

BSNL EROS Now Bundle Service

SERVICE OVERVIEW

BSNL is providing EROS Now Service at no extra cost to BSNL customers i.e. Mobile prepaid and postpaid customers.

- Offer is available for BSNL customers on following STVs: Rs.78/8 days, Rs.98/24 days (except KeralaRs.98/20 days), Rs.298/54 days (except Andhra Pradesh Rs.297/54 days), Rs.333/45 days and Rs.444/60 days.

Customer will get EROS Now Plus Membership which includes:

- Unlimited movies and Eros Now exclusive Web Originals in Standard Definition
- Unlimited music, trailers, music videos and short form videos

Frequently Asked Questions:

Q1. What is Eros Now and how does it work?

Ans. Eros Now offers the complete library of Eros Now entertainment. The Eros Now library includes thousands of movies, TV episodes and Web shows ready to stream instantly.

Q2. How long is my Eros Now subscription via BSNL valid for? Will I be charged anything extra for subscribing to Eros Now?

Ans.As long as you are aBSNL customer and recharged with STVs - Rs.78/8 days, Rs.98/24 days (except KeralaRs.98/20 days), Rs.298/54 days (except Andhra Pradesh Rs.297/54 days), Rs.333/45 days, Rs.444/60 days, Eros Now membership is included in your plan and you do not need to pay anything additional.

Q2. I forgot my password. How do I recover it?

Ans.To recover your Eros Now password:

- From ErosNow.com, click "Log in" from the top right corner of the page
- From the dialog box, click "Forgot Password"
- Enter the email you use for your Eros Now account
- Click "Send Email" and look for an email with a link to reset your password

Q3. What happens at the end of the offer period?

Ans.Post the validity expires of the STV offer, the customer needs to recharge again with an eligible bundled STV of BSNL to avail the service. The service is not auto-renewed.

Q4. How can I cancel Eros Now subscription?

Ans.You cannot cancel your Eros Now membership that is available for eligible BSNL plans at no additional cost.

Q5. How can I continue to watch movies and TV shows I was watching earlier?

Ans.The 'Continue Watching' function works the same way for all platforms. You can start watching movies or TV shows on one platform, and resume watching on another.

- Play any movie or TV show
- Stop the video whenever you want
- Come to the featured screen and refresh it once
- You will see a "Continue Watching" section at the top with all of the movies and TV shows that you have not completed watching displayed with the most recently watched title displayed on the far left. Select title and the movie or TV program will resume where you last were.

Q6. How do I add a movie to my watchlist?

Ans.Once you find a movie you want to add to your watchlist, then click "+ WATCHLIST".

Q7. Where can I find my watchlist?

Ans.In order to view your watchlist, you must first be logged into your Eros Now account and have added at least one movie to your watchlist. For Eros Now IOS app users tap the "Me" icon at the bottom of the application screen, then tap on my "My watch list" and for Eros Now Android app users, from the navigation menu tap "view profile". Tap watch list.

Q8. Where can I find my saved Eros Now playlists?

Ans.To access your playlists, you must first be logged into your Eros Now account and have created one playlist. For IOS select the "Me" icon at the bottom of the application screen tap "Playlists" and for Android from the featured screen, slide open the navigation drawer, tap view profile, tap playlist.

Q9. Does Eros Now have a mobile app?

Ans. Yes. Eros Now has a free app for both iOS and Android. Download the iOS app from the App Store and the Android app from Google Play.

Q10. Which Apple devices support the Eros Now app?

Ans. The Eros Now app for iOS can be installed on any iOS device running iOS version 7.0 or later.

Q11. Which Android devices support the Eros Now app?

Ans. The Eros Now Android app can be installed on any Android device running Android version 4.4.2 or later. To check the version of your Android device, go to the Settings menu and select the "About phone" option.

Q12. How do I use Chrome cast to watch Eros Now movies on TV?

Ans. To watch Eros Now titles on your TV using Chrome cast:

- Make sure your Chrome cast and iOS or Android phone are connected to the same Wi-Fi network
- Launch the Eros Now mobile app
- At the top of the app, tap the Chrome cast icon in the navigation bar. If you do not see the Chrome cast icon, close and re-open the app
- From the list of available Chromecast devices, select yours
- Find a movie you want to play and tap the Play icon
- Android users - make sure your captions are turned on in your phone's System Settings under Accessibility.

Also To stream movies from laptop to Chromecast, you must have:

- Chrome browser installed
- Install the cast button for Chrome browser for steps click the link - installing cast button on chrome browser
- Be on the same network as your Chromecast
- Find a movie you want to play, select the cast button

Q13. Can I watch Eros Now on my Apple TV?

Ans. Yes, Eros Now is available on the new Apple TV (4th Generation). To download it, go to the App Store on your Apple TV and login. You also can use Airplay with the Eros Now application to stream movies from your iPad or iPhone to your Apple TV.

Q14. How do I use Airplay to watch Eros Now movies on my Apple TV?

Ans. To use Airplay:

- Download the Eros Now iOS app from your iPad or iPhone
- Make sure your device and Apple TV are on same network

- Launch the Eros Now app on your iOS device and begin playing the movie you wish to view via your Apple TV. From the play screen, look for the Airplay icon and pair it to your Apple TV. From here, you can also change your subtitle preferences.

Q15. I'm experiencing video streaming issues (choppy video playback, videos that stop and start, videos don't play) with Eros Now. What should I do?

Ans. Video streaming issues on Eros Now are usually easily resolved through the following suggestions:

- Check your bandwidth. For a good streaming experience, you need a good broadband Internet connection. For smooth playback of standard definition, a broadband Internet connection with a downstream bandwidth of at least 1.5 Mbps video is recommended. For high-definition video, 4.0 Mbps is recommended. To determine your downstream bandwidth, go to www.speedtest.net. Click the green "BEGIN TEST" button. Once the test is complete, you'll find your downstream bandwidth in the box.
- Pause or close other applications. If you are running any bandwidth-intensive applications anywhere on your network such as another video streaming service (e.g. YouTube), a communications service (e.g. Skype) or file movement services (e.g. Dropbox), try pausing or closing those applications while you use Eros Now
- Try restarting your home network. Unplug your modem and home router from your power connection. Plug in your modem and wait until all the indicator lights are blinking. Plug in your home router. When your router lights are all blinking properly, restart your computer and try streaming your movie again
- Move your device closer to your Internet connection. If you are watching Eros Now videos over a wireless (Wi-Fi) connection, try moving your computer or device closer to your router. Or, when possible, use a wired connection
- Be sure to have the latest version of software installed. If you are using Eros Now on your computer, make sure you have the latest browser and version of Adobe Flash installed
- Try another compatible browser. If you are using Eros Now on a browser, try another supported browser or reboot your computer or device
- Clear your browser cache
- Update firewall. If you use firewall software, add ErosNow.com as a trusted site

Q.16. Why is the video quality so poor on my Apple or Android device?

Ans. Our goal is to deliver an optimal streaming experience to all Eros Now users. When you use Eros Now on a slow network connection, we automatically adjust to the best quality for your network speed to ensure that you get a smooth playback.

If you are using our service via the Eros Now app on a mobile device, connect to a high-speed Wi-Fi network whenever possible. If one isn't available, try using a faster 4G mobile connection.

Q17. Videos won't play at all. What should I do?

Ans. If you are able to access Eros Now, but are unable to stream a movie, test your bandwidth speed. Usually, if you cannot play a video, it is because your network speed is too low.

If your network speed is sufficient (minimum 1.5 Mbps) and you are still not streaming video from ErosNow.com, try these tips:

- Check to see if any antivirus or firewall software is blocking third-party Flash content
- Update Adobe Flash to the latest version
- Try upgrading your browser to the latest version. Or try a different compatible browser

If you are streaming from the Eros Now Android or iOS app, try these tips:

- Delete the Eros Now app and re-install it from the App Store or Google Play
- Turn off your phone and turn it back on

Q18. I'm experiencing audio/sound issues on ErosNow.com. What should I do?

- **Ans.** If you experience no audio while streaming movies on ErosNow.com, try the following suggestions:
- Verify that the volume setting on the Eros Now video player is correct. You can find the volume setting in the playback bar underneath the video player. (To expose the playback bar, move your mouse onto the player.) The volume setting is on the right side of the player
- Verify that your computer's volume is not muted and is turned up high enough. On a Mac, the volume controls are toward the top right of your keyboard. On a Windows PC, double-click the volume control in the System tray
- Try testing your computer's audio through another application or web site
- Try quitting your browser and re-launching your Eros Now movie

Q19. I am paying for an Eros Now subscription but cannot watch Eros Now Premium titles. What can I do?

Ans. If you are a user of an Eros Now Plus subscription but are unable to watch movies, you might be logging in with an email address/mobile number that is not associated with your paid subscription. Confirm by doing the following:

- From ErosNow.com, click "Log in" from top right corner of the page. If you are currently logged in, log out and log in again
- After logging in, click the "Account" link at the top right and then click "Subscriptions"
- Make sure that the account associated with your email address has an active subscription

Q20. I forgot my password. When I tried to reset it, I received an error that my email address is not recognized. What should I do?

Ans. When you submit your email address in the Forgot Password dialog and you see the message "You are not registered for this service using this email", then that particular email address is not associated with an Eros Now account. Please check all email addresses you may have used, including those you might not normally associate with online subscriptions.

Q21. I can't log in at all. What should I do?

Ans. If you do not see the "Log In" link in top right corner of ErosNow.com or if nothing happens when you enter your login information, be sure you have enabled JavaScript and cookies via your browser have advanced settings.

Q22. I am not able to download a video. What could be the issue?

Ans. You need 2x movie size of internal storage available to download a movie so you might not have sufficient space in the memory of your phone. After downloading, the movie will not take up 2x memory.

Ex. – You need 1GB available on your device to download a 500mb movie. After download and processing, downloaded movie will only take up 500mb of space.

Q23. Having trouble verifying your account?

Ans. If you didn't receive a verification email, check your spam folder. Be sure you inputted your email correctly. If the link has expired simply input your email address again and click resend link to get a fresh link.

For any specific queries or complaints write us on support@erosnow.com