A1 Xplore TV - Frequently Asked Questions

Activation

1. **Who can subscribe to the new A1 Xplore TV service?**
    The new A1 TV service is available to private and business users of the new packages of A1 fixed services on the cable and optical network.
    The service can be activated by:
    *   new TV users who activate new packages of fixed services and
    *   existing TV users who are transferring to new packages of fixed services, if A1 can ensure such transfer.

2. **I am using the services of A1 via cable/optical network. Can I activate the new A1 Xplore TV service?**
    Activating the new A1 TV service depends on A1 being able to ensure it. To inquire about the possibilities and ask for more information, contact the A1 Contact Center.

3. **I am using A1's services through the existing Telekom telephone line. Can I activate the new A1 Xplore TV service?**
    Currently, the new A1 TV service is not available to subscribers who use A1 services via the existing telephone line, but our team is committed to providing it in the near future.

4. **Can I continue to use the old TV interface of A1 fixed packages?**
    The new TV service is an integral part of the new packages of fixed services by A1 on the cable and optical network. B

5. **How do you transfer from the existing to the new TV service (interface)?**
    The new TV service is in step with the technologically advanced and modernly designed digital receiver. To provide the new TV service to an existing TV user, it is necessary to replace the digital receiver and, if necessary, the modem. The replacement of the equipment and the installation of the new TV service are performed by technicians from A1.

6. **If I have two or more additional receivers, will all of them have the new TV service (interface) activated?**
    Yes, the new TV service is activated on the main and on all additional TV receivers (maximum 3 receivers).

7. **How does the new digital TV receiver connect to the TV and modem?**
    The replacement of the equipment and the installation of the new TV service are performed by technicians from A1. The modem is connected to the digital receiver via Ethernet cable and, if there is a cable network, additionally via coaxial cable. The TV is connected to the digital receiver via HDMI cable (categories 1.4 and higher).

8. **How can I pair the remote control of the new A1 digital receiver with the TV?**
   For these and other "How-to" instructions refer to the Help section on the TV interface.

   The remote control can be paired by simultaneously pressing the AV button and the numeric button indicating the brand of the TV for 3 seconds (1 - Samsung, 2 - LG, 3 - Sony, 4 - Philips, 5 - Panasonic , 6 - Loewe, 7 - Grundig, 8 - Sharp, 9 - TLC, 0 - Hisense). A red light will appear on the remote control, indicating the start of the pairing procedure. The next step is to press the fast forward button (>>) and then the TV button.
   If the pairing is successful, the TV will turn off. After the successful pairing, the TV button on the remote control of the digital receiver will turn on/off the TV, and the AV button will initiate the overview and selection of the Audio-Video output (the Audio-Video output of the A1 TV service is HDMI).

General

9. **How can I compile my own program list?**
   For these and other "How-to" instructions refer to the Help section on the TV interface.

   Pressing the blue button on the remote control opens a menu in which you can select a list of programs to be displayed in the "TV schedule" and in the "Program guide". The list of programs "All programs on A1" contains a lineup of all the programs (channels) available in the A1 TV service. In addition, there are pre-defined lists of programs for watching movie, music, children, sports and other programs.
   You can create your own list of programs by selecting "Program List" on the Home screen and the "Create New Program List" option. To compile and edit the list, follow the on-screen instructions.

10. **How can I block unwanted programs?**
    For these and other "How-to" instructions refer to the Help section on the TV interface.

    The A1 TV service contains two viewer profiles, Family and Parent. The Family profile includes the Parental Control service, which protects children and minors from inappropriate TV and video content, so browsing/watching of such content is available only by entering a PIN.

    If there is a certain program (channel) you wish to additionally disable for browsing/watching, you can put the program on the Blocked Programs list.

    The Blocked Programs list can be edited in the menu Settings/Profiles/Edit Family Profile in the A1 Xplore TV mobile app and through the website www.xploretv.mk

11. **I only have a few programs in the schedule. There used to be more?**
    Check which program list is selected.

Pressing the blue button on the remote control opens a menu where you can select a list of programs to be displayed in the "TV schedule" and in the "Program guide". The list of programs "All programs on " contains a lineup of all the programs (channels) available in the A1 TV service.

12. How can I watch TV content from the beginning if its live broadcast is over or in progress?
For these and other "How-to" instructions refer to the Help section on the TV interface.

The "Watch from the beginning" service allows watching content up to 7 days back, as well as watching from the beginning for content that is currently shown live. The service is available for the programs in the TV schedule and in the program guides marked with a circular arrow.

13. How can I continue watching what I have started?
For these and other "How-to" instructions refer to the Help section on the TV interface.

The "Continue Watching" service allows you to continue watching content that has not been watched to the end. The service applies to all TV and video content, except live TV content.

Parental Control

14. What is Parental Control?
For these and other "More info" instructions refer to the Help section on the TV interface.

The TV service contains two viewer profiles, Family and Parent. The Family profile includes the Parental Control service, which protects children and minors from inappropriate TV and video content, so browsing/watching such content is available only by entering a PIN.
There are 5 levels of parental control that define the age of the child/juvenile, thus restricting access to inappropriate content.

15. What is a Viewer Profile?
For these and other "More info" instructions refer to the Help section on the TV interface.

The TV service contains two profiles of viewers, Family and Parent:
- The Family profile includes the Parental Control service, which protects children and minors from inappropriate TV and video content, so browsing/watching such content is available only by entering a PIN. In this profile, for browsing/watching full TV and video content without PIN, except erotic, it is necessary to set the level of Parental protection to 18.
- Parent - this profile is available for selection and allows access to your TV and video content, including erotic, without the need of entering a PIN. • This profile applies until the Family profile is re-selected or the digital receiver is switched off.

16. What levels of Parental Control are there?
For these and other "More info" instructions refer to the Help section on the TV interface.

Parental Control applies when Family viewer profile is selected.
There are 5 levels of Parental Control:
- 0 - the most restrictive level, where without PIN, the content available for browsing/watching is suitable for children aged 1+ to 4 years;
- 6 - without PIN, the content available for browsing/watching is suitable for children aged up to 6 years;
- 10 - the content displayed is suitable for children up to 10 years of age;
- 16 - the content displayed is suitable for persons up to 16 years of age;
- 18+ – all content is displayed.

The set level of Parental Control applies to the digital receiver, but also to other devices that use the A1 TV service (smartphone, tablet, computer ...).

For browsing/watching full TV and video content without PIN, except erotic, it is necessary to set the level of Parental Control to 18+.

17. How can I change the level of Parental Control?
Parental Control applies when Family viewer profile is selected.
The level of Parental Control is set during the initial installation of the service, but can be changed at any time by following the menu: Settings/Profiles/Edit Profile Family/Viewable.

The set level of Parental Control applies to the digital receiver, but also to other devices that use the TV service (smartphone, tablet, computer ...).

For browsing/watching full TV and video content without PIN, except erotic, it is necessary to set the level of Parental Control to 18+.

18. Why am I required to enter a PIN for certain content?
After turning on the digital receiver, the default viewer profile is Family. The Family Profile allows you to browse and watch only the TV and video content that complies with the set Parental Control level (see Parental Control). In this profile, content that does not comply with the set Parental Control level is available for browsing and watching only by entering a PIN.

The level of Parental Control can be changed by following the menu: Settings/Profiles/Edit Profile Family/Viewable.

For browsing/watching full TV and video content without PIN, except erotic, it is necessary to set the level of Parental Control to 18.

19. How can I disable the Parental Control?
The Parental Control service is part of the Family viewer profile and cannot be disabled. In this profile, for browsing/watching full TV and video content without PIN, except erotic, it is necessary to set the level of Parental protection to 18.

In addition to the Family profile, there is also a Parent profile available. The Parent profile gives you access to your TV and video content, including erotic, without the need of entering a PIN. This profile applies until the Family Profile is re-selected or the digital receiver is switched off.

20. What is PIN?

For these and other "More info" instructions refer to the Help section on the TV interface.

PIN (Personal Identification Number) is a four-digit code that is a secret password that enables you to:
- change and edit the viewer profile;
- subscribe to the program package;
- rent content from the Video Library;
- purchase "Video On Demand";
- set Parental Control and access content that is inappropriate for the set Parental Control level.

The PIN is set during the initial installation of the service, but can be changed at any time by following the menu: Settings/Profiles/Change PIN code.
Remember or write down the set PIN.
To protect minors from inappropriate content, but also to control costs, keep your PIN secret.

If you happen to forget your PIN, call Contact Center.

21. Where can I find user guides for the new TV interface?

For these and other "How-to" and "More info" guides refer to the Help section on the TV interface.

Recording

22. Which programs support Recording?

The Recording service enables recording of past and future TV content, as well as TV content that is currently shown live.
The service is available for the programs in the TV schedule and in the program guides marked with a circle within a circle symbol.

23. How can I record TV content?

For these and other "How-to" instructions refer to the Help section on the TV interface.

In the TV schedule or program guides, select the content you want to record and click Save. You can record the TV content you are currently watching by pressing the red button on the remote control.
All recorded content is stored in My TV space.

24. **How can I delete recorded content?**
   For these and other "How-to" instructions refer to the Help section on the TV interface.

   All recorded content is stored in **My Collection.** To delete recorded content, in My TV space, select the content you want to delete and choose one of the offered delete options.

25. **How much TV content can I record?**
   The network space reserved for storing recordings is 10 hours.
   In **My Collection,** under Recordings/Scheduled Recordings, you can see the remaining free time.

26. **How long can I watch the recorded content?**
   The recorded content is available for watching for 20 days from the date of the live broadcast, after which it is automatically deleted.

27. **Can I watch the recorded content through the A1 Xplore TV app and the A1 Xplore TV web service?**
   All recorded content is in **My Collection** and can be watched on all registered devices. However, on smartphones, tablets, and computers, only the footage of the TV programs available on those devices can be watched.

28. **Where can I find my recordings?**
   All recorded content is stored in **My Collection.**

Video Library

29. **Why is some content in the Video Library grayed out?**
   The particular grayed out movie, show ... in the catalog (lineup) means that the content is not suitable for the set level of Parental Control. Viewing such content is possible by entering the PIN or changing the Parental Control level.

   A completely grayed out catalog (lineup) means that there is erotic content in that lineup, which in the Family profile is available only by entering a PIN. To access this content without a PIN, you need to select the Parent viewer profile.

A1 TV on the go

30. **Can I use the A1 Xplore TV service through the app and the web service?**
   Yes, the service is available through the A1 Xplore TV app and through the website www.xploretv.mk

31. **Where can I download the A1 Xplore TV app from?**
   You can download the A1 Xplore TV application from:
   - Google Play Store;
   - App Store;
   - Huawei App Gallery.

32. How do I sign in to the A1 Xplore TV app and web service?
The access data for these two services is provided to you at contract signing and can be found in the Service Agreement.
If you happen to forget your access data, call Contact Center.

33. On which mobile devices can I use the A1 Xplore TV app?
You can use the A1 Xplore TV app on:
- Android smartphones and tablets with Android version not older than Android 10 version;
- iPhone and iPad devices with a version not older than iOS 13.

34. Which web browser supports Xplore TV web service?
You can use Xplore TV on the latest versions of the following browsers:
- Google Chrome 80.0 and 79.0;
- Mozila Firefox 74.0;
- Apple Safari 12 and 13;
- Internet Explorer 11;
- Edge 79 and 80.

System requirements
- computer operating system Windows 7, 8 and 10;
- Mac OS X El Capitan, Mojave.

35. What content is available through the A1 Xplore TV app and through the web-service?
A1 Xplore TV and the website feature only a part of the A1 TV service that is copied from the digital receiver. The content copied from the digital receiver includes part of the TV program and part of the content of the Video Library.

36. Does the A1 Xplore TV app support the use of Chromecast?
Yes, A1 Xplore TV Android and iOS apps, support Chromecast devices. With the help of Chromecast, the screen of the smartphone and tablet can be displayed on the TV.

37. Is the A1 Xplore TV app available on Android and smart TVs?
No, the A1 Xplore TV service is not available on Android and smart TVs.

38. I can not access the A1 Xplore TV app, I am getting an error message: "Invalid username or password".
In the A1 Xplore TV app and on the website you can log in with the access data you received with the Subscription Agreement upon the initial activation of the fixed service. If you happen to forget your access data, call Contact Center.

39. I am a user of the existing TV interface. Can I use the A1 Xplore TV app?
The existing (old) TV service is copied only on smartphones, tablets ...

The new TV service applies to and is copied on smartphones, tablets ... through the A1 Xplore TV app and also through the web service on the site www.xploretv.mk

40. Can I use the A1 Xplore TV app and web service abroad?
No. The services are available only within the territory of the Republic of Macedonia.

41. On how many devices can I use the A1 Xplore TV app and web service?
A maximum of 5 devices can be registered simultaneously in the A1 Xplore TV app and on the web service.

42. Can I delete registered devices?
Yes, any device registered to use the A1 Xplore TV app and the web service (smartphones, tablets, computers ...) can be deleted by following the menu: Settings/My devices/Device management.
Deleting the devices automatically deactivates the A1 Xplore TV service on those devices. To re-activate the service on those devices, you will need to enter the access data.

43. How can I change the access password for the A1 Xplore TV: GO app and the web service https://xploretv.mk/home?
The password change is done exclusively through the Contact Center.

44. There are several A1 Xplore TV apps.

What is the difference?
A1 Macedonia has two A1 Xplore TV apps:
A1 Xplore TV (whose icon is a TV) - with this application, users who do not have a fixed service on A1 Xplore TV are provided with a TV service, i.e. old users.
A1 Xplore TV MK (whose icon is X TV) - with this application, users of A1 Fixed TV service have the opportunity to use this service on smartphones and tablets, i.e. new users.

Help

45. The A1 Xplore TV service is not working. What can I do?
Turn off the digital receiver via the power switch on the back of the digital receiver. Check the internet connection of your modem. If there is internet connection, turn on the digital receiver via the power switch.
If the problem persists, call Contact Center on 077 1234.

46. The A1 Xplore TV app is not working. What can I do?
CA1 Xplore TV app. Check the internet connection of your device. If there is internet connection, open the A1 Xplore TV app and check the content playback settings following the menu: Settings/Playback

If the problem persists, call Contact Center on 077 1234.

47. I forgot my PIN.
If you happen to forget your PIN, call Contact Center on 077 1234.

48. My remote control stopped working. Can I fix it or buy a new one?
You can buy a new one. A new remote control costs 199 MKD (VAT included).
If you wish to buy a remote control, please visit one of our shops.