

Bell TV app FAQs

Getting Started:

1. **Q: What does the Bell TV app offer?**

A: The Bell TV app offers live and on demand programming over compatible smartphones & tablets.

The content available will vary based on the following:

- If you have Bell TV (FIBÉ or Satellite) service
- If you have a Bell Mobility or Virgin Mobile account

To view compatible devices please visit bell.ca/mobiletv

2. **Q: Can I use the Bell TV app outside of Canada?**

A: No. The content is restricted for use in Canada only.

3. **Q: Why is my network connection important?**

A: Due to content rights restrictions, content availability may vary by the type of network connection you have (e.g. the Bell Mobility and Virgin Mobile mobile network, or a Wi-Fi network).

4. **Q: How can I tell which network I am connected to?**

A: In addition to indicators provided at the top of your mobile device, the connection status may be found within 'Settings' under 'Status' in the Bell TV app.

5. **Q: How can I tell which content I have access to?**

- A: Channels and programs with a **i** icon indicates content is not available and selecting the icon will provide the reason why. This can be due to any of the following: You are not a Bell Mobility customer/Virgin Mobile Member and/or a Bell TV customer. Visit bell.ca/mobiletv to learn more.
- You don't have the channel as part of your subscription.
- You have not logged in with your MyBell username and password.
- Location settings are not properly enabled.
- Due to content rights restrictions, some content is only available via certain connections (in-home/Wi-Fi/mobile connections).
- Parental controls is set at a rating level which is higher than the content trying to be viewed.



6. **Q: Why can I pause, rewind and fast-forward some videos but not others?**
A: Content rights may restrict the ability to pause, fast-forward and rewind on select programs.
7. **Q: Why are live feeds sometimes interrupted or marked as “blackout in effect”?**
A: Content is subject to different rights and blackout restrictions. Due to these restrictions, some events/programs may not be available over a mobile device.
8. **Q: Why does the picture quality fluctuate?**
A: Video quality on the Bell TV app can vary widely due to the quality of your network connection. If you are in an area where there is poor signal strength (e.g. in-building, underground) the picture quality will adapt to ensure there are no interruptions in your viewing experience.
9. **Q: Can I connect my smartphone or tablet to a television or another external display to watch my content?**
A: No. The Bell TV app is not authorized to transmit and view content over displays other than a smartphone or tablet. This includes trying to connect to devices such as Apple AirPlay, Chromecast or using HDMI output cables.
10. **Q: I am getting an error that says ‘Location settings are not properly enabled. Please check your settings and try again [3304].’ What does this mean?**
A: This means that your device cannot be located via the network due to your physical location. For Android 4.1+ users, please go into ‘Settings’, then ‘Location’ and ensure that the ‘Mode’ is set to ‘High accuracy’. For all other devices, reset your location settings by switching them off and on.
11. **Q. How much data will I use over mobile network?**
A: 60 minutes of video viewing is approximately 360Mb. This may vary depending on the quality of the video. For Wi-Fi usage, overage charges may apply to your Internet package. If you are a Bell Internet customer, you may view your Internet usage history from: bell.ca/myinternet and log in using your MyBell username and password.
12. **Q: Can I skip an advertisement while it’s playing?**
A: No. Ads cannot be skipped while content is being played. When you rewind or fast forward any content, you will view the advertisement that is closest to



the point you resume from. If you have already viewed this advertisement, it will not play again.

Bell TV customers

13. Q: What type of content can I watch on the Bell TV app?

A: As a Bell TV customer, you can access select live and on demand programming from the channels you subscribe to over a Wi-Fi connection. If you're also a Bell Mobility customer or Virgin Mobile Member with the Mobile TV add-on, you can view most of this programming over the mobile network. Data charges may apply.

14. Q: What do I need to access my Bell TV content over a smartphone or tablet?

A: Bell TV customers need the following:

- Bell TV subscription.
- MyBell login username and password (if you do not have a username and password, visit bell.ca/register to create a MyBell profile).
- Capable wireless device that is connected to a Wi-Fi network, visit bell.ca/mobiletv for a full list of capable wireless devices or virginmobile.ca/phones.
- Mobile TV add-on from Bell Mobility or Virgin Mobile to access content over the mobile network.

15. Q: How do I access my Bell TV content?

- From the app, log in using your MyBell username and password under 'Settings'.
- If you have Bell Internet and Bell TV you will be automatically logged in through your Bell Internet at home.
- You will need to make sure your accounts are linked first, please log in to MyBell to link your Bell TV account: bell.ca/login.
- Select your favourite channel, TV show, movie or live event and start watching.

16. Q: How can I create a MyBell profile?

A: As a new Bell customer you'll receive a MyBell registration email within two days. If you're already with Bell, visit bell.ca/register. You'll need any one of the following:

- following: Account number as seen on your bill.
- Bell Mobility phone number.
- Bell Internet user ID (i.e. your b1 number).
- Bell TV account number (starts with 8455).



17. Q: Is there any cost for me to watch my content from the Bell TV app?

A: As a Bell TV customer, included in your subscription is unlimited access to your Bell TV channels over Wi-Fi inside or outside your home. Overage charges related to data usage over Wi-Fi may be charged by your Internet package or Wi-Fi access provider. If you are a Bell Internet customer, you may view your Bell Internet usage history visit bell.ca/myinternet.

18. Q: Can I watch my programming over a mobile network?

A: Only Bell Mobility customers or Virgin Mobile Members with the Mobile TV add-on can view content over the mobile network. The add-on is available for \$5/month and usage will come from your existing data plan.

The \$5 Mobile TV add-on also gives you access to over 40 live and on demand channels regardless of whether they are included in your Bell TV subscription. 5 hours of Wi-Fi usage is available for Mobile TV channels that are NOT included in your TV subscription (with additional usage over Wi-Fi available for \$3/hour). Visit bell.ca/mobiletv for more information.

19. Q: I am a Bell TV and Bell Mobility customer/Virgin Mobile Member. Why am I getting a notification saying I am at “90% of my Wi-Fi allocation”?

A: The channels and programs that are available with your Bell TV package can be viewed over Wi-Fi. Content available with the Mobile TV add-on (i.e. programming that is not included in your Bell TV package) will count as part of the 5 hour Wi-Fi allotment. Usage on Mobile TV specific channels exceeding 5 hours of Wi-Fi will be charged at \$3/hour.

20. Q: I have Bell TV at home but I am not a Bell Mobility customer or Virgin Mobile Member. Can I watch shows and movies on my non-Bell smartphone or tablet?

A: Yes. You will be able to watch shows and movies on your capable smartphone or tablet over Wi-Fi, but not on a mobile network.

21. Q: Can I watch my entire Bell TV channel line up through the Bell TV App?

A: You can watch select channels from your Bell TV package on your smartphone or tablet. Bell is constantly striving to bring you the best content available. Visit bell.ca/mobiletv to see our current channel line up on the Bell TV app.

To view which channels are available with the Mobile TV add-on visit bell.ca/mobiletv. To view your Bell TV channels, bell.ca/login and click on 'My



[Service & Programming](#)". You can also see what programming is available to you within the app under 'Settings' then 'My Channels'.

22. Q: Can I resume watching on demand content started on my FIBE TV on the Bell TV app?

A: Yes. You can resume select on demand content on your smartphone or tablet whenever you want. You can also resume watching content started on your smartphone or tablet on your FIBE TV. Ensure your accounts are linked by logging in to MyBell. To link your account visit bell.ca/login.

23. Q: Can I resume watching on demand content started on my Satellite TV on the Bell TV app?

A: No. However, you can resume select on demand content only on your smartphone or tablet whenever you want. Some content rights may restrict the ability to pause, fast-forward and rewind content on your smartphone or tablet. Ensure your accounts are linked by logging in to MyBell. To link your account visit bell.ca/login.

24. Q: I am currently watching content on my smartphone or tablet and want to resume watching on my FIBE TV. How do I do this?

A: You will need to do the following:

- Exit the app from your smartphone or tablet as you are playing the content.
- Select the same content you were viewing in the Bell TV app on your FIBE TV to continue watching. The app 'Bookmarks' the location of your program and automatically saves it to your set top box every 5 minutes. As a result, your program may resume up to 5 minutes earlier in the program from where you left off.

25. Q: I am currently watching on demand content on my FIBE TV and want to resume watching on my smartphone or tablet. How do I do this?

A: You will need to do the following:

- Change to another channel or on demand program from your FIBE TV.
- Select the same content you were viewing on your FIBE TV from the Bell TV app to continue watching right where you left off.

26. Q: I am having trouble logging into the Bell TV app with my MyBell username and password, what should I do?

A: If you are a Bell TV or Bell Mobility customer, visit bell.ca/mybell to verify or reset your password.

27. Q: Why can't I resume watching content from my smartphone or tablet on my FIBE TV?



A: Check to ensure the channel is included in your FIBE TV package by navigating to the content you are looking for on your receiver. If you have selected this content and it still does not work please try re-starting the app.

28.Q: Why is some content identified as available over Wi-Fi but I am still unable to view it over Wi-Fi?

A: Due to content rights restrictions, some content is only available for viewing using your Bell in-home Wi-Fi connection. You can view your content once you are connected to the appropriate network or select another program.

29.Q: The Bell TV app is displaying one of the following messages: 'Another user in your account is viewing content. Please try again later' or 'Another user in your account is viewing a program from this channel. Please try again later.'

A: There is more than one device logged in using the same MyBell credentials and are viewing the same content from the same channel. You will need to wait for the other user to exit or finish before you can begin viewing.

30.Q: Can a guest using the Bell TV app automatically be logged into my account when they are in my home?

A: Yes, a guest with the Bell TV app on their smartphone or tablet can connect to your Wi-Fi network through your Bell Internet service. This will allow them to view content that you have access to. Always ensure that the Primary/Guest Wireless network security on your Bell Internet is enabled. Visit bell.ca/support for details.

Bell Mobility customers & Virgin Mobile Members

31. Q: What content can I access if I am a Bell Mobility customer or Virgin Mobile Member?

A: Get access to over 40 live and on demand channels in addition to any content you may be able to access if you are also a Bell TV subscriber. Visit bell.ca/mobiletv for list of available channels on Mobile TV.

32.Q: What is required to access content over a smartphone or tablet?

A: As a Bell Mobility customer or Virgin Mobile Member, you will need:

- A capable device on the Bell Mobility or Virgin Mobile network (visit bell.ca/mobiletv for a list of capable devices).
- \$5 Mobile TV add-on which includes:
 - Access to over 40 live and on demand channels



- Data used for viewing on the mobile network will be rated using standard rates (from data included in your plan or at pay-per-use data rates)
- 5 hours of viewing over Wi-Fi, overage is charged at a rate of \$3/hour

33.Q: How will I know when I hit my 5 hour Wi-Fi allotment?

A: You will receive a text message notifying you when you've reached 95% of your 5 hour monthly Wi-Fi viewing allotment. You will also receive an alert notifying you when you've reached 90% of your 5 hour Wi-Fi monthly viewing allotment. Customers using the 5.0 version of the Bell TV app will have access to view their usage via the 'Usage Meter' which can be found under 'Time Viewed' within 'Settings'. Your application version can be found under 'About' within the 'Settings' tab in the Bell TV app.

Parental Controls

34. Q: How do I set parental controls in the Bell TV app?

A: To update/set parental controls in the Bell TV app, go to 'Settings' and select 'Parental Controls'. You will be prompted to enter your MyBell username and password. Once logged in you can turn on 'Parental Controls' and configure the ratings you would like to block. Parental controls will then be activated for this specific device and will remain unchanged until modified or disabled by the user. Please note, parental controls are only available on Bell TV v4.6 and higher.

35.Q: How can I change or disable my parental controls?

A: When selecting content that is restricted, the user will be prompted to disable parental controls on a one-time basis, or modify parental controls permanently by simply entering in their MyBell credentials. Users can also change their parental control settings at any time by going into 'Settings' and modifying their current selections.

