

Rugby World Cup Set-Up Guide

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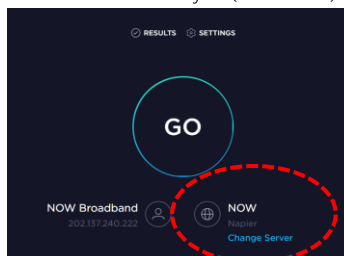
Follow the steps below to ensure you're rugby-ready on game day. At any stage if you're unsure about something, or just need a second opinion call the NOW team on 0800 438 669



Check your broadband connection

The first step is getting a good internet connection. Spark Sport states you'll need a minimum of 6mbps download for standard definition, or 15mbps download if you're after higher quality stream.

- Test your broadband speed at [speedtest.net](https://www.speedtest.net)
In speedtest.net, make sure the server you test against is 'NOW'. If it's not displaying NOW then click 'Change Server', search for NOW, then select it. This ensures your testing the service we'll deliver you (see below):



- If your speeds are lower than the minimums (6mbps for standard quality), call our team and we'll help to get you the speeds you need. If fibre is available in your area, now is a good time to upgrade (it doesn't cost to install, but you may need a new router)
- Be sure to run a speed test in each room that you plan to watch the game in (e.g. the lounge, your bedroom, sleep-out)



Create a Spark Sport account and get the app

You'll need to create your own Spark Sport account and download the app:

- Visit [Sparksport.co.nz/](https://www.sparksport.co.nz/) and click 'Sign-Up'. You'll need an email address to register and a credit card to make purchases (e.g. to buy the world cup tournament pass).
- It's a good idea to take a 7-day trial if it's on offer, this helps you get used to the app and test out how well it works on your devices.
Be aware that Spark Sport will start charging your credit card once the 7-day trial ends, unless you tell them to suspend your subscription.
- Download the Spark Sport app on your:
 - Mobile or Tablet: go to the Google Play Store or Apple App Store from your device (for Apple devices you'll need iOS 10 or above, and for Android devices you'll need Android 5.0 and above – call us if you're not sure what this means).
 - Smart TV: go to your smart TV app store and search for Spark Sport (currently only Samsung smart TVs from 2017 are compatible)

- Apple TV (4k and HD models): Apple TV download from the app store.
- Freeview SmartVU: download the app to your device
- If you don't have a mobile phone, or aren't confident using apps, then you can use your laptop or computer to visit the Spark Sport website from your browser (compatible browsers include: Chrome, Firefox and Safari).



Buy the Rugby World Cup tournament pass

Login to your Spark Sport account (created in the above step) and purchase the rugby world cup tournament pass.

- The pass cost is \$79.99 from 1st June to 10th September, after this date Spark Sport have communicated they'll increase the price to \$89.99
- If you only want to watch the Rugby World Cup you don't need to purchase the \$19.99 p/month Spark Sport subscription plus the Rugby World Cup tournament pass – just the tournament pass.



Get your game-day devices set-up

Most kiwi's will want to watch the game on their TV, there are a couple of ways to do this:

Smart TV (2017 or later)

If you have a smart TV, go to your smart TV app store and search for the Spark Sport app. This is limited to Samsung TVs currently, with Sony, LG and Panasonic smart TV apps expected to be available before the tournament starts. Check [Spark Sport support](#) for update on when these become available.

Google Chromecast

Google Chromecast is already a popular way for getting your favourite apps onto your TV screen (e.g. Netflix, YouTube, TVNZ on demand). Google Chrome cast is a small device that you plug into your TV and it sync's with your mobile, tablet or laptop over your home Wi-Fi network. Meaning you can load Spark Sport on your mobile, press a button and presto, you're now watching Spark Sport on your TV.

You can buy a Chromecast from NOW [at our store](#), then simply follow the instructions on the box, or pay to get one of our [Techsperts](#) out to your place to help you get set-up.

Apple TV

Spark Sport offer an app for Apple TV (Apple TV HD and Apple TV 4K).

Apple TV is slightly more expensive than Chromecast, but if you're an Apple lover and want access to Apple content (movies & TV shows) plus the ability to download apps onto your Apple TV then it may be the ticket for you.



If in doubt, get in touch with NOW

Our friendly Hawke's Bay team are up to date with the latest when it comes to getting the Rugby World Cup at your place. So if you're confused, need a hand or have a question, call us on 0800 438 669