

## Movie Download

*This feature is available on select devices featuring VUDU. In order to use this feature, your VUDU device must be connected to the Internet.*

### Summary

The Movie Download feature allows you to download a movie to the hard disk drive built into your VUDU device. Once downloaded, you can then watch the movie directly from the hard disk, without having to stream it over the Internet.

### Downloading a Movie

You may download a movie immediately after purchasing it or at any time after you have purchased it.

## Purchasing and Downloading

In order to purchase a movie and begin downloading it immediately, please follow these steps:

- 1) Select “Buy Movie” from the Movie Details page
- 2) Select the movie video quality (SD, HD and HDX) that you would like to own. The download feature is only available for movies that you select to “own” on VUDU.
- 3) Once you purchase the movie, you will be presented with several options, select “Download and Watch Later”. Your movie will begin downloading.

### *Download and Watch Later*



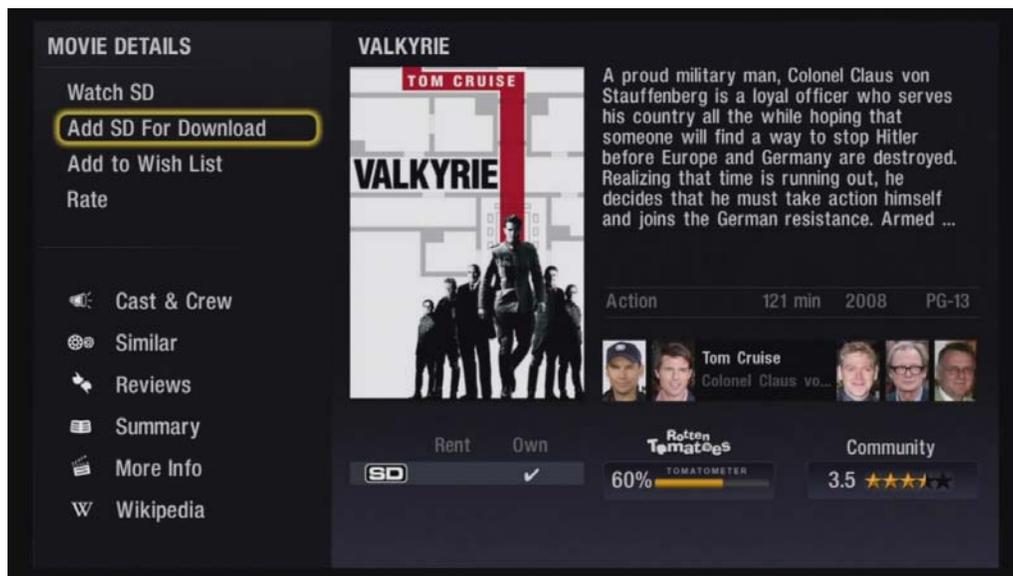
If you wish to watch the movie now, you can begin watching the moving immediately by selecting “Watch” from the movie details page. The downloading of movies is suspended while you are watching video on VUDU.

## Downloading a Movie You Already Own

If you have already purchased a movie and wish to download it, please follow these steps:

- 1) Select “Manage Download” from the Movie Details page for the movie you wish to download
- 2) Select “Add XXX for Download”, where XXX indicates the video quality (SD, HD and HDX) that you wish to download.

*Add SD for Download*



This will add the selected movie to your download queue. The movie will download after all movies previously added to the queue finish downloading.

## Managing Your Download Queue

If you have added multiple movies to your download queue using the steps above, they will download in the order in which they were added. If you wish to move a movie to the top of the queue, so that it downloads first, please follow these steps:

- 1) Select “Manage Download” from the Movie Details page for the movie you wish to move to the top of the queue
- 2) Select “1: Start XXX Now”, where XXX indicates the video quality (SD, HD and HDX) of the movie that you wish to move to the top of your download queue. If you have purchased more than one video quality of a given movie, the number preceding the “Start XXX Now” may be 1, 2 or 3.

This will move the selected video quality of the selected movie to top of the download queue.

## Manage Download

The screenshot shows the 'Manage Download' page for the movie 'The Hurt Locker'. The left sidebar is titled 'MOVIE DETAILS' and includes options: Watch HDX, Manage Download (highlighted), Buy (with a 'Free HDX Preview' button), Add to Wish List, Rate, Cast & Crew, Similar, Reviews, Summary, More Info, and Wikipedia. The main content area features the movie title 'THE HURT LOCKER', a synopsis, a 'CLICK PLAY FOR TRAILER' button, and a pricing table:

	Rent	Own
HDX	100%	
HD		\$24.99
SD		\$19.99

Additional details include the genre 'Action', runtime '131 min', year '2009', rating 'R', director/producer 'Kathryn Bigelow', a Rotten Tomatoes score of 97%, and a community rating of 3.9 stars.

## Deleting Downloaded Movies

Your hard disk drive only has a limited amount of space available to store movies. If you run out of disk space to download additional movies or you simply no longer wish to keep a copy of a movie on your hard disk, please follow these steps to delete it:

- 1) Select "Manage Download" from the Movie Details page for the movie you wish to delete from the hard disk
- 2) Select "Delete XXX from Disk", where XXX indicates the video quality (SD, HD and HDX) that you wish to delete

## Delete from Disk

The screenshot shows the 'Delete from Disk' page for the movie 'The Hurt Locker'. The left sidebar is titled 'MANAGE DOWNLOAD' and includes options: Delete HDX From Disk (highlighted), Buy, Add to Wish List, Rate, Cast & Crew, Similar, Reviews, Summary, More Info, and Wikipedia. The main content area features the movie title 'THE HURT LOCKER', a synopsis, a 'CLICK PLAY FOR TRAILER' button, and a pricing table:

	Rent	Own
HDX	100%	
HD		\$24.99
SD		\$19.99

Additional details include the genre 'Action', runtime '131 min', year '2009', rating 'R', director/producer 'Kathryn Bigelow', a Rotten Tomatoes score of 97%, and a community rating of 3.9 stars.

You will be able to download the movie again simply by repeating the process under “Download a Movie You Already Own”.

## Frequently Asked Questions

### When does a movie download?

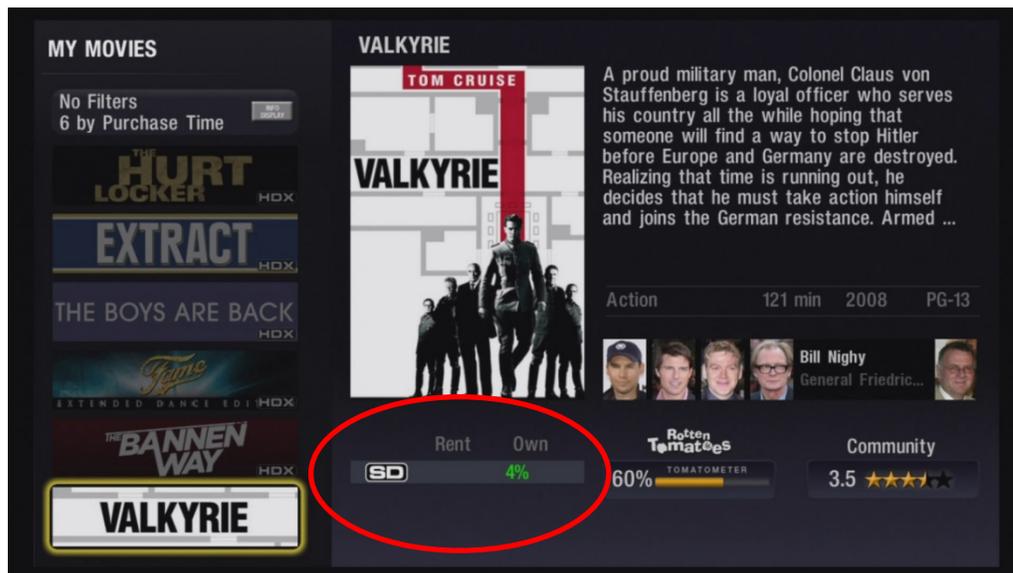
In order to download a movie to your VUDU device with a hard disk drive, your device needs to be:

- 1) Turned on
- 2) Connected to the Internet
- 3) Running the VUDU application
- 4) Not playing any other video streaming from the Internet

### How do I know whether a movie is downloaded?

On the Movie Details page, the area highlighted below indicates whether a movie is currently downloading and how much of the movie has been downloaded according to the key below.

#### Download Status Indicator



Key:

Check Mark = Movie has been purchased, but not downloaded

Pending Download (Blue) = movie is queued for downloading, but not currently downloading

Pending Download (Green) = movie is downloading

0-100% (Blue) = x% of movie has downloaded, but movie is not currently downloading

0-100% (Green) = x% of movie has downloaded, movie is currently downloading

Red = Any text in red indicates an error, please see below for additional information.

## Troubleshooting

If the download status indicator for a movie appears in red, this indicates an error in the download process. In order to learn more about the error, please select “Manage Download” for the movie with the error.

Error Message	Error Type	Solution
There was not enough space left to download this movie. Please delete some other movies and try again.	Insufficient Disk Space	Remove other downloaded content to create additional room.
Download failed to start. This can happen when there is no more space.	Insufficient Disk Space or Download Error	Remove other downloaded content to create additional room.  Or  Check the network connection with VUDU by attempting to stream a trailer or other free content. If the problem persists, contact VUDU Customer Care at 1-888-554-VUDU (8838)
An error occurred while attempting this download.	Download Error	Check the network connection with VUDU by attempting to stream a trailer or other free content. If the problem persists, contact VUDU Customer Care at 1-888-554-VUDU (8838)
A network problem caused this download to fail.	Stalled Download	Check the network connection with VUDU by attempting to stream a trailer or other free content. If the problem persists, contact VUDU Customer Care at 1-888-554-VUDU (8838)