

FAQ:



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If you cannot find an answer to your question by consulting our FAQ, please contact us by email at info@mk2mile-end.com

1 VIMEO :

- Once you've picked your Vimeo On Demand video, you can make two kinds of purchases:
 - **Rent:** When you rent a VOD, you will be able to stream all the videos attached or added to it anytime during the specified rental period, including bonus content. If you select the option "Rent All," you get access to all of the current videos as well as any that are added to the Vimeo on Demand page during the specified rental period.
 - **Buy:** When you buy a VOD, you will be able to stream its videos for as long as they remain on Vimeo. If the seller allows, you will also be able to download the videos to your computer and devices, DRM-free. If you select the option "Buy All," you get access to any videos added to the VOD page for as long as it remains online, including bonus features.

- Buy or rent with Vimeo mobile app for phones or tabs

*We want to inform our customers that the **VIMEO APPLICATION** for **SMARTPHONE** or **TABLET** doesn't allow you to directly buy or rent movies. If you are visiting our website and click on a **rent/buy** link, your device will offer you to open that link via the **VIMEO APP** or via your internet browser (google chrome, safari, firefox...)*

It is imperative to open the link via your internet browser to get to the requested page. Once the movie has been bought or rent via the web browser, it will be available on your mobile application in the sections "Watch later" and "Purchases".

➤ **Cast a video to Chromecast**

With your device connected to the same Wi-Fi network as your Chromecast, start playing a video and tap the Chromecast icon in the lower right-hand corner of the player. In mere moments, your selected video will begin playing on your TV. You can continue browsing Vimeo on your device while your video plays, and control playback on your TV using the Chromecast controls at the bottom of the app.

Due to an incompatibility between CHROMECAST and VIMEO, it's not possible to have access to the subtitles with Chromecast.

➤ **Cast a video to Apple TV**

To access Vimeo through Apple TV, go to the App Store and search for "Vimeo" to download the app onto your Apple TV 4th/5th generation device or newer. **Please note:** we no longer support Apple TV 2nd/3rd generation devices.

On Apple TV, you can also watch other private videos that you have access to. Simply add them to your [Watch Later](#) queue on your computer, then access Watch Later from the Vimeo app on your Apple TV.

If you're having trouble finding the video you want to watch, it may be because you're not logged in. When logged out of your Vimeo account on Apple TV, search results will display only videos that have been rated All Audiences. The search results will hide videos rated Mature or Not Yet Rated.

When logged in to your Vimeo account, you will be able to search for and find all content that you normally would on vimeo.com, in accordance with your Content Filter preferences. Go to vimeo.com/settings to edit your Content Filter preferences.

Some problems regarding jerky playbacks of the videos broadcasted via AIRPLAY have been reported by some customers. As VIMEO has not found a solution yet, any affected person is requested to contact VIMEO support directly by following that link: <https://vimeo.com/help/contact>. You can also contact us at contacts@mk2mile-end.com.

Continuous play

While viewing a collection (My Videos, Watch Later, a Channel), press the Play button on your remote to enable continuous play. When the selected video finishes, the next video in that feed will begin playing! After the last video in the feed finishes, you'll return to the feed where you started.

Captions and subtitles

Videos with captions or subtitles will have a (CC) badge on the detailed video view. To turn on captions or subtitles, press-and-hold the center select button on your remote. Then, simply pick the language you want and hit the select button again.

Note: This will only display captions or subtitles for the current video. If you want to view captions whenever they're available, you'll need to turn them on globally for all apps on Apple TV: <http://support.apple.com/en-us/HT202772>

2 ILLICO :

ILLICO offers you access to films that you can rent individually on VOD via ILLICO ON-DEMAND or to an entire catalog available for a monthly fee via the CLUB ILLICO. Illico on Demand is different from Illico club.

As the CLUB ILLICO catalog is regularly renewed, not all of our films are present. However, the vast majority of the films in our catalog are available on ILLICO ON REQUEST.

➤ ILLICO ON DEMAND

Follow these steps to order a movie:

- 1) Go to channel 900.
- 2) Choose a category, a sub-category or a title, then select OK/SELECT after each choice.
- 3) When you've chosen a title, make sure the ORDER button is highlighted then select OK/SELECT after each choice.
- 4) Choose the movie version and format that you'd like.
- 5) Select the ORDER button or press PLAY on your remote.
- 6) Enter your PIN (Personal Identification Number), then select OK/SELECT again (go to the Order PIN section for more information).

Note: If you haven't set up your own PIN, the default PIN is "0000."

You can watch the movie as many times as you like during the rental period.

3 Bell :

How to order On Demand Video with Fibe TV ?

- On your Fibe TV remote, press on demand :



- Scroll to the category **Movies** and press **select** :



- Scroll to a movie and press **select**
- Scroll to **Rent** and press **select** :



- Scroll to the desired rental type (HD or 4K and HD) and press select to confirm the rental :



4 TELUS :

- Order an On Demand program on your TV :
 - Press the **On Demand** button on your remote control
 - Select a **category** in the main menu
 - Use the **right arrow** to **browse a desired category**
 - Use the arrows to **browse titles**
 - Select the **desired title**. Press **OK**
 - Select **Order options**. Press **OK**
 - Select the version you want to order. Your movie will begin to play

- Watching a rented On Demand program
 - Press **On Demand** on your remote to view your current rentals
 - Use the arrows to select the **My Videos** folder
 - Use the arrows to enter **My Rentals**
 - Select the movie you would like to watch and select **OK**
 - Select **Watch** to start playing the movie. Watch your rentals as many times as you want within the rental period (48 hours for most rentals)

➤ **Tips:**

- You can switch between **Poster view** and **List view**. While viewing a category, select **Display style** to change views, and press **OK**
- To prevent unauthorized rentals, learn how to create a [Purchase PIN](#)

5 COGECO :

➤ **How do I order Cogeco on Demand :**

- Go to **channel 600** using your Cogeco remote, then use the arrows on your remote control to browse through the many categories of programming.
- Select the program you would like to watch, then press **Order** if it's a movie with a rental fee, or **Watch** if you've selected a free show or movie.
- Any charges will be billed directly to your account and will show up on your next statement.

➤ **Good to know::**

- If you want to return to watching regular TV, press the **EXIT** button on your remote at any time.
- A check mark identifies any videos that have been selected for viewing within the last 24 or 48 hours.
- You can watch the show or movie as often as you like within the rental period (24 or 48 hours).
- You can start, stop, pause, rewind and fast-forward your selection using your remote control.
- Rentals expire after either 24 or 48 hours, depending on the title. If you would like to view the film after the rental viewing period has elapsed, you will need to rent the show or movie again. Note that the rental fee will be charged a second time.

➤ **Resuming a rental**

While your rental is still active, you can almost always resume where you left off, without being charged again. Here's how:

- Go to channel **600** using your Cogeco remote.
- Go to **My Rentals**.
- Select the title you want to resume watching (it will have a checkmark beside it to signify that it has been viewed).
- Press **OK**.
- Select **Resume watching**.

6 SHAW :

- How to order VOD using your **SHAW REMOTE** :

Follow these steps to order Shaw On Demand using your remote control.

1. Press the **ON DEMAND** button on your Shaw Remote
2. Use the **UP/DOWN**   buttons to navigate through the main categories (e.g. Movies, TV)
3. Press **OK** to expand a Category and view the associated sub-categories or titles
4. Press the **UP/DOWN**   buttons to navigate through the titles and or use the **PAGE UP/DOWN** buttons to skip through more titles within a Category
5. Press **OK** when you find a title you would like to order
6. Select the picture quality you would like to view your title in (Standard Definition or HD, whenever available)
7. Select **YES** to order the title and the title should begin playback shortly

- How to order VOD using the **SHAW On Demand website** :

To order a title through **vod.shaw.ca**

1. Visit <http://vod.shaw.ca> and select **Sign In**
2. Sign in using your:
 - a. Shaw Email Address, or
 - b. My Account username and password ([Shaw Account Settings \(My Shaw\)](#))
3. Move your mouse over top of any movie graphic to view a brief synopsis of the title. Select **More Details** to view detailed information (e.g. directors, cast, duration, rating) or select **Order Now** for ordering information
4. Titles with an HD version available will display an option to order in **Standard Definition or HD**. Select the version you would like to watch.
5. Select **Complete Order**

Viewing your order:

1. Turn on your TV and Digital Box
2. Press the **ON DEMAND** button on your Shaw Remote
3. Press the **DOWN** arrow to navigate to My Orders
4. Press **OK**
5. The title you ordered should appear in the list. Press **OK** to begin watching your title

7 ROGERS :

➤ **What is Rogers on Demand and how can I access it?**

Rogers On Demand (ROD) is a complete library of content on Channel 100 with thousands of hours of programming where you watch what you want, when you want! Catch up on missed episodes for most of the hottest TV shows for **free**, watch the latest new release movie (most titles are available on the same day as their DVD release), view top music videos, sing along with karaoke, watch UFC action, and much more. Rogers On Demand also has movies and TV shows available in HD.

➤ **Who can get Rogers On Demand?**

If you are a Rogers Digital Cable customer and reside within a Rogers On Demand-ready area, you already have access to ROD. Tune to channel 100 or [click here](#) to find out what is available Rogers On Demand.

If you are a Rogers Analog Cable customer, you will need to upgrade to Rogers Digital Cable in order to get Rogers On Demand. If you are not a Rogers Cable customer but are in a Rogers On Demand-ready area, simply [contact us](#) to subscribe to Rogers Digital Cable and start accessing ROD.

➤ **How do I access Rogers On Demand?**

To access Rogers On Demand:

1. Using your Rogers remote, press **ON DEMAND**, or go to Channel 100.
2. Navigate through the Rogers On Demand guide and highlight the desired category/channel.
3. Press **OK/SELECT**.
4. Select the title you wish to watch and press **OK/SELECT**.

[Full details](#) on how to access Rogers On Demand.

For more information, please visit: www.rogers.com/ondemand.

