



Disney Channel Canada App FAQs

TOP QUESTIONS:

Q: Who should I contact about your privacy policy or the emails I receive from Disney Channel (Canada)?

A: Any questions, comments or requests concerning our privacy procedures can be directed by email to: privacy@corusent.com Or write to us at:

**Corus Entertainment,
Attn: Privacy Officer.
Corus Quay,
25 Dockside Drive,
Toronto, ON,
M5A 0B5**

Q: Is the Disney Channel Canada App new?

A: There continues to only be one app for Disney Channel in Canada. Formally known as WATCH Disney Channel App, the name has recently been changed to Disney Channel Canada App.

Q: Does it cost anything to use the Disney Channel Canada App?

A: The Disney Channel Canada App is FREE and video content is available to television customers with a subscription to the Disney Channel through participating service providers.

If you are outside of a Wi-Fi area and your device is able to connect to a cellular network, you may access data through that cellular network. Check with your cellular provider to verify whether additional data charges may apply and how these charges will be applied to your bill.

If you're not a current Disney Channel subscriber and would like to access the Disney Channel Canada App, please contact your TV service provider for information on how to subscribe to Disney Channel in Canada.

TV SERVICE PROVIDER SIGN IN:

Q: Why did I receive an error message when trying to log into my TV service provider?

A: Disney Channel may not be included in your TV subscription package. To start enjoying the Disney Channel, please contact your TV service provider. Alternatively, you may need to confirm your log in credentials and your service provider is also better able to assist with that process.

Q: Do I have to sign in to use the App on multiple devices?

A: Yes. You will need to sign in on every device.

Q: What if my TV service provider is not listed?

A: If your provider is not listed, they are not currently a participating service provider. New providers are being added over time. Please check back periodically for more information regarding your service provider's participation.

Q: What if I forgot my username and/or password for my TV Service Provider?

A: Contact your TV service provider directly for more information.

Q: If my TV service provider and my Internet service provider are different, which account info do I use to sign in?

A: Please use the login information for your TV service provider.

AUDIO/VIDEO PLAYBACK ISSUES:

Q: None of the videos will play. What should I do?

A: Here are a few things to try that may help:

1. Close other apps that may be running.
2. Close the Disney Channel Canada App and open it again.
3. Try restarting your mobile device and opening the Disney Channel Canada App again.
4. Try opening another app that has video. Do the videos work in that app?
5. Check that your device meets the minimum system requirements for the Disney Channel Canada App (note: the Disney Channel Canada App works on iPhone, iPad, and iPad Mini touch devices running iOS 7.0 or newer and Android devices running OS 4.2.2 or newer).
6. Check your Internet download speed. You'll want download speeds of 1.5 Mbps or faster (you can download a free app that will check your Internet speed).
7. If you're still experiencing problems, email us at mobilesupport@disneychannel.ca

Q: Why is the video quality pixilated at times?

A: The Disney Channel Canada App uses technology that identifies your Internet signal and generates appropriate video quality based on connection speed. Videos will often start "blurry" while the Internet connection is identified and then become optimized.

Q: Why can I hear audio but can't see the video?

A: An output of only audio is likely the result of a low Wi-Fi or 3G signal. If you are watching the episode via 3G try switching to Wi-Fi (in your phone settings). If this doesn't work, try restarting your wireless modem or re-positioning in a stronger signal area.

Q: I can't hear any audio even though I adjust the volume controls on my iPad?

A: You may have locked your audio on mute using the side switch on your iPad. Users can change their settings for that switch under, "Settings - General" on their device. You can also double check that the volume controls within the app have not been accidentally turned off - either in the Settings area of the Parents section or the volume control button found in the Videos section.

CONTENT QUESTIONS:

Q: Why can't I view all Disney Channel shows?

A: Due to licensing restrictions some Disney Channel shows aren't available for viewing in the app. However, the selection of episodes offered in the app will be continually reviewed and updated to ensure there is fresh and popular content available each month. App users also have unlimited access to the Live TV stream which includes all of our current Disney Channel programming.

Q: I see some episodes in the video player are locked. How do I unlock them?

A: No problem! To unlock episodes, follow the prompts you are given when the locked episode is selected and simply sign in using the same user name and password you use for your TV service provider.

Q: Will new shows and episodes be added to the app?

A: Yes! Shows offered in the app will be continually reviewed and updated to ensure there is fresh and popular content available each month. App users also have unlimited access to the Live TV stream which includes all of our current Disney Channel shows!

Q: How do I find new content?

A: New episodes will always appear under the "New" button. Just tap it and all of the newest episodes will be there!

Q: A favourite episode in the Disney Channel Canada App is missing. Why can't I find it anymore?

A: That episode may have expired and is no longer available. As our content refreshes, older episodes may be removed and replaced with new programming.

Q: How long is content available within the Disney Channel Canada App?

A: The video-on-demand content usually expires after 90 days but will often return to the app after a period of time. The Live TV content is only available as scheduled on the day of broadcast.

Q: Can I resume playing a full-episode video from where I left off?

A: Currently this function does not exist on the Disney Channel Canada App but we're adding new features all the time. Keep checking for updates!

Q: Why can't I pause, fast forward or scroll through the Live TV content?

A: The Live TV content, accessed by the Live TV icon in the upper left corner of the screen, is a live stream of the television network. There is no pause, rewind or fast forward capability.

Q: Is closed captioning available?

A: Yes, closed captioning is available on the full-length episodes in the Disney Channel Canada App. Look for the "CC" logo on the video player and click to turn the closed captioning on or off.

Q: Can we access the Disney Channel Canada App if we're not at home?

A: Yes! You can access the Disney Channel App if you are traveling within Canada by locating a Wi-Fi hot spot or other mobile data access, like 3G, 4G, or LTE. Check with your cellular provider to verify whether additional data charges may apply and how these charges will be applied to your bill.

Q: Can I store shows on my device so I can watch them when I'm offline?

A: You can only stream content while connected to the Internet. Currently there is no option to save or store content locally on the device.

Q: Can I use the Disney Channel Canada App outside of Canada?

A: The Disney Channel Canada App is currently only accessible in Canada.

TECHNICAL REQUIREMENTS / ISSUES:

Q: What devices does the Disney Channel Canada App work on?

A: The Disney Channel Canada App works on iPhone, iPad, and iPad Mini touch devices running iOS 7.0 or newer and Android devices running OS 4.2.2 or newer.

Q: How can I make sure we always have the latest version of the App?

A: To continually make the Disney Channel Canada App the best experience possible for you and your family, Disney Channel will consistently launch new updates. A fail safe way to know for sure if your app needs to be updated is to go to your App Store and find the Disney Channel Canada App. The store icon will show if it needs to be updated.

For Apple devices, if you have iOS7 or higher installed, you can update automatically by going to your device Settings > iTunes & App Store > Automatic Downloads and turning on Updates.

For Android devices, if you have OS 4.0 or higher installed, you can update automatically by going to Google Play store > sign-in with your google account > My Apps > Installed > "Update" will show next to the App if there is an update available > tap on Update > select "Update" button

Q: If I upgrade the App on one device will it upgrade on all devices?

A: No, upgrades will be required on all of your devices.

Q: Does the Disney Channel Canada App support iCloud for syncing between iOS devices?

A: No, the Disney Channel Canada App does not currently support iCloud for syncing between iOS devices.

CONTACT:

Q: Is there a Customer Service number I can call?

A: We would love to help you! Our support is provided through email, please contact mobilesupport@disneychannel.ca

Q: My question has not been answered in these FAQs, how do I get more help?

A: We will be happy to answer your specific question, please contact us through email at mobilesupport@disneychannel.ca
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