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## FAQs for Ultra Box

### A) Getting My Ultra Box

#### 1. What is Ultra Box?

The Ultra Box is Astro's latest generation of 4K UHD enabled box with Cloud recording feature, redesigned new interface, and a dedicated UHD channel. Just connect the all new Ultra Box to the internet and take control of your entertainment and explore over 60,000 videos that are waiting to be streamed, anytime. Premier League matches and F1 races come to your home now in 4K Ultra-HD clarity. With the ability to record as many shows as you want simultaneously.

The new interface on Astro Ultra Box offers an enhanced viewing experience with a brand-new look and feel with features such as:

- **New Home Screen** - Everything you see is yours
- **Discover VOD** – Discover 60,000 videos, stream anytime, anywhere
- **Search** - Search faster and easier
- **Play from Start** - You missed the start? Just restart
- **Stop Here, Continue There** - Stop on one screen and continue on another device
- **Multi-Screen** – Stream seamlessly across any device
- **Cloud Recording** - Record all the programmes you want at the same time

#### 2. Will I be charged for the shows that I watch on the new interface?

There are no additional charges as all shows are included according to your subscription package with the exception of titles from the Store tab.

#### 3. I already have Ultra Box. How do I use all the new features?

Check out our user guide for a quick and easy way to get started!

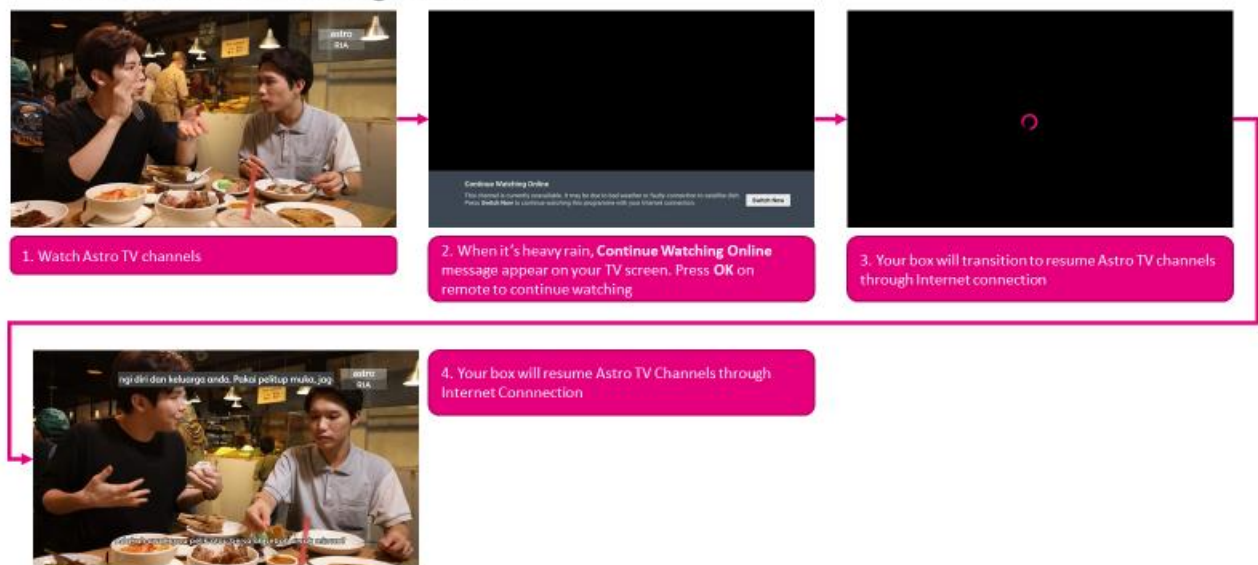
- Download our user guide in [English](#)
- Download our user guide in [Malay](#)
- Download our user guide in [Chinese](#)

Do you need more information? Watch our Astro Ultra How to videos [here](#)

#### 4. What is Continuous Viewing?

Continuous Viewing is a new feature on the Ultra Box that allows you to continue streaming your Astro shows despite bad weather or signal interruption (SCNA). To enjoy this feature automatically, please connect your Ultra Box and follow the steps below:

## How Continuous Viewing Work?



## 5. What is HDR and Dolby Atmos and why is Astro promoting it?

HDR (High Dynamic Range) improves the dynamic range of color, quality and range of the contrast of content, allowing you to see more shades of colors and details in dark or bright scenes - with an HDR TV, the bright whites look brighter, the dark blacks look darker and all the spectrum in between shines.

Dolby Atmos® is a powerful audio technology that allows you to experience multi-dimensional sound with incredible clarity, enveloping the listener in an immersive surround sound environment.

Why are we promoting it? Well because our customers deserve it. Astro continuously reviews its content proposition to offer better viewing experiences through new technology advancements

## 6. What HDR and Dolby Atmos content is available on Astro?

4K HDR content on Astro will debut with all 51 UEFA EURO 2020™ matches LIVE and during replays on the two dedicated UHD channels (Ch 781 and Ch 782). Matches beyond the quarter finals will feature Dolby Atmos.

We are looking to bring more HDR and Dolby Atmos shows to you so do stay tuned.

## 7. Am I eligible for the Ultra Box?

All existing or new Astro customers who meet the following criteria may upgrade to the Ultra Box:

1. Have an internet connection at home (recommended >10Mbps speed)



2. Maintain a minimum subscription with a HD + Recording service

If you live in a high-rise building, please call us at 03-74818000 to check if your building can support the Ultra Box. If your high-rise building allows for the set-up of individual dishes you will be able to upgrade to the Ultra Box, subject to the criteria above.

We also recommend a 4K UHD supported TV that is HDCP2.2 compliant to access the Astro UHD channels.

Note: If you do not have an internet connection at home, you may take up the Ultra Box bundled with Astro's broadband package with rebates of up to RM30/month. For more details and to sign up for Astro & Broadband, please click [here](#).

8. **Will there be any installation involved when I upgrade to the Ultra Box?**

Yes, we will swap your current Astro Box to the Ultra Box, and perform any necessary installation to support it.

9. **Do I need to own a 4K UHD TV for the Ultra Box?**

No, you can upgrade/sign up for the Ultra Box without a 4K TV.

New features such as New Home Screen, Cloud Storage, streaming VOD, Play From Start, Search, Stop Here Continue There, can still be accessed and enjoyed.

However, to access the 4K UHD channel (CH 780), a compatible 4K TV that is HDCP 2.2 compliant is required.

10. **How do I check if my TV model supports Astro's 4K UHD standard?**

Please check the back of your TV, TV Manual or speak to your TV manufacturer to find out if your TV:

- Supports 4K UHD resolution
- Is HDCP 2.2 compliant

Without these criteria, you will not be able to access Astro's 4K UHD channels.

11. **What is 4K UHD and tell me about the UHD content available with the Ultra Box?**

4K UHD offers 4 times the resolution of HDTV (4K UHD has 3840x2160 resolution with 8 million pixels compared to HD which has 1920x1080 with 2 million pixels), sharper detail, smoother lines and a richer colour palette, as well as a vibrant colour TV experience.

Customers with Ultra Box can access Astro UHD Channel (CH 780) to enjoy our UHD offerings. Astro UHD Channel will show a selection of mixed-genre programming including sports, movies, documentaries and concerts. Sports highlights include the Premier League, the Spanish Primera Liga and the Formula 1 World Championships.



In addition, we will also be showing selected latest blockbuster movies in Ultra HD via Astro Best Channel 481. Please note that a standard rent of RM12/movie for 48 hours applies.

#### 12. **Will I be charged for accessing Astro's UHD Channel 780?**

No, you will not be charged for accessing Astro's UHD Channel (CH 780) as it is available for all customers upgrading to the Ultra Box.

- Please ensure that your TV supports 4K UHD resolution and is HDCP 2.2 compliant to access Astro's 4K UHD channels.
- Maintain a minimum subscription with a HD + Recording service.

#### 13. **Why can't I view some channels that are part of my subscription?**

You're probably trying to view SD version of the channel. Please switch to the corresponding HD channel that is now available on the Ultra Box for the best viewing and recording experience.

#### 14. **What is Astro Cloud?**

Astro Cloud is a new way of recording your favourite shows. Your recordings will be stored on Astro's cloud servers, allowing you to record all the programmes you want at the same time from your TV or Astro GO simultaneously.

All Astro customers are entitled to 200 hours of free cloud recording storage. Astro Cloud is currently available through Ultra Box and Astro GO app.

#### 15. **I need more Cloud storage; how do I upgrade my storage?**

To upgrade your storage space, please call us at 03 7490 8102, or login at [selfservice.astro.com.my](http://selfservice.astro.com.my), and select Subscription -> Astro Cloud. The current upgrade options are as below, and will be shared across all your household devices (Ultra Box and mobile devices with Astro GO).

| Hours of HD Recording | Rate |
|-----------------------|------|
| 200 hours             | FREE |
| 400 hours             | RM12 |
| 1,500 hours           | RM15 |

*\*Please note, cloud recordings on TV is currently for the Ultra Box only*



**16. Why am I unable to record some of my programmes on Astro Cloud?**

To give you the best viewing experience, Cloud Recording is configured to record on HD channels only. For example, to record a show on Astro Ria, you will need to record on Channel 104 (Astro Ria HD) instead of Channel 124 (Astro Ria). All cloud recordings will be stored for a limited time while some channels cannot be recorded. Click [here](#) for the full list of retention period for all channels.

**17. How will I know when is the expiry date for the programme I have recorded on Astro Cloud?**

Under My Library, the expiry date for each programme will be displayed on the programme poster 30 days prior to the actual expiry date.

**18. I live in an apartment / condominium / flat / high-rise building. Can I get the Ultra Box?**

For buildings with centralized infrastructure:

Only certain buildings have the required centralized infrastructure today to support transmission for the Ultra Box. Please call us at 03-74818000 to identify if your building can support the Ultra Box.

For buildings that allow setup of individual satellite dishes:

If your building allows you to install your own satellite dishes, you may upgrade / sign up for the new Ultra Box. Please refer to Question (5) for additional criteria to get the best out of the Ultra Box experience.





## FAQs for Ulti Box

### A) GETTING MY ULTI BOX

#### 19. What is the Ulti Box?

The Ulti Box is Astro's latest generation of Internet connectivity & HD enabled box with multi-phased innovative services such as Cloud Recording, a fresh new interface with new features and a sleek remote control.

#### 20. Am I eligible for the Ulti Box?

You must subscribe to an Astro subscription (NJOI customers are not eligible) in order to get the Ulti Box. The eligibility criteria for the Ulti Box are as follows:

##### **New Customers**

All new Astro customers with a monthly subscription fee of below RM100 will be entitled to select the Ulti Box upon signing up for Astro's packages.

##### **Existing Customers (Box Upgrade for Primary or Multiroom)**

Existing customers are required to have an internet connection at home with a recommended internet speed of 10Mbps and above in order to upgrade your existing box to Ulti Box.

Note:

- Existing Ultra Box customers are not eligible for a swap to the Ulti Box.
- If your existing box is a PVR, you will lose access to all the recordings stored in the PVR

##### **Multiroom (New subscription)**

Customers subscribing for an additional multiroom subscription are entitled to select the Ulti Box as part of the subscription.

#### 21. How much is the Installation Fee for Ulti Box?

Please see the table below for the offers available for residential customers.

| Installation Fee                        | Existing Customer | New Customer | Multiroom                            |
|---|-------------------|--------------|--------------------------------------|
| <b>Monthly Pack of RM 100 and above</b> | N/A*              | N/A**        | Comes complete with the subscription |
| <b>Monthly Pack below RM 100</b>        | RM 49             | RM 99        |                                      |

##### **Notes:**

- Ulti Box installation is free when you add broadband for Starter Pack and above.
- Installation fee includes Government tax.
- Monthly subscription fee does not include Government tax.
- All Ulti Box offers include a contract Period of 24 months with a pro-rated early termination fee of RM600 (excluding Government tax).
- The installation fees listed above applies for a standard installation of the Ulti Box in your home. Additional charges may apply for non-standard installation.
- \* Existing customers with monthly pack  $\geq$ RM100 are recommended to select Ultra Box @ FREE Installation fee with 24 months contract.
- \*\* New customers with monthly pack  $\geq$ RM100 are recommended to select Ultra box @RM99 installation fee with 24 months contract.
- You may visit [www.astro.com.my/ultra](http://www.astro.com.my/ultra) to find out more details about Astro Ultra Box.



**22. How much do I need to pay for Ulti Box as a broadband customer?**

As a new broadband customer, you are entitled for Ulti Box free of charge if you subscribe to Astro & Broadband bundle with Starter Pack and above.

**23. How do I sign up for the Ulti Box?**

You may reach out to us by calling in to 03-7481 8000 or visit us at any of our [customer service centres](#).

**24. Can I watch 4K UHD content on the Ulti Box?**

No, the Ulti Box does not support 4K UHD content. If you would like to watch Astro's 4K UHD content, please sign up for an Ultra box at [www.astro.com.my/ultra](http://www.astro.com.my/ultra).

**25. The installation fee for Ulti Box covers standard installation. What does that mean, and what happens if I require non-standard installation?**

Our standard installation will cover the Ulti Box, workmanship, , and accessories required for the installation of the Ulti Box which includes:

- a. Labour
- b. One Ulti Box and one ODU or LNB (if required)
- c. Bare surface run cable with clips (includes 15m cable and F-connectors)
- d. Transportation;
- e. Basic connectivity to TV;
- f. Activation of the Ulti Box;
- g. Demonstration on operations of the Ulti Box and its features;
- h. 6 months installation workmanship warranty.

Our installers will be able to advise you on the best installation options for your home under the standard installation. If you require non-standard installation, additional cost of accessories is to be borne by the customer.

**26. Will there be any installation involved when I upgrade to the Ulti Box?**

Yes, we will swap your current Astro Box to the Ulti Box and perform any necessary installation to support it.

Note: Customers currently on Ultra Box are not eligible for a swap to Ulti Box.

**27. Does the new Ulti Box support Dolby Atmos?**

Currently, Dolby Atmos audio is not available on Astro's HD & SD broadcast. However, the Ulti Box is Dolby Atmos audio enabled and we are working towards bringing this feature to you.

**28. What happens to all existing recordings on my Personal Video Recorder (PVR) when it is replaced with the Connected HD Box? (Only applicable to customers who signed-up for the Trial with PVR box)**

29. All existing recordings on the PVR will no longer be accessible and new recordings will be stored via Astro Cloud on the Connected HD Box.



## B) CONNECTING MY ULTI BOX

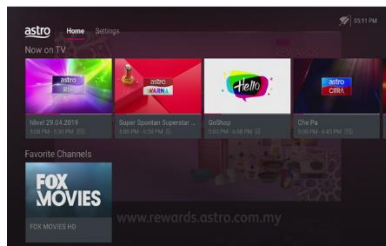
### 30. What are the benefits of connecting my Ulti Box to home Wi-Fi?

We recommend connecting your Ulti Box to home Wi-Fi to enjoy the full features and functionalities of the new box.

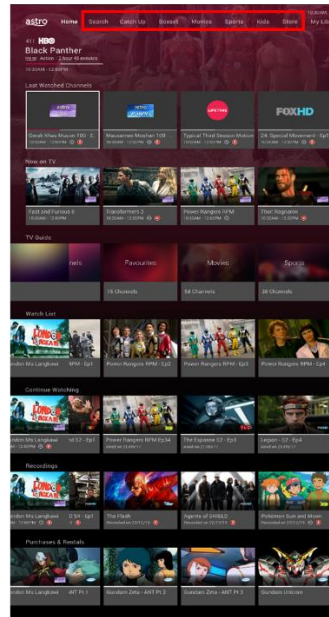
The main benefit of connecting your box are:

**A. Discover more VOD content with over 60,000 videos for you to watch anytime.**

Non - connected Ulti Box



Connected Ulti Box



With a connected box, you gain access to an enhanced Search feature and additional content on demand. These are available on the Catch up, Boxset, Movies, Sports, Kids and Store tabs

### B. Access to Astro Cloud Recording

All recordings are done via Astro Cloud recording service, which requires an Internet connection.

### C. Play from Start

You missed the start of a show? Use the new Play from Start function, that allows you to restart the show from the beginning by streaming it from the internet. You can also pause, rewind, and forward up to the point where the show is currently showing.


### 31. How do I connect my Ulti Box to my home Wi-Fi?

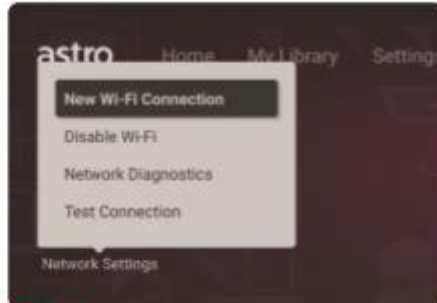
#### How to Connect Your Ulti Box to Wi-Fi

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



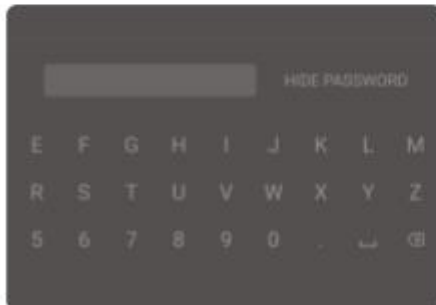
##### Step 1

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



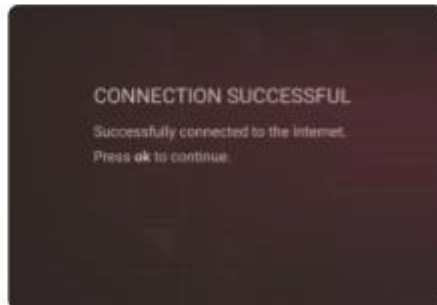
##### Step 2

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



##### Step 3

Enter your Wi-Fi password to connect.




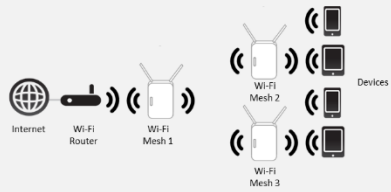
##### Step 4

You will receive a notification upon successful connection.

### 32. What do I do if I have a weak Wi-Fi signal to my Ulti Box?

We recommend that you get a Wi-Fi repeater or Wi-Fi mesh to extend the Wi-Fi coverage in your home. Please refer to the table below for a comparison between Wi-Fi repeater and Wi-Fi mesh options.

## Comparison Between Wi-Fi Repeater and Wi-Fi Mesh

|   | Wi-Fi Repeater(Range Extender)  | Wi-Fi Mesh  |
|---|---|---|
| <b>Introduction</b>                     | Extend coverage via Wi-Fi from main router by re-transmitting main Wi-Fi  | Extend coverage from main router with a set of mesh device wirelessly   |
| <b>Size of Home</b>                     | Recommended for homes <900 sqft   | Recommended for homes >900 sqft   |
| <b>Advantages</b>                       | Cheaper   | Better signal strength and performance  |
| <b>Disadvantages</b>                    | Degrade in signal strength & performance for repeated Wi-Fi   | <ul style="list-style-type: none"> <li>More costly</li> <li>Need to put a few devices within the home</li> </ul>  |
| <b>Network Setup</b>                    |    |   |
| <b>Recommended options for purchase</b> | <ul style="list-style-type: none"> <li>D-Link DAP1860 - Retail price RM389</li> <li>TP Link RE650 - Retail price RM429</li> </ul> | <ul style="list-style-type: none"> <li>TP Link M9 Plus - Retail price RM999 for 2 units (covers up to 4,500 sqft)</li> <li>D-Link COVR-2202 - Retail price RM999 for 2 units (covers up to 6,000 sqft)</li> </ul> |

### 33. I am unable to record my shows on the Ulti Box. What can I do?

The new Ulti Box uses Cloud Recording to record all programmes. To record your shows on the Ulti Box, it has to be connected to the internet. Please refer to <https://acm-cms-assets.eco.astro.com.my/acm/media/other/ulti-box-user-guide-final.pdf> for a guide on connecting your Ulti Box to Wi-Fi.

We recommend a home broadband speed of at least 10Mbps and above for optimal access to cloud recording.

### 34. Will I be able to watch my live channels using Internet on the Ulti Box?

No, all TV channels viewed on the Ulti Box are broadcasted via satellite. The Internet connection will give you access to On Demand content, Cloud recordings, Play from Start and enhanced search function features.

## C) ALL ABOUT THE NEW INTERFACE

### 35. Tell me more about the new interface

The new interface offers an enhanced viewing experience with a brand-new look and feel with features such as:

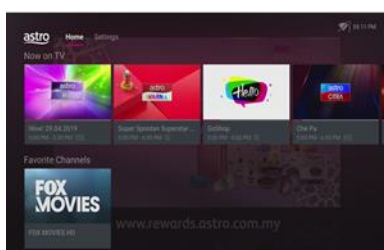
- ✓ **New Home Screen** - Everything you see is yours
- ✓ **Discover Video on Demand (VOD)** - Discover up to 60,000 videos, stream anytime, anywhere
- ✓ **Search** - Search your favourite show or video faster and easier
- ✓ **Play from Start** - Missed the start of the show? Just restart
- ✓ **Stop Here, Continue There** - Stop on one screen and continue on another device
- ✓ **Multi-Screen** - Stream seamlessly across any device
- ✓ **Cloud Recording** - Record all the programmes you want at the same time



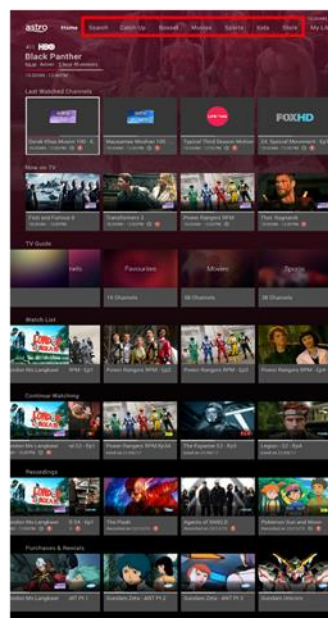
The first screen you will see is our new Home screen. We highly recommend you connect your Ulti Box to your home Wi-Fi to enjoy the full features of the new user interface.

Once the Ulti box is connected to home Wi-Fi, you will get additional features and functionalities and have access to On Demand shows organized according to our new tabs:

**Non - connected Ulti Box**



**Connected Ulti Box**



With a connected box, you gain access to an enhanced Search feature and additional content on demand. These are available on the Catch up, Boxset, Movies, Sports, Kids and Store tabs





### 36. What are the different tabs on the “Home” Screen?

You will find shows organized under these tabs to ease discovery and access:

- a. **Home** – Your subscription at a glance. Use the arrow keys on the remote to navigate.
- b. **Catch Up** – Watch the latest episodes of the current season.
- c. **Boxsets** – Binge-watch past seasons of your favourite programme.
- d. **Movies** – Bringing the big screen home, from Hollywood blockbusters to local and international films.
- e. **Kids** – Find fun and educational shows for your kids.
- f. **Store** – A selection of new programmes and movies for you to rent, including blockbusters from Astro First and Astro Best.
- Sports** – Check out a wide range of sports coverage, including matches, replays and highlights.
- g. **My Library** – All your recordings, Pay-Per-View programmes, and scheduled future recordings are found here.
- h. **Search** – Find programmes by the title, actors, directors, channel name or channel number.
- i. **Settings** – Customise settings for your Astro experience.

### 37. Tell me more about the groups of shows on my Home Screen

- a) Featured – Latest trending programmes for your enjoyment
- b) Favorite Channels – TV channels you have selected as Favourites
- c) Last Channel Watched – Previously watched channels
- d) Now On TV – What you can watch right now
- e) TV For You – Recommended programmes you will love
- f) Channel Guide – Your sneak peek into the next 7 days of programmes
- g) Live Events – Watch special events as they happen
- h) Your Watchlist – Video On Demand (VOD) programmes you have added to your watchlist
- i) Continue Watching – Resume your VOD where you left off
- j) Rentals – Stores your rented Pay-Per-View programs
- k) On Demand For You – VOD programmes recommended just for you
- l) On Demand Last Chance – VOD programmes expiring in the next 48 hours

### 38. How do I access my preferred TV channels? (E.g. Ch 501 for Astro Awani)

Your favourite channels now appear on the Home Screen, under “Channel Guide”. You can also key in your preferred channel number to go straight to your channel (e.g. “411” for HBO HD channel) or just press the channel ‘Up’ and ‘Down’ button on your remote.

### 39. Where are my On Demand shows located now?

Your On Demand shows are now organized into the following tabs: “Catch Up”, “Boxsets”, “Movies”, “Kids” and “Sports”.

### 40. Will I be charged for the shows that I watch on the new interface?

There’s no additional charges as all shows are included according to your subscription package. Chargeable shows are only found under “Store”, where you will be able to rent the latest blockbusters on Astro First, Astro Best, or other paid shows from our extensive On Demand library.



#### 41. How do I search for a show?

To search for a show, follow these steps:

##### How to use Search



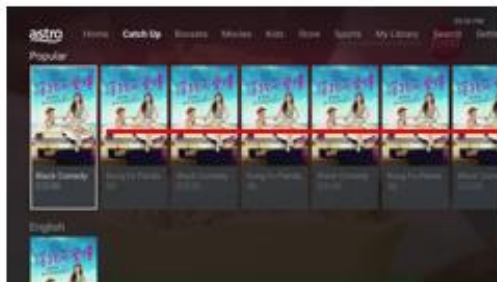
Find what you're looking for faster and easier.

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

Note: To search for Mandarin/Tamil shows, please use the English title of the show (for example, 'A Million Dollar Dream') or search by the name of the actor, actress, or director (for example He Ying Ying for 'A Million Dollar Dream')

#### 42. How do I add/remove a show from "My Watchlist"?

To add/remove a show please refer to steps below:



1. Scroll to the On Demand title you want to add to Watchlist" and press **Ok** on your remote



2. Select "Add to Watchlist"



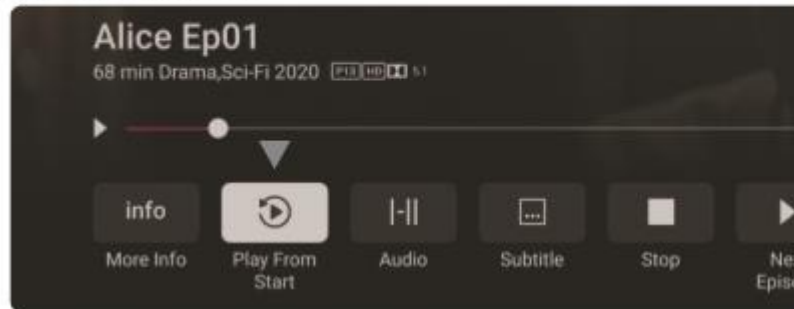
- Note: if you would like to remove the title from "Watchlist", select "Remove from Watchlist"



#### 43. What is Play from Start and how do I use it?

You missed the start of your show? Just restart from the beginning. To restart your show, press 'OK' on your remote and select 'Play from Start'.

##### 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 and Astro First channels.

Please note that you will not be able to record using Play from Start. If you would like to record a show from the beginning:

1. Press the '...' button (Guide) on your remote to access the channel guide, search for your show and press 'OK' and select 'Record'.
2. Alternatively, search for the show by pressing the , and watch it on demand if it is in our library.

Play from Start is not available for Astro Best and Astro First channels

#### 44. Can I pause a Live TV show?

You cannot pause a Live TV show transmitted directly via satellite. However, you can use the Play from Start function to watch the show using your internet connection. This will enable you to pause, rewind, or fast forward up to the point where Live TV is showing.

#### 45. What are the differences in "My Library" in the new interface compared to the existing Astro interface?

If you are upgrading to the Ulti Box from an existing Astro box, you will find a change in the layout of your recorded programs, as well as some additional functions, as detailed below:

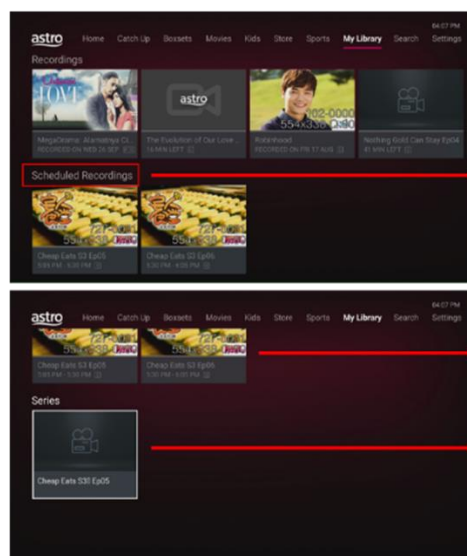
|                               | Existing Interface | New interface |
|-------------------------------|--------------------|---------------|
| Access to On Demand downloads | Yes                | No            |

|   |     |     |
|---|-----|-----|
| Access to recorded shows                                      | Yes | Yes |
| Full display of booked recordings                             |     | S   |
| Multi-view display of title by single episode and full season |     | S   |

Recordings are now organized by individual episodes or seasons/series to help you access your recordings more easily:

### New interface

### Old interface



Your booked recordings

Recordings of individual episodes

Recordings of episodes by season/series

### 46. Will I still be able to download On Demand videos and watch it later from “My Library”?

On Demand content is now streamed from the Internet with picture quality based on your Internet speed. Download feature is not available, and we will update you when this function becomes available in the future.

### 47. Where are the programs in the existing interface located in the new interface?

Please see table below to find where your favourite programs on the old interface are located in the New Interface:

| Existing Interface   | New Interface  |
|----------------------|--|
| Top Free Picks       | Now in Catch Up, Boxsets, Movies, Kids and Sports, according to the category of the show                           |
| Channels             | Now in Home > Channel Guide  |
| Continue Watching    | Now in Home > Continue Watching  |
| Astro First and Best | Now in Store   |
| TV Shows For You     | Now in Catch Up, Boxsets, Movies, Kids and Sports, according to the category of the show                           |
| Movies For You       | All free movies according to your subscription will be found in Movies<br>All chargeable movies are found in Store |
| K-entertainment      | Now in Catch Up, Boxsets and Movies, according to the category of the show   |
| Hot Deals            | Now in Store   |
| Sports               | Now in Sports  |
| Watchlist            | Now in Home > Watchlist  |



48. **What is the difference in ratings classification in the New Interface?**

We have added a new category of P-21 for certain shows. Please see the table below for the difference before and after the New Interface:

| Before      | After   |
|-------------|---|
| U           | U - Programme suitable for all ages               |
| P13         | P-13 - Programme not suitable for people under 13 |
| P18         | P-18 - Programme not suitable for people under 18 |
| Unavailable | P-21 - Programme not suitable for people under 21 |

Please note that for shows rated P-21, you are required to key in your pin code to view the show. The default PIN code is 0000.

49. **Why can't I find some of the older episodes On Demand?**

Due to content rights, not all episodes of shows are available on Astro permanently. Please be assured that we are doing our best to secure rights for full seasons of these shows. Meanwhile, explore other great shows on our new tabs: Catch Up, Boxset, Movies, Kids, Sports and Store.

50. **Why can't I find certain shows with "Search"?**

When using the Search engine, do include numerals and symbols (i.e. S.W.A.T. not SWAT). You may also search using the names of actors or directors as an alternative in searching for a show.

51. **I don't have the Ulti Box but would like to experience the new user interface. What are my options?**

Please upgrade to our latest Ulti Box or Ultra Box to enjoy the new user interface and cloud recording feature.

Alternatively, you can also enjoy the new user interface by updating/downloading the Astro GO app and linking it to your Astro account. For more details, please visit [here](#).

**D) UNDERSTANDING MY NEW REMOTE CONTROL**

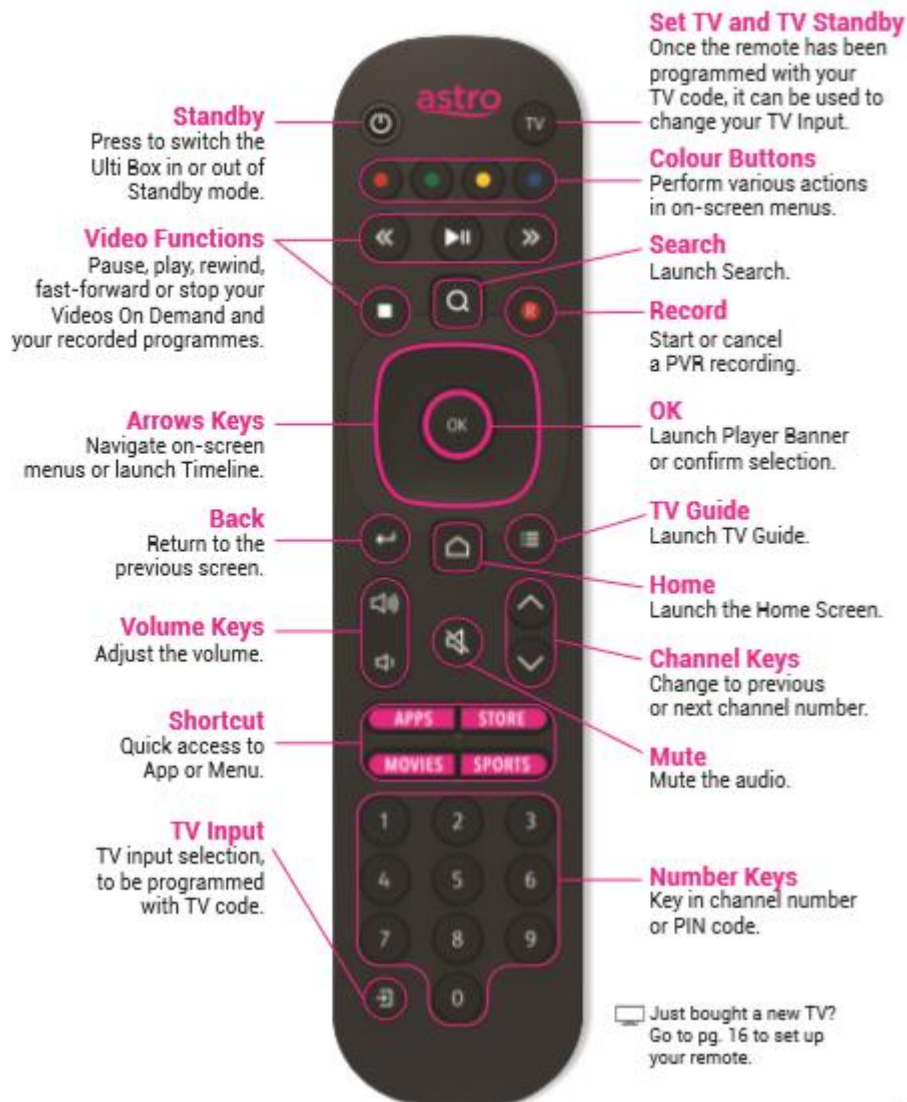
52. **What are the functions of the new remote control that comes with the Ulti Box?**

Below are the list of functionalities of the new remote for the New Box:



## Your key to entertainment

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



Tip:

- Your favourite channels will appear on the “Home” page or you can click the “Back” button on your remote and key in your preferred channel number e.g. “411” for HBO HD channel. While watching an On Demand show, you can return to watching TV channels by keying in the channel number.
- Pressing the “Record” button triggers a recording of the channel that you are currently watching. Pressing it again will cancel the recording.
- To book future recordings, you may Press the “TV Guide” button to launch the Channel Guide, scroll to your desired programme, press “Ok” on your remote, then select “Record”.
- While you are watching an on demand or recorded programme, you may use the fast forward or rewind buttons on your remote to initiate forward, rewind, pause or play.

## E) ALL ABOUT ASTRO CLOUD

### 53. What is Astro Cloud?

Astro Cloud is a new way of recording your favourite shows. Your recordings will be stored on Astro’s cloud servers, allowing you to record all the programmes you want at the same time from your TV or Astro GO simultaneously.



You can also perform multiple recordings, and schedule multiple recordings before the show airs. Finally, watch your recordings anytime, on TV or your Astro GO app.

#### 54. Do I get Astro Cloud?

All Astro customers are entitled to 200 hours of free cloud recording storage, shared across your devices. Astro Cloud is currently available through Astro GO, Ultra Box and Ulti Box.

If you would like to upgrade your Cloud storage, please call **03 7481 8000**.

| Astro/Astro GO   |      |
|--|------|
| Hours of HD recording  | Rate |
| 200 hours  | Free |
| 400 hours  | RM12 |
| 1,500 hours  | RM15 |
| Please note, cloud recordings on TV is currently for Ultra Box and Ulti Box only |      |

#### 55. How to Record with Astro Cloud?

##### How to Record Your Programmes

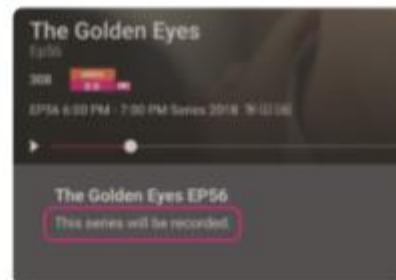
Record a programme or an entire series and never miss anything ever again.

##### While Watching



##### ONE-OFF Recording

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



##### SERIES Recording

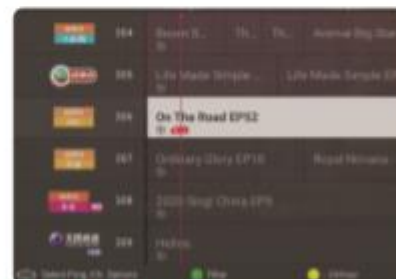
- 1 Press **RECORD** on remote and this will automatically record all episodes.
- 2 Notification will appear when recording has started.

##### Via TV Guide:



##### ONE-OFF Recording

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



##### SERIES Recording

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


For channels simulcasting in SD and HD, you can only record your programme via the HD channel.



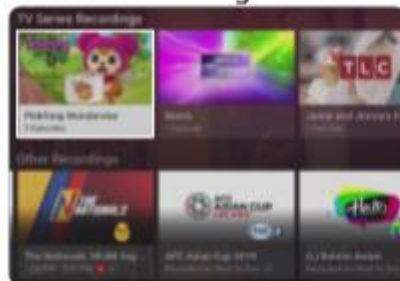
## 56. How do I find my recordings?

### How to Find Your Recordings



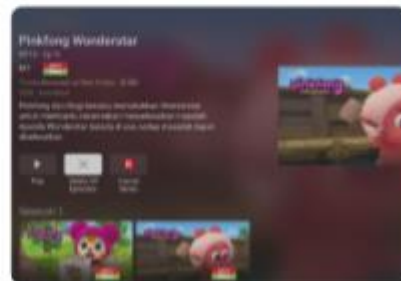
- 1 Press  on your remote then navigate to **My Library** tab.
- 2 Navigate down to **Other Recordings** or **TV Series Recordings**.
- 3 Navigate to the desired recording, press **OK** to go to the **Programme Info**, and press **OK** again to **Play**.

### Delete Recording



- 1 In **My Library**, select the programme or episode you want to delete and press **OK**.

You will lose your recording once deleted.



- 2 Press **OK** to go to the **Programme Info**. Then select **delete recording** or **delete all episodes**.

## 57. What is my cloud storage amount?

All Astro customers are entitled to a complimentary of 200 hours of HD recording, which you can access via the new Ulti Box, Ultra Box or the Astro GO app. You may also upgrade to 400 hours of cloud recording for RM12/month or 1,500 hours for RM15/month, whichever suits your recording need.

## 58. How do I check my remaining Astro Cloud storage space?

To check your remaining Cloud storage space, press 'Home' and select 'Settings'. Scroll down to 'Box and Storage Management' and select 'Manage Storage' to see your remaining storage.

Alternatively, you can also check your remaining storage space by accessing 'My Library' and selecting 'See All' on either 'Single Recordings' or 'Series Recordings'. Here you will see your remaining storage space on the top right of the screen.

## 59. What happens when I have used up my Astro Cloud storage space?

As you approach the storage limit of your Astro Cloud, you will receive reminders to delete recordings, or upgrade your Astro Cloud storage space.

To delete recordings, please go to "My Library" to select and delete past recordings.

If you choose not to delete recordings, the oldest recordings will be deleted automatically to make space for new recordings.

## 60. I need more Cloud storage; how do I upgrade my storage?

To upgrade your storage space, visit [selfservice.astro.com.my](http://selfservice.astro.com.my), and login with your Astro ID. Then, click the **UPGRADE** button under "CLOUD STORAGE"



**Hi**

**Account Summary**

**ACCOUNT**  
2 Smartcards

Total Amount Due  
RM53.00

Account status  
Active

VIEW BILL

PAY BILL

**MENU OPTIONS**

- Ac Account Summary
- Bi Bill and Payments
- Tr Transactions
- Pe Personal Info
- Sh Shop

**SMARTCARD 1.0**   
Card number C

Address

RELOCATE

Card status

ACTIVE

REFRESH

Decoder type

DMT4

UPGRADE

Subscription plan

CHANGE

Add ons

21 ITEMS

MANAGE

**SMARTCARD 1.1**   
Card number 0166 0126 5578

**CLOUD STORAGE**  
200hrs

200hrs Plan

UPGRADE

Alternatively, you may call us at 03 7481 8000.

The current upgrade options are as below and is be shared across all your household devices (Ulti Box, Ultra Box and mobile devices with Astro GO).

| Astro/Astro GO   |       |
|--|-------|
| Hours of HD recording  | Rate  |
| 200 hours  | Free  |
| 400 hours  | RM 12 |
| 1,500 hours  | RM 15 |
| Please note, cloud recordings on TV is currently for Ultra Box and Ulti Box only |       |

61. **Will I be able to enjoy Astro Cloud without the new Ulti Box?**

Yes. For non-Ulti Box customers, you can enjoy Astro Cloud via the Ultra Box or Astro GO app. To download Astro GO, please click the link for [iOS](#) or [Android](#). After downloading the app, [link](#) your Astro account and you are set to begin.

62. **Why am I unable to record some of my programmes on Astro Cloud?**

To give you the best viewing experience, Cloud Recording is configured to record on HD channels only. For example, to record a show on Astro Ria, you will need to record on Channel 104 (Astro Ria HD) instead of Channel 123 (Astro Ria). Please note that due to limitation of content rights, some channels cannot be recorded, while some recordings will only be valid for a limited time. Please refer to [Ultra Box website](#) FAQ Q13 "Why am I unable to record some of my programmes on Astro Cloud?" for the list of channels that fall under these categories.

63. **How will I know when is the expiry date for the programme I have recorded on Astro Cloud?**

Under "My Library", the expiry date for each programme will be displayed on the programme poster 30 days prior to the actual expiry date.



#### 64. What will happen to my recordings if my account is suspended?

If your Astro account is suspended, you will not be able to schedule new recordings, nor watch recorded shows on “My Library”. However, we will still record all scheduled recordings before your account was suspended. When you have reactivated your account, all recording services will be resumed.

| Astro account | Schedule New Recording | Existing Schedule Recording to proceed with recording | Playback Recorded Shows |
|---------------|------------------------|---|-------------------------|
| Active        | ✓                      | ✓   | ✓                       |
| Suspend*      | ✗                      | ✓   | ✗                       |
| De-installed  | ✗                      | ✗   | ✗                       |

\*Suspend includes voluntary suspension of any decoder in a multi-decoder household, voluntary suspension of single subscription decoder and non-pay suspension

#### 65. What will happen to my recordings if I downgrade my Cloud Recording hours?

If you choose to downgrade your Cloud Recording storage, some of your recordings will be automatically deleted if you exceed the number of hours in the new plan. For example, downgrading from 1,500 hours to 200 hours Cloud Recording will result in the automatic deletion of all excess recordings above 200 hours, from oldest to newest.

We would advise you to please select and delete your unwanted recordings first before downgrading to avoid this automatic deletion of excess recordings.

### F) GENERAL TERMS AND CONDITIONS FOR ULTI BOX (Non Broadband / Non IPTV)

#### 66. Is there a contract period for the Ulti Box?

If you have selected the Ulti Box with a contract, a standard commitment period of 24 months will apply and a fee will apply for early termination of the services.

| Customer Type       | Commitment period | Early termination penalty fee |
|---------------------|-------------------|-------------------------------|
| New subscriber      | 24 months         | RM 600 (Pro-rated)            |
| Existing subscriber |                   |                               |

Note:

- Upon termination of the subscription, the customer is required to return the Ulti Box to Astro within 14 days through one of **Astro's Customer Service Centres** or by calling in to 03-95433838 to arrange for a box collection (retrieval). The cost of such retrieval shall be payable directly to the Astro's representative appointed to perform such retrieval.
- The early termination fees listed above are not inclusive of Government tax.

#### 67. Who owns the Ulti Box?

The ownership of the Ulti Box remains with Astro at all times, and upon any cancellation of Astro subscription with an Ulti Box, the customer is required to return the Ulti Box to Astro within 14 days at any of Astro's **Customer Service Centres** or you may call 03-9543 3838 to arrange for a box collection request.

#### 68. How long is the warranty period for the Ulti Box & its related equipment/accessories?

The setup fee that you pay for the installation of the Ulti Box at your home comes with the following warranties:





- i) 6 months warranty for faulty box replacement and after sales service.
- ii) 1 year warranty for equipment and accessories provided under standard installation.

69. **Do I have to maintain a minimum subscription package in order to use the Ulti Box?**

No, customers can continue using the Ulti Box on any Astro package.

70. **Why can't I view some channels that are part of my subscription?**

You're probably trying to view a SD version of the channel. Please switch to the HD version of the channel for the best viewing experience on Ulti Box.