Downloads

KD **Kapil dev**

Subscribers can download the majority of the titles on Disney+ onto their mobile devices or tablets to watch a film or series on the go.

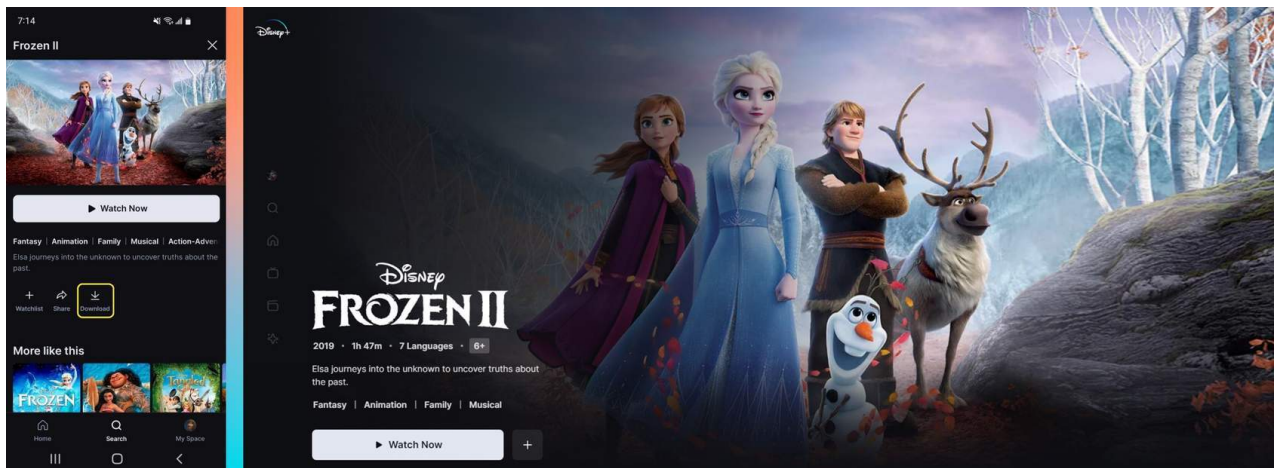Subscribers who are planning to visit places where the internet connection is

weak or unavailable

For users who are constantly on the move, downloading content over Wifi, then watching it on the go is a cost-effective way to avoid paying excessive mobile data charges.

ⓘ　　　Let's compare the screenshots of the mobile app
and website/TV below!

As we can see, the download option is **available** on the **mobile device** but not on the website/TV.

Supported devices ▬

Disney+ films and series can only be downloaded **on mobile devices** (smartphones & tablets).

If users do not see the 'Download' option on their devices, that title is not available for download.

Device limit ▬

The number of devices a subscriber can download on is: **10 mobile devices**.
If the subscriber has exceeded their device limit, an error message will appear.

Download expiry ▬

Downloaded content will remain available on your device as long as you are an **active subscriber** and **connected to the internet on your device at least once every 30 days**.
Titles that are no longer available on Disney+ will expire when they leave the service, regardless of when they were downloaded.

Download limit ▬

You can download <u>unlimited</u> titles **depending on your device's storage**.

Download quality   −

- **Low** requires the least storage and is fastest to download

- **HD** requires less storage than Full HD and is faster to download

- **Full HD** requires the most storage and is the slowest to download

Travelling   −

No content (downloaded or otherwise) can be accessed outside of the **eligible region**: South Africa, Egypt, Saudi Arabia, United Arab Emirates, Libya, Morocco, Algeria, Bahrain, Tunisia, Iraq, Jordan, Kuwait, Lebanon, Oman, Palestine, Qatar, Yemen and Israel.
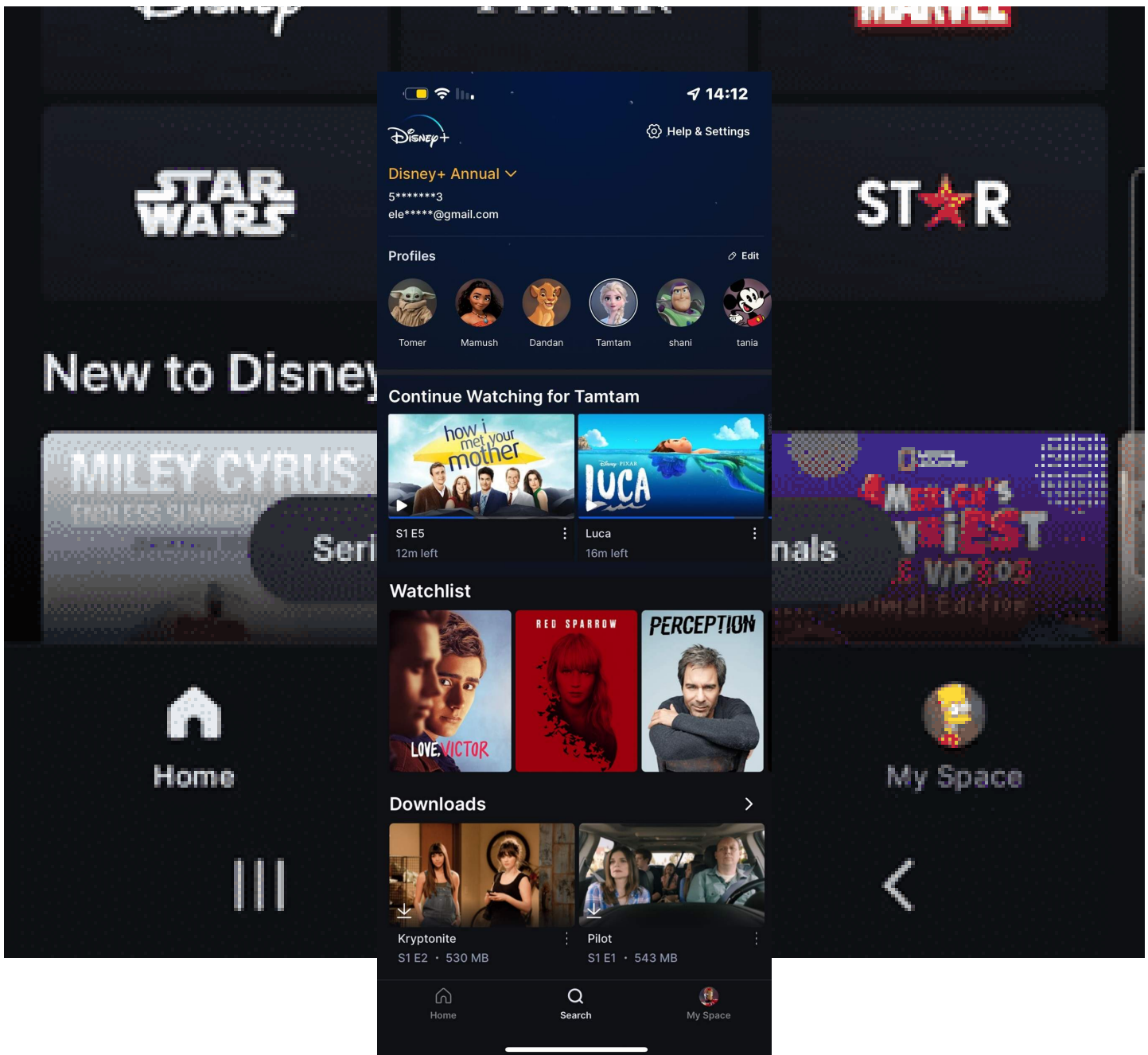
CONTINUE

How to download?

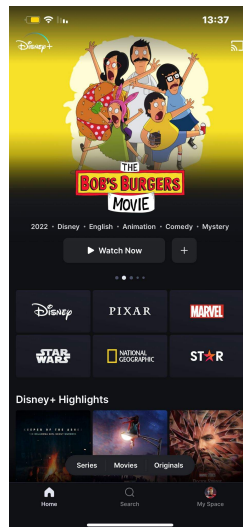## How to access my downloads / check the status of my downloads?

1. Tap '**My Space**'

2. Select the arrow next to '**Downloads**' >

How to manage my download settings?

Let's see how you can select the quality of downloaded content and view the available storage space on your supported mobile device!
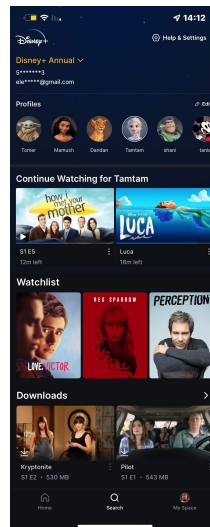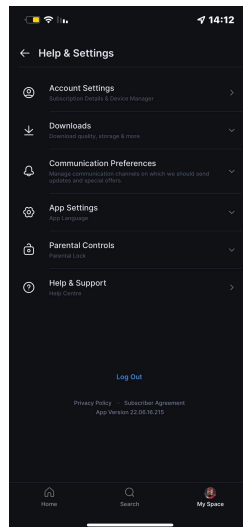
Step 1

Tap 'My Space'

Step 2
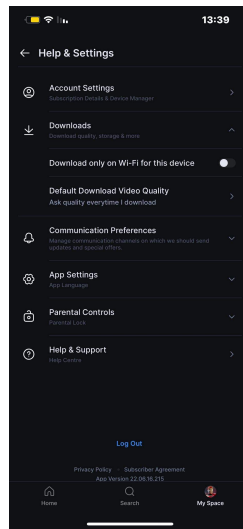
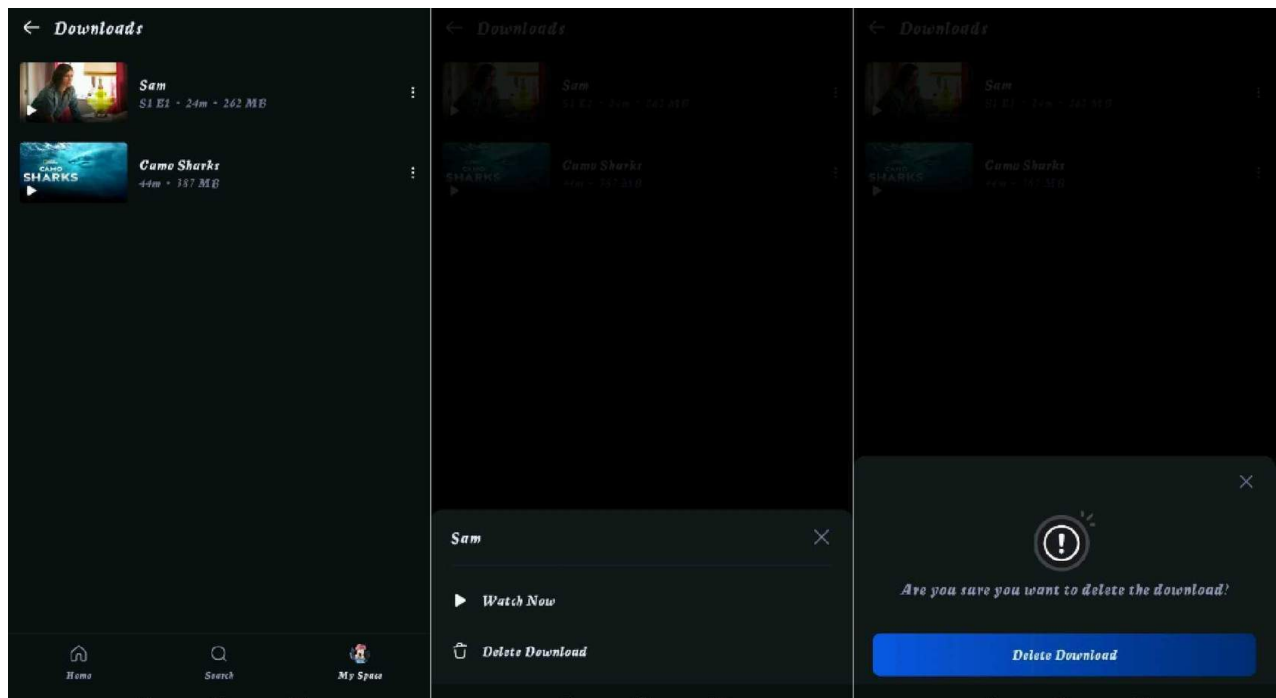**Select 'Help & Settings'**

Step 3

Select 'Downloads'

Here, you can set the 'Default Download Video Quality':

- Full HD

- HD

- Low

- "Ask quality everytime I download"

How to delete downloaded content?

1. Tap '**My Space**'

2. Select **Downloads >** Here you will see your downloaded items.

3. Tap the **3 dots** next to the content you wish to delete

4. Select '**Delete Download**'

5. Confirm '**Delete Download**'

   Please note:
   The downloaded content will be deleted if the app is reinstalled or if the app data is cleared. Clear cache and log out will not delete downloads.
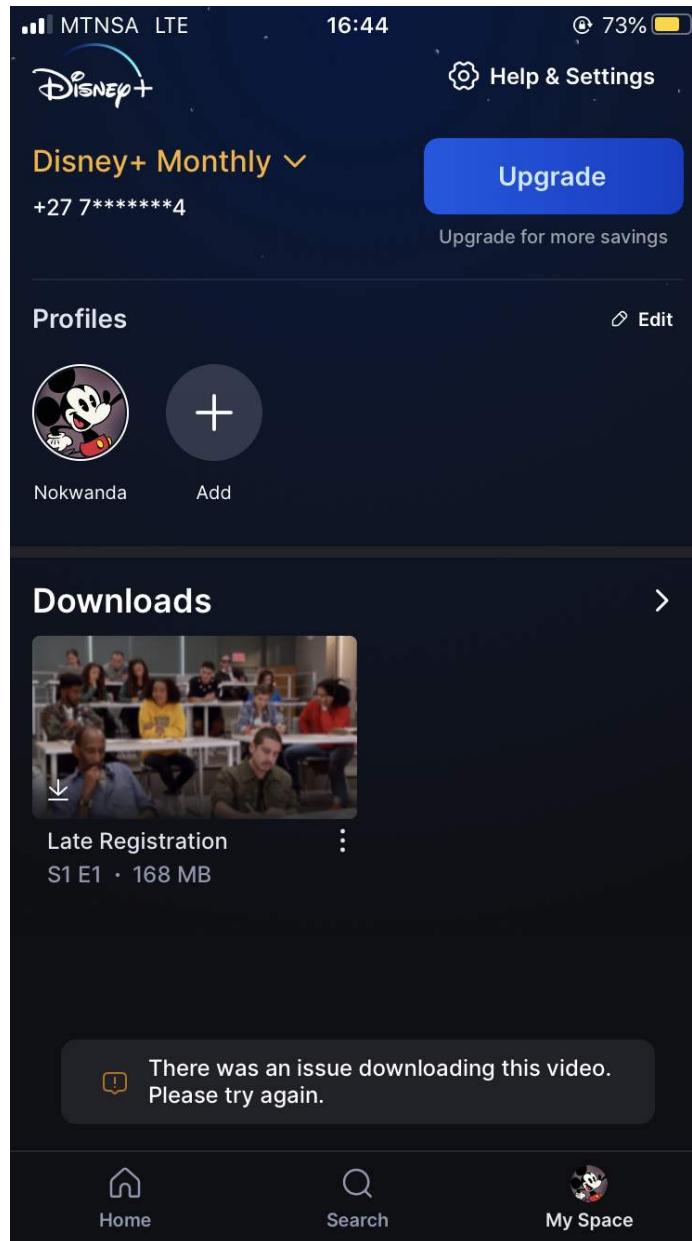
CONTINUE

Let's suppose a viewer contacts you saying:

"I'm trying to download Cinderella to my tablet but I'm always getting an error. "

This is the error message I'm receiving:

"*There was an issue downloading this video. Please try again*."

💡 **What's the problem?**

Things we should check

☐   Is it a supported device?

☐   Is it connected to the internet?

☐   Is the "Download" option available for that title?

☐   Where is the customer located? Are they outside the eligible region?

☐   Is the internet speed sufficient?

☐   Does the device have sufficient storage?

☐   Did the viewer close the app while downloading?

☐   Is this option ON? "*Download only on Wi-Fi for this device*" under download settings in the app? In this case the customer can only download via Wi-Fi, and they won't be able to download via mobile data, unless they turn this setting off.
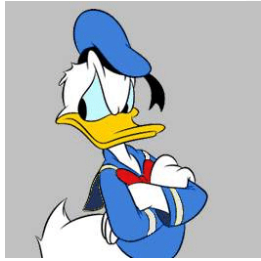

How to assist the viewer?

Help them perform general troubleshooting. We will explore technical troubleshooting in a later module.

CONTINUE

Let's suppose a viewer contacts you saying:

"I've just downloaded Iron Man on my tablet but I cannot play it."

What should we do?

1 **Ask the viewer to describe what they experience**

• Do they get an error message? If yes, what does it say?

• Is the playback start or not at all?

• Is it buffering?

• Is it crashing back to the home screen?

2 **Delete the downloaded content, then download it again**

3 **Perform basic troubleshooting with the customer**

• Fully close the app, then restart it

• Clear app cache

• Check for app update

• Check for software update

• Restart the device

• Ask the viewer to cross-check if they can download any other title

• Ask the viewer to cross-check if they can download that title on another device

• Clear app data (Note that it will delete their downloads.)

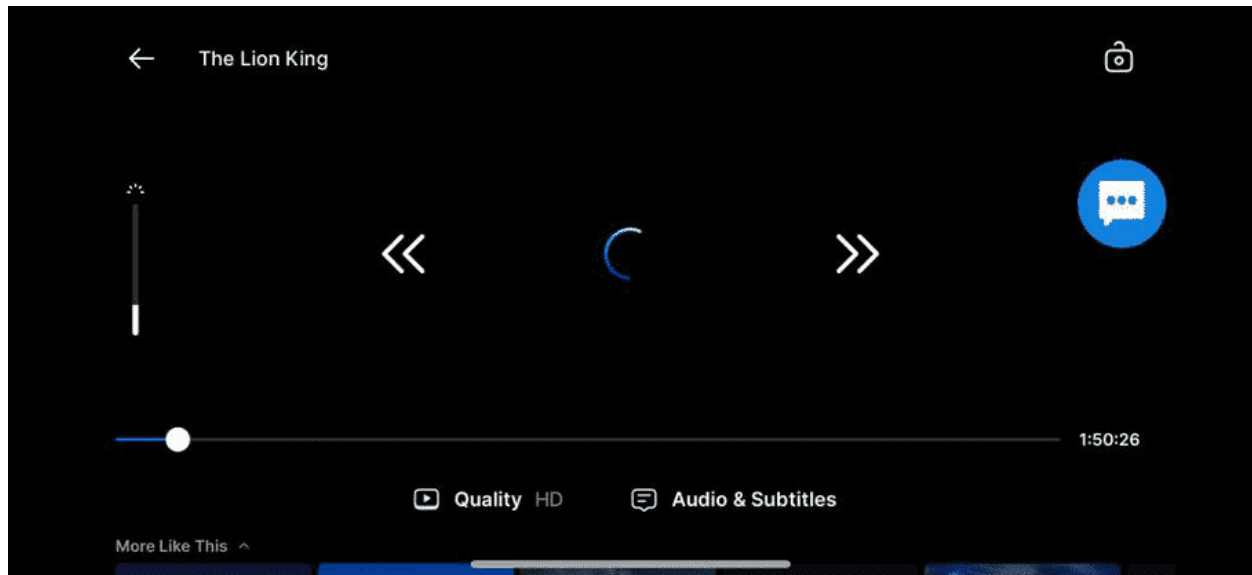• Uninstall and reinstall the app (Note that it will delete their downloads.)

4 **If you exhausted ALL troubleshooting steps, go to Tier 2**

(We will discuss how to escalate in a later module.)

CONTINUE

"I'm trying to watch my download but it is buffering."

This is what I see on my screen.

💡 What's the problem?

Probable cause: corrupted file

One possible reason is that the downloaded file is corrupted. This happens if the internet connections is lost (even for a short time) while downloading. If a few bytes are missing, it's enough to corrupt a file. It's advisable that the content is downloaded on a steady network.

What should we do?

1   **Delete the download and download it again**

2   **Perform basic troubleshooting with the customer**
- Fully close the app, then restart it
- Clear app cache
- Check for app update
- Check for software update
- Restart the device
- Ask the viewer to cross-check if they can download and play any other title
- Ask the viewer to cross-check if they can download and play that title on another device
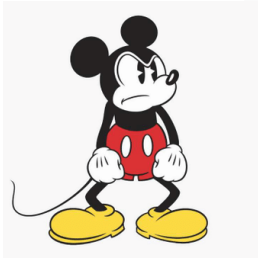
• Clear app data (Note that it will delete their downloads.)

• Uninstall and reinstall the app (Note that it will delete their downloads.)

3 **If you exhausted ALL troubleshooting steps, go to Tier 2**
(We will discuss how to escalate in a later module.)

CONTINUE

"I can only play my downloads if I'm connected to the internet. It is not playing offline."

Probable cause: corrupted file

One possible reason is that the downloaded file is corrupted. This happens if the internet connections is lost (even for a short time) while downloading. If a few bytes are missing, it's enough to corrupt a file. It's advisable that the content is downloaded on a steady network.

1 **Delete the download and download it again**

2 **Perform basic troubleshooting with the customer**
• Fully close the app, then restart it

• Clear app cache

• Check for app update

• Check for software update

• Restart the device

• Ask the viewer to cross-check if they can download and play any other title

• Ask the viewer to cross-check if they can download and play that title on another device

• Clear app data (Note that it will delete their downloads.)

• Uninstall and reinstall the app (Note that it will delete their downloads.)

3 **If you exhausted ALL troubleshooting steps, go to Tier 2**
(We will discuss how to escalate in a later module.)

Pro Tip: Try to avoid the expression "corrupted file" because it sounds very negative   and it could make customers worry.

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