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KPN Interactieve TV App

KPN Interactieve TV App User Manual

Your guide to installing, operating, and troubleshooting the KPN Interactieve TV App.

1. Setup

1.1. Installation

To begin using the KPN Interactieve TV App, follow these installation steps:

1. Open the app store on your device (Google Play Store for Android, Apple App Store for iOS).
2. Search for "KPN Interactieve TV".
3. Select the official KPN Interactieve TV App from the search results.
4. Tap the 'Install' or 'Get' button to download and install the app.
5. Once installation is complete, locate the app icon on your device's home screen or app drawer and tap to open.

1.2. Initial Login

After installing the app, you will need to log in with your KPN account credentials:

1. Upon first launch, the app will prompt you to log in.
2. Enter your KPN username and password in the designated fields.
3. Tap the 'Log In' button.
4. If you have forgotten your credentials, use the 'Forgot password?' link provided on the login screen or visit the official KPN website for assistance.
5. After successful login, you will be directed to the app's main interface.

2. Operating the KPN Interactieve TV App

2.1. Navigation

The app's interface is designed for intuitive navigation:

- **Home Screen:** Provides quick access to live TV, recommended programs, and recently watched content.
- **TV Guide:** Displays a comprehensive schedule of all available channels. You can scroll through time and

channels.

- **On Demand:** Browse a library of movies, series, and other content available for viewing at your convenience.
- **Recordings:** Access your scheduled and completed recordings.
- **Settings:** Adjust app preferences, parental controls, and account information.

2.2. Watching Live TV

To watch live television channels:

1. From the Home screen, tap on a live channel thumbnail or navigate to the 'TV Guide'.
2. In the TV Guide, select the desired channel and program.
3. The program will begin playing. Use the on-screen controls to pause, rewind, or fast-forward (if supported by the program and your subscription).
4. To change channels, swipe left or right on the screen or use the channel list.

2.3. On-Demand Content

Accessing and viewing on-demand content:

1. Navigate to the 'On Demand' section of the app.
2. Browse categories or use the search function to find specific movies or series.
3. Select the desired title to view its details, including synopsis and available episodes.
4. Tap 'Play' to start watching.

2.4. Recording Programs

If your KPN subscription includes recording functionality, you can record programs:

1. Go to the 'TV Guide' and locate the program you wish to record.
2. Tap on the program to view its details.
3. Look for a 'Record' button or icon (often a red circle). Tap it to schedule the recording.
4. Confirm the recording settings, such as single episode or series recording.
5. Your recordings can be accessed later from the 'Recordings' section.

3. App Updates and Care

3.1. Keeping Your App Updated

Regular updates ensure optimal performance and access to new features:

- Enable automatic app updates in your device's app store settings to receive the latest versions automatically.
- Periodically check the app store for manual updates if automatic updates are disabled.
- Updates often include bug fixes, performance improvements, and new functionalities.

3.2. General App Care

To maintain smooth operation of the app:

- **Clear Cache:** If the app experiences slow performance or glitches, try clearing its cache through your

device's app settings. (Settings > Apps > KPN Interactieve TV > Storage > Clear Cache).

- **Restart App:** Close the app completely and reopen it to resolve minor issues.
- **Restart Device:** If app issues persist, restarting your device can often resolve underlying system conflicts.

4. Troubleshooting

Common issues and their solutions:

- **App Not Loading or Crashing:**
  - Ensure your device's operating system is up to date.
  - Clear the app's cache and data (this will require re-logging in).
  - Uninstall and reinstall the app.
  - Check for sufficient storage space on your device.
- **Buffering or Poor Video Quality:**
  - Verify your internet connection speed and stability. A strong Wi-Fi or mobile data connection is required.
  - Reduce the video quality setting within the app, if available.
  - Close other applications that might be consuming bandwidth.
  - Restart your router/modem.
- **Login Issues:**
  - Double-check your KPN username and password for typos.
  - Ensure your KPN subscription is active and in good standing.
  - Reset your KPN password via the official KPN website.
- **No Sound or Picture:**
  - Check your device's volume settings.
  - Ensure the app is not muted.
  - Try playing different content to see if the issue is specific to one program.

5. Specifications

Minimum system requirements for the KPN Interactieve TV App:

Requirement	Details
Operating System	Android 5.0 or higher, iOS 12.0 or higher
Internet Connection	Stable broadband internet connection (minimum 10 Mbps recommended for HD streaming)
Device Compatibility	Smartphones, tablets, and compatible smart TVs/streaming devices
Storage Space	Minimum 100 MB free space for app installation

6. Warranty Information

As a software application, the KPN Interactieve TV App does not come with a traditional hardware warranty.

However, KPN is committed to providing a functional and reliable service. Any issues related to the app's performance or service availability are covered by the terms and conditions of your KPN subscription agreement. For detailed information regarding service level agreements and consumer rights, please refer to the official KPN website or your subscription contract.

7. Customer Support

If you encounter issues that cannot be resolved using the troubleshooting steps provided, or if you require further assistance, please contact KPN customer support:

- **Online Support:** Visit the official KPN website (www.kpn.com/service) for FAQs, support articles, and contact options.
- **Phone Support:** Refer to your KPN contract or the KPN website for the appropriate customer service phone number.
- **Community Forums:** KPN may offer online community forums where you can find solutions and interact with other users.

When contacting support, please have your KPN account details and a clear description of the issue ready.

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