

FAQs: New User Interface on Ultra/Ulti Box and Astro GO

1. What is the new Ultra/Ulti Box & Astro GO features in this update?

The main features and changes in this update are the revamped look and feel of Astro’s user interface on the Astro Ultra/Ulti Boxes and Astro GO, which include redesigns to the Astro interface that consists of title rows at the Home Page to feature popular franchises, new live programmes posters and changes to the menu bar for easier navigation; auto-start Interactive Mode on Astro GO; as well as a Picture-in-Picture mode that shrinks your video player so you can keep watching your favourite shows while using other apps.

The details of each feature are further elaborated in the questions below:

- New Astro user interface: Q6 – Q10
- Picture-in-Picture mode: Q11 – Q13
- Auto-start Interactive Mode on Astro GO: Q14 – Q17

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 across the Ultra/Ulti Boxes and Astro GO.

3. How do I receive the new features on my Ultra/Ulti Boxes and Astro GO?

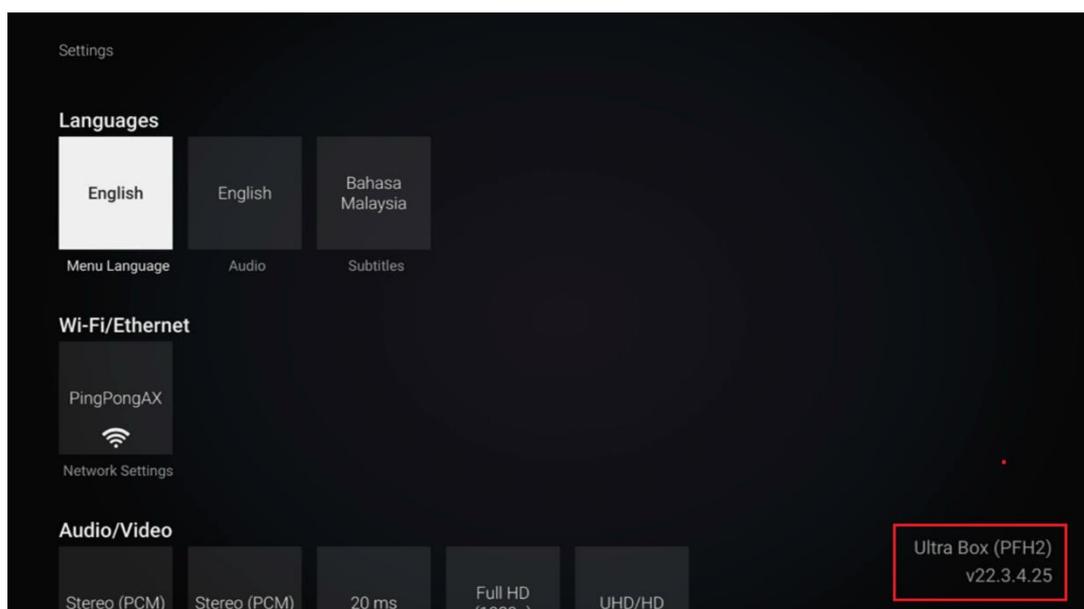
Ultra/Ulti Box

Your Ultra/Ulti Box will receive a software update from 16 December 2022 onwards. To receive the new features, just set your Box on standby mode by following these simple steps:

Step 1: Press the power button on your remote control. Do not turn off your power switch.

Step 2: If the light indicator on your Box turns orange, you have successfully put your Box on standby.

Step 3: Navigate to “Settings”. You should be able to see version: “**v22.3.4.25**” at the bottom right corner of your screen as the image below:



Astro GO

Via the Astro GO app:

Step 1: Go to your device's settings and ensure you have the latest version of the Astro GO app (Android version **2.223.6/AC22.3.6/7c7c692850** | iOS Version **K22.3.6/AC22.3/632c18e**).

Step 2: To update the Astro GO app to the latest version, please visit your app store and update the app at the Astro GO page. Click [here](#) to access Astro GO on the Google Play Store or [here](#) on the iOS App Store.

Via Web Browser:

If you are accessing Astro GO via web browser, your account will update automatically and these features will be made available to you after 19 December 2022. In the event that these features do not appear on your account, log out of your account and log back in again to refresh the page and these features will be available to you. Web version: **223.6.4-6/88f88c0b/223.6.4-6-754424f0**

4. I have still not received the new features on my Ultra/Ulti Box or Astro GO; what do I do now?

These features update on the Ultra/Ulti Box and Astro GO will be available to customers in batches between 16 December to 28 December 2022. If you still have not received this update after following the steps highlighted in Q3, and after 28 December 2022, please WhatsApp us at 03-9543 3838 and an Astro representative will be available to assist you.

Note: These features are only available on the Ultra Box, Ulti Box, and Astro GO.

5. 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

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

The overall look and feel of the user interface on both the Ultra/Ulti Boxes and Astro GO will be revamped in the Home Page.

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 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. *This effect is only applicable to Astro Boxes and Astro GO Web.*

For more information on these redesigns, please refer to Q7.

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 on the Astro Box.

Lastly, on Astro GO, featured title rows such as “Live Events” have been made bigger for better visibility.

For more information on these new elements, please refer to Q8.

c. Changes to User Navigation

A new bottom menu bar has been added when you access the Astro GO app on your mobile or tablet. The TV Guide has also been added in the Menu Bar (next to “Home”) on the Ultra/Ulti Box and Astro GO app, except Astro GO via web browser.

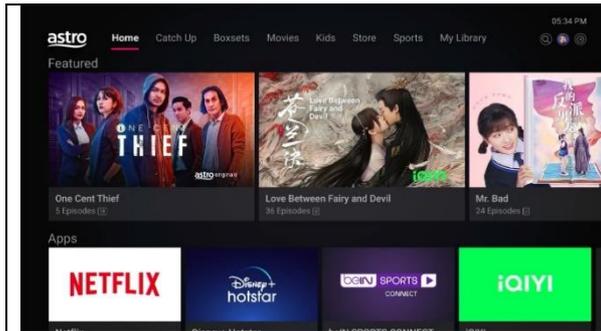
To allow you to view all the content you love, we have also included a “See all” button for title rows at the Home Page on the Ultra and Ulti Boxes.

For more information on the changes to the user navigation, please refer to Q9.

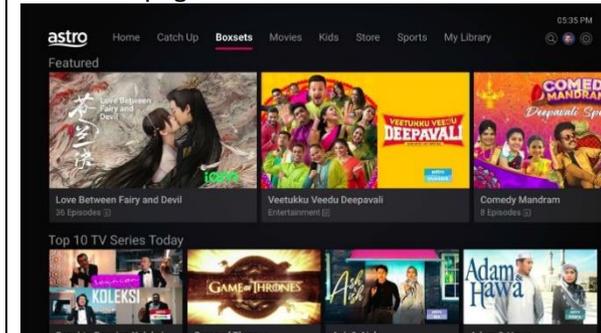
For an overview of what your new Home Page looks like, please refer to the images below:

Ultra and Ulti Boxes

Old Interface	New Interface
Home Page	Home Page



“Boxsets” page



“Boxsets” page

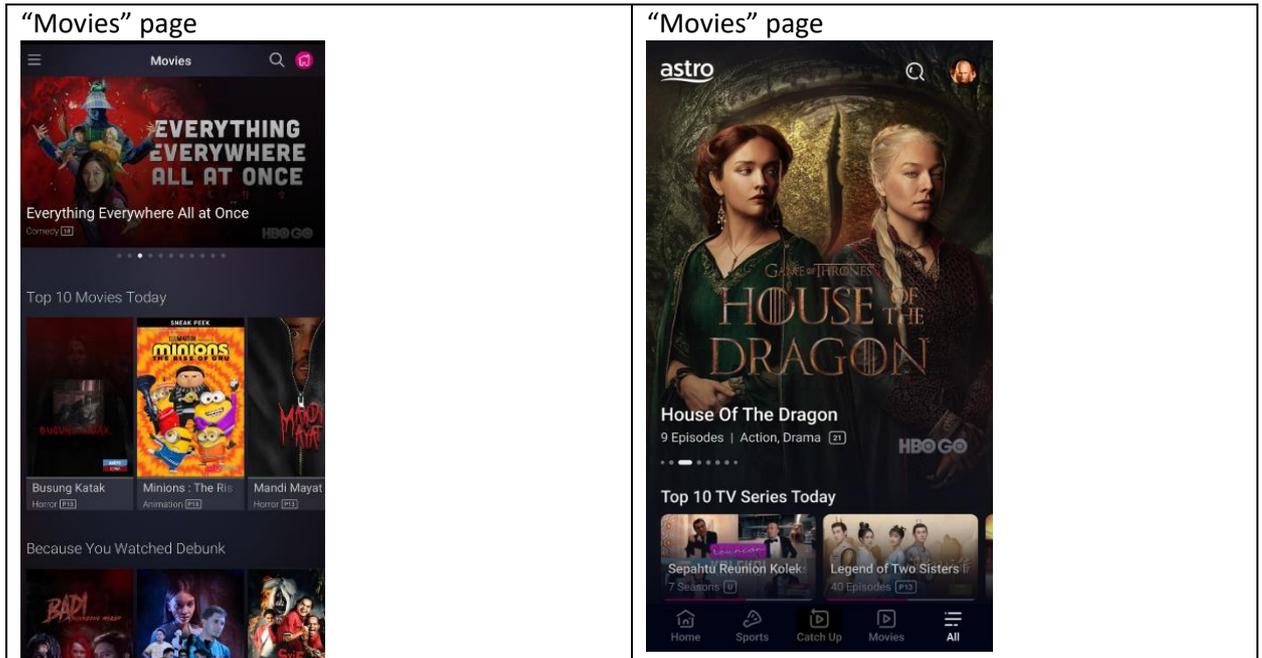


Astro GO (Web)

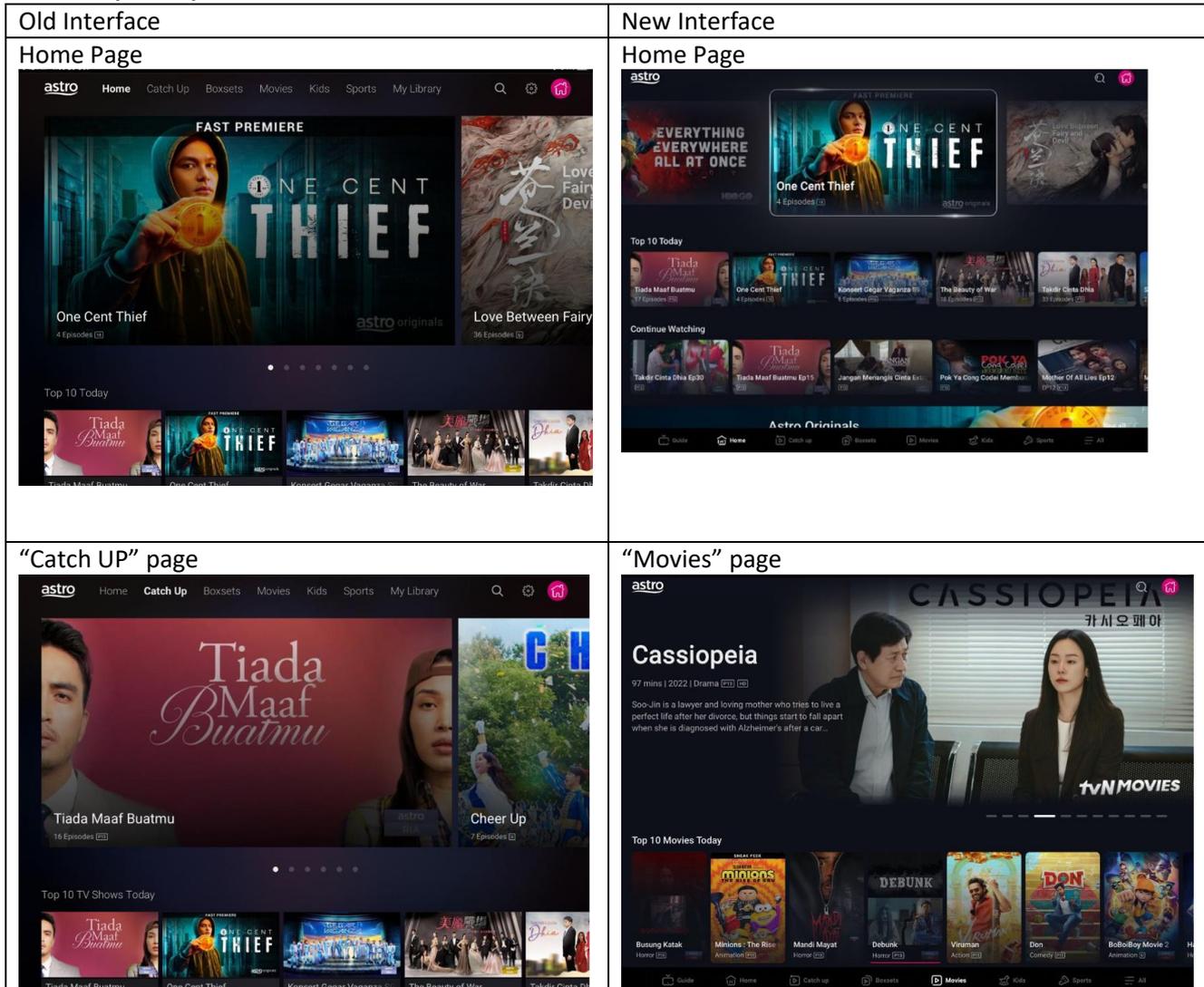
Old Interface	New Interface
<p>Home Page</p>	<p>Home Page</p>
<p>"Catch Up" page</p>	<p>"Catch Up" page</p>

Astro GO (Mobile)

Old Interface	New Interface
<p>Home Page</p>	<p>Home Page</p>



Astro GO (Tablet)



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

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

a. Featured Title 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 they look like now:

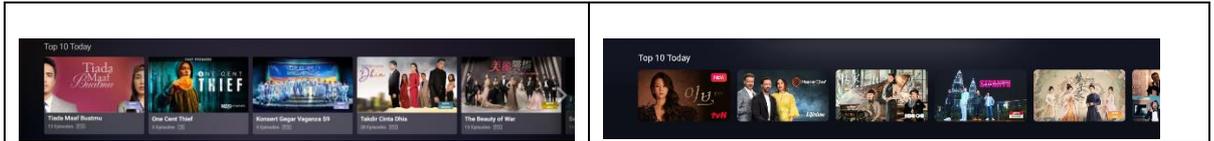
Ultra/Ulti Boxes & Astro GO Web	Astro GO Mobile

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:

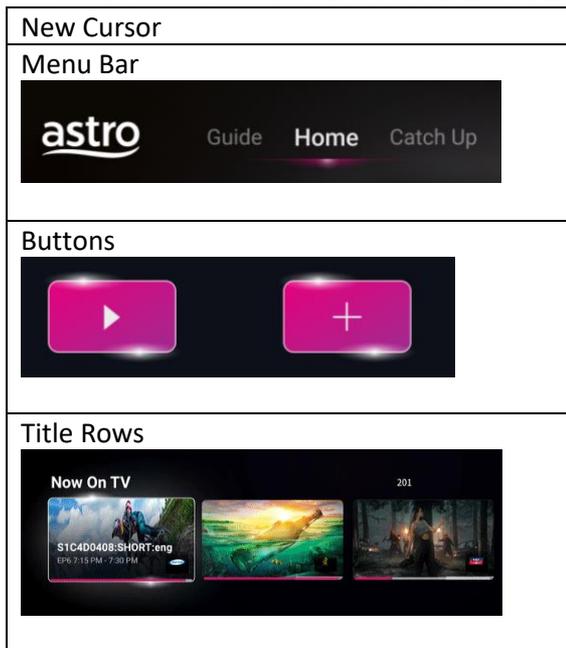
Old Posters	New Posters
<p>Ultra/Ulti Boxes</p>	<p>Ultra/Ulti Boxes</p>
<p>Astro GO (Mobile)</p>	<p>Astro GO (Mobile)</p>
<p>Astro GO (Web)</p>	<p>Astro GO (Web)</p>



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. **This effect is only applicable to Astro Boxes and Web*

Here's what the new cursor looks like now:



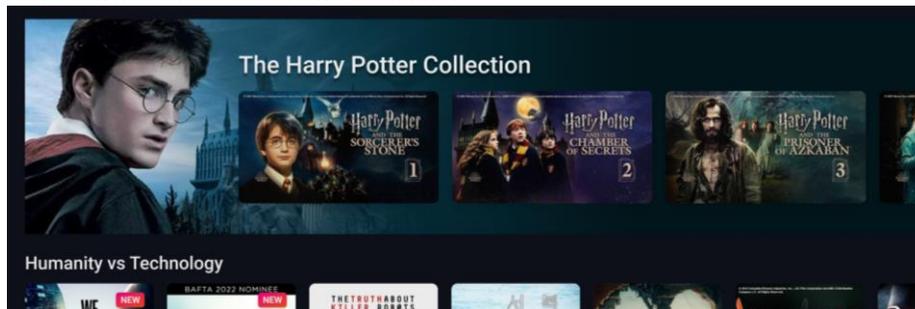
8. What are the new elements added to the user interface?

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

a. Special Title Rows for Popular Collections/Franchises

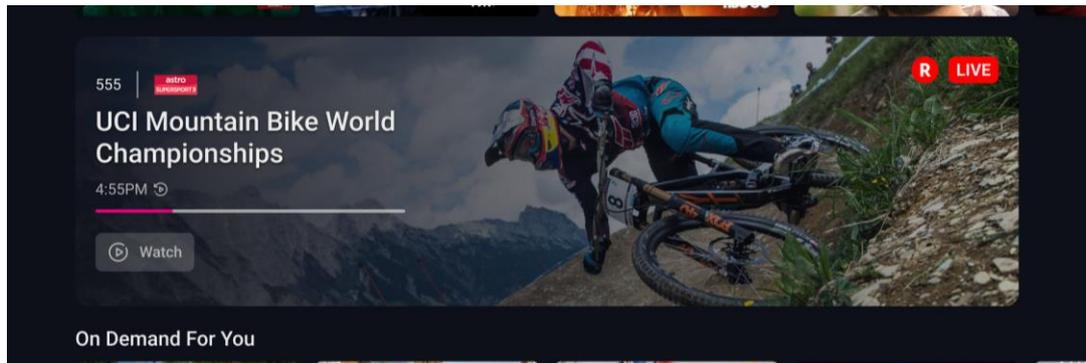
Special title rows have been added to the Home Page that are dedicated to popular collections or franchises such as the Harry Potter series. Users can now access these collections/franchises directly by clicking on these title rows.

Here's what these title rows look like:



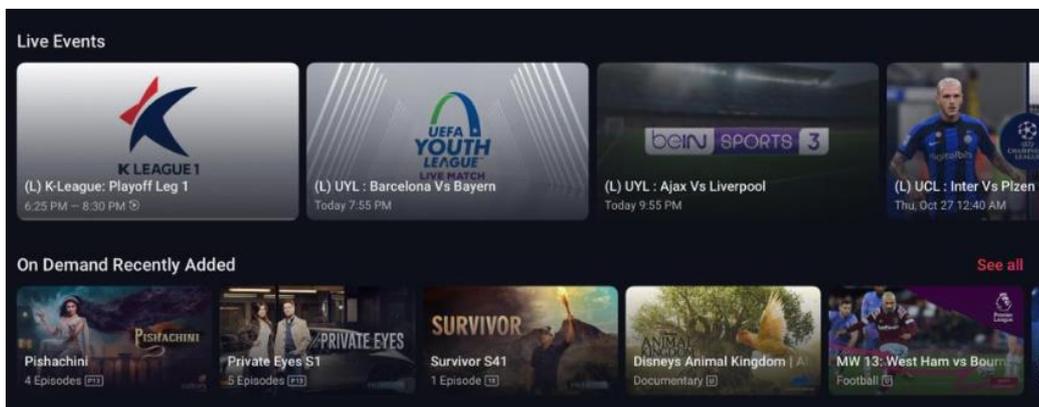
b. Special Posters for Live Programmes

Users can now access live programmes directly from the Home Page with the addition of special live programme posters on the Ultra/Ulti Box. This is only applicable for the Astro Box.

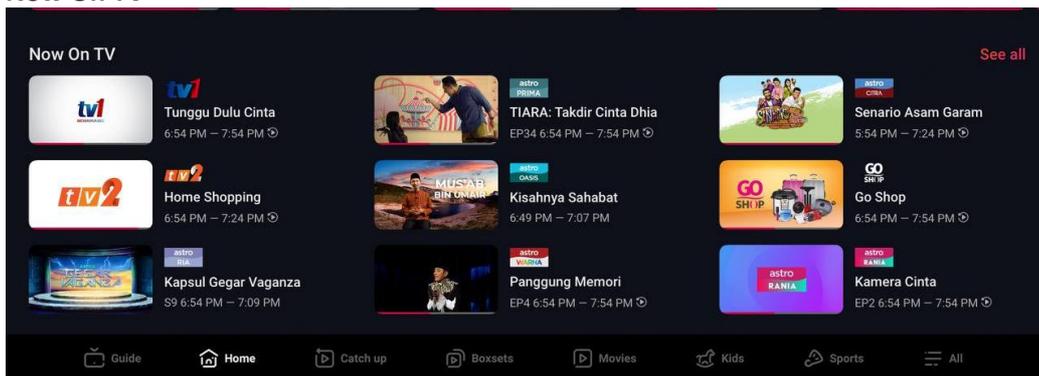


c. Featured Title Rows on Astro GO

On Astro GO, posters under featured title rows such as “Live Events” have been made bigger for better visibility.



Now On TV



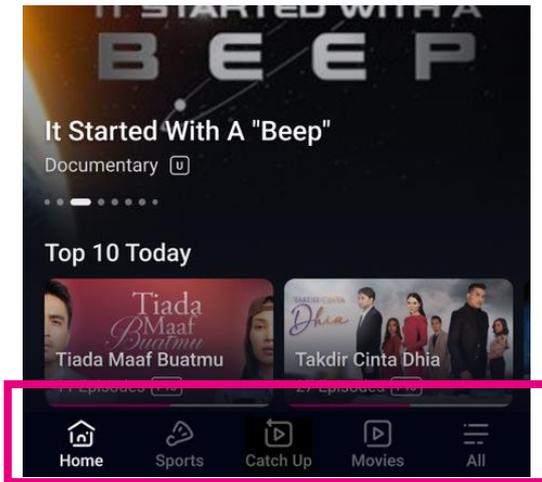
9. What are the changes made to the way I navigate through Astro’s interface?

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

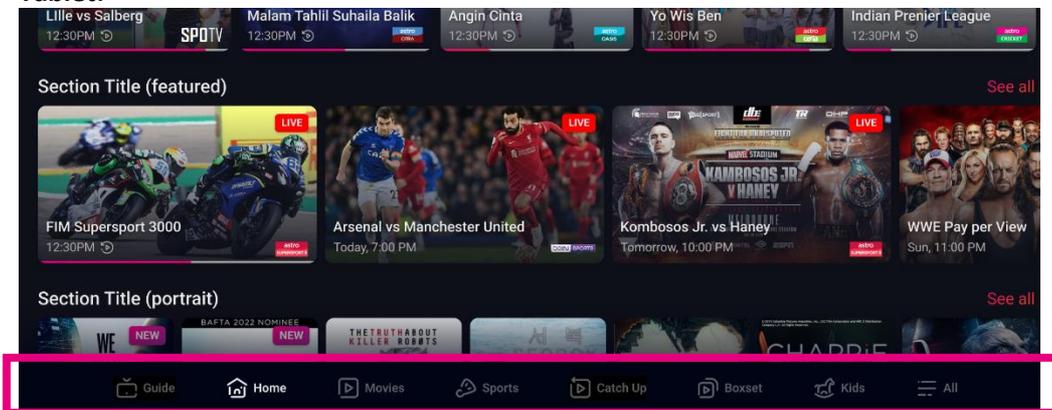
a. Bottom Menu Bar

A new bottom menu bar has been added when you access the Astro GO app on your mobile or tablet. This addition will help users to access different menu areas more seamlessly, making content even more easily accessible.

Mobile:



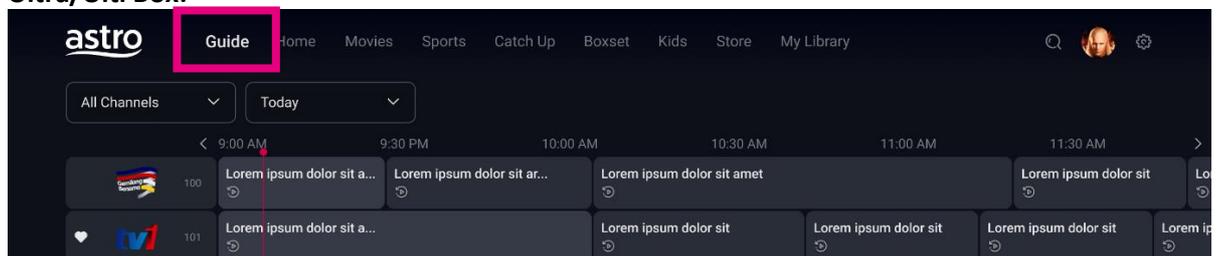
Tablet:



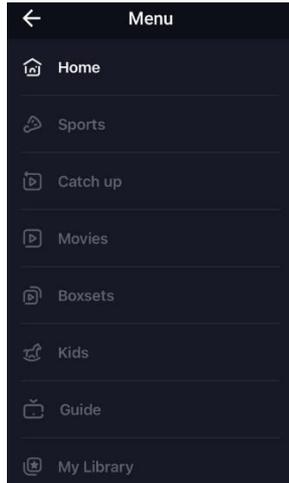
b. TV Guide Button in the Menu Bar

The TV Guide is now easily accessible from the menu bar, which is located at the top menu on Ultra/Ulti Boxes and at the bottom menu on Astro GO. The TV Guide will still be accessible directly from your Astro remote and the Home Menu as well.

Ultra/Ulti Box:



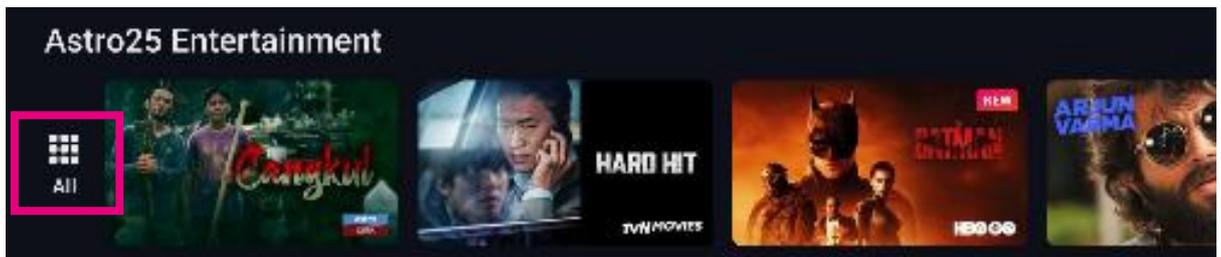
Astro GO:



c. “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 on the Ultra and Ulti Boxes.

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.



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

No, once updated, you will not be able to return to the previous interface. These new changes were specially implemented for an overall better viewing experience for our customers. Keep using it and we are confident you will love it as much as we do!

Picture-in-Picture Mode (For Astro GO only)

11. What is Picture-in-Picture mode?

Picture-in-Picture (PiP) mode is a newly introduced feature that allows you to continue watching your favourite Astro shows in a smaller floating player even when you are using other apps on your mobile device.

Additional features of the PiP mode:

- Resize the window using pinch-to-zoom.
- Tap the window once to pause, rewind, fast-forward, expand or exit the player.
- Tap the window twice to switch between the current window size to the largest window size.
- Move the window by dragging it to the left or right.



12. Is Picture-in-Picture mode available for the Ultra/Ulti Box?

No, the PiP mode is currently only available for the Astro GO app on mobile devices. Please find here the list of eligible operating software and versions that supports PiP:

- Android devices with OS version 8.0 and above
- Apple devices with iOS 14 and above
- Apple devices with iPadOS 13.1 and above

Kindly note that some PiP resizing features have limitations based on the OS as below:

Device	PiP	PiP Resize (Corner Drag)	PiP Resize (Pinch)
Android 10 and lower	Yes	No	No
Android 11	Yes	Yes	No
Android 12	Yes	Yes	Yes
iOS	Yes	No	Yes

13. Can I turn off Picture-in-Picture mode?

To close a PiP window when you are using another app, simply tap the “X” located on the top left of the window.

If you would like to turn off the PIP feature entirely, you can do so in your mobile device’s settings by following these steps:

For Android Devices:

Step 1: Device Settings → Apps & Notifications → Advance → Special App Access → Picture-in-Picture

Step 2: Click “Astro GO”

Step 3: To turn off, tap the toggle to block the PiP mode for Astro GO

For iOS Devices:

Step 1: Open iPhone or iPad Settings

Step 2: Select “General”

Step 3: Tap “Picture-in-Picture”

Step 4: Turn off “Start PiP Automatically”

Auto-start Interactive Mode (For Astro GO only)

14. What is the Auto-start Interactive Mode (IM)?

Interactive mode on Astro GO is now better than ever! Auto-start Interactive Mode allows you to automatically initiate Interactive Mode when streaming any eligible matches without having to launch it manually.

To learn more about Interactive Mode, please click [here](#).

15. What are the devices that support Auto-start Interactive Mode?

Below are the devices that support Astro GO’s Auto-start Interactive Mode:

- Android Mobile and Tablet
- IOS Mobile and Tablet
- Web

16. What are the current matches that have Interactive Mode?

Interactive Mode will be available for all LIVE Premier League, Champions League and World Cup 2022 matches. However, kindly take note that Interactive Mode is only available on Astro GO and only for Super Sports channels.

17. Can I turn off the Auto-start Interactive Mode on Astro GO?

No, you will not be able to disable the Auto-start Interactive Mode on Astro GO. However, kindly take note that this feature will not affect your viewing experience if you decide not to use it as you only need to exit Interactive Mode once to turn it off for eligible matches. To exit interactive mode, simply tap on the “Exit” button on the top right corner of your screen.