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Subject: Nationwide Network Upgrade | Date-Time Search is Magic

News from TVEyes

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NEWS

Nationwide Network Upgrade: Deploying the Industry's Most Advanced Platform.

2014 was a record year in terms of new subscriber growth and renewals for our Media Monitoring Suite, reseller agreements for our API-based data feeds and international subscriber growth and expansion. None of this would be possible without you, our customers, and it is for you that we labor every day, striving to deliver the best broadcast media monitoring service anywhere. 2015 will be marked by continued investment in the depth, breadth and quality of TVEyes services.

TVEyes is well on the way toward completing a complete technology refresh of its broadcast capture network in the U.S., an investment in the future of the business and our service to you. We are advancing the state-of-the-art as we solidify our lead in broadcast monitoring technology.

Each of the 210 U.S. DMAs will have new equipment installed by June 1, 2015. The benefits to clients are many, including faster response time to search, ability to add secondary stations in each DMA, greater reliability and uptime, and more detailed diagnostics when needed.

Our investment in TVEyes service also extends to your desktop. We recently implemented a customer service and ticketing system which enables more accurate and responsive trouble ticketing and quicker resolution of your service requests. We continue to invest in advancing our user interface, a preview of which you might have seen at the recent PRSA National Conference.

We also continue to expand our leadership in international coverage. In addition to Caribbean TV and radio, we're expanding our network in Europe and Asia. If you have a specific country request, [please let us know at this link](#).

Thank you for your continued confidence in TVEyes and the opportunity to serve your broadcast media monitoring needs.

Roya's Pointer: How to Find a Segment by Date-Time Search

There are times when you might have trouble locating a clip or a specific segment. You know it ran on a channel at a certain time but you just can't find it. And it's not on your Watch List or Power Search.

This usually happens because the closed caption results that TVEyes uses to index TV broadcasts are not perfect. The people who type that closed caption text – in real time believe it or not – during a show's broadcast can misspell names or other key terms you're searching for.

But don't despair, TVEyes has a simple way to overcome this problem: Date/Time Search.

The Date/Time Search is a very special – dare we say magical – function. Using it will help you find your segment in a matter of seconds. And it is easy to use. Below is all you need to know to get the most out of this fantastic tool.

What is Date/Time Search?

Date/Time Search is TVEyes' DVR feature. Using Date/Time Search, you can access content from any point in time, on any station, in the last 30 days.

[Click here to read how to use it.](#)

How to Contact TVEyes

Customer support is lead by Roya Gulchin, and you can [email Roya](#) or contact her at 203-254-3600 x2.

Your sales representative is Matt DeBernardo, who can be reached at 203-254-3600 x332 or mdebernardo@tveyes.com.

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TVEyes, the world leader in broadcast search, alert and monitoring

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