

Astro Plug & Play Box

FAQs

1. What is the Plug & Play Box?

Astro's Plug & Play Box is our latest box where users can enjoy the latest Astro box simply by connecting it to the TV and internet. There is no longer a need to schedule or pay for an installation. By connecting your Plug & Play Box to home broadband, you will be able to do the following:

- Watch your channels over the Internet. No more rain fade!
- Never miss your favourite shows again as you can stream **LIVE** events from the beginning, or simply pause and resume the program as you wish.
- Access a library of over 65,000 videos on demand. Catch-up or binge-watch full episodes whenever you like.
- Access your recordings anytime on TV or the Astro GO app via Cloud Recording.

Other features include pause on TV and continue watching on the Astro GO app, enhanced search capabilities and more.

2. How do I get the Plug & Play Box?

If you are interested to upgrade your box, you can do so via one of Astro's retailers or online as follows:

- Visit <https://product.astro.com.my/tv>
- Choose a pack (can be the same existing pack) and proceed
- Under 'Installation Method' choose the Plug & Play option

3. What is the recommended internet speed for the Plug & Play Box?

The minimum internet speed required to stream your shows is 10Mbps for HD viewing via the Ultra or Ulti Plug & Play Box. For 4K UHD viewing on the Ultra Plug & Play box, the minimum internet speed is 30Mbps. For better streaming experience, we recommend 100Mbps and above.

4. Do I have to pay an installation fee for the Plug & Play Box?

If you choose to self-install the Plug & Play Box, then no installation fee will be charged. However, there will be an activation fee (please refer to the table below):

	New Customer				Existing Customer			
	Subscription Fee < RM100		Subscription Fee > RM100		Subscription Fee < RM100		Subscription Fee > RM100	
	With Installer (RM)	Plug & Play (RM)	With Installer (RM)	Plug & Play (RM)	With Installer (RM)	Plug & Play (RM)	With Installer (RM)	Plug & Play (RM)
	Ultra Box	Ulti Box	Ultra Box	Ulti Box	Ultra Box	Ulti Box	Ultra Box	Ulti Box
Ultra Box	199	59	99	39	149	49	Free	Free
Ulti Box	99	39			49	19		

	Multiroom		
	With Installer (RM)	Plug & Play (RM)	
	Ultra Box	199	99
	Ulti Box	Free	Free

Better yet Whatsapp us at bit.ly/UltraBox21 to find out the latest special offers we have for you.

If you choose to have an installer to install the Plug & Play Box, then an installation fee will also apply.

5. Can I request for an installer to install my Plug & Play Box?

For a Plug & Play Box installation, it is recommended that you attempt to self-install by following the installation guide [here](#) for the Ultra Box or [here](#) for the Ulti Box. but there is an option to request for an installer to install the box at your premise. However, there will be a separate fee for this service request.

6. Why am I being charged a fee as I'm installing it on my own?

The fee is a one-time activation fee that will be charged when you subscribe to the Plug & Play Box.

7. How do I pay for the Plug & Play Box activation fee?

For self-installation, in your first bill upon activation of your Plug & Play Box, the activation fee will be included as a separate line item in your bill alongside the subscription fee.

If you choose to install the Plug & Play Box via installer, you can pay the installation fee and activation fee directly to the installer upon installation. This will be reflected in your next bill itemised as setup fee.

8. I'll be moving to a new home after activating the Plug & Play Box, do I need to pay the activation fee again?

No additional fees will be charged upon your relocation. However, you are required to notify Astro of your move. Please refer to [Astro's General T&Cs](#) for more information.

9. Why are some shows/channels unavailable on my Plug & Play Box even though they are part of my subscription?

Not all shows/channels will be available on the Plug & Play Box as this depends on contractual rights with specific guidelines on the entitlement of these shows/channels and what you have as a part of your subscription.

- Customers subscribing to the Plug & Play Box **with** Astro Broadband will not have access to 1 (one) Channel.
- Customers subscribing to the Plug & Play Box **without** Astro Broadband will not have access to 6 channels based on their subscription (*Please refer to full list below*)

Please be assured that we are continuously working hard to make more content available on the Plug & Play Box.

If you prefer to have all these channels, we recommend that you choose the Satellite dish option for the Plug & Play Box.

Unavailable channels are as below:

Subscription with another Internet service	
Channel Number	Channels
315	Star Chinese Channel HD
398	NHK World
514	Sky News HD
550	Nat Geo Wild HD
571	National Geographic Channel
618	Baby TV

Subscription with Astro Broadband	
Channel Number	Channels
398	NHK World

Please take note that radio channels will also be unavailable on your Plug & Play Box. Alternatively, you can install the free Syok App to access Astro Radio channels (<https://syok.my>).

10. Do I get a rebate for the channels I'm unable to watch with the Plug & Play Box?

Currently, there are no rebates provided when you sign-up for the Plug & Play Box.

11. How do I know if I have successfully subscribed to the Astro subscription pack with Plug & Play Box?

You will receive two separate SMS notifications upon successful sign-up with a delivery tracking number for the Plug & Play Box and the Astro SIM card.

12. How do I receive the Plug & Play Box and Astro SIM card?

After order submission, the Plug & Play Box and Astro SIM card will be couriered separately to your service address. The delivery dates with the tracking numbers will be communicated via SMS.

The Plug & Play Box and Astro SIM card should arrive within 3-working days after your order submission. You may self-install your box by following the guide [here](#) for the Ultra Box or [here](#) for the Ulti Box.

13. How do I track my delivery status?

You will receive two SMS notifications with tracking numbers separately from the courier service, one for the Plug & Play Box and one for the Astro SIM card. Please expect these SMS notifications to be sent to you within 2-3 working days upon successful order submission (online or via retailer).

14. What should I do if I have yet to receive my Plug & Play Box?

You may report the incident on WhatsApp at **03-9543 3838** by typing [PNP](#) and our dedicated agents will attend to your matter. Please have your Airway Bill tracking numbers ready for validation.

If a replacement box/Astro SIM card is deemed necessary, a new Plug & Play Box and a new Astro SIM card will be couriered to your service address.

15. What should I do once I have received both my Plug & Play Box and Astro SIM card?

Please refer to the Welcome Card inside the Plug & Play Box package and scan the QR code. You may choose to watch either the self-installation video or the Augmented Reality (AR) Installation Video to activate your Plug & Play Box. You can also view the Installation Guide [here](#) for the Ultra Box or [here](#) for the Ulti Box.

Please install and activate your Plug & Play Box within 7 days of receiving your Plug & Play Box and Astro SIM card. If you are unable to activate your Astro Box within 7 days, the Plug & Play Box will be automatically activated by Astro on the 8th day.

The billing and warranty of the Plug & Play Box shall begin on the same date of which the Plug & Play Box is activated.

In the event that you have ordered more than one (1) Plug & Play Box, please refer to the Astro SIM card letter (included with the Astro SIM card delivery) to match the right Astro SIM card to the respective Plug & Play Box. Each Astro SIM card has been paired with a specific Astro Box, thus the correct matching of box and SIM card is required for it to work properly.

16. Can I cancel my Plug & Play Box subscription if I have received my Plug & Play Box and Astro SIM card?

Yes, provided that your Plug & Play Box has not been activated and no later than 7 days upon receiving both the Plug & Play Box and Astro SIM card. In the event that you have activated your Plug & Play Box and wish to cancel, a contract penalty fee will apply.

We will reach out to you for a suitable time to pick up the Plug & Play Box and Astro SIM card.

17. What should I do if I am unable to activate my Plug & Play Box?

You may manually activate your Plug & Play Box by typing [ACTIVATE](#) on Whatsapp at 03-9543 3838 and following the steps shown.

18. What should I do if the Plug & Play Box/Astro SIM card is faulty?

You may report the incident on WhatsApp at **03-9543 3838** by typing [PNP](#) and our dedicated agents will attend to your matter. If a replacement box/Astro SIM card is deemed necessary after technical investigation, an installer will head over to your address and swap the box.

19. What do I do if I have technical issues with the Plug & Play Box?

For any technical issues, you may visit [Astro's Help & Support page](#) or contact Astro via WhatsApp at **03-9543 3838** by typing [PNP](#).

20. What is the warranty on the Plug & Play Box?

The Plug & Play Box comes with a one-year box hardware warranty.

For self-installation, there is a warranty seal at the bottom of the Plug & Play Box, which must not be removed or tampered with as this would void the one-year Box hardware warranty.

21. [Box Retrieval] What should I do with my old Astro box upon receiving my new Plug & Play Box?

Once your Plug & Play Box has been activated, a courier service will reach out to you for a time for them to pick up the old Astro box and SIM card.

Set aside these items to be ready for our delivery partner to pick up from you:

- a. Old Astro Box
- b. Old Astro Smartcard (leave this in your Astro Box)
- c. Old remote control
- d. Old power adaptor

It is not necessary to pack the items into a box prior to pick up.

22. I am an existing Astro IPTV customer, how should I connect my Plug & Play Box to the internet?

Please refer below to set up your Plug & Play Box;

To connect via LAN cable;

1. Switch off your old Astro box.
2. To connect your Plug & Play Box via LAN cable:
 - a. Remove the LAN cable from your old Astro box, and connect the LAN cable to your new Plug & Play Box.
 - i. For Maxis IPTV customers, keep the other end of the LAN cable connected to your router.
 - ii. For TIME IPTV customers, go to the other end of the same LAN cable, plug it out from your modem, and into any LAN port on your router. Ensure that you're not plugging your LAN cable back into the same box.

Note: If you have a two-in-one modem & router, you can skip step ii).

To connect via Wi-Fi;

Remove your LAN cable from your old Astro box, and do not plug it into your new Plug & Play Box.