

FAQs: New User Interface on Astro Smart TV App (Multiroom)

1. What are the updates made to the Astro app on Smart TVs?

The main features and changes in this update are the revamped look and feel of the Astro Smart TV* app's user interface, which are similar to the recent updates on the Ultra/Ulti Boxes and Astro GO. The following features will be available for testing: redesigns to posters and title rows, more stylish cursor, addition of special posters for popular collections and live programmes, and improved user navigation.

The details of each feature will be further elaborated from Q7 to Q10.

*Please take note that this update will only be available for Samsung and LG Smart TVs at this point of time. Sharp and Sony Smart TVs will receive the update soon.

2. Will I be charged any additional fees to use the new features?

No, all features are free of charge and will be made available to customers after a software update for the Astro Smart TV app.

3. What Smart TV models can I use to access the Astro Smart TV app (Multiroom)?

Currently, the Astro Smart TV app for Multiroom customers is supported on four (4) brands with the software version listed as below:

- i. Samsung TV 2018 Model and above with OS Tizen 4.0 and above
- ii. LG TV 2018 Model and above with Web OS 4.0 and above
- iii. Sharp Android TV version 8.0 & above
- iv. Sony Android TV version 8.0 & above

However, kindly note that this update will only be available for Samsung and LG Smart TVs at this point of time. Sharp and Sony Smart TVs will receive the update soon.

For a guide on how to locate your Smart TV's software version, please click [here](#).

4. How do I receive the new features for the Astro app on my Smart TV*?

a. For LG TVs

To receive these feature updates on your TV, please follow these simple steps:

- Step 1: Press the "Home" button on your remote control
- Step 2: Select "LG Content Store" from the Home Page
- Step 3: Search for the "Astro" app in the Content Store
- Step 4: Select "Install/Update". After successful installation, open the app and log in using the same email/mobile number used to log in to your Astro GO account

b. For Samsung TVs

To receive these feature updates on your TV, please follow these simple steps:

- Step 1: Navigate to your Home Page or press your remote's "Smart Hub" button
- Step 2: Select "Apps" from the Menu Bar
- Step 3: Search for the "Astro" app in the Content Store
- Step 4: Select "Install/Update". After successful installation, open the app and log in using the same email/mobile number used to log in to your Astro GO account

*Please take note that this update will only be available for Samsung and LG Smart TVs at this point of time. Sharp and Sony Smart TVs will receive the update soon.

5. I have still not received the new features on the Astro app on my Samsung/LG Smart TV; what do I do now?

Starting 27 February 2023, Multiroom customers on supported devices* will receive the update on their Astro Smart TV app. If you still have not received this update after following the steps in Q4, please WhatsApp us at 03-9543 3838 and an Astro representative will be available to assist you.

*Please take note that this update will only be available for Samsung and LG Smart TVs at this point of time. Sharp and Sony Smart TVs will receive the update soon.

6. I need help with these new features; who can I reach out to?

You can reach out to us via a feedback form [here](#) and we will contact you within 48-hours of the form submission.

New User Interface

7. What are the changes made to the user interface?

The main features and changes in this update are the revamped look and feel of Astro's user interface on the Astro Smart TV App (Multiroom).

This new user interface includes:

a. Redesigns

The featured posters at the Home Page have been redesigned with a cleaner look and will be rotated so all your available favourite shows are on loop to allow you to pick what you want to watch easily.

Overall, all title posters have been given a new look so you can have a better view of the title information of your favourite content in just a single glance!

Navigation throughout the new user interface is now easier with a new highlight effect that has been added to your cursor.

For more information on these redesigns, please refer to Q8.

b. New elements

Dedicated content curations have been added to the Home Page that are dedicated to popular content collections or franchises. Users can now access these collections/franchises directly by clicking on these specific rows.

Additionally, users can now access live programmes directly from the Home Page with the addition of special live programme posters.

For more information on these new elements, please refer to Q9.

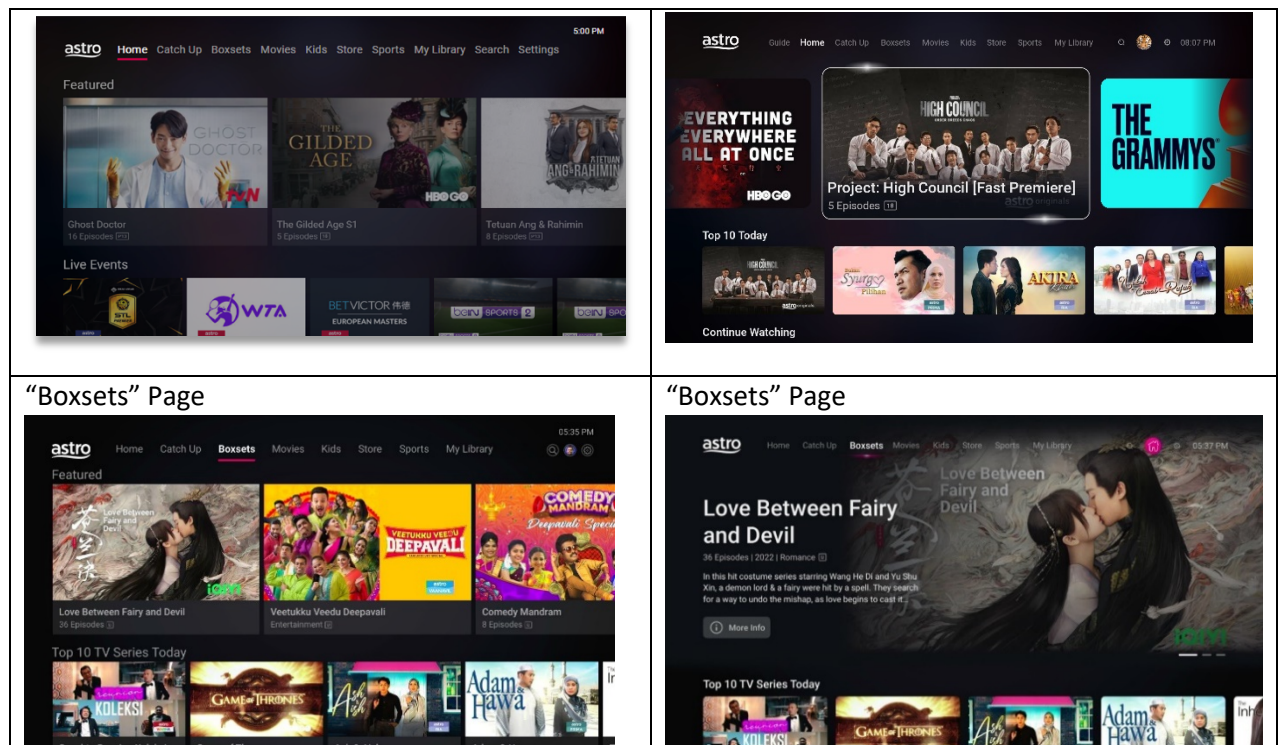
c. Changes to user navigation

A TV Guide tab has been added in the Menu Bar (next to "Home") for easy and quick access. Additionally, to allow you to view all the content you love, we have also included a "See all" button for the content title rows on the Home Page.

For more information on the changes to the user navigation, please refer to Q10.

For an overview of what your new Home and sub-menu pages look like, please refer to the images below:

Current Interface	New Interface
Home Page	Home Page



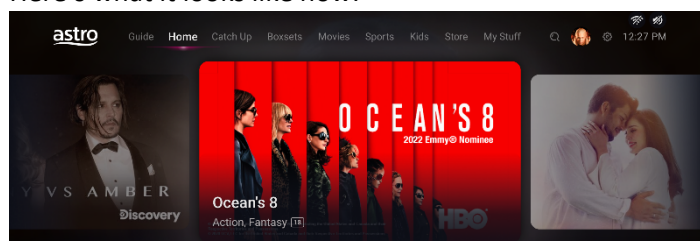
8. What are the redesigns made to the user interface?

There are three key redesigns made to the user interface, as below:

a. Featured Titles Posters at the Home Page

These posters have been redesigned with a cleaner look and with autorotation to allow better visibility of your favourite content. The autorotation feature cannot be turned off in Settings.

Here's what it looks like now:

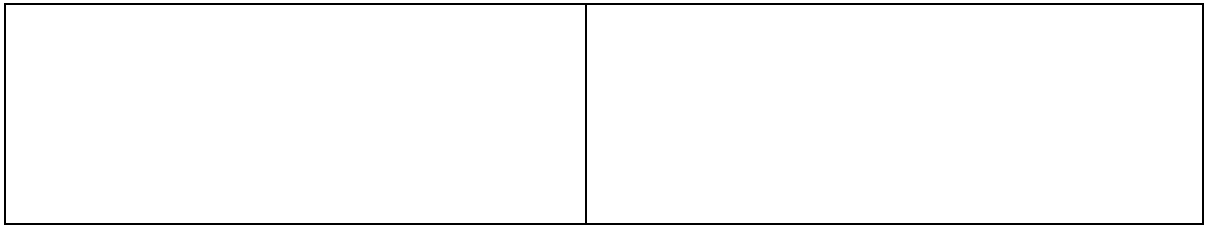


b. Posters Redesign

All posters that appear in title rows have been redesigned to ensure better visibility of title information at a single glance.

Here's what the new posters look like now:

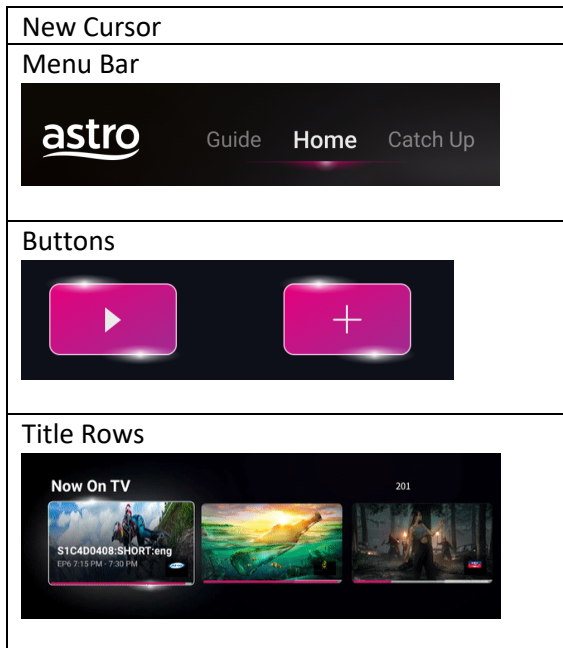
Old Posters	New Posters
Top 10 Today One Cent Thief 5 Episodes Konsert Gagar Vaganza S9 7 Episodes	Top 10 Today Tiada Maaf Buatmu 19 Episodes One Cent Thief 5 Episodes



c. More Stylish Cursor

For easier navigation throughout the new user interface, we have added a slight highlight effect to your cursor, which also upgraded the interface to take on a more stylish and modern look.

Here's what the new cursor looks like now:



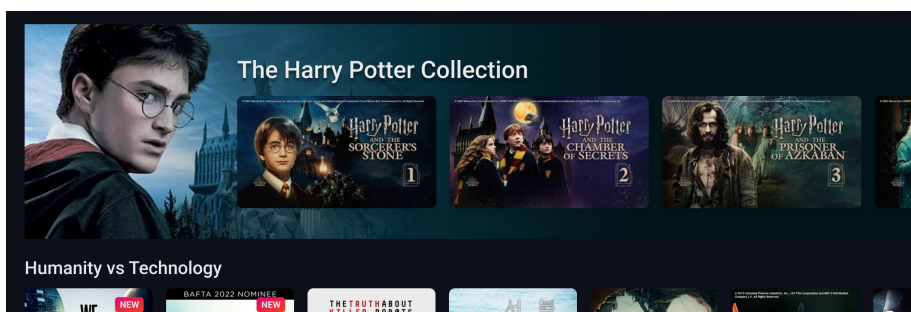
9. What are the new elements added to the user interface?

There are two new elements added to the user interface, as below:

a. Special Title Rows for Popular Collections/Franchises

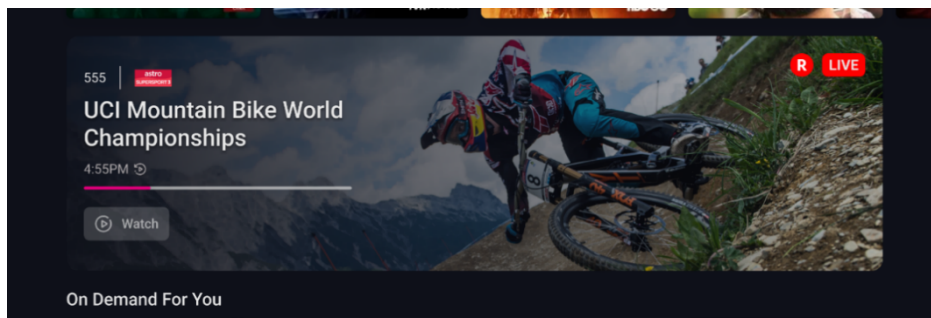
Special title rows have been added to the Home Page that are dedicated to popular collections or franchises such as the Harry Potter series. Users can now access these collections/franchises directly by clicking on these title rows.

Here's what these title rows look like:



b. Special Posters for Live Programmes

Users can now access live programmes directly from the Home Page with the addition of special live programme posters.

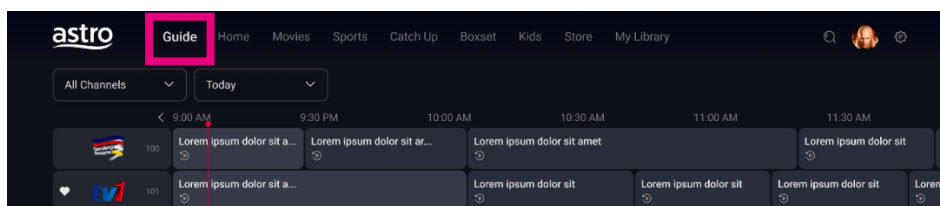


10. What are the changes made to the way I navigate through Astro's interface?

There are two changes made to user navigation, as below:

a. TV Guide Button in the Menu Bar

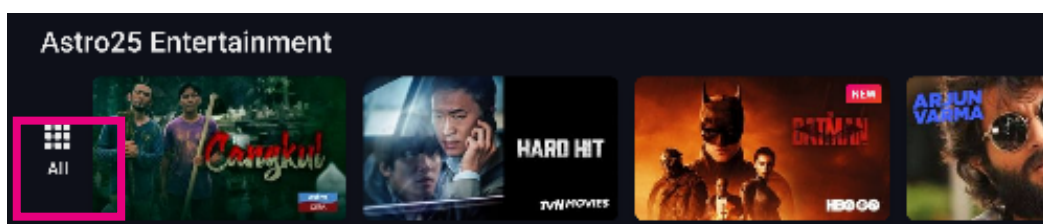
The TV Guide is now easily accessible from the top menu bar, located beside the "Home" button, as below:



b. "See all" Button

To allow you to view all the content you love, we have also included a "See all" button for all title rows with more than 15 titles at the Home Page.

To prompt the "See All" button, simply navigate to the first content poster of your chosen row and remain on the first title for 0.5 second. The "See All" button will appear automatically on the left as the image below.



11. Can I go back to the old user interface?

No, once updated, you will be unable to return to the previous interface. These new changes were specially implemented for an overall better viewing experience for all our customers. Keep using it and we are confident you will love it as much as we do!