

FAQs: Enhanced 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 new look to the Title Information Page and a new Settings option to disable the Profile Selection Screen.

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

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

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

c. For Sony & Sharp 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 Home button

Step 2: Select "Apps" from the Menu Bar

Step 3: Select the Magnifying glass/Search icon and search for the "Astro" app

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

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

Starting 8 June 2023, Multiroom customers on supported devices will receive the update on their Astro Smart TV app. If you still have not received this update from 15/6 onwards after following the steps in Q4, please WhatsApp us at 03-9543 3838 and an Astro representative will be available to assist you.

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 Title Information Page

7. What is a Title Information Page?

A Title Information Page is the page you are directed to after you click on any title posters from the Home Page or any sub-menu pages which includes information about shows such as full list of seasons and episodes, show summary, your last watched timestamp, length of the show/each episode etc.

8. What will be the main changes to the Title Information Page?

The Title Information Page will receive a sleeker layout and additional buttons that make it easier for users to navigate and find the information they are looking for as well as enhance the overall user experience.

Please refer to the images below to view the overall enhances made to the Title Information Page and the enhancements will be elaborated in Q9.

Old Interface	New Interface

9. What are the enhancements made to the Title Information Page?

The enhancements made to the Title Information Page are:

a) Back Button

When you press the “up” arrow on your remote control from the “Watch/Resume” button at the Title Information Page, your cursor will be directed to the Back button at the top left corner of your screen. Now, you will be able to return to the previous page by clicking “OK”.



b) Episode Information and Progress Bar

You can now catch up on your favourite shows easily by knowing exactly where you last stopped watching and the details of your last watched episode. The information that will appear are:

- Title of the episode
- Season and episode number
- Length of episode
- Rating
- Resolution

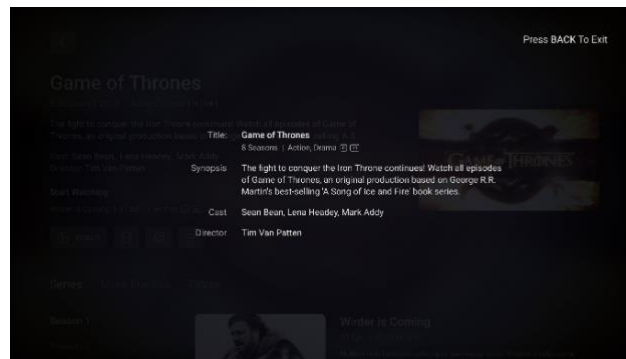
Additionally, with the new progress bar, you will now be able to precisely track your viewing progress and quickly find where you last stopped watching your favourite show.



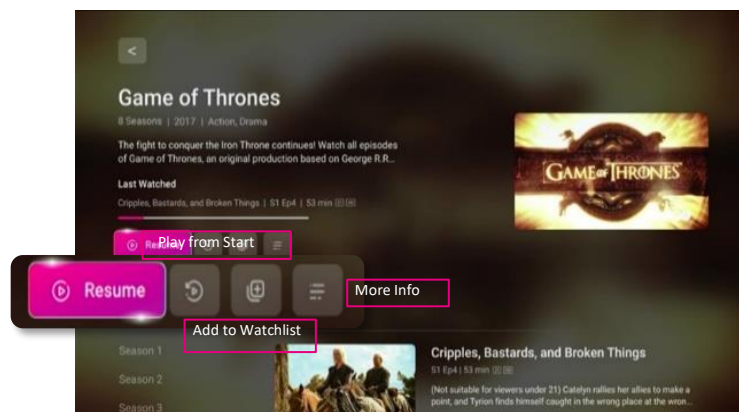
c) New Buttons

These buttons include existing buttons with sleeker designs or new buttons entirely.

- i. Watch/Resume: Watch a new show or continue watching the episode/movie where you last left off
- ii. Play from start: Click this button if you want to restart an episode or movie from the beginning
- iii. Add to Watchlist: Want to save a show to watch at a later time? You can easily add it to your Watchlist by clicking this button
- iv. [New Button] More info: Click this button and you will be presented with more information about the show such as the synopsis, cast, director and more, as the image below:



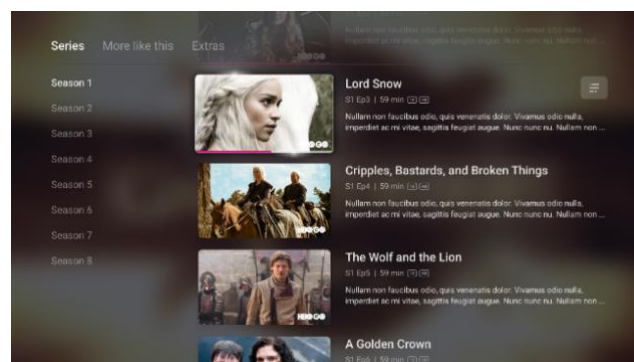
Here is what these buttons will look like on the new interface:



d) New Episode and Season Lists Layout

Lists of seasons and episodes under the Title Information Page are now arranged vertically in ascending order to allow for easier navigation so you can find the episode you want to watch more seamlessly and at a much quicker time.

Here's what these lists look like now:



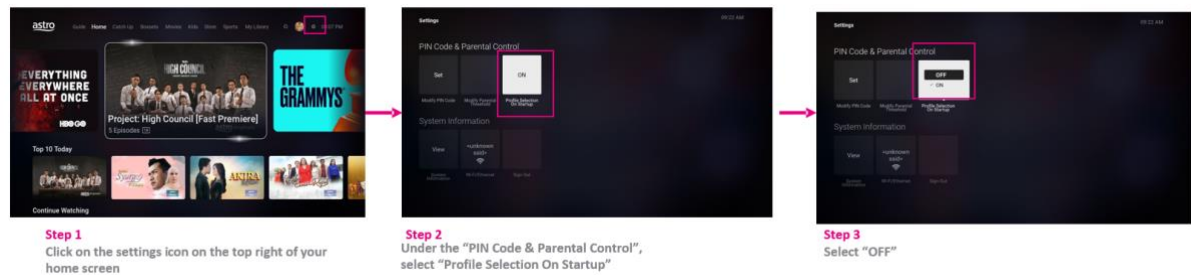
[New Settings Option] Ability to disable the Profile Selection Screen

10. What will this new Settings option allow me to do?

This new Settings option will allow users to turn off the Profile selection screen if they wish. After disabling the Profile selection screen under “Settings”, users will go directly to the Home Page after launching their Ultra/Ulti Box or Astro GO app without the need to select a Profile.

11. How do I disable the Profile selection screen?

You can easily disable the Profile selection screen by following these simple steps:

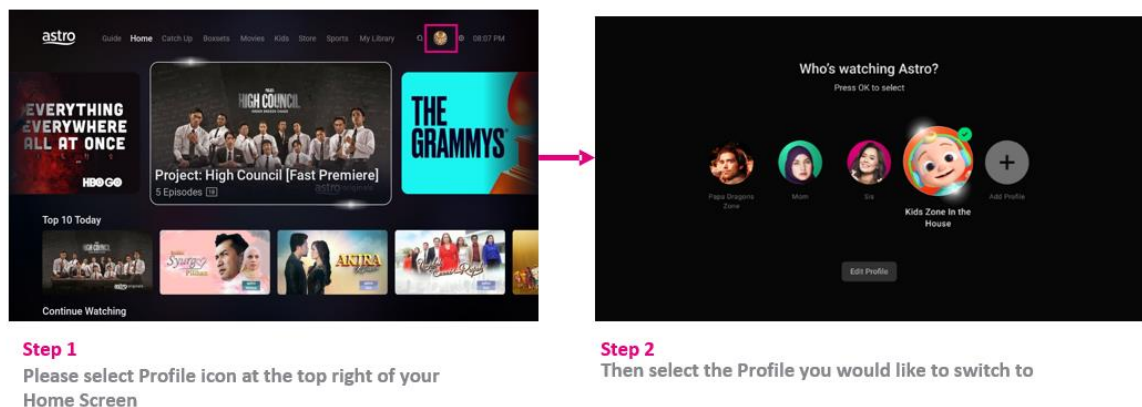


12. What profile will I be using if I turn off the Profile selection screen?

The last profile used will automatically be launched once you turn on your Smart TV. If you do not have a customised profile, then the “Default” profile will automatically be launched each time you turn on your Smart TV.

13. Can I still change profiles if I turn off the Profile selection screen?

Yes, you will still be able to switch profiles manually by following these simple steps:



14. Will turning off the Profile selection screen affect my viewing history or recommendations?

No, turning off the Profile selection screen will not affect your viewing history or recommendations. Your activity will still be associated with your individual profile, regardless of whether the profile selection screen is enabled or disabled.

15. Can I turn the Profile selection screen back on if I change my mind?

Yes, just follow the steps under Q11 to turn the Profile selection screen back on again. Users can change this as many times as they wish.

16. Will the Profile selection screen be disabled by default?

No, users who wish to turn this function off will be required to follow the steps under Q11 and turn it off for their devices manually.

17. I have turned off the Profile selection screen on my Astro Smart TV app; why is it not disabled on the Astro GO app?

Please be informed that disabling the Profile selection screen on one device will be effective on that device only. For example, turning off the Profile selection screen on Device A will not disable it on Device B and Device C. Hence, you will need to turn off this function on each device if you wish. Kindly refer to Q11 on the step-by-step guide on how to disable/enable this function on all platforms.