

astro

Your New Astro Experience
Ultra Box
User Guide



What's in store for you

Connect your new Ultra Box to Wi-Fi and take control of your entertainment with these features:



New Home Screen

Everything you see is yours



Discover VOD

Over 50,000 videos, watch anytime, anywhere



4K UHD

Crystal clear picture quality, 4x clearer than HD



Cloud Recording

Record all the programmes you want at the same time



Play From Start

You missed the start? Just restart



Search

Search faster and easier

Link to your free Astro GO* and enjoy:



Multi-Screen

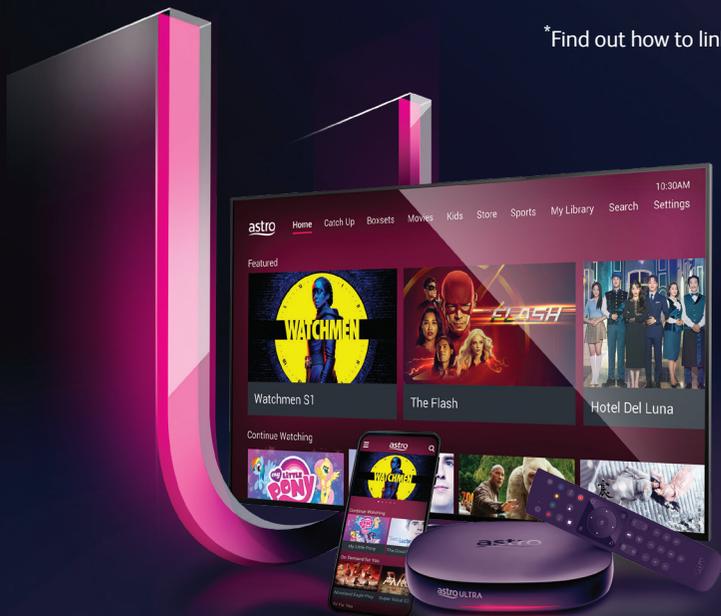
Watch seamlessly across any device



Stop Here, Continue There

Stop on one screen and continue on another device

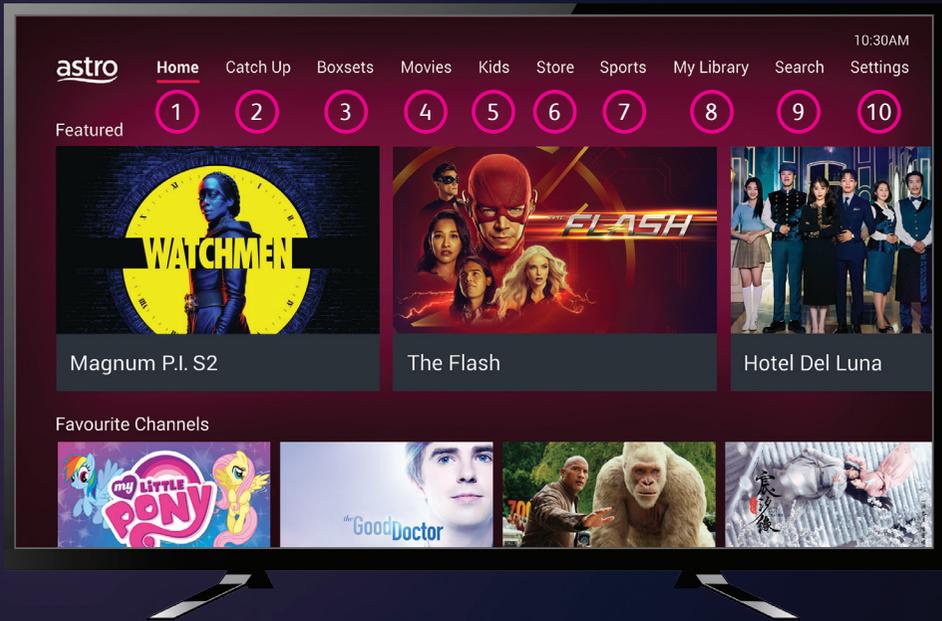
*Find out how to link your account on pg 15.



For the best experience, you will need a minimum Internet speed of 10Mbps, and 30Mbps for 4K UHD VOD.

Welcome to your Home Screen

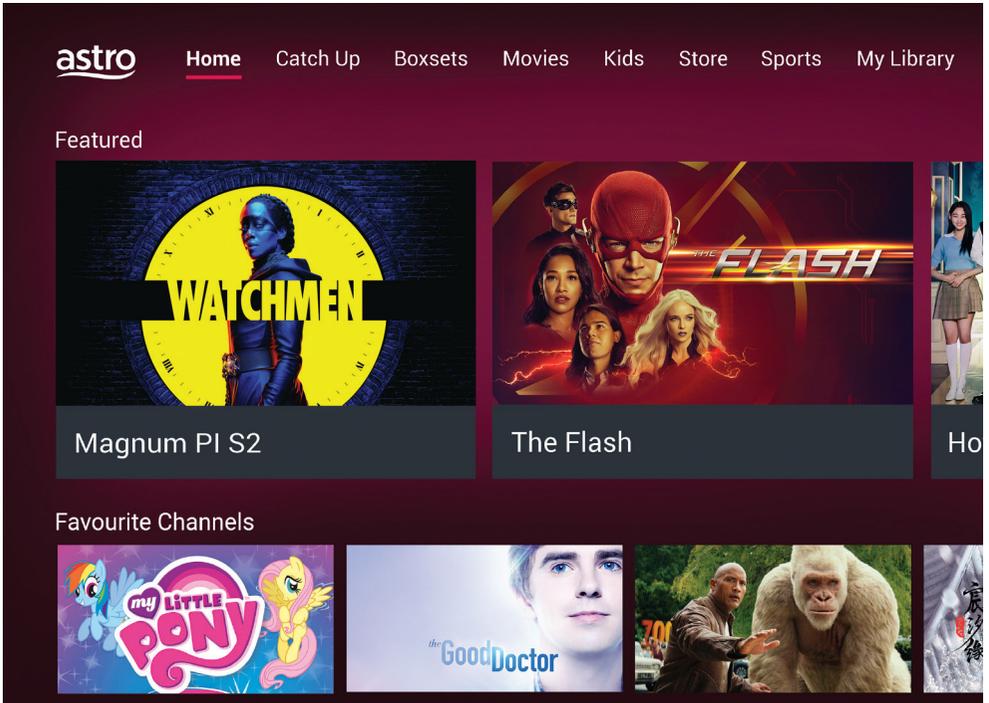
See all programmes and channels based on your subscription, plus more to explore.



- 1 Home** Your subscription at a glance. Use the arrow keys on the remote to navigate.
- 2 Catch Up** Watch new episodes of your favourite TV series.
- 3 Boxsets** Binge-watch past seasons or full series.
- 4 Movies** Bringing the big screen home, from Hollywood blockbusters to local and international films.
- 5 Kids** Find fun and educational programmes for your kids.
- 6 Store** A selection of new programmes and movies for you to rent, including blockbusters from Astro First and Astro Best.
- 7 Sports** Check out a wide range of sports coverage including matches, replays and highlights.
- 8 My Library** All your recordings, Pay-Per-View programmes and scheduled future recordings are found here.
- 9 Search** Find programmes by the title, actors, directors or channel name/number.
- 10 Settings** Customise settings for your Astro experience.

Your entertainment starts here

It is now quicker and easier for you to enjoy your entertainment.



Your entertainment is categorised for an effortless viewing experience.

Featured Latest trending programmes for your enjoyment.

Favourite Channels TV channels you have selected as Favourites.

Last Channel Watched Revisit channels you have previously watched.

Now On TV What you can watch right now.

Channel Guide Your sneak peek into the next 7 days of programmes.

Live Events Watch special events as they happen.

Your Watchlist Video On Demand (VOD) programmes you have added to your watchlist.

Continue Watching Resume your VOD programmes where you left off.

Rentals Stores your rented Pay-Per-View programmes.

On Demand For You VOD programmes recommended just for you.

Your key to entertainment

The new Ultra Remote makes navigating easy and intuitive. So you can keep your eyes on the action.

TV Input

Once the remote has been programmed with your TV Code, it can be used to change your TV Input

Colour Buttons

Perform various actions for on-screen menus

Record

Press to record or cancel a recording

Search

Launch Search

OK

Launch Player Banner or confirm selection

Home

Launch the Home Screen

Channel

To change to previous or next channel number

Number

Key in channel number or PIN code

Standby

Press to switch the Ultra Box in or out of Standby mode

PVR Controls

Pause/Play, Rewind, Fast Forward and Stop

TV Guide

Launch TV Guide

Arrows

Navigate on-screen menus

Back

Return to the previous screen, exit the Home Screen or Player Banner

Volume

Adjust the volume
Hold down to mute

The Arrow and OK keys are the main keys you will navigate with.

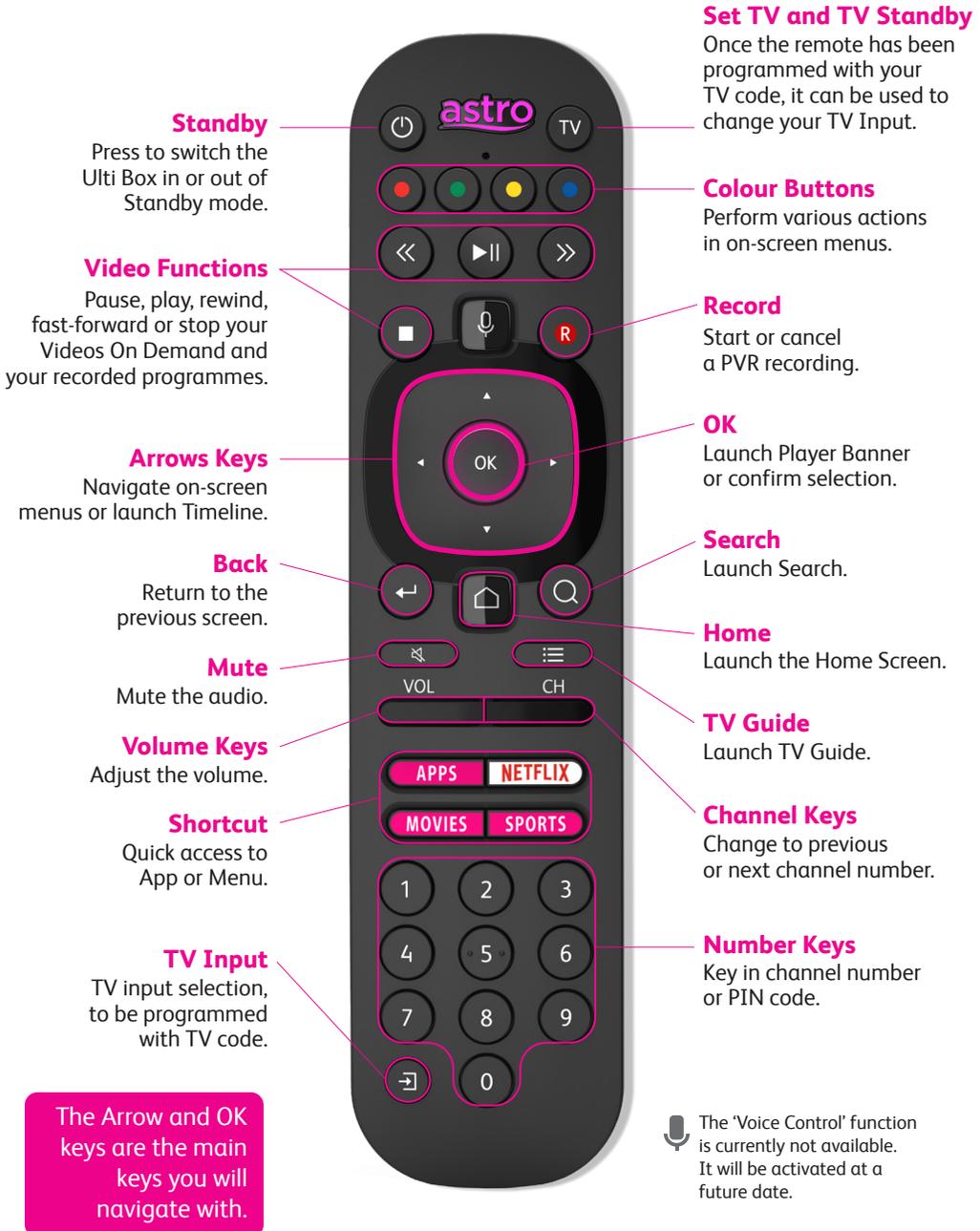


The 'Voice Control' function is currently not available. It will be activated at a future date.



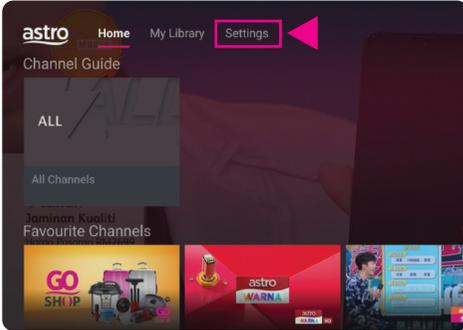
Your key to entertainment

The new Ultra Remote makes navigating easy and intuitive. So you can keep your eyes on the action.



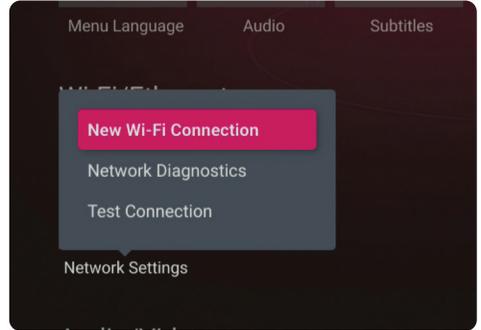
How To Connect Your Ultra Box To Wi-Fi

To enjoy full benefits and features, start by connecting your Ultra Box to Wi-Fi.



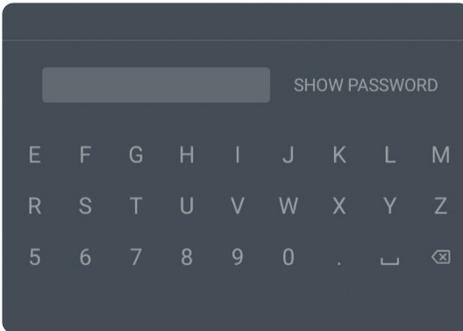
Step 1

Press  on your remote and go to Settings. Ensure that your home Wi-Fi is switched on



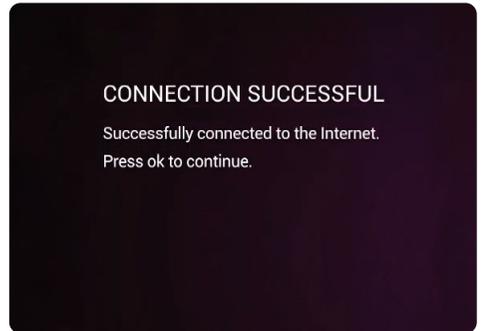
Step 2

In **Settings**, go to **Wi-Fi/Ethernet**, select **New Wi-Fi Connection** and select your network



Step 3

Enter your Wi-Fi password to connect

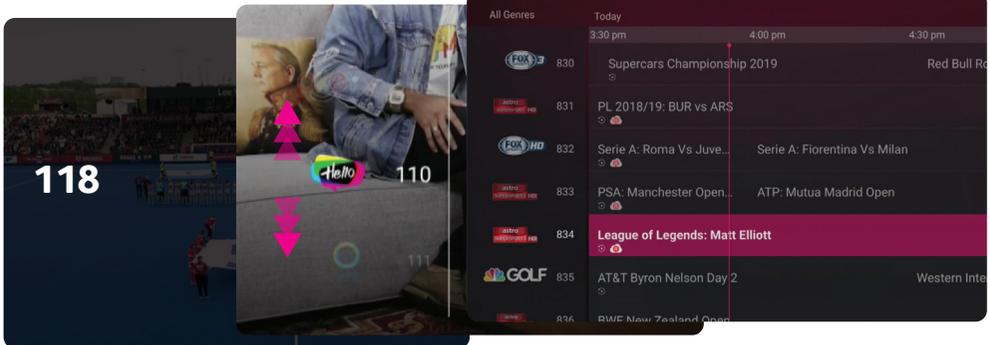


Step 4

You will receive a notification upon successful connection

How To Navigate

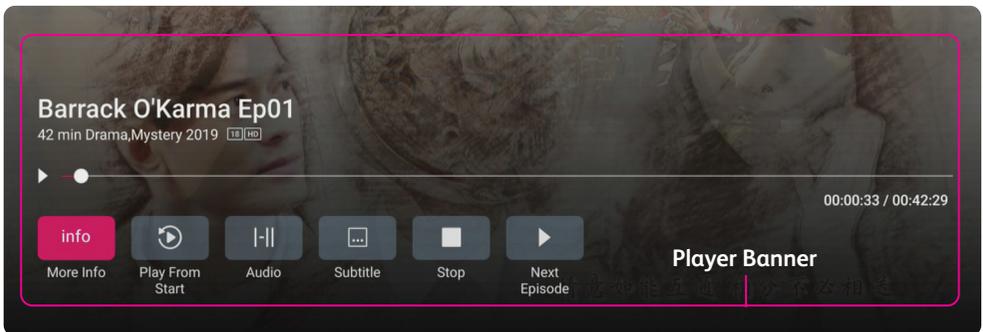
Access Your Channels



3 ways to switching your channels.

- Press **Number** keys to go directly to a channel
- Browse using the Channel **^**/**v** keys
- Use **☰** key to access the **TV Guide** and find a channel

Access The Player Banner



You can access the **Player Banner** while watching a programme by pressing the **OK** key.

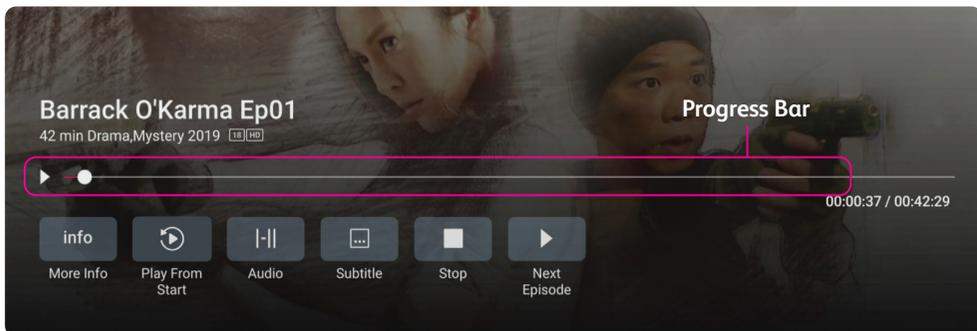
The **Player Banner** lets you:

- See the **Progress Bar**, **Rewind** or **Fast-Forward** your programme
- See the programme information
- Restart the programme from the beginning (where available)
- Record the current programme/series
- Change audio language options
- Change subtitle language options

To hide **Player Banner** press **↶**

How To **Navigate**

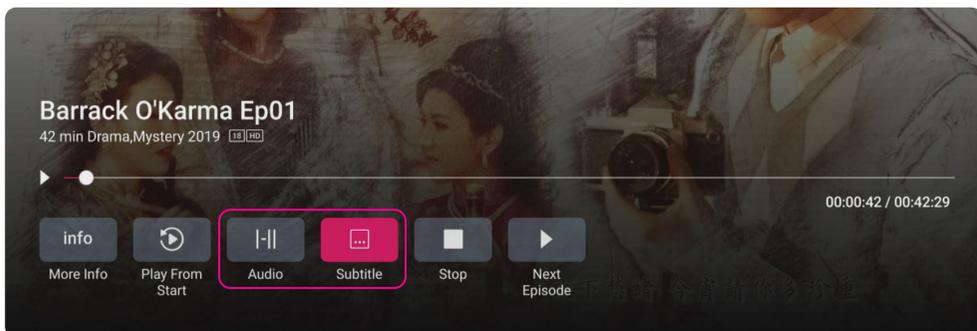
Pause/Play/Rewind/Fast Forward



While enjoying your VOD or recorded programmes, you can perform any of these functions.

- 1 Press **OK** to launch the **Player Banner**
- 2 Navigate up to the **Progress Bar**
- 3 Press **▶ ||** to **Pause/Play**
Press **◀ / ▶** to **Rewind** and **Fast Forward**
Press **■** to **Stop**

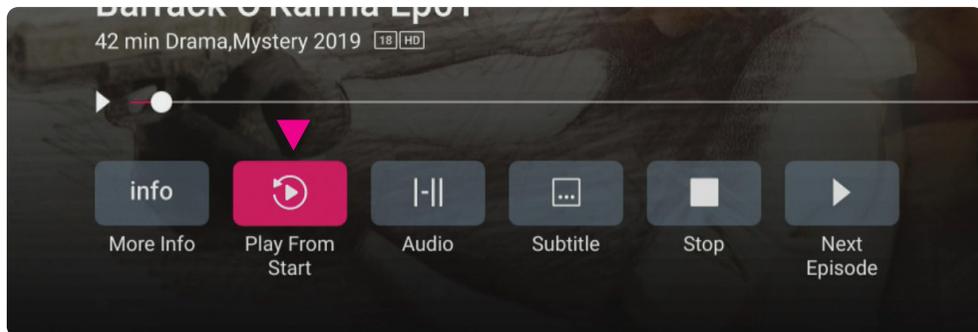
Toggle Subtitle And Audio



Looking for language options? We've got you covered.

- 1 Press **OK** to launch the **Player Banner**
- 2 Use **Arrow** keys to navigate and select **Audio** or **Subtitle** option.
Default language will be highlighted
- 3 Choose the desired language and press **OK**

Play From Start



It's not the end when you miss the beginning,
just restart your programme.

- 1 Press **OK** to launch **Player Banner**
- 2 Select **Play From Start** and press **OK**

The Record function is disabled when you **Play From Start**.

For channels simulcasting in SD and HD, **Play from Start** is only available for HD Channels.

This function is not available on Astro Best, Astro First and Astro UHD channels.

How To Record Your Programmes

Record a programme or an entire series and never miss anything ever again.

While Watching



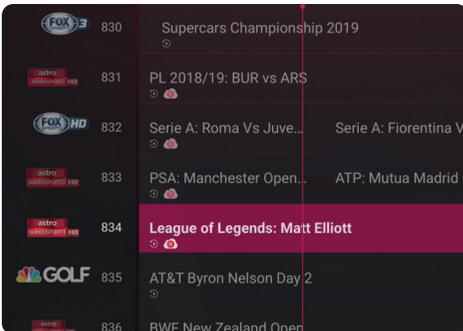
ONE-OFF Recording

- 1 Press **R** on remote
- 2 Notification will appear when recording has started

SERIES Recording

- 1 Press **R** on remote and this will automatically **record all episodes**
- 2 Notification will appear when recording has started

Via Channel Guide



ONE-OFF Recording

- 1 Press **...** key
- 2 Navigate to desired programme
- 3 Press **R** on remote. This also lets you schedule the recording of a future programme
- 4 Notification will appear to confirm recording. This **R** icon indicates a one-off recording

SERIES Recording

- 1 Press **...** key
- 2 Navigate to desired programme
- 3 Press **R** on remote. Pop-up will appear and choose series recording
- 4 Notification will appear to confirm recording. This **R** icon indicates a series recording

For channels simulcasting in SD and HD, you can only record your programme via the HD channel. Programmes from Astro UHD are not available for recording.

How To Cancel Recording

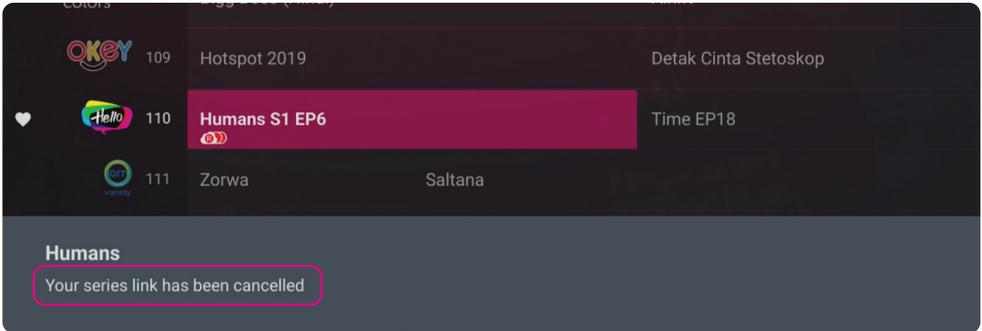
While Watching



Cancel ONE-OFF / SERIES Recording

- 1 Press **R** on remote
- 2 Use **Arrow** keys select **Yes**
- 3 Notification to confirm will appear

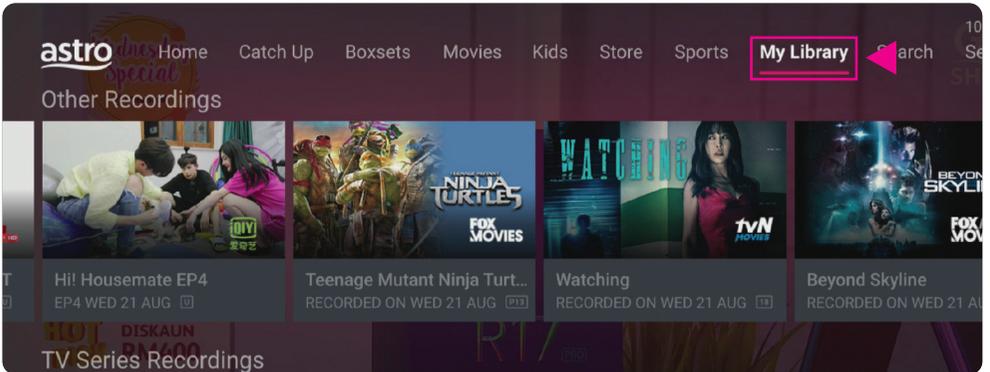
Via Channel Guide



Cancel ONE-OFF / SERIES Recording

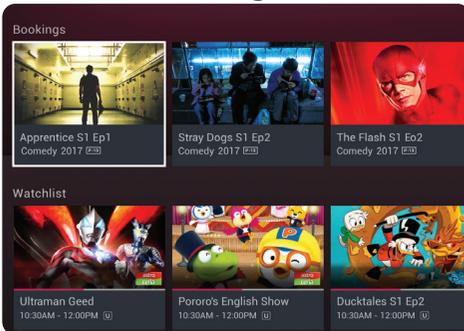
- 1 Press **...** key
- 2 Navigate to desired programme
- 3 Press **OK** to select
- 4 Select **Cancel Recording**
- 5 Notification will appear to confirm cancellation

How To Find Your Recordings



- 1 Press  on your remote then navigate to **My Library** tab
- 2 Navigate down to **Other Recordings** or **Series Recording**
- 3 Navigate to the desired recording, press **OK** to go to the **Programme Info**, and press **OK** again to **Play**

Delete Recording



- 1 In **My Library**, select the programme or episode you want to delete and press **OK**
- 2 Press **OK** to go to the **Programme Info**. Then select **delete recording** or **delete all episodes**

You will lose your recording once deleted.





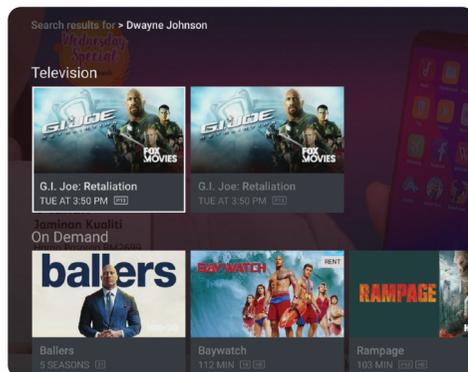
Upgrade your Cloud Storage

Included with Ultra Box	200 hours	FREE
Additional storage space subscription	400 hours	RM12/month
	1,500 hours	RM15/month

To upgrade your storage, visit selfservice.astro.com.my or call **03-7490 8102**

All prices are correct as of October 2019. Prices are subject to change without prior notice.

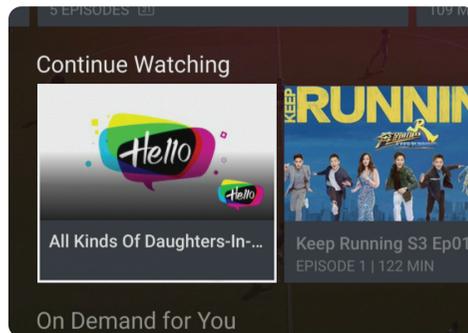
How To Use Search



Find what you're looking for faster and easier.

- 1 Press **Q** on your remote
- 2 Use **Arrow** and **OK** keys to type in the desired **title, actor, director** or **channel name/number**
- 3 Select an option that best matches your search and press **OK**
- 4 Select desired programme, press **OK** to begin watching

How To Use Stop Here, Continue There*

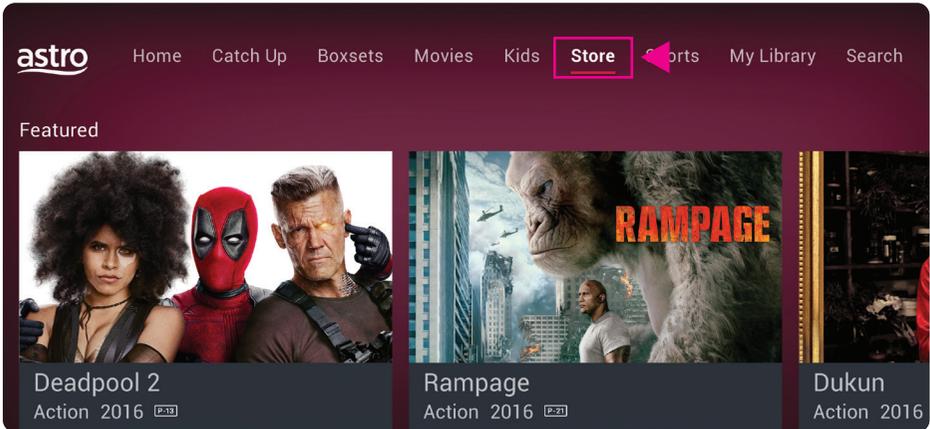


Keep watching anywhere, everywhere.

- 1 Press **OK** to launch the **Player Banner**
- 2 To stop the programme, select **STOP**
- 3 To resume watching on another device, launch the **Astro GO** app and navigate down to the **Continue Watching** section

*This function requires you to link Astro GO to your account. Find out how on pg 15.

How To Rent Via Store*

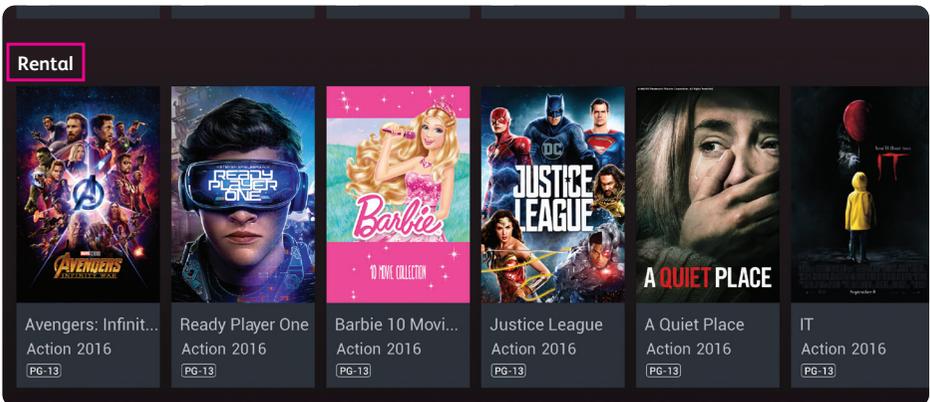


Want more? Check out the **Store**.

- 1 From **Home Screen**, use **Arrow** keys and navigate to **Store** tab
- 2 Navigate to the desired movie and press **OK** to select
- 3 Select **RENT** and press **OK**
- 4 Key in PIN (**Default PIN is '0000'**)
- 5 You will receive an on-screen notification when rental is successful
- 6 Press **OK** to play the rented programme

*Payment will be applied for rentals from the **Store**.

How To Find Store Rentals

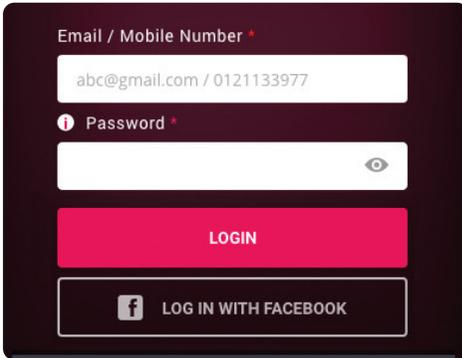


Find all your rentals in one place.

- 1 From **Home Screen**, navigate down to the **Rentals** section
- 2 Use **Arrow** and **OK** keys to select desired programme
- 3 Press **OK** to play the rented programme

How To Link To Your Free Astro GO

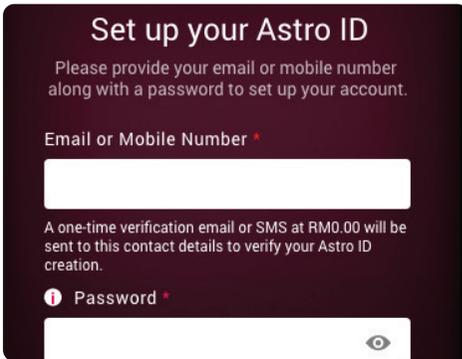
Mobile Phone & Tablet



- 1 Download the Astro GO app.

Launch the app and log in with your Astro ID. If your Astro ID is not linked to your Astro account, you will be prompted to do so once you've logged in.

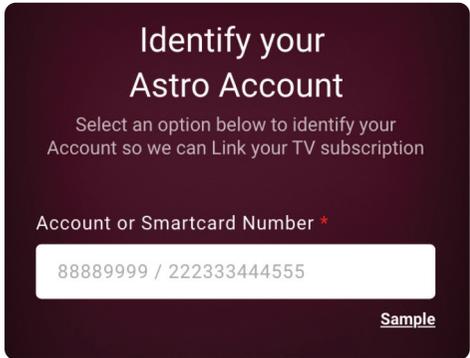
If you don't have an Astro ID, click on **Don't have an Astro ID?**



- 3 Set up your Astro ID with your email/mobile number and set your password.

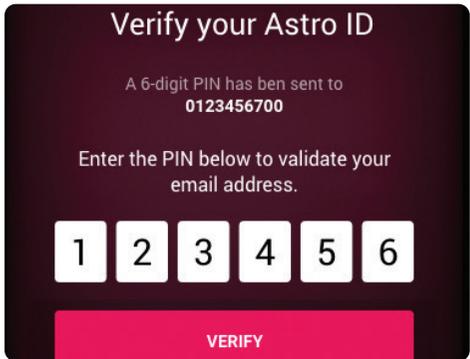
Click **Next** and you will receive a 6-digit PIN number via SMS or email for verification.

For laptop and desktop users, visit astrogo.com.my to link your account.



- 2 Select an option to identify your Astro account so we can link your subscription to your Astro ID.

Key in your Account Number or Smartcard Number followed by the account holder's My Card number. Click **Next**.



- 4 Key in the 6-digit PIN number and click **Verify**. Now, you're all set to watch Astro GO anytime, anywhere.

WhatsApp help line

For assistance please scan the QR code below:

