

# SPL & FAQs: The Viu app on Astro

## SPL

Starting 9 March 2023, all Ultra Box customers will receive a FREE membership to Viu Premium and access the app on their Ultra Box or via the Viu mobile app for three (3) months until 8 June 2023. With the app, customers will be able to stream all the best K-Dramas, popular local hits, popular Thai and Indonesian shows and so much more!

After this promotion period ends, customers will be able to add Viu Premium to their Astro subscription for an exclusive price. Stay tuned for more updates on Viu at Astro's website: [www.astro.com.my/viu](http://www.astro.com.my/viu).

## Frequently Asked Questions

### About the Viu app

#### 1. What is Viu?

The Viu app is an on-demand video streaming service with over 4,500 hours of movies, TV shows and music. With Viu, you can stream premium Asian content from Korea, Japan, Thailand, Hong Kong, China and Taiwan – with English & Chinese subtitles (for selected titles) and more, all on your big screen TV via the Ultra Box or on-the-go right at your fingertips with the Viu mobile app.

#### 2. Why should I subscribe to the Viu Premium membership?

Viu Premium members can enjoy ad-free viewing, unlimited downloads for offline viewing, Full HD resolution and priority/exclusive access to content!

All active Ultra Box customers will receive a FREE membership to Viu Premium and access the app on their Ultra Box or via the Viu mobile app for three (3) months until 8 June 2023. After this free promotion period ends, Astro customers may add Viu Premium to their subscription for an exclusive price.

#### 3. Where can I access the Viu app?

Starting 9 March 2023, all active Ultra Box customers will be able to enjoy Viu premium for FREE until 8 June 2023 and stream their favourite shows on their big screen TV via the Ultra Box, [www.viu.com](http://www.viu.com), or the Viu mobile app.

#### 4. How do I receive the free trial on the Ultra Box?

For all Ultra Box customers, please follow these simple steps to receive the free trial:

**Step 1:** At your Ultra Box Home Page, go to the "Apps" rail and select the Viu app

**Step 2:** A free trial message will appear on screen, please click "Maybe Later"

**Step 3:** Now, enjoy streaming all your favourite shows on your Ultra Box!

**5. How do I enjoy my free trial on the Viu website and mobile app?**

To enjoy your Viu free trial on other devices, please follow these simple steps:

**Step 1:** Open the Viu app on your Ultra Box and click “Pair Account”

**Step 2:** Follow the steps on screen to log in with your existing ID or create a new basic ID and pair your account to your Ultra Box

**Step 3:** Now, enjoy streaming all your favourite shows on your Ultra Box, [www.viu.com](http://www.viu.com) and mobile app!

**6. How many devices can I use to stream the Viu app at the same time?**

You can access your Viu Premium account on up to five (5) devices at a time. To ensure a smoother streaming experience, please sign out from any unused devices.

**7. Can I download content on the Viu app for offline viewing?**

Yes, you can download selected content on the Viu app for offline viewing at a later time if you are a Viu Premium member. To view all the shows you have downloaded, please click on the “download (downwards arrow)” button at the Home Page.

**8. What is the storage requirement for content downloading?**

The storage requirement is dependent on the type of videos users are downloading as the space needed varies between titles.

**9. Are there any subtitles or dubbing available for the content on the Viu app?**

The Viu app offers subtitles in English for all content and Bahasa Malaysia for selected content. However, no dubbing option is available yet. You will be able to select or switch off subtitles when you play videos in full screen.

**10. Can I access the Viu app outside of Malaysia?**

No, your Viu app is accessible within Malaysia only.

## About Viu Premium Memberships

**11. What is a Viu Premium subscription?**

As a Viu Premium member, you will be able to enjoy the benefits below:

1. Premium Shows
2. Ad-free viewing
3. Unlimited Downloads
4. Malay Subtitles
5. Watch On TV
6. HD Streaming
7. Exclusive Viu Originals show
8. Cast videos from mobile device to TV

**12. I don't have an Ultra Box; how do I receive the free trial to Viu Premium?**

If you are not an Ultra Box customer, you may reach out to our Customer Service Centre and upgrade your Box via WhatsApp by typing “Hi” at 03-9543 3838. After successful activation of your Ultra Box, you will be able to enjoy Viu Premium for FREE until 8 June 2023.

**13. What happens to my free Viu Premium membership after 8 June 2023?**

Your free Viu Premium membership with Astro will end after 8 June 2023. You may continue with the subscription by adding it to your bill at an exclusive price. Customers are encouraged to keep a look out for updates on Viu at Astro's website: [www.astro.com.my/viu](http://www.astro.com.my/viu).

**14. When can I start enjoying my Viu Premium subscription?**

Starting 9 March 2023, you will be able to enjoy your Viu Premium membership for free on your Ultra Box, [www.viu.com](http://www.viu.com), or the Viu mobile app immediately upon successful activation of your Ultra Box until 8 June 2023.

**15. I am an existing Viu Premium member and Ultra Box customer; can I also enjoy free Viu Premium until 8 June 2023?**

Yes, existing Viu Premium members who are also Ultra Box customers may enjoy free Viu Premium until 8 June 2023. You may use your current Viu account ID to redeem this free trial; however, to ensure there are no recurring charges, your Premium subscription with Viu must be cancelled first. To cancel, open the Viu mobile app > Select "My Account" > click on "Cancel Subscription". If you are unable to cancel your subscription, please contact Viu's Customer Service team at 010-293 4843 for further assistance.

## App Issues

**16. Who may I contact if I encounter any problems with the Viu app?**

There are a few ways for you to contact us for assistance:

Please feel free to reach out to Viu if you have any enquiries or require assistance. Our customer support is available from 9:00 am to 6:00 pm, Monday to Friday (excluding Public Holidays).

You may contact Viu's customer support team by:

- 1) Emailing to: [help.my@vuclip.com](mailto:help.my@vuclip.com); or
- 2) Call or WhatsApp them at 010-293 4843; or
- 3) Reaching to them via Facebook: <https://www.facebook.com/ViuMalaysia/>

If you would like to contact Astro, you may reach out to our Customer Service Centre by:

- 1) Submitting a feedback form here: [www.astro.com.my/contactus/form](http://www.astro.com.my/contactus/form); or
- 2) Reaching to us via WhatsApp by typing "Hi" at 03-9543 3838 for assistance

**17. Will my personal information be protected?**

Yes, Astro is bounded by the PDPA. All information received will be used in accordance with our [Privacy Notice](#).