HELP MANUAL

FOR

PC/Laptop

Users of

www.smarttv.com.pk

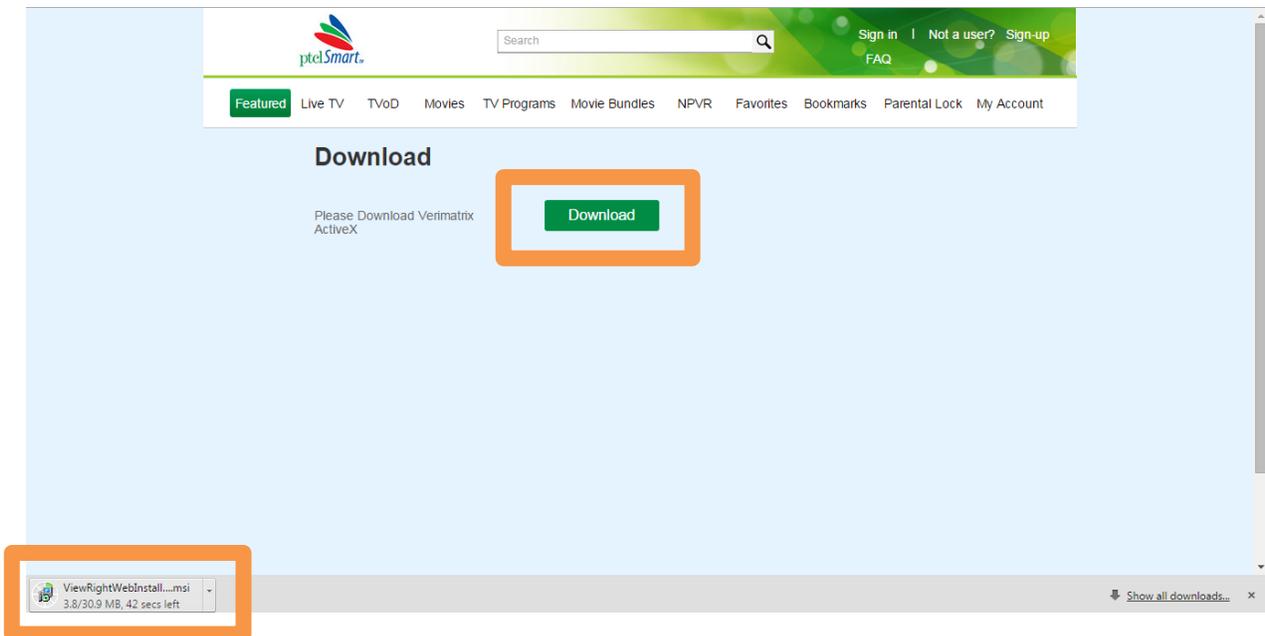**Version.1**   **Dated: 2nd Jan-2015**
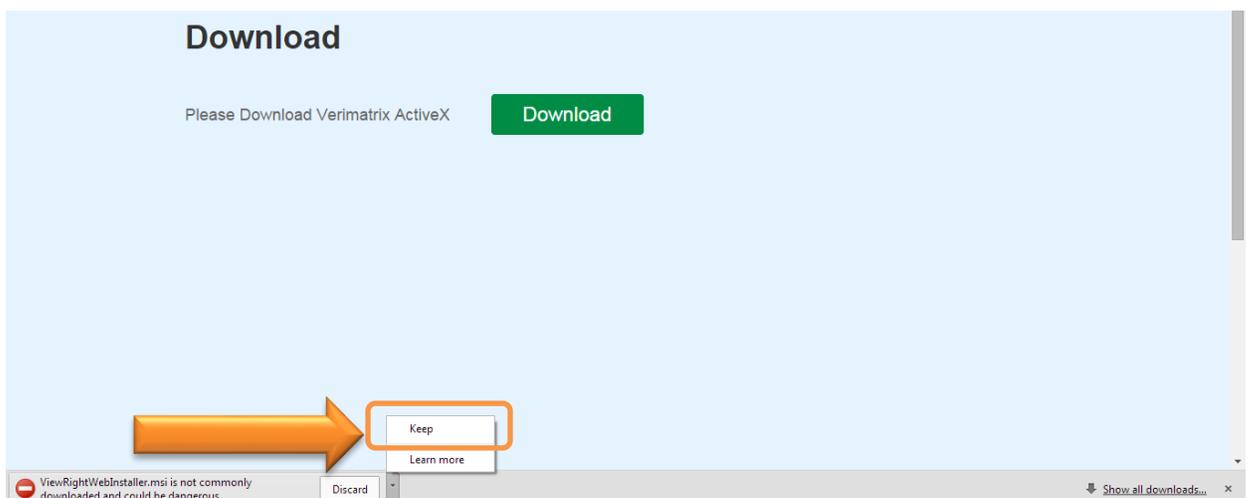
Revised on: 10th Aug, 2015

In order to successfully install the required client and sign, please follow these steps:
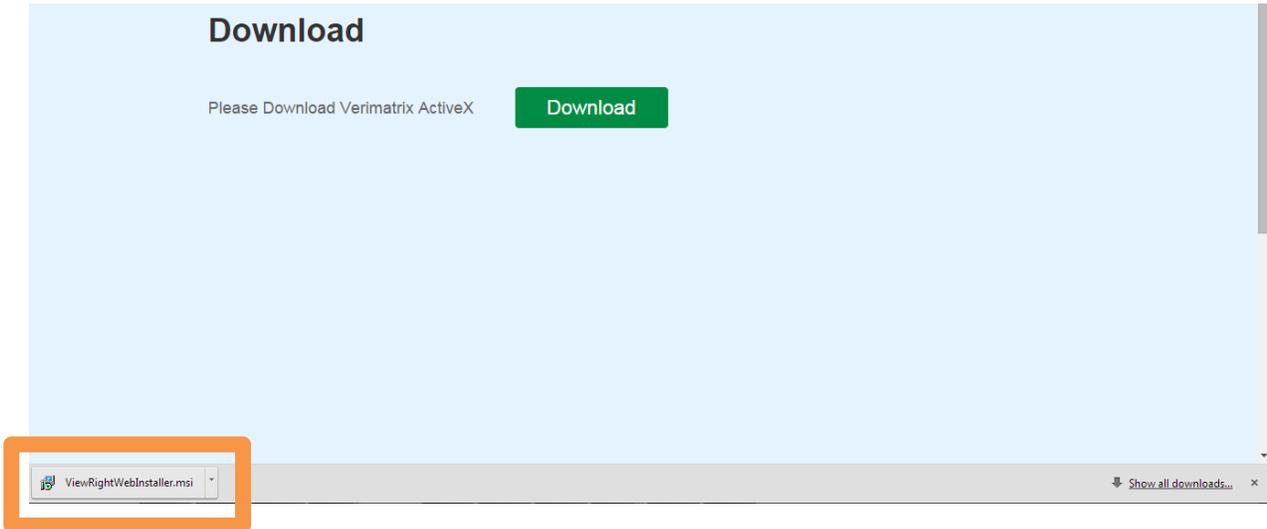
1. Open Internet explorer or Chrome

2. In the browser's address bar type **www. smarttv.com.pk**

3. Go to **"sign in"**

4. Login in using your provided **"User Name"** and **"Password"**

5. If you are logging in for the first time you will be prompted to install the **"verimatrix view right"** client. (to watch any live channel or VOD's it is mandatory to install this client)

6. Click on **Download** button and the download will start as shown in the pic below
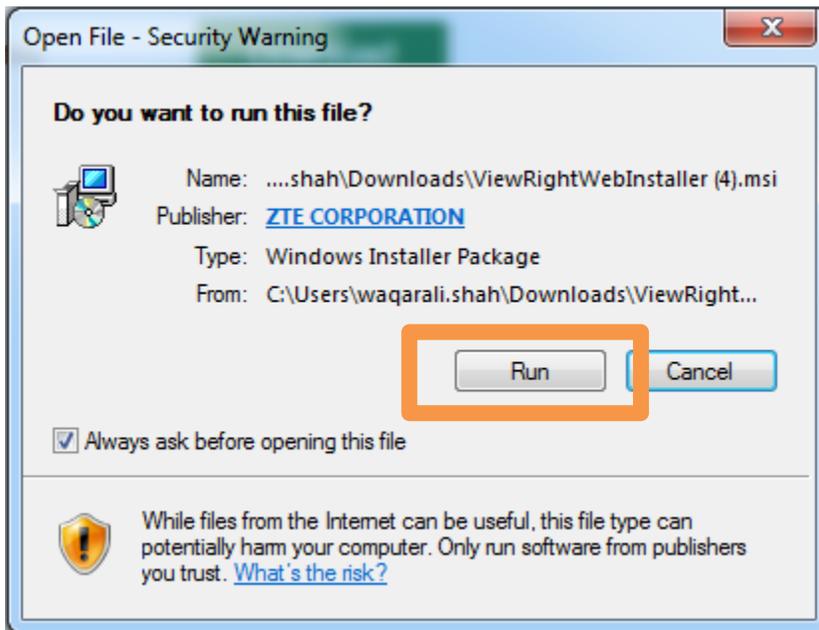

7. Once the download is complete a security check **may** be prompted. Select **"Keep"** as shown in pic below.

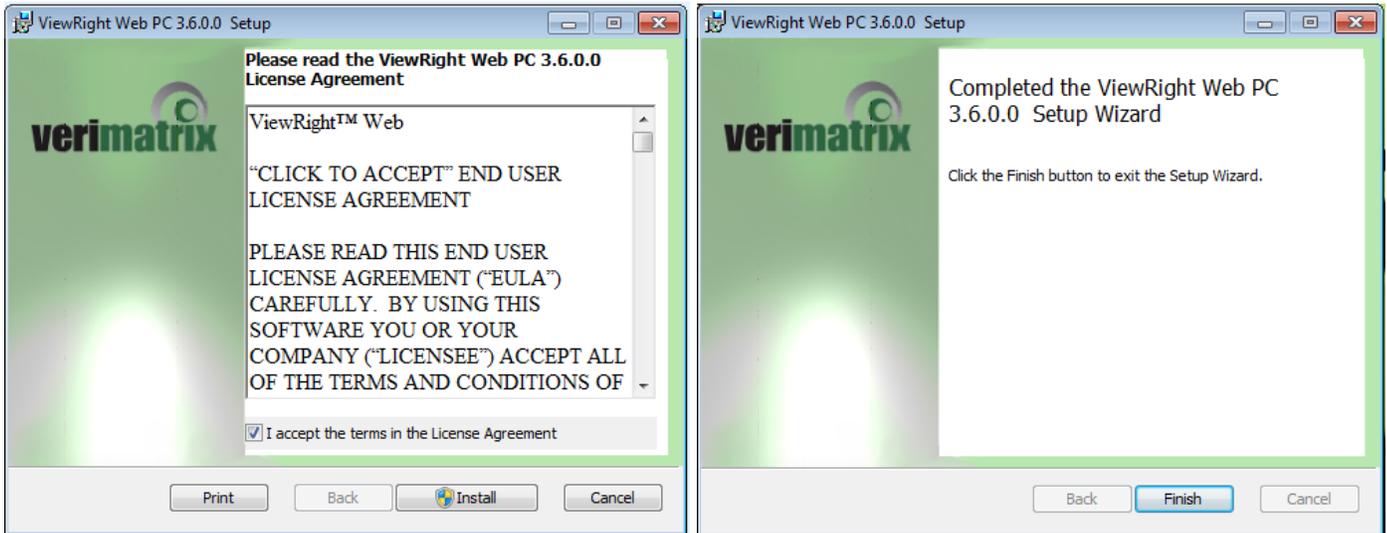8. Now click on the downloaded client to **run the setup**:

Click on **"Run"**

Now follow the steps to complete the install.

Important: Before proceeding please close your web browser(s) and any other running programs like outlook etc.

9. Once the installation completes click **"finish"**
10. Now open your browser and in the address bar type **smarttv.com.pk**
11. **Go to the sing in page and login using your user name and password.**

Enjoy the PTCL Smart TV services.

Chrome Browser Extra Tweaks:

After successful installation of the Verimatrix client if you are still prompted to install the Verimatrix client every time you try to use the services on www.smarttv.com.pk. Then you need to enable the Verimatrix plugin on Chrome by following these steps:

Step1: Input the following **url** in chrome browsers address bar:

chrome://flags/#enable-npapi

Step2: Press "Crl+F" and search the keyword **NPAPI**

Step3: Press "Enable" to allow the **NPAPI** function and then close the Chrome browser. Once enabled it should look as highlighted below:

Step4: Restart Chrome and enjoy PTCL Smart TV services on **www.smarttv.com.pk using your PC/Laptop web browser.**