

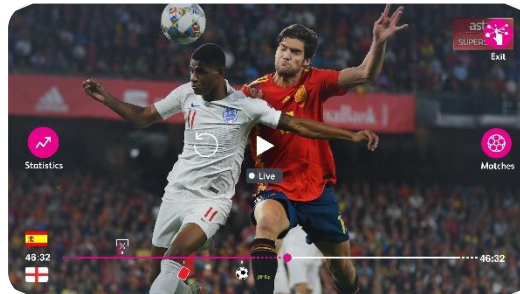
# Astro GO Interactive Mode FAQ

## FAQs

### 1. What is Interactive Mode?

Interactive Mode is a new feature on Astro GO that enhances the viewing experience of live sports. During selected live matches, users will have access to instant highlights, match statistics, player statistics and fixtures of upcoming matches. Users can access these features via interactive overlays on screen.

- Interactive Timeline



- The timeline will be updated with icons indicating goals or highlights. Users can scroll the timeline to the positions where these icons are available to re-watch those moments.
- Users can also watch highlights during a live match by tapping on “Matches/Highlights” where a list of available highlights will be shown on screen for users to choose and watch.

- Live Statistics





- Users will be able to check a variety of live statistics including:
  - Match Statistics
  - Team Lineups
  - Player Rankings
  - Group & Knockout Stage Ranking
- Match Statistics – Users can check the following live data for the current match:
  - Possession
  - Shots Total
  - Shots on Target
  - Passes Completed
  - Yellow Cards
  - Straight Red Cards
  - Others
- Team Lineups – Users can check the following information for both home and away team:
  - Starting XI
  - Formation
  - Goals
  - Yellow Cards
  - Red Cards
  - Substitution
- Player Rankings – Users can check the players' rankings under the following categories:
  - Goals
  - Assists
  - Saves per game
  - Challenges won
  - Distance covered
  - Others
- Group and Knockout Stage – Users can check the following team details (if applicable) for the different stages:
  - Number of Matches Played
  - Goal Difference
  - Points
  - Match Results
- Match Switching, Results and Upcoming Fixtures



- While watching a match, users can see the results for other concurrent live matches and easily switch to those matches.
- Users can also see future match fixtures if available.

*\*Selected data may be unavailable for selected matches.*

## 2. Are there any additional charges for Interactive Mode?

No. Interactive Mode is available for free to customers with Sports Pack.

## 3. Do I need to update my Astro GO app?

Yes. Please update to the latest version of the Astro GO app on your Android or iOS Device.

You may verify the latest version of the app by launching Astro GO > Open Menu > Settings > My Device > Application version

- Android - 2.212.2/AC21.2.2/a9e36f72fc and above.
- iOS - K21.2.2/AC21.2/fad3520 and above.

## 4. When can I use Interactive Mode?

Sports Pack customers can use Interactive Mode for all LIVE UEFA EURO 2020™ matches on the two dedicated channels CH809 and CH810. Please note that Interactive Mode can only be used during LIVE matches, not during replays.

## 5. Can I use Interactive Mode on the free to air UEFA EURO 2020™ matches on Astro Arena?

No. This feature is for Sports Pack customers only and available only on the two UEFA EURO 2020™ dedicated channels CH809 and CH810.

## 6. How do I find the live channels/live matches?

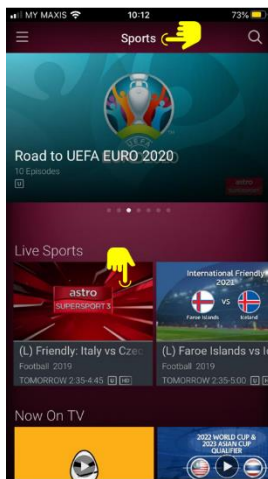
On the Astro GO home page, scroll down to find **Live Events**.

\*All shows/channels listed under your Astro subscriptions will be available on the application. Not all shows/channels will be available on Astro GO as this depends on contractual rights with specific guidelines on the entitlement.

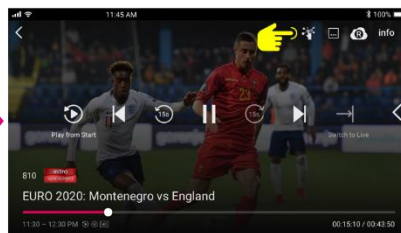
## 7. How do I find the Interactive Mode feature?

Launch the apps and follow these steps:

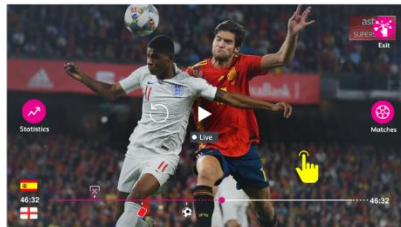




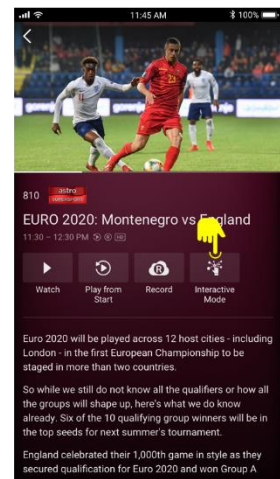
Go to the Sports Tab and tap on a UEFA EURO 2020™ match under Live Sports.



When the match is playing, tap on the Interactive Mode icon.



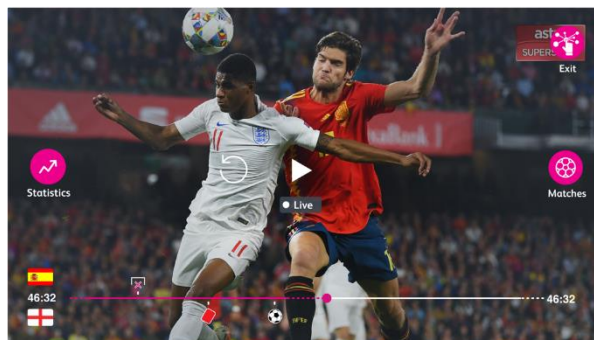
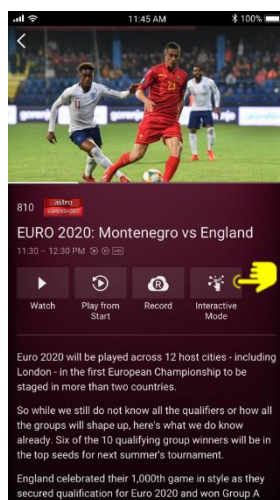
When using Interactive Mode, tap to display interactive features.



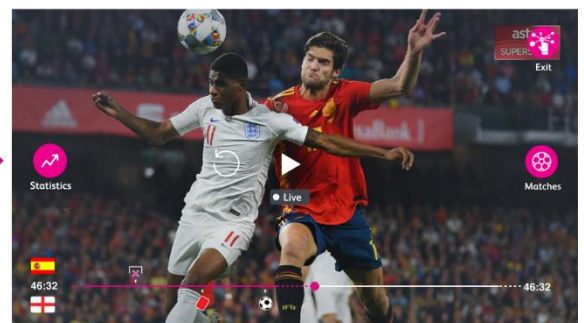
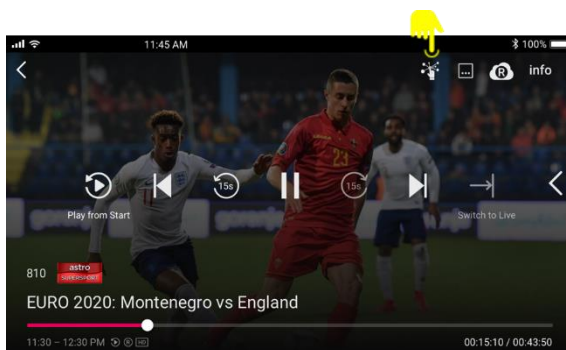
Alternatively, access Interactive Mode from the content details page.

## 8. How do I access Interactive Mode?

In the channel details page, you may find the “Interactive Mode” button. Tapping on it will launch the player in “Interactive Mode” playback.

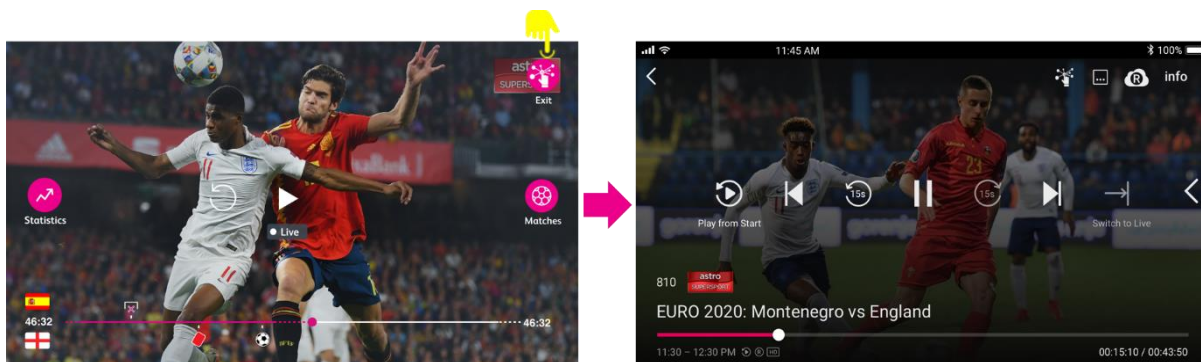


You will also be able to activate the feature from the player. You may find an Interactive Mode icon at the top of the player, tapping on it will switch you to Interactive Mode player.



## 9. How do I exit Interactive Mode?

Tap on the Exit button on the top right to exit Interactive Mode.



**10. Will this feature be available after UEFA EURO 2020™?**

Stay tuned for future updates!

**11. What are the devices supported for this feature?**

Astro GO Interactive Mode is supported on the following devices and operating systems.

- iOS mobile and tablet devices running iOS 12.0 & above.
- Android\* mobile and tablet devices running Android OS Version 7.0 & above.

The following desktop web browsers:

- Google Chrome version 68 & above.
- Mozilla Firefox version 88 & above.
- Apple Safari version 9.1.3 & above.

Running on the following Operating Systems

- Windows 7.1 & above.
- MacOS 10.10 & above.

*\*Only available on Huawei phones with access to Google Play Store.*