

Running the BBC iPlayer so that it doesn't use your computer's entire spare capacity.

The BBC iPlayer is based on the Kontiki Peer to Peer (P2P) file sharing software, as is Sky Movies online and 4OnDemand (Channel 4). If you simply accept the defaults when installing the iPlayer your computer will be used to share BBC programmes with thousands of other computers, whether you like it or not, and this is the cause of the sudden slow down of your machine. There is a way to stop this.

1. Close all programs running on your computer.
2. Press Ctrl+Alt+Del as if you're logging off your computer.
3. You will be presented with your usual logoff screen, with two rows of three buttons. On the bottom of these two rows, and in the middle is a button called Task Manager. Select this and you will be presented with the Task Manager window. On the tabs at the top of this select Processes. (Figure 1.)
4. Scroll down until you find KService.exe. Highlight it and click End Process, then close Task Manager.
5. Go to Start>Control Panel and open it.
6. You then have one of two possible views, Category View or Classic view.
7. Whichever view pops up, you need to look for the Add or Remove Programs icon (highlighted in red in Figures 2 & 3)
8. Once selected the Add or Remove Programs window will open, but will take a while to locate all the installed programs. (Figure 4.)

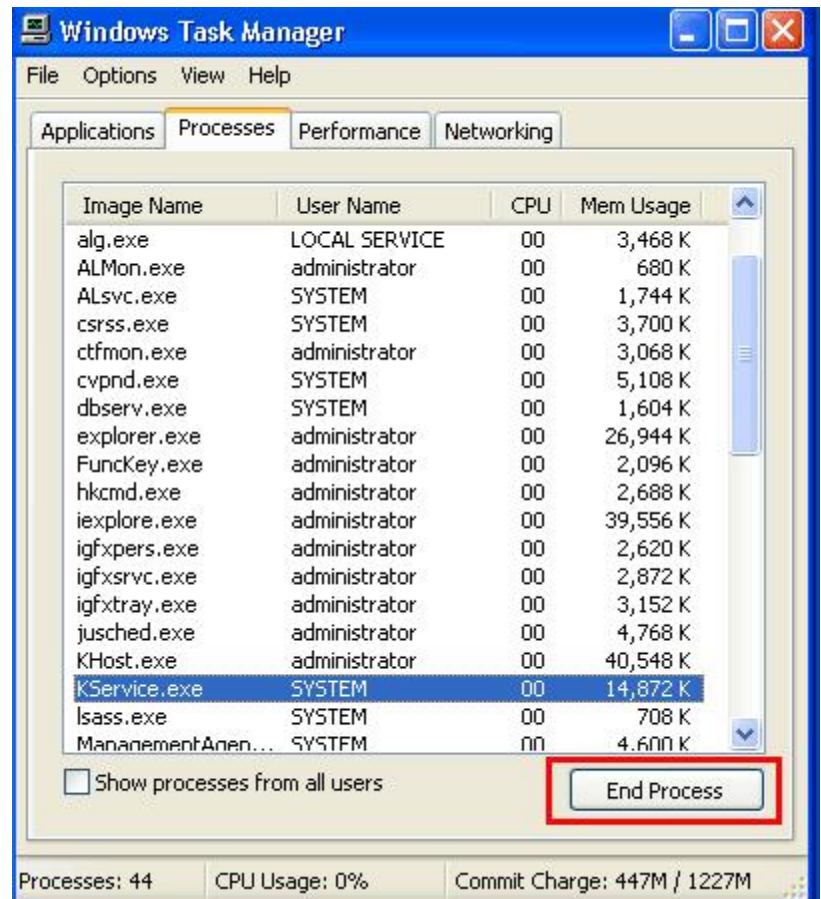


Figure 1

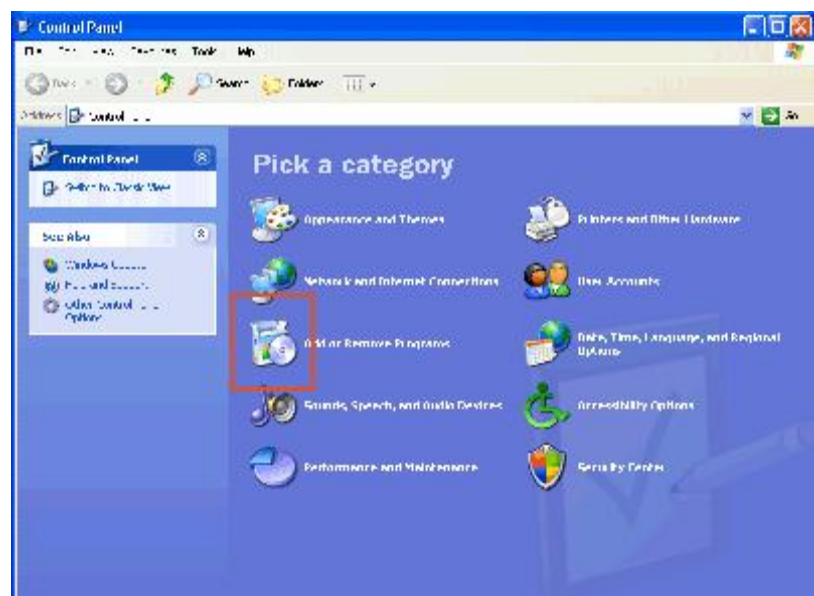
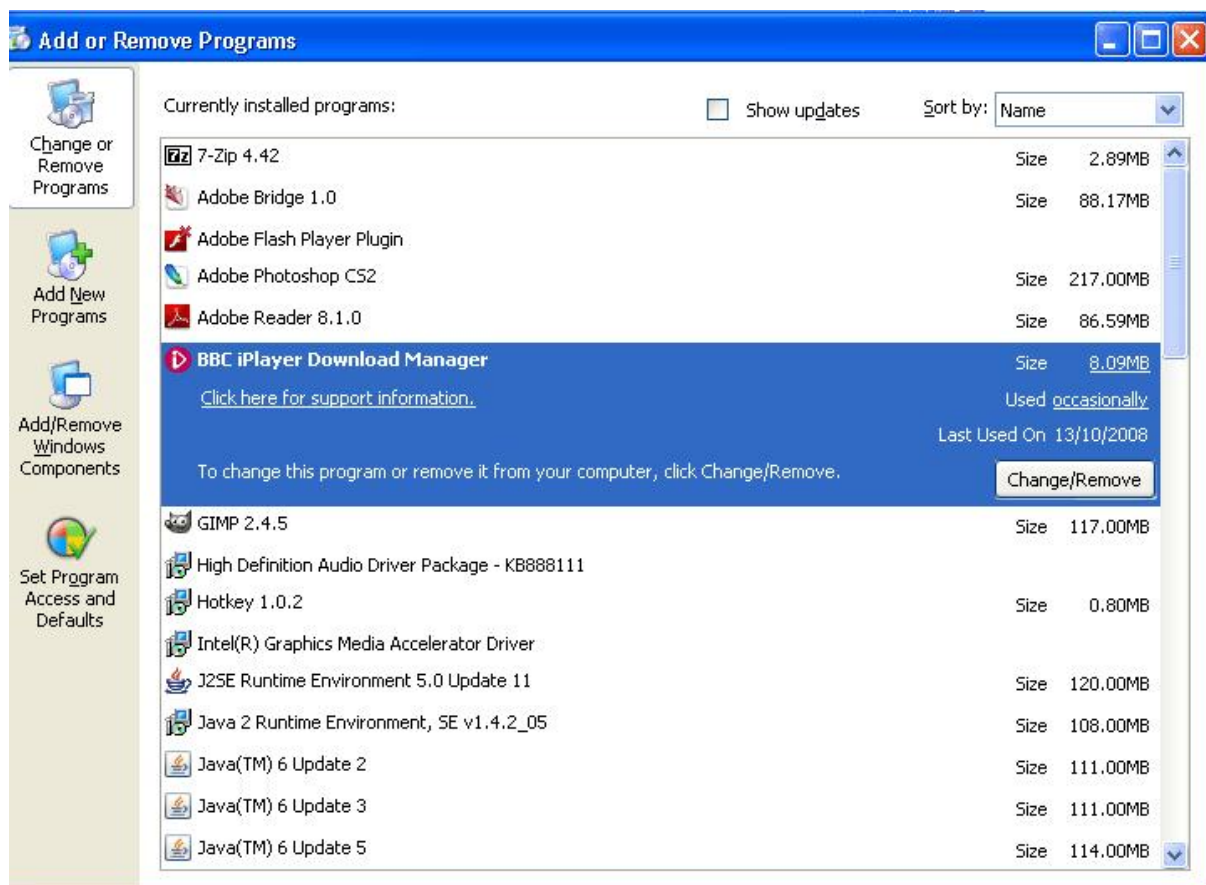


Figure 2

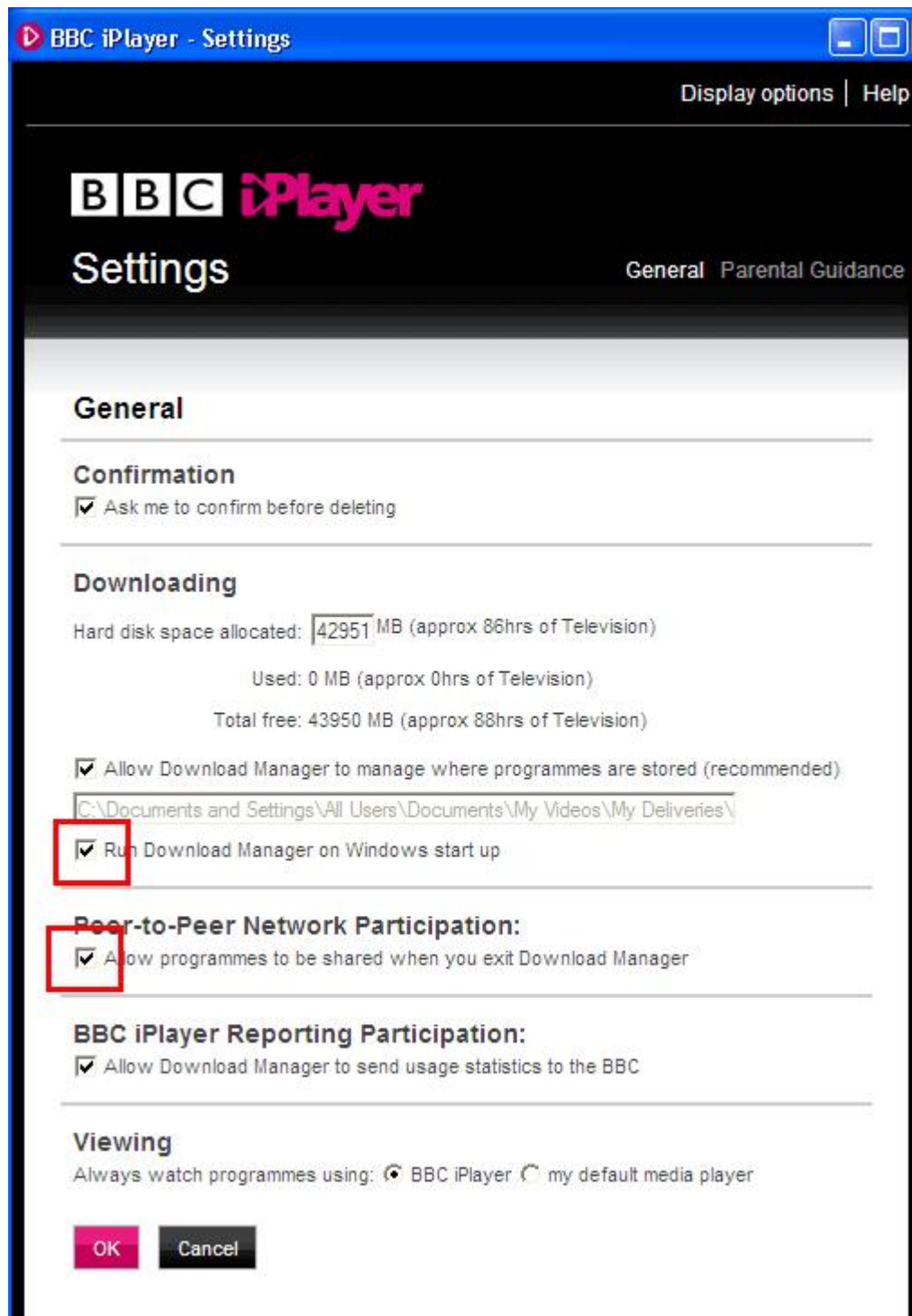
9. Find the iPlayer Download Manager from the list and select Change/Remove, then follow the instructions to **REMOVE** the software **NOT** repair it. You may be required to restart the computer.



Figure 3



10. When your computer has fully rebooted, download the latest [iPlayer Download Manager](#) from the BBC and follow the install instructions.
11. At a certain point you will be presented with a BBC iPlayer Settings Page (Figure 5.)



12. The two tick boxes highlighted in red should be **UNTICKED**.
13. If your computer still runs slowly, run through points 3 and 4 above to see if KService.exe is running.