is supported.

How do I know if my TV provider offers STARZ Play?

Good question. The easiest way to find out is to check with your cable or satellite provider. You can also look at the login menu to see if your provider is listed. If you don't see your provider, please know that we're working closely with all TV providers to bring you the captivating original series and hit movies available on STARZ Play.

Where can I watch, or take, STARZ Play?

The simple answer to that is anywhere you have a computer or mobile device with a high-speed data connection, either through a direct internet connection, WiFi or 3G or higher connection in the U.S. or certain U.S territories. From your main computer at home to your smart phones and tablets, STARZ Play can be with you wherever you go.

Features

Can STARZ Play originals and movies be viewed on multiple devices at one time?

Yes, they can. Right now, you can stream content on up to FOUR devices simultaneously. For instance, you can be watching a STARZ original series in one room, while the kids watch a great family movie in another, and another member of the family watches a big hit movie or original on their tablet. Alternatively, you could watch four movies yourself all at once, but we really don't recommend that!

Is it possible to pause something on one device and resume it on another?

Yes! STARZ Play gives you maximum user control by letting you play, pause, and pick up on any of your other registered devices. Start it on the home computer, pick it up on the phone, finish it on a tablet: you decide how to watch.

Can STARZ Play stream in HD?

Yes, STARZ Play offers select titles in HD, but only via Chromecast, Xbox 360, Xbox One, and the web platform on your HDCP compatible computer setup.

Is closed captioning available?

Closed captioning is supported on most titles and can be turned on during playback mode.

For any additional inquiries regarding closed captioning, please contact:

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Login & Account Settings

Well, this is awkward. I forgot my username and/or password!

Don't sweat it. Your STARZ Play service is authenticated through your television provider. Just follow the username/password reset steps on the login screen for your television provider to regain access.

Is there a way to set Parental Controls on STARZ Play to block certain content?

Absolutely! When you first register for STARZ Play, you will be prompted to set your parental controls for which content to block and which to allow, if you choose. You can also access these settings at any time from a computer or laptop by going to My Account, and then navigating to Parental Controls. Just create an easy to remember PIN and you are all set!

Where does STARZ stand on sharing my account information?

With STARZ, you have an entertainment provider who values you as a customer, and understands the importance of your privacy. To view the privacy policy go to My Account and click Privacy Policy for more information.

I'm having trouble logging in – help!

The first thing to do is check and make sure you have the correct username and password. It's the same username and password that you use to log in to your television provider's site.

Okay, I've confirmed that my login is accurate, but I still can't watch anything. What's the deal?

Please make sure that you are using the correct account from your television provider. Some television providers have different accounts associated with the services they offer. You may log in to a dot com account to pay your bill, but then use a dot net account for email. Check with your provider to determine the correct account to use.

I'm trying to watch my PC or Mac, I have the correct login information and it looks like I'm logged in, but it's still not working.

It looks like you may have a cookie issue – accepting 3rd party cookies on your browser could resolve your playback issue.

Firefox - Options - Privacy tab: Check 'Accept cookies from sites' and set 'Accept third-party cookies' to Always

Chrome - Settings - Content Settings: Select 'Allow local data to be set'

IE - Privacy - Advanced - Advanced Privacy Settings: select 3rd party cookies to be allowed

Safari (Mac) - Preferences - Privacy: Select 'Never' under Block Cookies

Here are a few good links to help with enabling cookies in your browser:

Safari

<http://support.apple.com/kb/PH5042>

Google Chrome

<http://support.google.com/accounts/bin/answer.py?hl=en&answer=61416>

Firefox

<http://support.mozilla.org/en-US/kb/enable-and-disable-cookies-website-preferences>

Internet Explorer

<http://windows.microsoft.com/en-US/windows7/Cookies-frequently-asked-questions>

Here are links that will take you to directions for clearing cookies in your browser:

Safari

<http://support.apple.com/kb/PH5049>

Internet Explorer

<http://support.microsoft.com/kb/278835>

Google Chrome

<http://support.google.com/chrome/bin/answer.py?hl=en&answer=95647>

Mozilla Firefox

<http://support.mozilla.org/en-US/kb/delete-cookies-remove-info-websites-stored>

Mobile Devices

Where can I find the STARZ Play app?

The STARZ Play app can be found in the Apple App Store, Google Play, the Amazon App store, and in the NOOK App store. If you don't see it there, that means your device is not currently supported. We are working to add more eligible devices to our growing list. One day, your app will come.

How much does the STARZ Play mobile app cost?

Nothing. Zero. It's absolutely free to download and install. However, to access the content on STARZ Play you must have a STARZ subscription through a participating television provider. Check with your cable or satellite provider to see if they currently support STARZ Play.

Is there AirPlay support on STARZ Play?

No, we do not currently offer any kind of support for AirPlay, but we are constantly looking for ways to grow and expand our service, so it may be an option in the future.

Newsletters

Is there a STARZ Play newsletter, and if so, how do I sign up?

There is a STARZ Play newsletter, dedicated to bringing you the latest news about STARZ Play events, new titles, movies, originals and more. You will get the chance to register for the STARZ Play newsletter when you sign up for the service, or you can go to My Account to register for STARZ Play newsletters anytime you want.

Can I unsubscribe from the STARZ Play newsletters?

Of course. We don't ever want to send something your way that you're no longer interested in. Simply go to **My Account** and click on the **Settings** option. From there, you can access your newsletter preferences and unsubscribe.

General Information

What exactly is STARZ Play?

STARZ Play is the next big thing in entertainment on the go. With STARZ Play, you can watch our big original series and hit movies wherever and whenever you want. Plus, STARZ Play has hundreds of top movie titles available instantly. From a desktop computer to a smart phone or tablet, STARZ Play puts great entertainment right at your fingertips.

How do I get STARZ?

First, we'd like to say thanks for considering STARZ. With the big original series and hit movies you want, STARZ delivers great entertainment every day. And with STARZ Play, you can access that anytime, anywhere. To subscribe, you can contact your TV provider directly and add it to your account. STARZ Play may not be available with your provider.

Do I have to pay an additional fee to use STARZ Play?

No, there's nothing more to pay. STARZ Play is a free service offered to all STARZ subscribers. As long as you subscribe to STARZ through an approved TV provider you will always have free access to STARZ Play. And the app is free as well.

I don't see my TV Provider listed. When will they offer STARZ Play?

We are working closely with all TV providers across the nation to bring STARZ Play to every STARZ subscriber. It won't be long before the big originals and movies on STARZ Play are available to you; so check back regularly or call your provider and tell them you want STARZ Play.

My TV provider offers STARZ Play, but I don't see it listed in the STARZ Play app. What's wrong?

There are two possible answers to this problem. First, your TV provider may not actually support STARZ Play yet, even if you are being told otherwise. It can take time to launch STARZ Play in every market. If you have double-checked and know for certain that they do support STARZ Play, check to see if you have the most current version of the mobile app. An older version may not detect your TV provider.

How quickly can I start watching a STARZ Play title?

It's instantaneous! As soon as you choose a title and hit play, the title will stream via your high-speed data connection. Buffering ensures your title will continue loading while you watch. However, there is no download feature, so you cannot choose to download a title to watch later. You must be connected to the Internet to watch.

Is STARZ Play available internationally?

No. At the moment, STARZ Play is only available to STARZ subscribers who live in the United States and its legal territories.

How do I purchase STARZ Play shows and movies on a pay-per-view basis?

There is no option to pay-per-view. You can only gain access to STARZ Play by having a STARZ subscription through an approved TV provider.

Playback

Playback Concerns on Android Devices?

Is the STARZ Play application not performing correctly? Is playback of content bad or not playing at all?

Clearing the application cache can help.

For Kindle Fire devices:

Swipe from the top of the device down
Select More
Select Applications
Select Installed Applications
Select STARZ Play
On the right side of the screen, select Clear Data
Click OK
Exit the Settings app and re-launch STARZ Play

Other Android Devices:

Select Settings
Select Apps
Select STARZ Play on the right side
Select Clear Data
Select OK
Restart the app and re-launch STARZ Play.

Anti-Virus installed on Android devices?

Is your Android device not playing STARZ Play content?

Do you have any anti-virus applications installed on your Android device? If so, those applications could potentially block STARZ Play content. Please disable your anti-virus software while playing STARZ Play content for the best viewing experience!

License Error?

So you have received a message about a License Server? If you are using an Android device that has a non-standard operating system (OS) or your firmware has had any modification to it, this license error can occur. We are working to try and support these devices, but for now we are not able to support 'modified' Android devices.

Acer tablets are currently among the devices who receive this error. We are working to find a fix for those devices and will deploy an update to the Android markets as soon as the fix is complete.

The content isn't playing correctly, or the video playback is choppy.

"Choppy" or stuttering video playback is often caused by a slow internet connection. The "buffering" that takes place is unable to keep up with the speed of the video playback, and as a result, the video has to keep stopping to catch up. STARZ Play can usually work around this by detecting your bandwidth and adjusting the visual quality accordingly, or by increasing the buffer. Please note that a minimum bandwidth of 1 Mbps is required but we recommend at least 2.5 Mbps from a wired connection or 700 Kbps from a WiFi or 3G or higher connection for mobile devices.

PC or Mac: If you're using a PC or Mac and the playback is still choppy, get a new video stream by closing your browser and trying again. Still no video? Then it could be a conflict with the current antivirus and firewall software installed on your machine. Check the setting of these programs to ensure they are not blocking incoming video streams from STARZ Play. And if that doesn't solve the problem, double-check that your computer meets the minimum system requirements needed to operate STARZ Play.

I see the video, but there's no sound. What's up?

Well, we're sorry you're experiencing that. Silence is not golden in this case, but there are a few steps you can take that may solve the problem. First, make sure the audio on your computer, tablet, or smart phone is working by playing something else using another website or application. If that's working, adjust the volume on the video player, making sure that it's not set to "mute." Next check for any software updates to your audio card. Finally, if you're using external speakers, check the wiring and other connections.

The audio is coming through loud and clear, but there's no video. Why?

We're sorry to hear that (no pun intended). If you're not getting a visual but the audio is coming in loud and clear, it's a problem with the bandwidth of your high speed Internet connection. Audio uses less data than video, and when there's limited room, that's all you'll get. Run a test on your system to see if you are getting the bandwidth you should be getting, and if you're not, contact your Internet Service Provider (ISP).

I clicked "play" on a title but it didn't start at the beginning. What's wrong?

There's actually nothing wrong at all. It's simply that the chosen title has already been played and stopped, and STARZ Play is resuming from where you left off. If you want to start from the beginning, you can easily start the movie or show again, or rewind to the place from which you want to begin.

I don't see any of the titles. Why isn't the catalog loading?

First, we guarantee the titles haven't gone anywhere. The issue here is one of bandwidth. If there is limited bandwidth, the system will have trouble loading our huge library of titles, which in turn causes the error. Run a test on your system to see if you are getting the bandwidth you should be getting, and if you're not, contact your Internet Service Provider (ISP).

I'm getting a Simultaneous Streams Error. What am I doing wrong?

Nothing. This can happen occasionally, and it's a simple issue to fix. To correct the error, simply log out, and then log back in. You should now be able to enjoy any title without the error.

I'm getting an error message stating I have exceeded the maximum number of video streams. Why?

Uh oh, stream overload. There are several reasons this could happen. The most common answer is that you are trying to stream to more than four devices at one time. However, if you know that is not the case, try logging out of your current device, clearing your cache, log back in, and try again.

I'm trying to watch on my PC or Mac and I've made it through all of your FAQs regarding playback issues and guess what, still no luck.

We're sorry to hear that you're still having trouble. A few last ditch efforts may do the trick.

1. Check the date and time on your PC or Mac and make sure it's accurate
2. Turn off Private Browsing
 - a. Internet Explorer - <http://windows.microsoft.com/en-US/windows-vista/InPrivate-frequently-asked-questions>
 - b. Mozilla Firefox - <http://support.mozilla.org/en-US/kb/private-browsing-browse-web-without-saving-info>
 - c. Google Chrome - <http://support.google.com/chrome/bin/answer.py?hl=en&answer=95464>
 - d. Safari - <http://support.apple.com/kb/PH5000>

If you're still having issues, please email help@starzplay.com

I've tried everything but I'm still getting playback errors on my tablet or phone. What can I do now?

If you're still getting playback errors and nothing else has worked please try deleting the app completely. Once the app is deleted you can download it again to ensure that you have the most current version of the app.

If you're still having issues after re-installing the app, please email help@starzplay.com

Technical Issues

I am not able to authenticate with STARZ Play on a web browser

You have entered your cable provider credentials and you are still not able to log in to STARZ Play? Please make sure that your browser allows '3rd party cookies' to be allowed on your computer.

Firefox: Options - Accept Cookies from sites. Select Accept 3rd party cookies (Always)

Chrome: Settings - Show Advanced Settings - Content Settings - Select Allow local data to be set (recommended)

IE: Tools - Internet Options - Privacy - Advanced. Make sure Third Party Cookies is set to Accept

Safari: Preferences - Privacy - Set Block Cookies to Never

What are the minimum system requirements for STARZ Play?

A wise question. If your system does not meet the minimum requirements, you will not have the pleasurable STARZ Play experience that you should be having. Here's the criteria your computer, smart phone, tablet or other mobile device should meet before watching any of our big originals or movies.

Chrome Requirements

Google Chrome OS is now supported.

Windows Requirements

Microsoft Window 8 (in Desktop mode), 7, Vista, XP (SP2 or SP3), Windows Server 2008 R2 SP1, Windows Server 2003 Intel Pentium 4 3.2 GHz (or faster), with 2 GB RAM.

PC Browser Version

Internet Explorer 10.0 or higher

Chrome 30.0 or higher

Firefox 30.0 or higher

MAC Requirements

Apple OSX 10.5.7, Intel Core Duo, 1.83 GHz (or faster), with 2GB RAM.

MAC Browser Version

Safari 6.0 or higher

Chrome 30.0 or higher

Firefox 30.0 or higher

Computer Hardware Requirements

Video card with 24 bit true color and 128 MB memory

Computer Browser Requirements

Flash enabled

JavaScript enabled

Cookies enabled

Minimum Bandwidth

1Mbps, but we recommend at least 2.5 Mbps from a wired connection

A Mobile network connection over WiFi or 3G or higher with at least 700Kbps

iOS (iPhone/iPad)

iPhone 3GS, 4, 4S, 5, 5s, 5c, 6, 6+, running iOS 7.0 or higher

iPad, 2nd generation, 3rd generation, 4th generation, Air, and mini.

Android OS

Smartphones or tablets are required to have Android 4.0.3 (Ice Cream Sandwich) or higher

What's the best Web browser to use on my PC or Mac to enjoy STARZ Play?

There's not a cut and dry answer. Different operating systems are more compatible with some browsers than others. Here's what we recommend:

MAC Browser Version

Safari 6.0 or higher

Chrome 30.0 or higher

Firefox 30.0 or higher

PC Browser Version

Internet Explorer 10.0 or higher

Chrome 30.0 or higher

Firefox 30.0 or higher

Does STARZ Play require a high-speed internet connection?

Yes, you will need access to some form of high-speed data connection, whether it's a wired Internet connection or a WiFi or 3G or higher connection. The massive amount of data contained in a movie or show will simply not stream on slow Internet connections.

Can I use the STARZ Play app with a WiFi or 3G network?

Yes! The STARZ Play app has been designed to give you excellent service over WiFi or 3G or higher connections for supported tablet and mobile devices.

Does STARZ Play require me to disable my antivirus and firewall software on my PC or Mac?

Ideally, there should be no reason to turn those features off. If you are having trouble accessing content, the first step would be to adjust the settings in the antivirus and/or firewall software in order to view STARZ Play content. If that doesn't work, then yes, you may have to temporarily disable those protections in order to troubleshoot the problem. If STARZ Play works just fine after you have disabled the antivirus or firewall software, you have a compatibility issue with your antivirus or firewall that needs to be resolved.

I have a question that isn't covered in the FAQs. Where can I get help?

We're sorry to hear that. If you can't find an answer to your question here, please contact your television provider and they should be able to assist you. If you would like to submit a question, or provide feedback, go to **My Account**, followed by Help.

If you're still having issues, please email help@starzplay.com

I need to contact STARZ Play customer support.

STARZ Play also has an extensive list of FAQs, which we invite you to browse. They should provide the answers. If you didn't find an answer in the FAQs, you should contact your television provider. You can also go to My Account and click Help, where you will be able to submit your own questions that we can then add to our database.

If you're still having issues, please email help@starzplay.com

Programming

What originals and movies can I see on STARZ Play?

The same big originals and movies that you can only see on STARZ are available on STARZ Play. That means quality action and drama from STARZ original series and big movie titles that represent the best Hollywood has to offer. If it's on STARZ, it's on STARZ Play.

There's so much to choose from. How do I find titles on STARZ Play?

Ah, the agony of choice. With so many titles available on STARZ Play, we wanted to make it as easy as possible for you to find just what you're looking for. In the top right corner, you will see a search box, which is ideal if you have a specific title in mind. If you're not quite sure what title you want to see, you can browse by genre, rating, year, and even sort by alphabetical order.

When do new episodes from STARZ Originals appear on STARZ Play?

New episodes from the current season of any STARZ Original are available on STARZ Play the day after they air on STARZ. If you need to catch up on your favorite shows, we'll often have past seasons up as well.

I want to know more about the ratings of STARZ Play titles. Where do I look?

STARZ Play has titles that run the gamut, from family-friendly movies rated G, to films for adults rated NC17. There are also TV ratings like TVY (particularly suited to small children) and TVMA (unsuitable for audiences under 17). Every title on STARZ Play also comes with a detailed description page, and you'll find the rating of the show on there.

To learn more about ratings in general visit <http://mpaa.org/ratings> for movies and <http://www.tvguidelines.org> for television.

Chromecast

What is Google Chromecast?

Google Chromecast is a thumb-sized media streaming device that plugs into the HDMI port on your TV. Set up is quick and easy. You can then use STARZ Play to browse your favorite programming and then send your selections to your TV using your smartphone, tablet or laptop.

What devices can I use with my Google Chromecast?

Chromecast works with many popular devices including Android tablets and smartphones, iPhones, iPads, and the Chrome browser for Mac Chrome, and Windows computers.

The following devices are supported:

- Compatible with iPhone, iPad, and iPod running iOS 7.0 or newer
- Compatible with Android smartphones and tablets running on 4.0.3 or greater
- The Chrome browser with the Google Cast extension installed.

How do I connect my device to my Google Chromecast?

Your tablet, smartphone, or computer must be connected to the same Wi-Fi network as your Chromecast. For information or assistance connecting Chromecast to your TV and Wi-Fi network, see Google Support.

While your video is playing, you may continue to use your smartphone or tablet to perform other tasks. Standard player controls on your device are used for playback.

How do I stream STARZ content to my Google Chromecast?

Launch STARZ Play on your tablet or smartphone, or visit the STARZ Play website in your Chrome browser. Once you're signed in to STARZ Play, select the Cast icon in the upper-right or lower-right of your browser window.

Next, select your preferred Chromecast device from the connected devices list to launch the STARZ Play application on your TV. Select the movie or show of your choice and press Play.

Because STARZ Play uses adaptive bitrate streaming, videos may appear in lower initially, but will switch to the highest possible quality after a few moments. If the video does not buffer at playback speed, the video will be downgraded to a lower quality setting, allowing for smooth playback.

Before casting to a TV

- Your smartphone or tablet cannot be connected to your mobile network. It must be connected to the same WiFi network your TV is on.
- Make sure you are running the latest version of the application.

Problems Casting from the website

If you do not see the Cast button on the website, make sure that you have the Google Cast extension installed in your Chrome browser and that your computer is on the same network as the Chromecast device.

Error Message "No Cast Devices Found"

Error "No Cast Devices Found" when casting from Chrome:

- Check to make sure you Chromecast is set up by casting from a smartphone or tablet to your TV.
- Verify that your computer is on the same network as your Chromecast.

- Disconnect from all VPN's and proxy servers. Note that Firewall and antivirus software can prevent your computer from casting as well.
- Ensure that your network is not configured as a Public network
- If all else fails reboot your router, computer, and Chromecast device.

How do I stop Casting?

To stop casting, simply click the cast icon from within the STARZ Play application. This will bring up a small menu with a list of connected devices. Look for the 'Disconnect' button in this window. This will not stop playback, but rather divert normal playback to back to your smartphone, tablet or Chrome browser.

If another user is also connected to the same TV, they can stop your Casting by selecting a title from their device.

Browser Plugins (NPAPI)