

myTKS App Version 2.1
as of 6th October 2020



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Overview

The MyTKS App 2.1 provides TKS customers the possibility to manage their TKS account, show invoices and a tool for the usage control. In dependence on the type of the customers' contracts, the MyTKS App also provides access to the easyConnect telephone service.

For the usage of the MyTKS App a contract with TKS and a verified myTKS customer account, created on the web portal (tkscable.com) is required.

The myTKS account keeps alive even if the customer has canceled all their contracts. The customer is able to show their invoices for the canceled contracts one year in the past.

General Information about the easyConnect calling service via MyTKS app

This function is only available with an active easyConnect contract.

There are two SIP accounts (data connections for voice) per easyConnect contract, one connection for the landline at home and one to use with a mobile device via the myTKS app.

The customer will be able to establish two simultaneous connections one via landline phone and one via the myTKS app. Both landline and the myTKS app will receive and make calls via the dedicated landline phone number. The incoming calls will be signaled on both lines. The connection will be established to the first line that accepts the incoming call (either the landline or the myTKS app). The call cannot be transferred to the other line or used simultaneously (no conference call). Charges for all connections which are not included in the customers chosen flat rate package will be charged according to the current easyConnect price list. The data usage for the myTKS app will be deducted from the data volume included in the Mobile plan or if logged in via Wi-Fi according to the Wi-Fi providers' terms.

Incoming calls are also signaled when the app is closed or in the lock screen.

Emergency calls via the myTKS app are only possible, if a GSM connection (cellular service) is available. If there is only a Wi-Fi connection available an emergency call is not possible.

When changing phone numbers of the easyConnect service (i.e. due to a move), the old phone number will be displayed in the app until the user has logged off and logged in again. The customer will be available on the new number even if he doesn't log out and back in.

Roaming

The myTKS app can be used abroad while roaming.

Caution: When using the myTKS app abroad regular fees for data roaming may apply according to the cellular providers Terms and Conditions. This might lead to high costs especially if used outside of the EU or not in a partner network of the service provider.

myTKS app technical requirements

The myTKS app is offered for Android Smartphones and Apple iPhones and is available for free in the respective app stores for each smartphone user.

All iPhones starting with IOS-version 11.0 and all Android Smartphones starting with version 5.1 are supported.

Tablets are not supported.

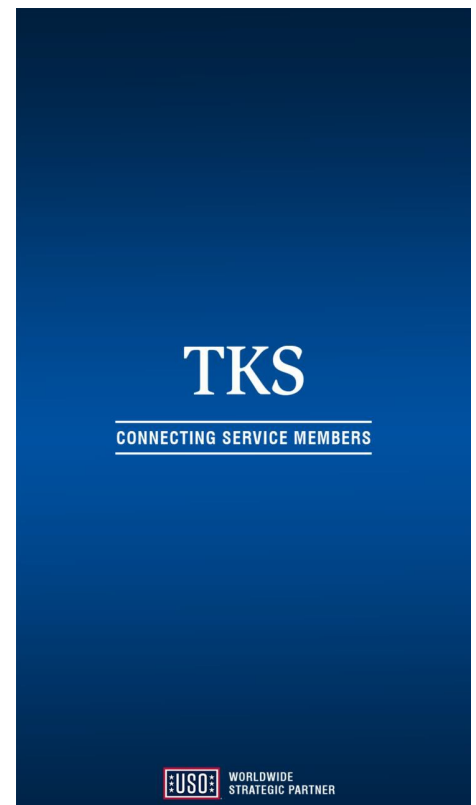
Only one device can be used per easyConnect contract (contract binding)

After the myTKS app has been downloaded from the App store the user can simply click on the myTKS app icon and enter the log in data.

Log in Screen

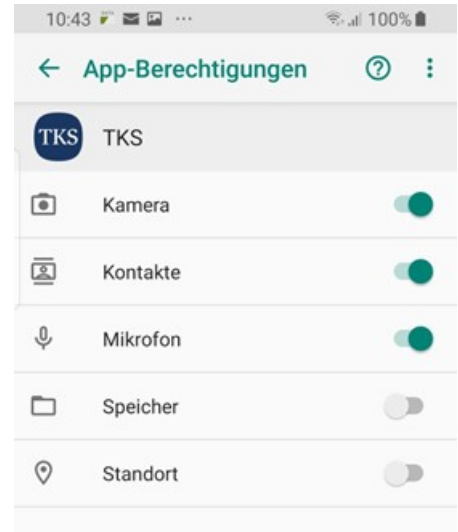
While the app is starting up, a Splash screen will be displayed.

- When the app gets started the first time all required permissions get requested and have to be confirmed by the user
Details about the required permissions can be found at page 5

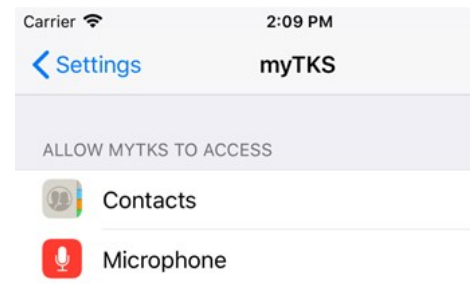


Permissions

- In order to use all feature options the myTKS app requires permissions to access the contacts, the microphone and the camera of the mobile device.
- These permissions must be confirmed by the user when launching the app for the first time. If the user denies any of the permissions, the app will not function properly.
- In the Android or iOS settings (see picture), the granted permissions can be viewed and edited later.
- In iOS you can find the permission settings of the app under Settings / myTKS
- In Android you will find the permission settings of the app under Settings / Apps / myTKS / Permissions



Android

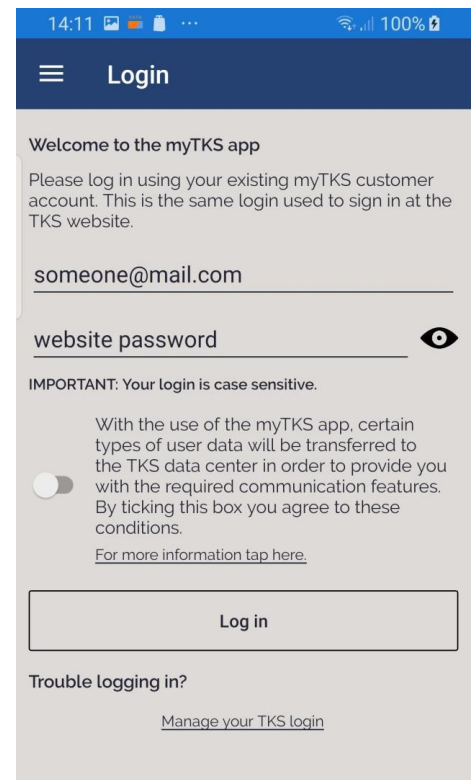


iOS


Account (Login)

Step 1

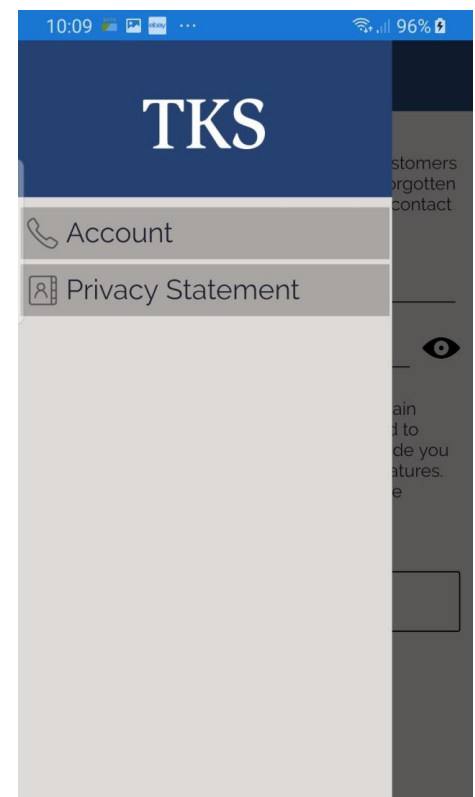
- The first time you start the app, the login page opens automatically.
- You can manually reach the login page by clicking the menu item **Account**.
- Depending on the registration status, the login page will appear if you are currently logged out or the logout page if you are logged in.
- To log in, the username and password of the myTKS account is required.
- On the Crown VoIP server, the log in takes place with the access data stored on the easyConnect contract.
- Before logging in, the privacy policy must be accepted.
- The password can be made visible via the eye icon.
- Log in takes place by clicking on the Log in button.
- Via the link *“Manage your TKS login”* customer gets forwarded to the TKS web page, which provides more information about the login and the possibility to reset the password.



Menu overview (logged out)

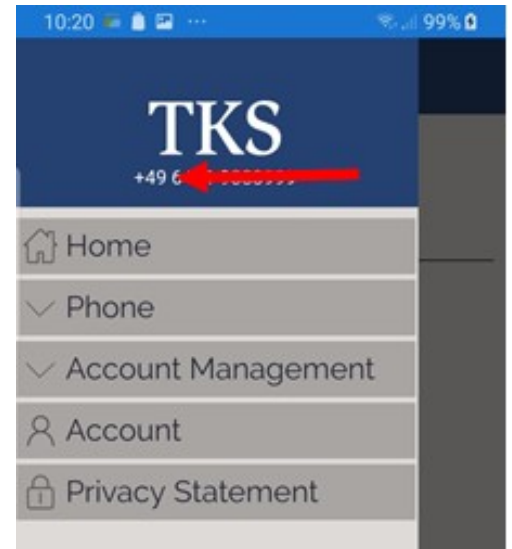
- The menu can be opened by using a swipe gesture from left to right or by clicking on the icon  in the top left of the home screen.
- The header area shows the registration status:
Not logged in (no display)
Log in to the TKS account (user name)
Telephony active (phone number)
- The appearance of the menu differs depending on the registration status. The complete menu is only visible when the user has logged on to their TKS account. The menu on the right can be seen if the user is not logged in. In this case, only two menu items are displayed:

“Account” opens the login page
“Privacy Statement” opens the information on data protection.
- If the user is logged on to the TKS account, the complete menu appears (picture on top of page 7)



Menu overview (logged in)

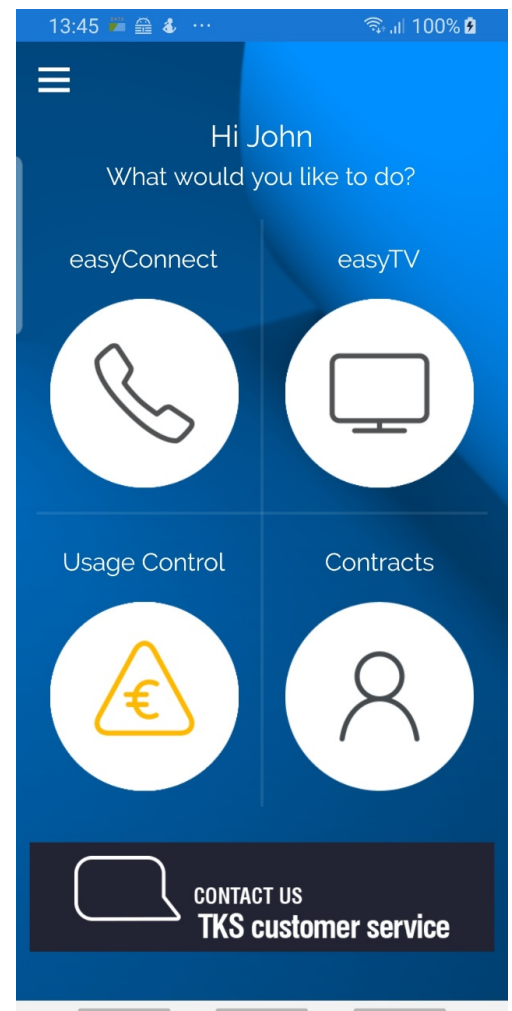
- If the user is logged in to the TKS account the complete menu will be displayed.
- The picture on the right side shows that user has activated the easy-Connect calling function. Otherwise the username would be displayed instead of the telephone number.
- The menu points are grouped. By clicking on the arrows the respective group can be opened or closed



Home menu layout

The Home menu item takes you to the Home screen, from which frequently used functions can be accessed quickly.

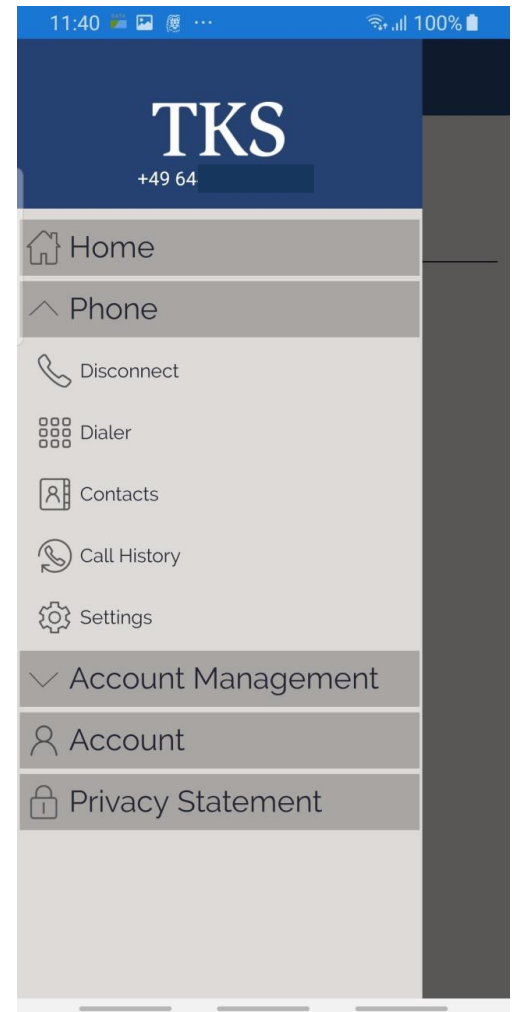
- **easyConnect**
Switches to the dialer screen to place or carry out phone calls
- **easyTV**
Opens the easyTV app if it is installed or offers to launch the app store to install the app.
- **Usage control**
The current status of the accrued costs and limits for easyConnect contracts will be displayed.
Note: only within Germany the exactly amount of the accrued costs and limits will be displayed. Roaming costs may take longer to be delivered to the German mobile network provider and therefore the displayed amount may be incorrect.
If a limit is reached, the Usage Control symbol changes its color. Change to "Yellow" means: reached warning limit. Change to "Red" means: reached block limit.
New: Starting with this version of the app the current status of the easyMobile V data volume usage can also be checked under this menu point.
- **Contact Us**
Opens the TKS homepage



Phone Menu overview

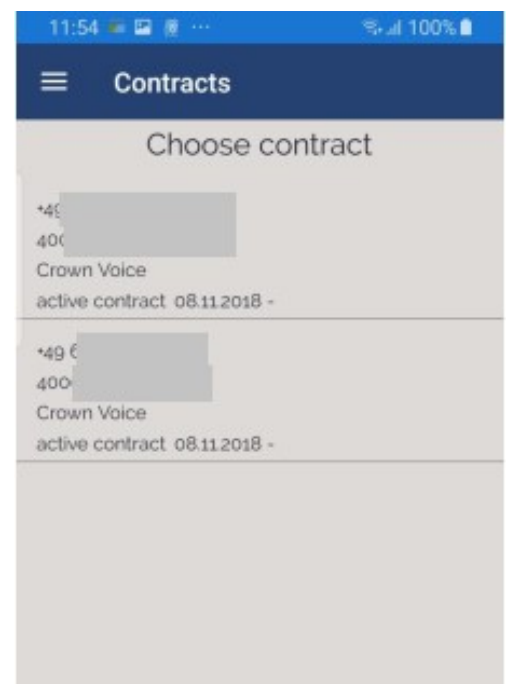
All functions for making calls are grouped under the menu group Phone.

- **Connect / Disconnect**
After you have logged in to the account, you can activate telephony via this menu item (Connect) by selecting the relevant contract or deactivate the telephony function (Disconnect) if it is already activated.
- **Dialer**
Make outgoing calls using the dialer
- **Contacts**
Display of the contacts saved in the mobile phone
- **Call History**
Display of the conversation history
- **Settings**
All settings that affect telephony



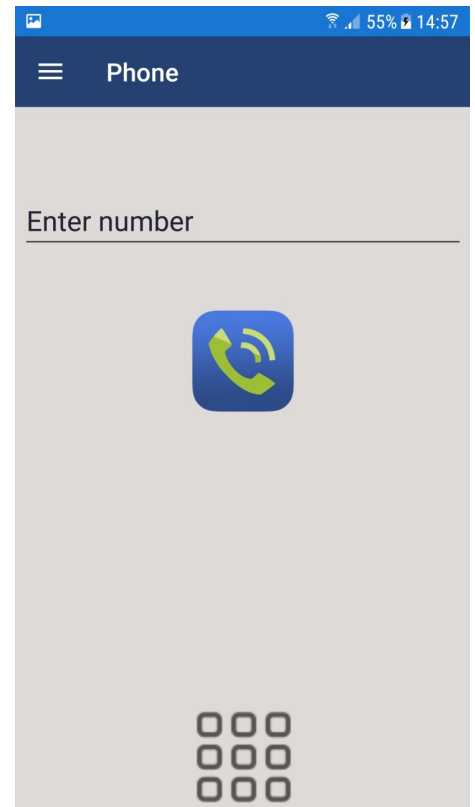
“Connect” / “Disconnect”

- Depending on the current status the menu item changes the label to:
Disconnect: Telephony is deactivated
Connect: Telephony is activated
- By clicking on “Connect” all valid contracts of the user are offered for selection. In general this will be one contract since most customers do not have more than one easyConnect Service.
- By clicking on a contract verification takes place whether the chosen contract is available or already used with another device.
- If the selected contract is available, a pop up appears that the contract is connected to the device and can then only be used via this device.
- If the user confirms the pop up, the start page of the app (myTKS logo) appears and the registration is completed. From this point on the telephony function is activated.
- By clicking on “Disconnect” the pairing with the selected easyConnect contract will be removed. In this case customer cannot use the telephony function anymore, until a new easyConnect contract gets selected for pairing.



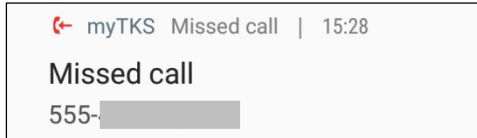
Dialer Screen

- Via the menu item **Dialer** you will get to the call page.
- The phone number can be entered into the field “Enter number”.
- The call is started by clicking the green handset icon.
- The keypad for entering the number appears when you click in the text box or the keyboard icon

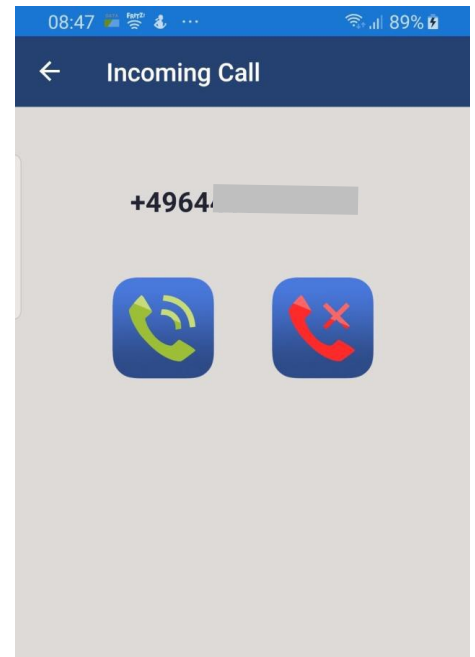


Incoming Call

- The incoming call page is displayed when receiving an inbound call.
- The call can be rejected via the red handset.
- The call is accepted via the green handset.
- If the call is not accepted or missed, the user receives a notification.



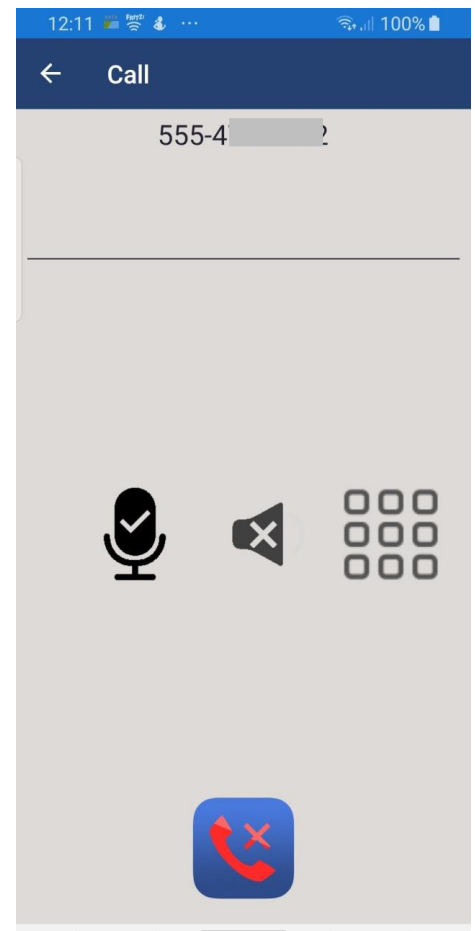
By clicking on the notification, the app opens and the Call History page will be displayed.



- **iOS feature:** The telephony feature on iOS devices is built into the system, therefore all inbound calls will display the default Incoming iOS screen instead of the "Incoming Call" page shown on the app example on this page.
- **New:** Starting with the versions 2.1. of the MyTKS app will this feature also be available for all Android devices with Android version 8.0 and higher
Further details about the "Android Connection Service Integration" can be found at 22

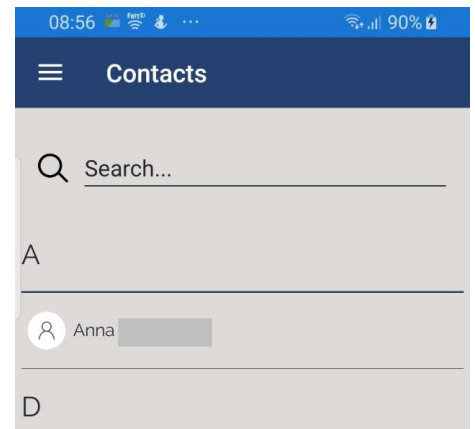
During the Call

- The call page is displayed during an active call.
- It is possible to mute the microphone, to activate the loudspeaker or to display the dial pad in order to make entries during the telephone call (i.e. to operate the answering machine).
- The call can be ended via the red handset
- **iOS feature:** The telephony feature on iOS devices is built into the system, this means if the device is locked, instead of the call page shown here the app uses the standard iOS page for active calls.
New: This feature is starting with myTKS app version 2.1 also available on Android devices with Android version 2.1 and higher.



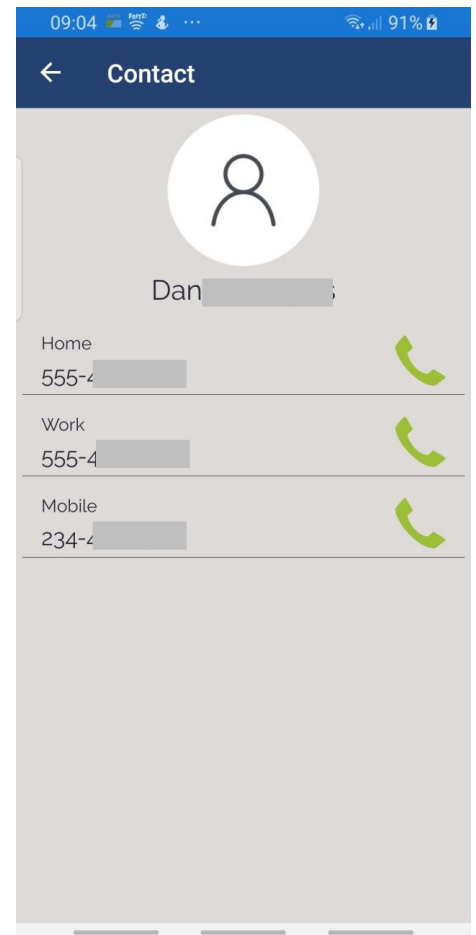
Contacts

- The Contacts page lists all the contacts stored in the phone's address book. The app itself does not manage its own contacts.
- The search field can be used to search for contacts. The listing will then be updated according to the search criteria.
- By tapping a contact you get to the detail page of the contact.
- The sorting order (first name / last name) can be changed via the **Settings** page.







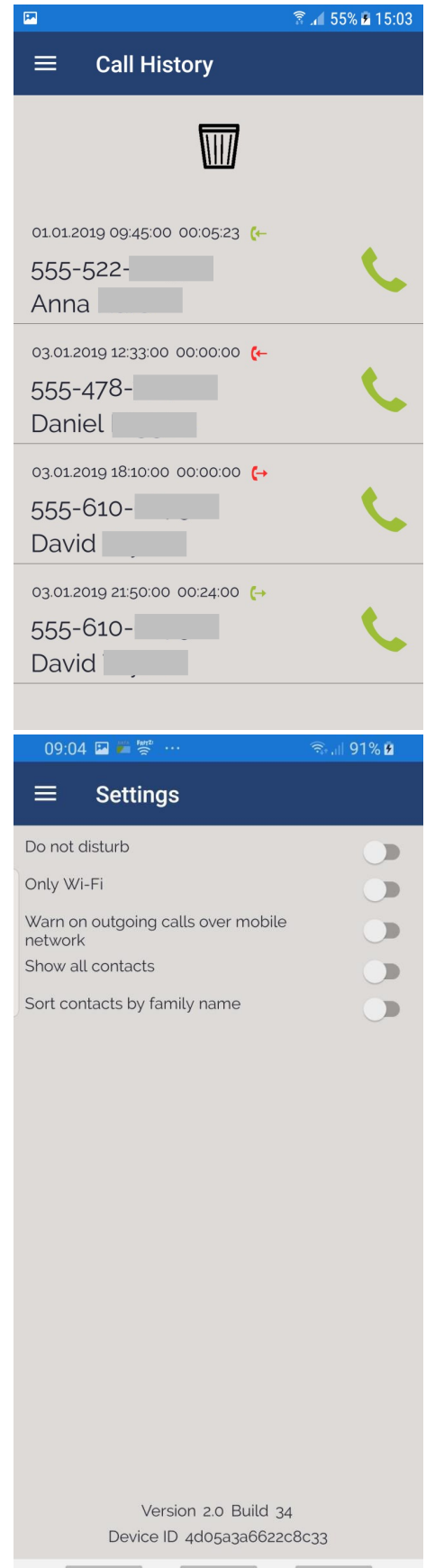
Contacts (Detail)

- The detail page of a contact lists all phone numbers of the contact that are stored on the phone.
- Tapping a phone number starts the call and switches to the call page.



Call History

- The Call History page lists all call events so far.
- The date, time and duration of the call as well as the telephone number and, if known, the name of the caller / called party are displayed.
- Entries from the call log can't be copied or stored to the phonebook.
- On the basis of the handset symbol it is recognizable which type of call it was and whether a conversation has come about:
 -  Incoming call, rejected or missed
 -  Outgoing call, canceled or not accepted
 -  Incoming call, has taken place
 -  Outgoing call, has taken place
- The Call History can be cleared via trash can. Only the complete call history can be cleared. Individual calls can't be cleared. A security warning will be displayed before clearing is processed.



Phone Settings

The **settings** page offers various app settings:

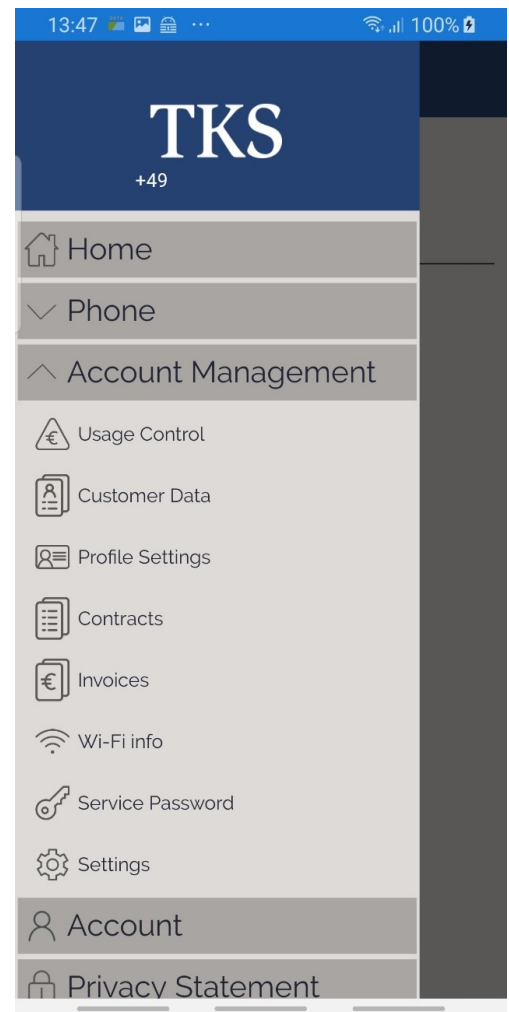
- **Do not disturb:** If this setting is activated, no calls will be signaled.
- **Only Wifi:** If this setting is activated, no outgoing calls are possible if you are not connected to the Internet via Wi-Fi. Incoming calls will be rejected directly and the user receives a "Missed Call" notification.
- **Warn on outgoing calls over mobile network**
A warning message will be displayed if an attempt is made to initiate a phone call via mobile network.
- **Show all contacts:** Especially for iOS devices can be set whether all contacts from the address book or only the contacts of the default account should be displayed. If all contacts are selected, additional accounts such as Google or Exchange Server will be shown. The selection is also visible on Android devices, but has no influence there.
- **Sort contacts by family name:** The contacts page sorts the contacts by last name if this setting is on, otherwise by first name

Account Management Menu overview

All functions relating to the TKS account are grouped under the “Account Management” menu group.

Except for the Usage Control function is the service password required for all menu items of the Account Management

- Usage control
Displays the current status of the user’s contracts graphically, i.e. accrued costs and limits and shows the information about the used data volume of the easyMobile contracts.
- Customer data
Display of the stored customer data
- Profile settings
Display and change of communication details
- Contracts
Display and management of contracts
- Invoices
Display of invoices and itemized statements
- Wi-Fi info
Discover the router's Wi-Fi data
- Service Password
Change the service password
- Settings
View and change the app's account settings



Usage control**Cost**

Graphical display of the amounts accrued, and the limits set per contract.

- Accrued amounts are shown in green. The yellow bar shows the set warning limit and the red bar the block limit.
- If the warning limit is exceeded, the customer will be informed via push notifications if he has allowed the receipt of pushes in the settings.
- With clicking on the “Change warn limit” button the limit can be individually set to meet personal usage.

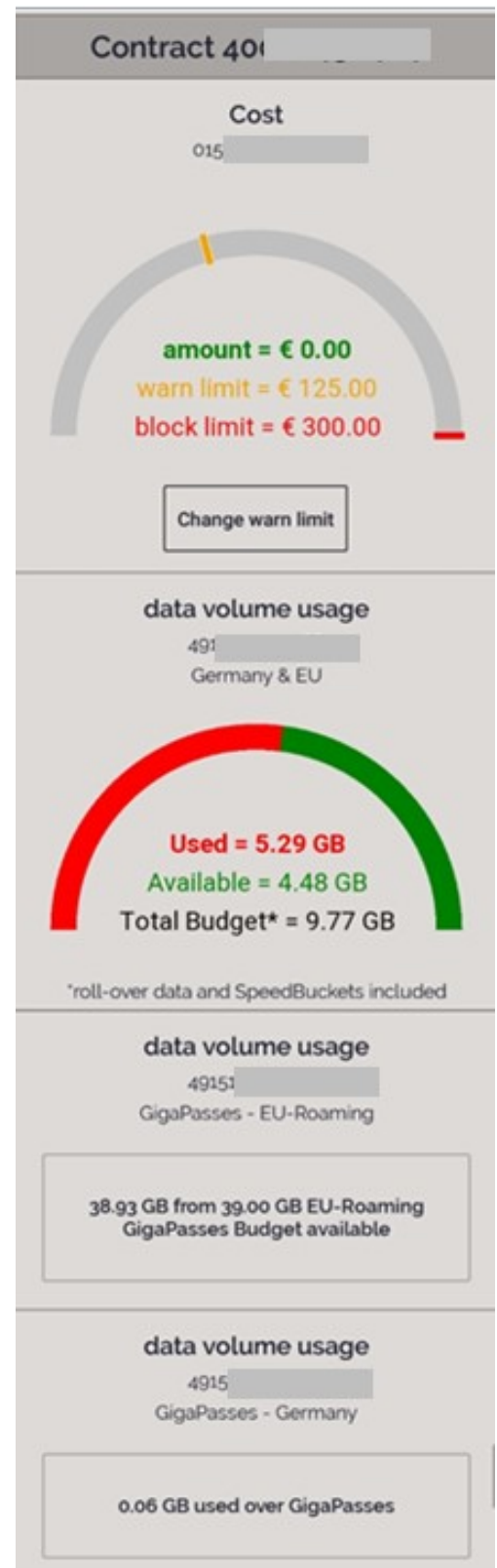
Data volume usage

Overview of the used data volume in the respective billing cycle per contract.

The overview of the data volume usage is grouped in different parts and varies in dependence of the selected tariff.

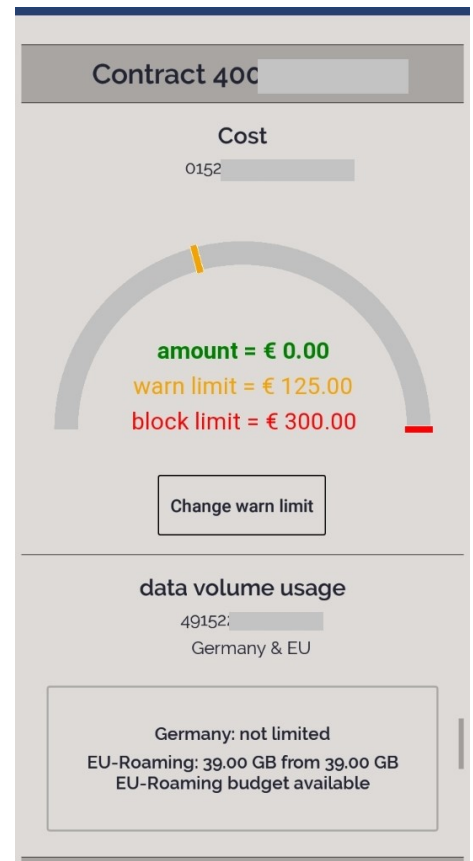
Overview for tariffs with limited data volume

- Graphical overview of the data volume used within Germany
Used data volume gets shown in red, the volume that is available for the rest of the billing cycle in green and the Total Budget in black
Note: The total Budget does include roll-over data that was not used in the last billing cycle and can include speed Buckets, booked by the user. Due to booked speed buckets the total budget can change during one billing cycle.
- *Optional:* Data volume used in the EU via GigaPasses (Text only)
This part shows the data volume used via GigaPasses in the EU and will only be shown if there was a usage in current billing cycle.
- Data volume used in Germany via GigaPasses (Text only)
This part shows the data volume used via GigaPasses in Germany.



Overview for tariffs with unlimited data volume

The cost control for easyMobile contracts with unlimited data volume does only consist of the graphical overview of the accrued costs, an information about the unlimited data volume availability within Germany and an information about the availability of the EU-Roaming budget in text form.



Change of the warning limit of a contract

- The current warning limit is displayed
- The new warning limit can be entered
- The new warning limit must be higher than the current amount and less than the block limit.
- The adjustment is saved by using the “Change” button.

Note: The Usage control can be displayed without entering the service password. The service password is only required to change the limits.

This screenshot shows the 'Change warn limit' screen. The title bar at the top includes a back arrow, the title 'Change warn limit', and the status bar with the time '09:09' and battery level '93%'. The screen displays '400' at the top. Below, it shows 'Current warn limit (Euro)' as '80.00'. There is a text input field for 'New warn limit (Euro)' which is currently empty. A 'Change' button is located at the bottom of the screen.

Customer Data

Display of customer data as in the TKS portal under menu item myTKS privacy.

The data can be displayed as a PDF using the “Show as PDF” button.

09:09 93%

Customer Data

Show as PDF

Customer Data

Customer number
300

myTKS username

service password
LTT6BN

Lastname / Firm

Home Country
USA

Address

Address type
Kundenadresse

Address format
German Post Address

Address
C
S
3

Address type

Profile Settings

Display and change of the stored communication data as in the TKS portal under point profile

09:09 93%

Profile Settings

Here you can check and change your communication details. The entered information will replace the current customer information in your TKS customer records.

Address
Ste
Wetzlar
3

Title

Rank

Private phone

Mobile phone

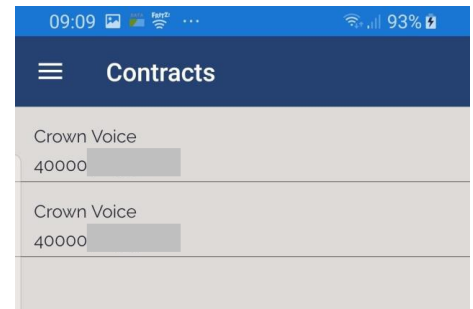
DSN

Save

Contracts

Listing of all contracts of the customer as shown in the TKS portal under contracts.

When a contract is selected the details will be shown.



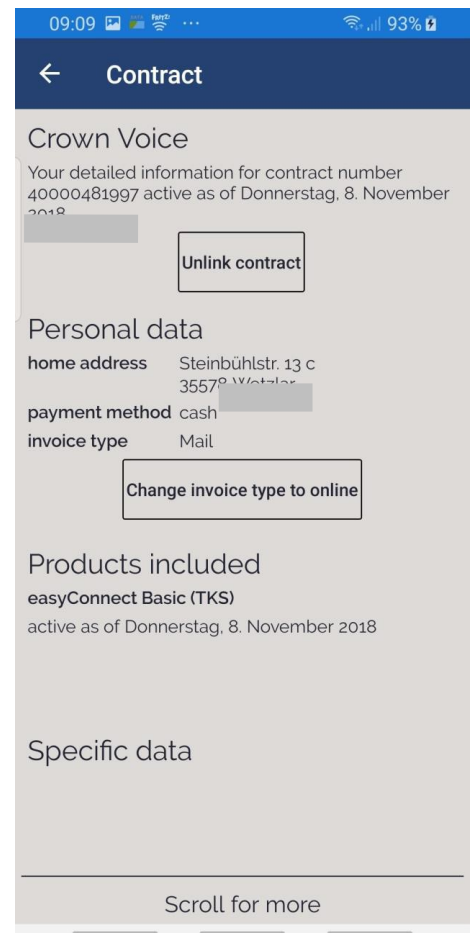
Contract details

Contract details information is shown as in the TKS portal under contracts / more information.

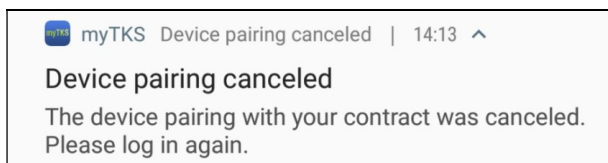
There are two functions available via buttons:

- **Unlink contract**
If the contract is already paired with a device, this button is visible. The current pairing can be removed by clicking the button. The contract can then be paired with any device.
The unpairing is only possible 30 times a month. With exceeding the limit the user receives the following message:

“Unlink is not possible. You have reached the maximum number of unlink operations per month. Contact support or wait until the beginning of next month.”
The number of remaining unpairing attempts per month can be specified in the service-specific data of the contract in the field “Other device pairings”.
- **Change invoice type to online**
If the current invoice type is not online, this button is visible. The invoice type can be changed by clicking the “Change invoice to online” button.



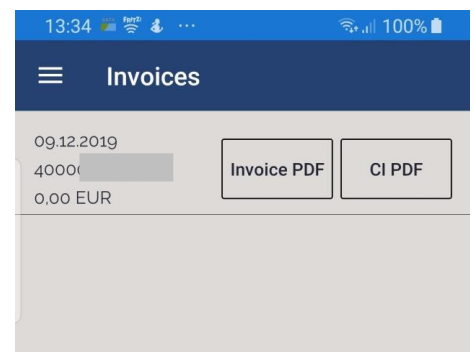
- In order to prevent the simultaneous use of a contract on several devices, the device is paired with the selected contract (device binding) when the app is registered with the TKS account. The re-registration with another device on the same contract is then no longer possible.
- The contract is made by depositing a unique device ID including a device name in the service-specific data of the contract.
- The unpairing of a paired device, i.e. the deletion of the unique device ID from the service-specific data of the contract, is possible over the account management of the app or via the TKS online portal.
- The app checks before every outgoing phone call and in the background in regular intervals, whether the phone has a valid device binding. If not, the app is automatically logged out and no further phone calls are possible. The user receives a message "This contract is already in use by another device. If you want to use the contract with this device, choose contracts in the account management area and unlink the contract"
- If the app is in the background or closed when the device binding is deleted, the user receives a notification. When clicking on the notification, the app opens and the log in page is displayed.



Invoices

Display of the invoices for all contracts of the customer as shown in the TKS portal under point invoices.

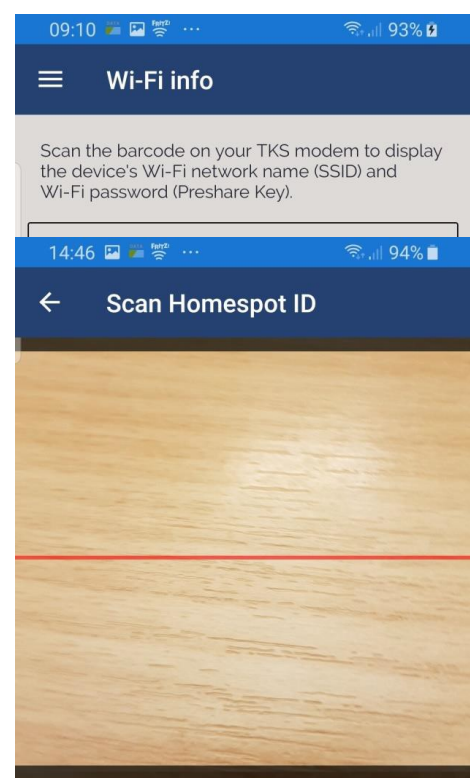
- All existing invoices are listed
- The invoice date, contract number and invoice amount are displayed per invoice.
- The "Invoice PDF" button displays the invoice as a PDF
- The itemized connection overview is displayed as a PDF using the "CI PDF" button



WiFi Info

Function for determining the SSID and the Wi-Fi password by scanning the barcode on the TKS Modem.

- The barcode on the modem can be scanned using the Scan Barcode button. If a valid home spot ID is recognized, it is shown in the field below the button.
- A click on the "Show Info" button displays the information about the home spot ID.



Service Password

All menu items within the Account Management group – except for the point “Usage control” are protected by a service password. If a protected menu item is selected, the service password must be entered first. The user has the possibility to save the entered password. In this case, the customer no longer has to enter the password as long as he is logged in to the TKS account. The definition to save the password can be withdrawn at any time in the settings.

The service password can be changed by the user at any time. To do this, they must first enter the current password and then the new password twice. With the “Change Service Password” button, the new password is accepted and effective immediately.

The Service password is shown in myTKS or can be found under the “myTKS password” section on www.tkscable.com.



television

internet & telephone

mobile

service



myTKS

Home » myTKS » service password

service password

Change your myTKS app service password

Using your service password for the myTKS app, you will be able to manage your contracts and use different functions of the app. You may create your own password that you can easily remember.

Within the myTKS app you can also change your login credentials.

Change your myTKS password

- myTKS privacy
- service password
- verification
- profile
- contracts
- invoices
- payment manager
- upload records
- prepaid upload

Account Management Settings

App settings affecting the account

- **Remember Service Password**

If this setting is selected, the service password is saved when it is entered for the first time and has no longer to be specified as long as user is logged in to the TKS account.

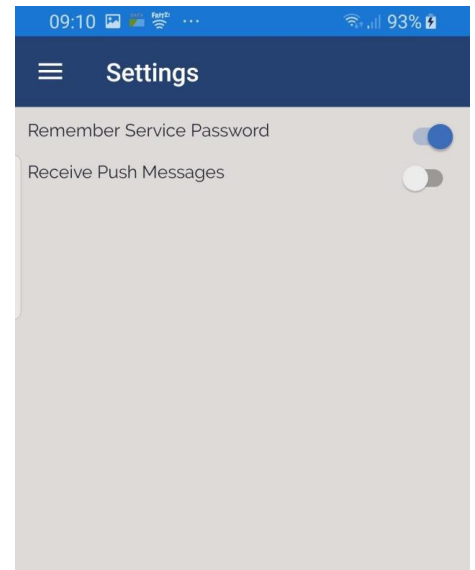
If you cancel the setting, the password must be entered again.

- **Receive push messages**

Determine if push messages should be received:

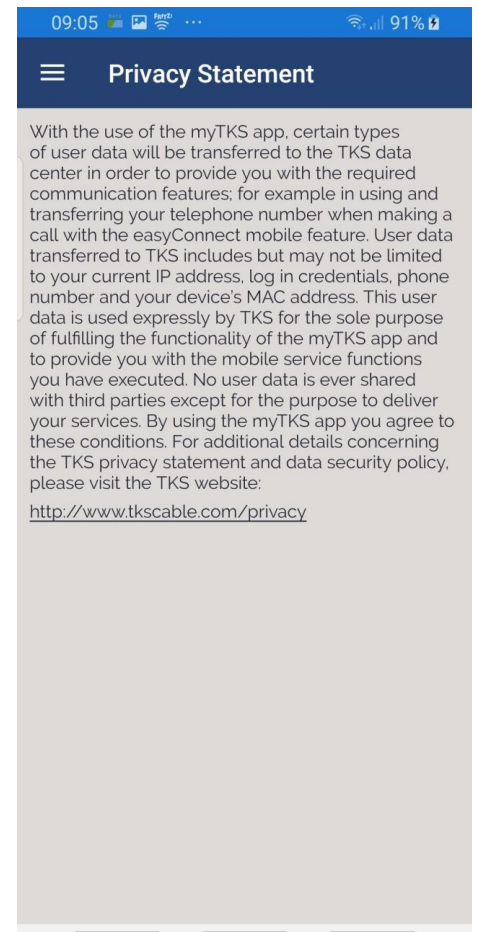
- **Warning limit exceeded**

An info message will be sent when the warning limit of a contract has been exceeded. Tapping this push message opens the app and switches to menu item "Cost Control".



Privacy Statement

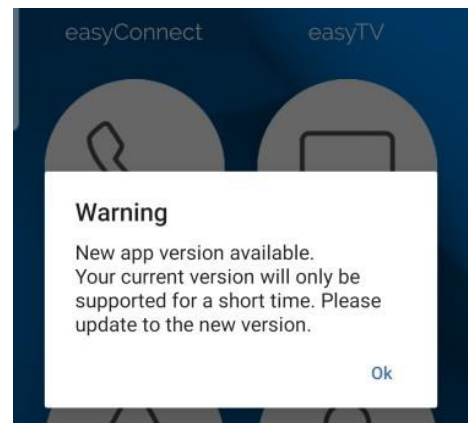
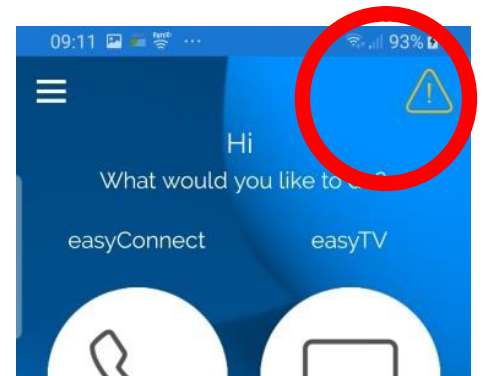
- The privacy page contains privacy information and a link to the TKS website, where you can read more about privacy.



App Update

If a new version of the app is available in the app store, it can be defined by TKS how long the old app version may be used furthermore. There are two possible cases:

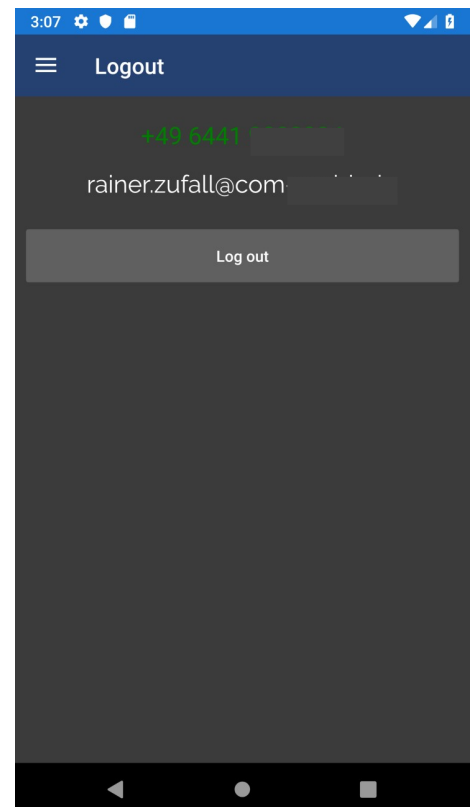
- **Obsolete**
It is indicated to the user by a yellow warning triangle on the home screen if the old app is obsolete. The user also receives a message once a day: "New app version available". Your current version will only be supported for a short time. Please update to the new version. However, the app can still be used.
- **Terminated**
If the status of the old app is set to "Terminated", the app can no longer be used and an update to the new version is mandatory. In this case, the user always receives the following message when using any functions of the app: "This version of the app is no longer supported. Please update to the new version".



Account (Logout)

If the user is already logged in, the "Logout" page appears when the menu item **Account** is selected.

The logout is done by clicking on the "**Log out**" button. After successful un-subscription, the system will automatically return to the login page. From this point on, no more telephony is possible.



Answering machine easyConnect

- If the answering machine is activated for the easyConnect telephone number, incoming calls are forwarded to the answering machine under the following conditions:
- User is not logged in.
- User is not available (no internet connection)
- line is busy
- Call is not accepted by user (after set time)
- Call is rejected by user

The PIN code is provided with the confirmation email of the original easyConnect contract.

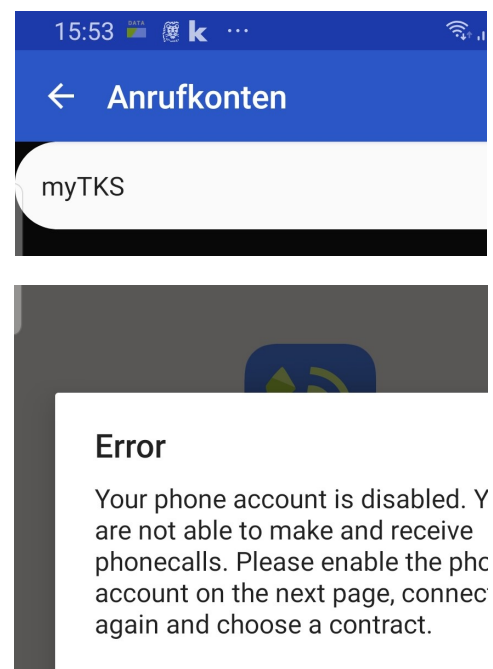
Android Connection Service Integration

Starting with the myTKS app 2.1, the Android version of the MyTKS app also supports the *Android Connection Service*. Prerequisite therefore is, that the Android version 8.0 or later is installed. Previous Android versions do not support that feature and the dialing service of the MyTKS app must be used.

The *Connection Service* provides the following benefits:

- Using the Android calling surface
The telephone service of the MyTKS app is integrated in the Android systems. That means that the standard telephone apps of the Android device can be used to answer a call of the MyTKS app calling service. Depending on the device settings is this also possible for outgoing calls.
- Integration of Smartwatches
Incoming calls can be signaled and answered with a Smartwatch

Note: For the usage of this service myTKS has to be enabled in the “Phone account” settings. The window therefore will automatically open when the app is used for the first time.



Pop up Messages

General

- **No Wi-Fi available. Calls are only allowed with Wi-Fi. Switch on Wi-Fi or change the settings if necessary:** No calls possible if "Only Wi-Fi" is set and there is no Wi-Fi connection available.
- **Required permissions were not granted. The application will be terminated:** The user must accept all permissions (contacts, microphone), otherwise the app will be closed. Manual setting of permissions in the app settings of the system will be required.
- **No network connection:** No internet connection at app start.
- **There is a new version of the app. Please update to the current version:** When logging in and with every outgoing call attempt the software checks if the installed app is up to date. If the app is outdated, the user will be notified with this warning: "The use of the app is still possible".
- **This version of the app is no longer supported. Please update to the current version:** When logging in and with every outgoing call attempt the software checks if the installed app is up to date. If the installed version is no longer supported, the user will be notified with this warning: "Calls are no longer possible until the app has been updated".

During Calls

- **Could not accept:** call error when accepting an incoming call. Internal error. Probably connection problems (no internet)
- **Could not reject call:** Error rejecting an incoming call. Internal error. Probably connection problems (no internet)
- **Call failed:** Error during call setup. Internal error. Probably connection problems (no internet)
- **Hang up failed:** Error when terminating an existing call. Internal error. Probably connection problems (no internet)
- **Call was not successful:** Error during call setup. Internal error. Probably connection problems (no internet)
- **Destination not available:** Error during call setup. Phone number unknown.
- **Emergency call not successful:** Emergency calls are not possible over the app. If an emergency number is dialed from the app, an attempt is made to initiate that emergency call via the mobile number. An error has occurred.
- **There is no mobile network available. Emergency Call is not possible:** No mobile connection available when dialing an emergency number.

During Log in

- **Not logged in. Please log in first:** Telephony feature is not available because the user is not logged in to the TKS account. First log in via menu item "Account".
- **General failure during log in:** Failed to log in to TKS account. Check if the app is up-to-date and if the date, time and time zone are set correctly on the phone.
- **Invalid username or password:** Invalid username or password entered.
- **User not verified. Please contact TKS support:** The user is not verified.
- **Connection error:** server unreachable. Try again later.
- **No contracts found:** User has no contracts
- **Error getting contracts:** Error retrieving contracts. Possibly connection problem.
- **Error logging in:** Unknown error during log in
- **Error logging out:** Unknown error during logoff
- **This contract is already in use by another device.** If you want to use the contract with this device, choose contracts in the account management area and unlink the contract.
- **The device pairing with your contract was canceled. Please log in again:** The device binding has been canceled. Re-login to the TKS account required.