

# FAQs for Astro Trial Programme & Connected HD Box Trial

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**Astro**

**10 December 2020**

## **Astro Trial Programme**

Astro Trial Programme invites users to try out pre-release products & services. The feedback you provide on quality and usability helps us to identify issues to continuously improve Astro's products and services. We thank you for your participation, input and patience as the trial product and services are still work in progress.

We're currently running a new trial as below:

**Connected HD Box Trial** - New HD set top box on the latest user interface. By connecting the box to internet, you will gain access to over 50,000 videos on demand, access to recorded content on the Cloud via internet, enhanced search capabilities and more.

## **FAQs for Astro Trial Programme**

### **1. Why should I participate in the Trial Programme?**

By participating in the Trial Programme, you will be one of the first to test out our latest software/hardware and get your voices heard. In addition, we will invite you to participate in our upcoming trials from time to time and you will get to enjoy special privileges depending on the trials that you are testing out.

### **2. Who can participate in the Astro Trial Programme?**

Astro Trial Programme is open to all Astro customers who accepts the Astro Trial Programme agreement during the sign-up process (Eligibility for releases depends on the T&Cs for each release).

### **3. How do I provide my feedback to Astro?**

Please share your feedback with us at <http://product.astro.com.my/trial-connecthd/feedback>.

Fill in your Smartcard Number, fill up the feedback form and click on "Submit".

[Please refer to Appendix 4 for detailed steps to provide feedback]

### **4. Do I have to pay a fee to join the Trial Programme?**

No, there will be no additional charges for all participants. Astro customers who are also Trial testers, continue to pay their usual monthly subscription.

### **5. Will I receive a fee for testing?**

This programme is voluntary and there will not be any payment for participation. Your feedback and input will be important to help us identify issues, fix them, and continuously improve the software.

## 6. How do I unenroll from the Astro Trial Programme?

You may unenroll from the Astro Trial Programme at any time. After unenrolling from the programme, you will remain as a tester for the existing trial that you have signed up, and automatically unenrolled from future trials.

To unenroll from the programme, please follow the steps below:

1. Click on the following link <http://product.astro.com.my/trial-connecthd/unenroll>
2. Fill in your 12-digit Smartcard Number (can be found on Channel 200)
3. Share your reason for unenrolling, check the reCaptcha box and select "Submit"

Please refer to appendix 2 for the screenshot to unenroll

## A) Connected HD Box Trial Programme

### What is the Connected HD Box Trial Programme?

Astro introduces the **Connected HD Box Trial**, the latest trial programme to test Astro's upcoming new box with access to Astro Cloud services and the latest user interface (UI). Connected HD Box Trial offers customers an enhanced viewing experience with brand new look and feel and features such as:

- 200 hours(500GB) of Astro Cloud storage for free, allowing customers to access recorded content on the Cloud via internet.
- The latest User Interface (UI) that provides a richer, more meaningful experience for customers with curated content and recommendation based on your viewing behaviour.
- Discover and stream 50,000 videos on demand anytime, at your convenience.
- Enhanced search function with features such as "Play from Start"

Once the Connected HD Box Trial has ended, you will get to keep the new box for your personal use at no additional cost to your existing monthly subscription.

## FAQs for Connected HD Box Trial

### A) ELIGIBILITY & SIGN UP FOR CONNECTED HD BOX TRIAL


#### 1. What will I receive as part of the Connected HD Box Trial?





















- Free installation of the new box, which will permanently replace your existing box
- 6 months of installer workmanship warranty with no servicing fee
- 1 year of warranty for the new box
- RM 50 Go-Shop e-voucher after the Trial ends

Note:

- Your existing box will be collected by the installer upon installation of the new box
- The new box will be a permanent replacement of your existing box
- If your existing box is a PVR, you will lose access to all the recordings stored in the PVR
- To be eligible for the RM 50 Go-Shop voucher, you will need to have:
  - An active Connected HD Box
  - Provided feedback on our trial surveys:
    - Completed at least two (2) surveys if you signed up by 24<sup>th</sup> December.
    - Completed at least one (1) survey if you signed up after 24<sup>th</sup> December

#### 2. How can I be eligible for Connected HD Box Trial as part of the Astro Trial Programme?

Requirements for Connected HD Box Trial	
<p>1. Have an existing subscription with Astro</p> 	<ul style="list-style-type: none"><li>• Open to Astro Customers with primary/multiroom subscriptions</li><li>• You must be an active regular customer</li><li>• Your monthly Astro primary subscription is less than RM100 per month</li><li>• Your existing set top box is a B.yond HD box or a Personal Video Recorder (PVR). (Customer with non-HD or Ultra Box are not eligible for this trial)</li></ul>

	<div><div>PRIMARY/MULTIROOM SUBSCRIPTION</div><table><tr><td><div>✓ Byond HD (HD Zapper)</div><div></div></td><td><div>✓ Byond HD (DMT 4)</div><div></div></td><td><div>✗ Non-HD Box</div><div></div></td></tr><tr><td><div>✓ Non Wifi-enabled PVR (HD PVR)</div><div></div></td><td><div>✓ Wifi-enabled PVR (DMT5)</div><div></div></td><td><div>✗ Ultrabox</div><div></div></td></tr></table><ul style="list-style-type: none"><li>• Reside and able to install the New Box in Klang Valley areas;</li><li>• IPTV, NJOI and Astro Broadband customers are not eligible for this Trial programme</li></ul></div>	<div>✓ Byond HD (HD Zapper)</div> <div></div>	<div>✓ Byond HD (DMT 4)</div> <div></div>	<div>✗ Non-HD Box</div> <div></div>	<div>✓ Non Wifi-enabled PVR (HD PVR)</div> <div></div>	<div>✓ Wifi-enabled PVR (DMT5)</div> <div></div>	<div>✗ Ultrabox</div> <div></div>
<div>✓ Byond HD (HD Zapper)</div> <div></div>	<div>✓ Byond HD (DMT 4)</div> <div></div>	<div>✗ Non-HD Box</div> <div></div>					
<div>✓ Non Wifi-enabled PVR (HD PVR)</div> <div></div>	<div>✓ Wifi-enabled PVR (DMT5)</div> <div></div>	<div>✗ Ultrabox</div> <div></div>					
2. >10Mbps 	A home broadband speed of more than 10 Mbps is recommended to continuously connect your new box to Wi-Fi						
3. Have HD & Recording service 	All Connected HD Box Trial testers must subscribe to Family Pack and above to take part in this Trial.  * HD services will be provided complimentary for a limited time						

### 3. How can I sign up for Connected HD Box Trial?

- You can sign up for the Trial Programme at <http://product.astro.com.my/trial-connecthd/signup>.
- Fill up all the required sections in the form including the smartcard number of the decoder that you would like to swap for the trial.
- Once you have signed up, Astro will call you within 72 hours to schedule an appointment to install the new box at your home. If your application is unsuccessful, you will receive a SMS notification instead.
- Once your box has been installed, we recommend that you connect your box to gain access to the full feature set – Refer to Appendix 3 on How To Connect your new box to internet.
- Upon connection, you will be able to access the full functionality of the new box, storing recordings on the Astro Cloud via internet, and the full features of the new user interface.

- f) Please share your feedback on your experience of Connected HD Box Trial on <http://product.astro.com.my/trial-connecthd/feedback>. We'd love to hear from you, and all your input will help us make the product better to suit your needs.

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

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) BOX & REMOTE CONTROL-RELATED QUESTIONS**

**5. Will the new box be permanently replacing my existing box?**

Yes, your existing Astro box will be permanently replaced by the new box. You may continue to use the new box after the Trial period at no additional cost to your existing subscription plan.

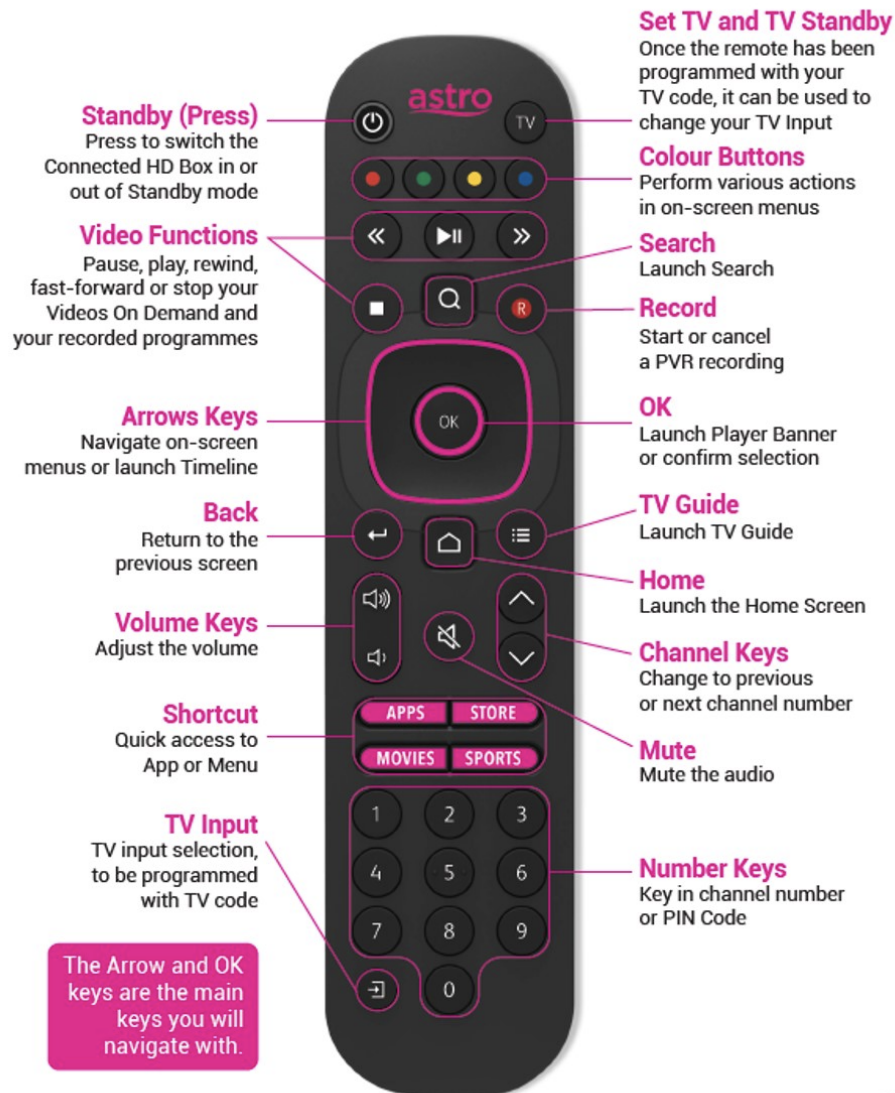
Please note that your previous contract period and associated penalties will be nullified, and you will forfeit all entitlements, including but not limited to bill rebates, discounts, and channel free previews.

## 6. What are the functions of the new model of remote control?

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

### Your key to entertainment

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



Tip:

- i) 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.
- ii) Pressing the "Record" button triggers a recording of the channel that you are currently watching. Pressing it again will cancel the recording.

- iii) 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”.
- iv) 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.

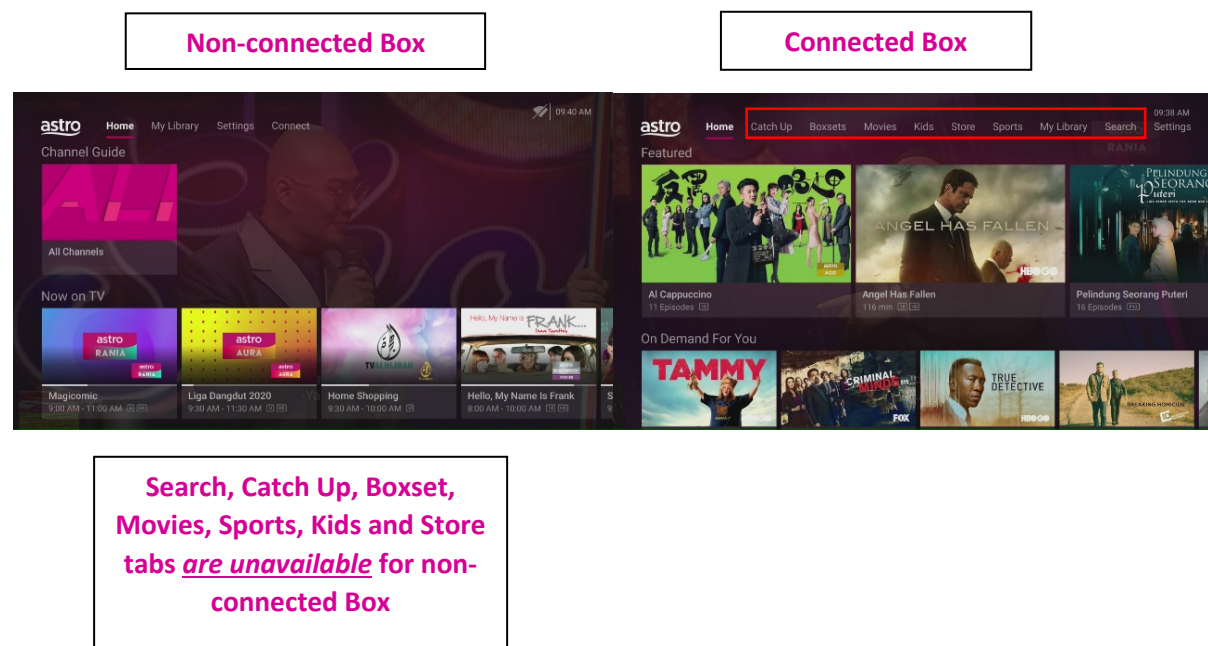
## 7. Why do I need to connect the new box to Wi-Fi?

We recommend that you connect your box to Wi-Fi to fully enjoy the new Astro experience with new User Interface and all connected features which include On Demand, content recommendation, Astro Cloud services and enhanced Search function.

Please refer to Appendix 1 for steps to connect your box to Wi-Fi.

Below are the differences of functionality on the User Interface between a connected and non-connected box:

Functionalities on the User Interface



## 8. Will the new box under Connected HD Box Trial come with warranty?

Yes, your new box will come with a one-year warranty upon activation.

## 9. Can I revert to my original box?

Once we have installed the new box in your home, your existing box will be permanently replaced, hence you will not be able to revert to your original box.

## **C) ACCESS TO RECORDINGS (via Astro Cloud Service)**

### **10. Can I record programmes without connecting my box to wi-fi?**

If your box is not connected to the internet, you will not be able to record programmes as all recordings on the box will be done via the Astro Cloud recording service which runs on the internet.

### **11. What is the storage size & hours of Astro Cloud Recording available to me?**

Participants of the Connected HD Box Trial will be able to enjoy 500 GB (200 Hrs) of Astro Cloud recording storage for free during the Trial period. 200 Hrs of Cloud storage is the default storage which comes complimentary to all Astro customers as part of their subscription. This Cloud storage can be used on the new box or Astro GO.

\*Recording hours are estimates based on HD content

### **12. Can I upgrade my Astro Cloud storage during the Trial period?**

Yes, you may upgrade your Astro Cloud storage during the Trial period at RM12/month for 1 TB (400 hours) or RM15/month for 4TB (1500 hours). Please reach out to us at 03 7490 8102 to upgrade.

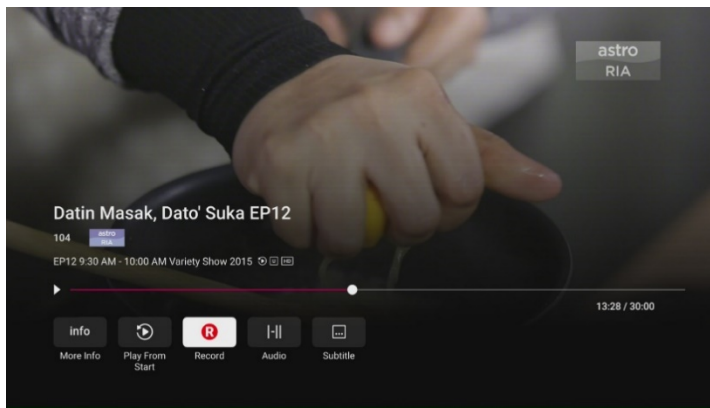
### **13. Why am I unable to record some of my programmes on Astro Cloud?**

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 123 (Astro Ria HD) instead of Channel 104 (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 search [bit.ly/astrocloudlimit](http://bit.ly/astrocloudlimit) for a list of channels that falls under these categories.

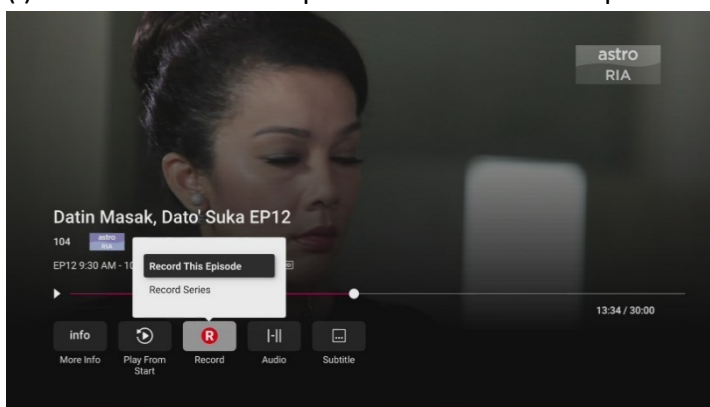
### **14. How do I perform recordings on the Cloud?**

To perform a recording, please follow the steps below to record individual titles or full season of a show.

1. Press the "OK" button on your remote.
2. Scroll to record and press Ok on your remote.

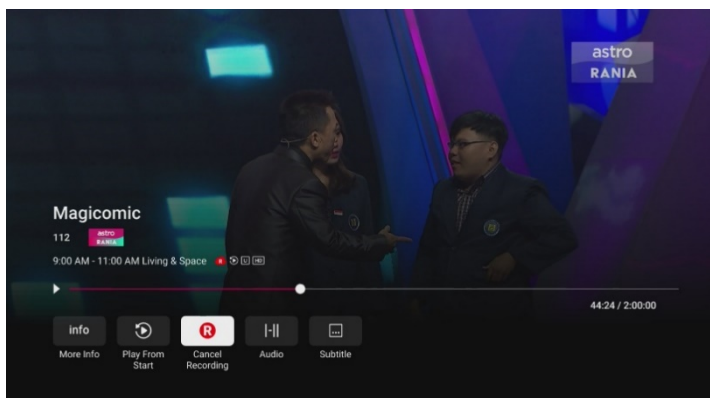


3. (i) Select “record this episode” or “record all episodes”



(ii) Alternatively, you may press the “R” button on your remote to record the show. If it is a single episode show eg. Movie, pressing “R” will only record that title. If it is a show with multiple episodes eg. Drama series, pressing “R” will perform a series recording.

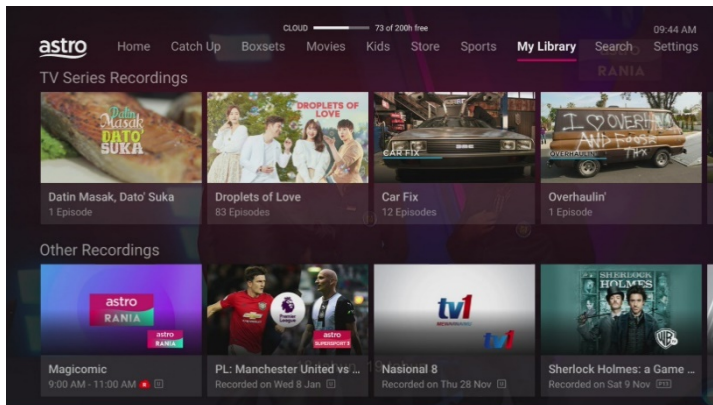
[To stop a recording, you may go to the title you have recorded and click stop recording]



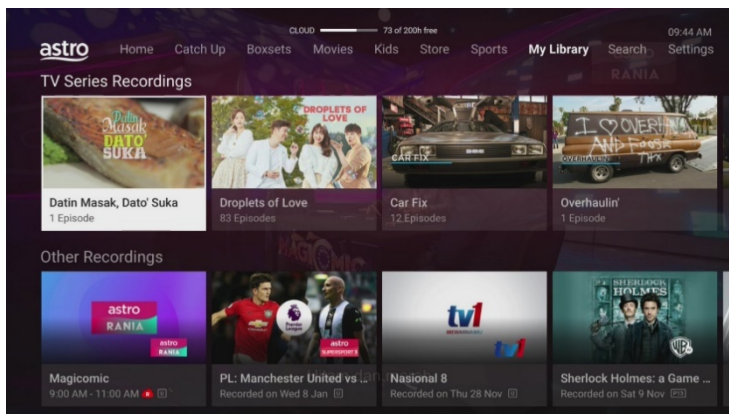
## 15. How do I access my Cloud recordings?

To access your Cloud recordings, please follow the steps below:

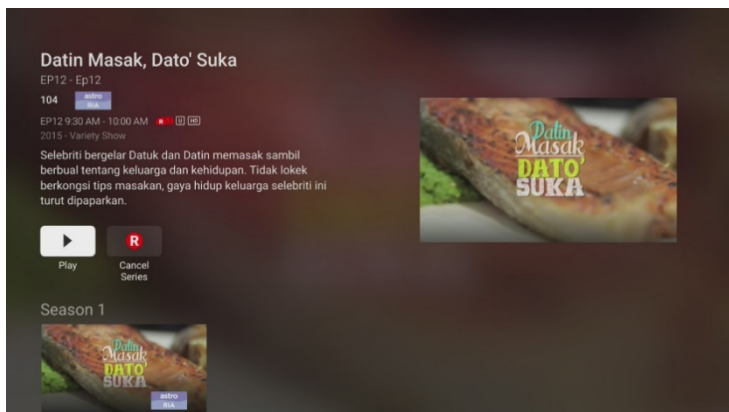
1. Click on the Home button on your remote
2. Go to “My Library” tab



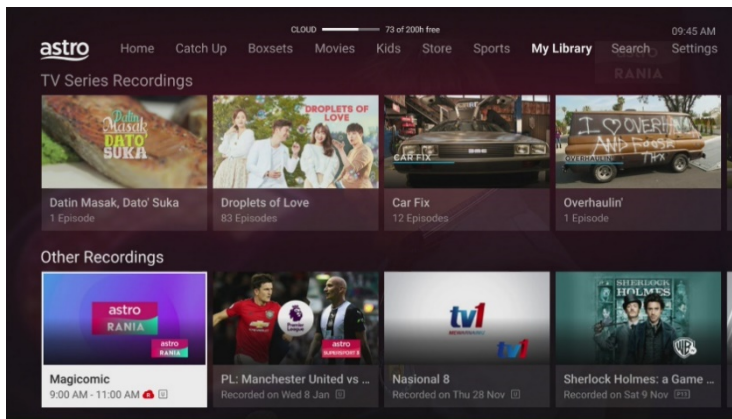
3. Scroll to the recorded title you would like to watch and press the OK button on your remote



4. Select “Play” to start watching

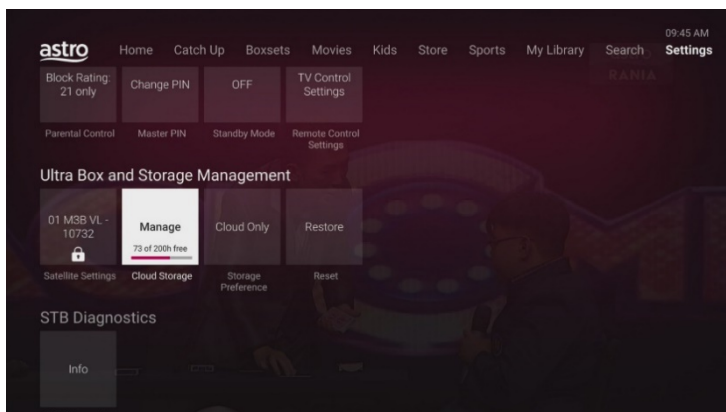


Note: Titles which are being recorded half-way will have the “Cloud” icon displayed below the title. Titles which have been fully recorded will not have the “Cloud” icon displayed. Please refer to screenshot below for an illustration.



## 16. How do I check my remaining storage space on the Cloud?

To check your remaining storage space on the Cloud, press Home on your remote, select Settings and scroll down to see the remaining storage available in Cloud.



Note: The remaining storage space will be available as hours (eg.73 hours).

## 17. If I unsubscribe from a particular subscription package, will I be able to view the content previously recorded from a channel in that package?

No, after unsubscribing from a particular subscription package, you will not be able to view all content previously recorded from a channel in that unsubscribed package.

Once you re-subscribe to the said package, you may be able to access it if the content has not been deleted or expired.

## **D) GENERAL**

### **18. I have feedback or require technical assistance during the Trial Period, what should I do?**

Please elaborate on your feedback or technical issue faced via the feedback form on <http://product.astro.com.my/trial-connecthd/feedback> (refer to Appendix 4). If you have selected the “technical assistance required” option, our dedicated agents will attend to your matter within 48-hours.

### **19. What is the testing period of the Connected HD Box Trial?**

The Connected HD Box Trial will be open for testing starting from 10/12/2020.

Note: The dates are subject to change and will be updated from time to time. End date will be communicated to participants in advance.

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

You're probably trying to view SD version of the channel. To provide the best viewing and recording experience for you, the following channels are now only available on HD on the Connected HD Box.

Please go to <https://bit.ly/AstroChannelListing> for the full list of HD channel numbers and its corresponding SD channels.

### **21. Can I watch 4K UHD on this box?**

No, this box does not support 4K UHD content.

### **22. Can I upgrade or downgrade my subscription package during the Trial period?**

Yes, you may upgrade or downgrade your subscription package during the Trial period. Please note that downgrades of packages will incur a RM10 (not including Govt tax) package switching fee.

### **23. How can I claim the RM50 Go-Shop e-voucher?**

Once the Trial ends, you will receive an email (within 14-working days) with the Go-Shop e-voucher which you can then redeem at <https://www.goshop.com.my/>

To be eligible to receive the RM50 Go-Shop e-voucher, you must have:

- An active Connected HD Box
- Completed at least two (2) surveys if you signed up by 24<sup>th</sup> December
- Completed at least one (1) survey if you signed up after 24<sup>th</sup> December

[From the Connected HD Box Trial main page](#)



## Sign Up Form

Please enter your information for us to validate your eligibility

Full Name as per MyKad / Passport\*

Salutation

John Wick

Name of Astro account holder

MyKad / Passport Number\*

MyKad

901231-14-3344

NRIC/Passport No of Astro account holder

Smartcard Number\*

[Where to find?](#)

Please use Smartcard Number of your existing box to be replaced by the Connected HD Box

e.g. 88889990000

Fill in the smartcard number associated to the decoder that you would like to swap. Click on the 'Where to find?' button to check the smartcard number of your decoder.

Mobile Number\*

+6012

23456789

Mobile number and email of Astro account holder

Email\*

johnwick@email.com

Contact Time\*

Anytime

Please select your preferred contact time from the drop down menu

☐ I have a minimum of 10Mbps broadband speed in my home

☐ I agree to the [General Terms](#), [Trial Terms](#), & [Privacy](#)



I'm not a robot



Tick both box boxes agreeing to:


- 1) You have a minimum internet speed of 10Mbps at home
- 2) Terms and Privacy Conditions



CANCEL

SUBMIT

Click SUBMIT to finalise the sign-up process

## Appendix 2 – Unenroll Page

[Products & Services](#)[TV Guide](#)[Promotions](#)[My Account](#)[Support](#)



LOGIN

### We are sad to see you go

We appreciate your time with us. Please fill up the form to withdraw from this Trial Programme.

Please note that after unenrolling, you will remain as a tester for this Trial release but not for other future releases. Hence, you will still be able to enjoy the Connected HD Box but you will not receive any update relating to this Trial Programme in the future

Smartcard Number\*

Please use Smartcard Number of the Connected HD Box

e.g. 88889990000

Where to find?

Reason For Unenrolling\*

☐ The new user interface is not intuitive/useful in discovering new shows

☐ The new user interface is not working smoothly

☐ Poor streaming experience/buffering issues when watching on demand or recorded shows

☐ Wi-Fi connection issues with the box

☐ I had an unsatisfactory experience with the customer service and support provided

☐ I do not wish to be involved in future Beta testing related activities

☐ Others

Share Your Feedback Here\*

CANCEL

SUBMIT

1. Fill in the Smartcard Number of the Connected HD Box

2. Select the reason(s) for unenrolling

3. Share more detailed feedback (optional)

4. Click SUBMIT to finalise your unenrolment from future Astro Trial releases

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Packs & Subscriptions

NJOI Prepaid

TV Guide

Promotions

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Astro Go Shop

Astro Radio

Astro Productions

Rocket Fuel

Blaze Digital

Content Distribution

Redress Your Complaints





REDRESS YOUR UNRESOLVED COMPLAINTS

at [www.complaints@astro.org.my](#)

or call [1-800-888-888](#)

CFM

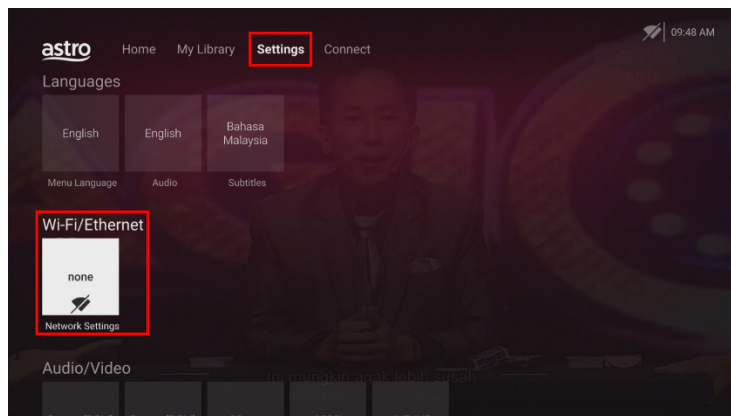
Call us or WhatsApp 'Hi' to +603 9543 3838



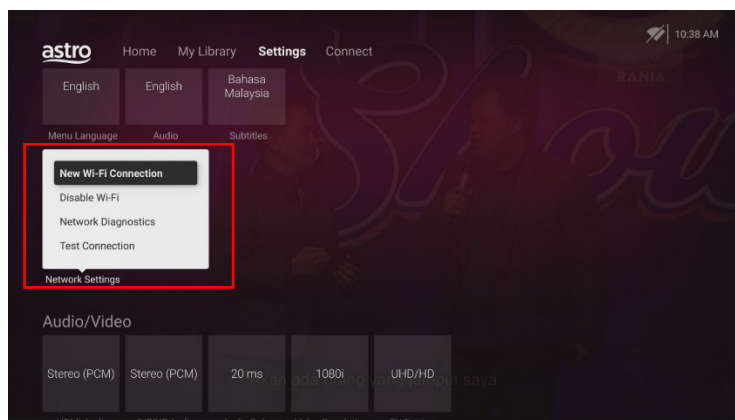
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## Appendix 3 – Steps to Connect your Box to Wi-Fi

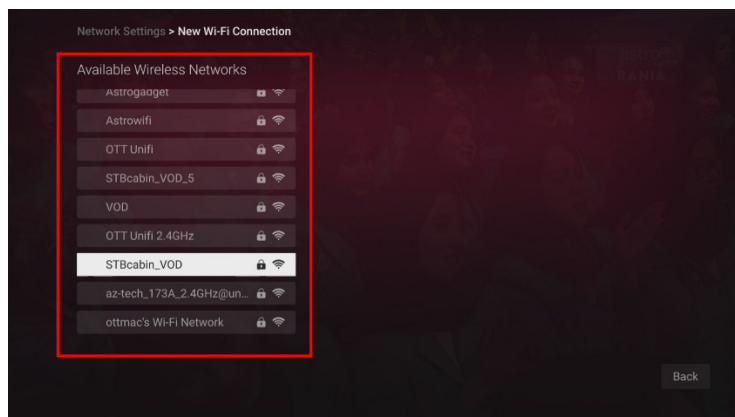


1. Select **“Settings”** to open up the Settings page.

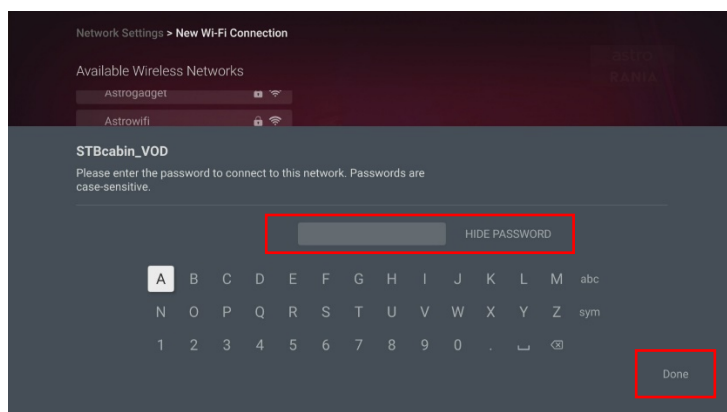


2. Scroll and click on **“Wi-Fi/Ethernet”**

3. Select **“New Wi-Fi Connection”**.

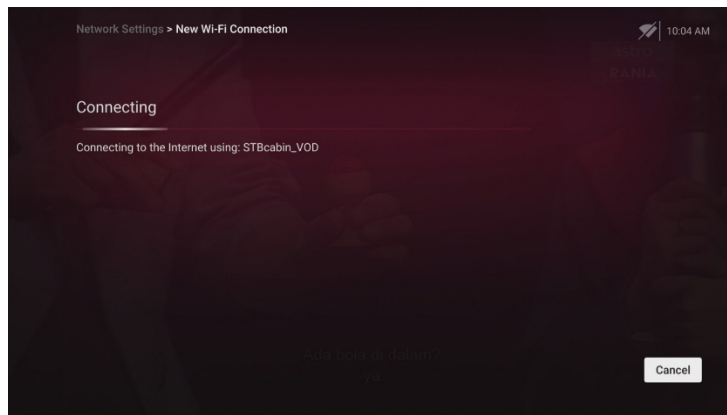


4. Select your Wi-Fi network

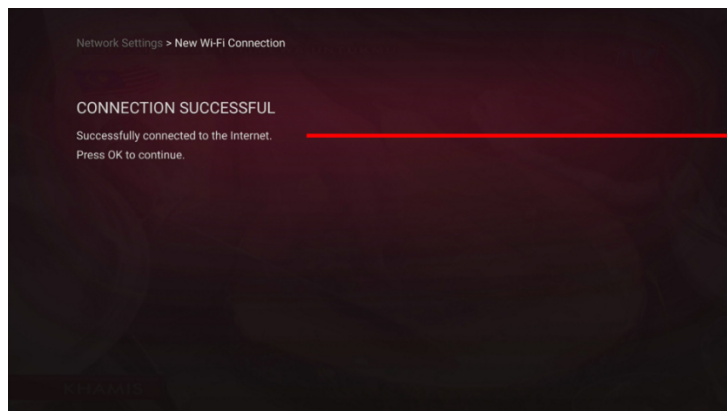


5. Enter your password using the on-screen keyboard

6. Click on **“Done”**



**7. Please wait while your box connects to your Wi-Fi connection**



**8. Your box has successfully connected to Wi-Fi.**

## Appendix 4 – Steps to Provide Feedback (For Trial participants)

Trial participants may access the following link <http://product.astro.com.my/trial-connecthd/feedback> to provide their feedback. Below are the steps to provide feedback:

The screenshot shows the Astro Feedback Form. The header includes the Astro logo and navigation links: Products & Services, TV Guide, Promotions, My Account, Support, a search icon, a menu icon, and a LOGIN button. The form title is "Feedback Form" with a subtext: "Please enter your information and share your experience on the Connected HD Box with us".

**Smartcard Number\*** Where to find?

Please use Smartcard Number of the Connected HD Box

**Feedback Type\***

Select preferred contact time

**Share Your Feedback Here\***

**Upload Attachment(s)**

Please upload some supporting images or recordings for these issues. Up to 5 file uploads allowed.

Max file size 10MB

**1. Fill in the Smartcard Number of the Connected HD Box**

The footer contains a navigation menu with links: Products & Services, About Astro, Astro Businesses, Redress Your Complaints, and a contact number: Call us or WhatsApp 'Hi' to +603 9543 3838. The footer also includes a sitemap, privacy, terms, and general terms & conditions, and a copyright notice: © 2019 Measat Broadcast Network Systems Sdn Bhd (240064-A). All Rights Reserved.

The screenshot shows the Astro Feedback Form. The header includes the Astro logo and navigation links: Products & Services, TV Guide, Promotions, My Account, Support, a search icon, a menu icon, and a LOGIN button. The form title is "Feedback Form" with a subtext: "Please enter your information and share your experience on the Connected HD Box with us".

**Smartcard Number\*** Where to find?

Please use Smartcard Number of the Connected HD Box

**Feedback Type\***

Select preferred contact time

User Interface

Astro Cloud Recording

General/Others

Technical Assistance Required

Max file size 10MB

**2. Select your Feedback Type from the drop-down menu**

The footer contains a navigation menu with links: Products & Services, About Astro, Astro Businesses, Redress Your Complaints, and a contact number: Call us or WhatsApp 'Hi' to +603 9543 3838. The footer also includes a sitemap, privacy, terms, and general terms & conditions, and a copyright notice: © 2019 Measat Broadcast Network Systems Sdn Bhd (240064-A). All Rights Reserved.

## Feedback Form

Please enter your information and share your experience on the Connected HD Box with us

### Smartcard Number\*

[Where to find?](#)

Please use Smartcard Number of the Connected HD Box

88889990000

### Feedback Type\*

Technical Assistance Required

### Share Your Feedback Here\*

My Connected HD Box has not been able to watch linear tv. Internet is working fine, I can still watch On Demand, but the linear tv shows doesn't run even when it is no longer raining. Suspecting there is something wrong with the receiver itself. Or the box itself somehow cannot receive anything from the receiver.

### Upload Attachment(s)

Please upload some supporting images or recordings for these issues. Up to 5 file uploads allowed.

20201012\_222404.mp4



IMG90288399028809.jpg



IMG80288399034567.pdf



IMG90288399028809.jpg



IMG90288399028809.jpg



CANCEL

SUBMIT

**3. Fill in your feedback, upload any attachment(s) (optional), and click Submit**

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TV Guide  
Promotions  
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#### Astro Businesses

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Astro Radio  
Astro Productions  
Rocket Fuel  
Blaze Digital  
Content Distribution

#### Redress Your Complaints

REDRESS YOUR  
UNRESOLVED COMPLAINTS  
We will investigate and resolve your complaint as quickly as possible.  
CFM (Consumer Feedback Mechanism)

Call us or WhatsApp 'Hi' to +603 9543 3838



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## Thank you for sharing your experience

Your feedback will help us improve and serve you better.

Have more? Feel free to share with us. We look forward to hearing from you again!

BACK TO HOME

**4. Your feedback has been recorded. If you have submitted a “Technical Assistance Required” feedback option, our dedicated agents will attend to your matter within 48-hours. Thank you.**

#### Products & Services

Packs & Subscriptions  
NJOI Prepaid  
TV Guide  
Promotions  
Contact Us

#### About Astro

Astro Malaysia Holdings  
Astro Kasih  
Media Room  
Careers  
Business Partner

#### Astro Businesses

Astro Go Shop  
Astro Radio  
Astro Productions  
Rocket Fuel  
Blaze Digital  
Content Distribution

#### Redress Your Complaints

REDRESS YOUR  
UNRESOLVED COMPLAINTS  
We will investigate and resolve your complaint as quickly as possible.  
CFM (Consumer Feedback Mechanism)

Call us or WhatsApp 'Hi' to +603 9543 3838



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