

Dyle™ Mobile TV FAQs

About Dyle™ Mobile TV

What is Dyle mobile TV?

Dyle mobile TV is a service that gives you the ability to watch live, local broadcast television on select mobile devices in select cities. Using a special mobile digital broadcast signal, we are able to deliver programming from our participating networks. So save your bandwidth, and watch TV on your device over the air. **Note:** Coverage not available in all markets. Not all channels available in all markets. No need to contact your local station. [See coverage map for details](#)

Which local broadcast channels can I watch using the Dyle mobile TV service?

The Dyle mobile TV service allows you to watch local broadcast channels including FOX, NBC, Qubo, Telemundo and Univision. The application also allows access to local broadcast channels that are not affiliated with Dyle mobile TV by performing a full scan of channels that are available over the air. **Note:** Coverage not available in all markets. Not all channels available in all markets. No need to contact your local station. [See coverage map for details.](#)

Does Dyle mobile TV service include on-demand content?

The Dyle mobile TV service only provides live, local television.

What requirements are there to use the Dyle mobile TV service?

In order to use Dyle, you must have a device compatible with Dyle as well as the Dyle mobile TV application.

How do I know if my device is compatible with Dyle mobile TV?

If you see the Dyle brand logo on the box, you're good to go.

Can I use the Dyle mobile TV application if I'm not connected to the Internet?

Excellent question. YES! Dyle is not a streaming service and does not tap into a wireless data plan. You can use the Dyle mobile TV application to watch local broadcast content without being connected to the Internet. Periodically, the application will ask you to reconnect over the Internet in order to automatically renew your device's access to the service and to update the program guide. You'll also need to be connected to the Internet to register for the Dyle mobile TV service. To actually watch live television though, you do not need Internet connection.

Can I use Dyle mobile TV outside of the U.S.?

Due to content restrictions, the Dyle mobile TV service is only available in the U.S.

What does the Search function do?

Search allows you to see the future. No, really, it allows you to find television programs that are available on Dyle mobile TV up to 7 days in the future. Selecting a program in the search results will allow you to view additional details and set an alarm for 5 minutes before a program begins.

How To

How do I download the Dyle mobile TV application?

The Dyle mobile TV application will be preloaded on select devices. Simply launch the app from the device's "Applications" menu. Done and done. For devices where the app is not preloaded, just plug the device in and download the app from your device's application store.

How do I begin using the Dyle mobile TV application?

This is one of the few times you will need to be connected to the Internet.

1. Select your Dyle mobile TV application.
2. Read and accept the Terms & Conditions.
3. Register by completing the required fields (or select "Register Later").
4. Select your current location in the dropdown list provided.
5. Pick your channel and start watching!

Why does the application ask me to enable Location Services?

It just lets us provide the best possible viewing experience by giving you an initial list of channels available in your area.

How do I begin watching local broadcast TV?

Select Live TV to see what channels are available to you. Pick one and start watching after the app does a quick scan of the local stations in your area. Couldn't be easier.

How do I know if a channel on the guide list is available?

If a channel has a green dot next to it in the guide list, you are good to go. Green means go. A grey dot means we can't find you a signal for that channel. Select "Check Signal" if you want to freshen up the channel availability.

Dyle™ Signal Strength

Is the Dyle mobile TV signal the same as my cellular signal?

No. They are completely separate, and signal for one does not affect the other. On the app, they have different signal indicators. [See coverage map for details specific to the Dyle mobile TV signal.](#)

Is there Dyle mobile TV coverage everywhere?

We are working on that. But right now only select markets are lucky enough to get the Dyle mobile TV signal. [See coverage map for details.](#)

What factors will affect my signal strength?

Variables. That is our fancy way of saying there are a bunch of external things that will affect your signal strength such as how close you are to the tower that is broadcasting this amazing signal and being indoor vs. outdoor. Building heights and variations in geographic terrain will also affect reception. The clearer your device is to the tower, the better. **Note:** Coverage not available in all markets. Not all channels available in all markets. No need to contact your local station. [See coverage map for details.](#)

How do I optimize my signal strength?

Make sure you fully extend your antenna. Also try moving towards a window or go outside and get some fresh air, preferably somewhere with a comfortable sitting area. **Note:** Coverage not available in all markets. Not all channels available in all markets. No need to contact your local station. [See coverage map for details.](#)

Technical Questions

Will program guides be updated automatically?

This is one of those few “connect to the Internet” times. When a connection is available, the app will get 7 days of programming info for you and store it for you to use whenever you want. So connect to the Internet periodically.

What does the Find Local Channels function do?

Think of this as hunting for buried treasure. Sometimes channels will not be in our local database, but you will still be able to pull in a signal and watch them. You’ll never know what you will find. It will fully scan all of the frequencies, which takes a few minutes, but the reward could be worth it.

Troubleshooting

Why won't my registration complete?

This is one of the few times you’ll need the Internet. Make sure you have a data connection just for the registration process.

Why did I receive an error message when I tried to register?

Probably missed something. Double check that you got all of the required fields and triple check that you have an Internet connection, just for this part of course.

Why do I receive an error sometimes when selecting a local broadcast channel?

We show you a list of channels that are available in your area. If, however, you have wandered outside of the coverage area for those channels you will get an error message. **Note:** Coverage not available in all markets. Not all channels available in all markets. No need to contact your local station. [See coverage map for details.](#)

Why can't I view live TV?

You may be outside of an area where Dyle is available. Also, occasionally you need to connect to the Internet to automatically renew your device’s access to the service and to update the program guide. **Note:** Coverage not available in all markets. Not all channels available in all markets. No need to contact your local station. [See coverage map for details.](#)

Why is my reception poor?

Make sure your antenna is fully extended. If so, it is probably your access to a broadcast tower. Do the hokey pokey. Cross the street. Switch hands. Go outside and get some fresh air. If none of those work, you’re probably just not close enough to one of our towers. **Note:** Coverage not available in

all markets. Not all channels available in all markets. No need to contact your local station. [See coverage map for details.](#)

App Update

How will I know if there are app updates?

You will see an alert to update your app when there is one available. Or check out the appropriate app store or market if you heard about an update you just can't wait to have.

An error message was displayed when I tried to update the app. What do I do?

Do not panic, if you received an error during the app update process you may need to re-initiate the download.

Electronic Program Guide (EPG) Updates

Can I update the EPG if I'm not connected to the Internet?

Yes, our broadcast signal can update the EPG as well. The update process just won't be as fast as when you are on the Internet.

Why are the channels grayed out and nothing is selectable?

Sometimes a particular station isn't broadcasting the special mobile signal that is needed for the Dyle service. So for now it isn't available.

Why can't I retrieve channel listing?

If you don't let us access your location or are not connected to the Internet, we might not be able to get a channel listing for you. Just accept the location access and connect to the Internet and you will be all set.

Why is program guide blank?

If you are outside our coverage area, then unfortunately there will not be any programming available. No need to contact your local station. [See coverage map for details.](#)

What does it mean if I get an error message when trying to play a channel?

You either are having a hard time with the signal, or your device's access to the Dyle service needs renewing via the Internet. The latter is an automatic process. You don't have to do anything but connect to the Internet and let the Dyle service chat with your device. So either play around with

your antenna or your location, or make sure you can get on the Internet. **Note:** Coverage not available in all markets. Not all channels available in all markets. No need to contact your local station. [See coverage map for details.](#)
