

SPL & FAQs: The beIN SPORTS CONNECT App on the Ultra Box Launch

SPL

Starting 20 September 2022, all Astro customers with the Sports subscription as part of their Astro TV Pack (Bundle or add-on) will be able to enjoy the beIN SPORTS CONNECT app on the big screen via the Ultra Box or mobile app for the on-the-go viewing experience. With the app, customers can enjoy major European football leagues, over 3,000 hours of live tennis and other global sporting events LIVE and on-demand.

FAQs

1. What is beIN SPORTS CONNECT?

beIN SPORTS CONNECT is the ultimate live streaming sports service that provides you with access to global sporting events both LIVE and on-demand such as major European football leagues and over 3,000 hours of live tennis via Astro's Ultra Box, mobile app or web.

2. How do I access the beIN SPORTS CONNECT app on the Ultra Box?

On the beIN SPORTS CONNECT mobile app:

Step 1 – Open the “beIN SPORTS CONNECT” app and go to your Profile

Step 2 – Select “Sign in with Astro” and log in with your Astro ID

Step 3 – Go to “Settings” and select the TV Login option

Step 4 – A QR code scanner will appear. Follow the steps below to pair the mobile app with your TV screen

On the Astro Ultra Box:

Step 1 – At Astro Home, go to the app rail and select “beIN SPORTS CONNECT”

Step 2 – Go to the Profile icon at the top of your screen and click “OK”

Step 3 – A QR code will be presented on your screen. Use the in-app QR code scanner on your mobile device to scan the QR code

Step 4 – Your TV screen will refresh automatically and you will be able to enjoy the beIN SPORTS CONNECT app on your TV!

3. Who is entitled to access the beIN SPORTS CONNECT app on the Ultra Box?

Only Astro customers with the Sports subscription as part of their Astro TV Pack (Bundle or add-on) will be able to enjoy the beIN SPORTS CONNECT app on their Ultra Box. For further enquiries, please WhatsApp “Get beIN” to our Customer Contact Center at 03-9543 3838.

4. What are the content available in the beIN SPORTS CONNECT app?

Customers can enjoy major European football leagues, over 3,000 hours of live tennis and other global sporting events LIVE and on-demand on the app. You may check out the complete list of competitions available on the app here: [beIN SPORTS CONNECT | Live Leagues and Competitions | LaLiga, Serie A, Ligue 1](#)

5. Can I stream on more than one device at the same time?

No, you can only stream the beIN SPORTS CONNECT app on one device at a time.

6. How many devices can I use to watch beIN SPORTS CONNECT?

You can have up to five (5) devices registered to your account at any given time. However, you can only stream from one (1) device at a time.

7. Can I download content for offline viewing?

Unfortunately, downloading of content is not a feature that is currently available.

8. Are subtitles or dubbing available for the content on beIN SPORTS CONNECT?

Unfortunately, subtitles and dubbing options are currently not available.

9. How can I subscribe to beIN SPORTS CONNECT via Astro?

The beIN SPORTS CONNECT app is not available as an add-to-bill option. Please visit www.product.astro.com.my/tv to sign up to one of our TV Packs with the Sports subscription.

10. Can I access the beIN SPORTS CONNECT app outside of Malaysia?

No, you will not be able to watch beIN SPORTS CONNECT content outside of Malaysia as the app is geo-blocked for each country.

11. How do I register for an Astro ID?

Download the beIN SPORTS CONNECT app > Select "Login with Astro"> Click "Do not have an Astro ID? Click here"

12. Can I update my email address/mobile number for my Astro ID?

Yes, please visit Astro's Self Service Portal via selfservice.astro.com.my to update your email address or mobile number.

13. I have forgotten my password; what should I do?

Step 1: Click "Log in" and click "Forgot my password"

Step 2: Enter your email address and click "Submit"

Step 3: An email will be sent to your registered email address with further instructions on how to reset your password

14. How do I unlock a locked user account?

You may contact Astro's Customer Service by:

1. Submitting a feedback form here: www.astro.com.my/contactus/form
2. Reaching out to us via WhatsApp by typing "Hi" at 03-95433838 for assistance.

15. The beIN SPORTS CONNECT app won't load after I pressed "cancel" when logging in; what do I do now?

Step 1 – Close the "Astro ID Login" tab in your browser, then close your mobile app browser (Safari, Google Chrome, Mozilla Firefox etc).

Step 2 – Close the beIN SPORTS CONNECT app on your mobile device.

Step 3 – Reopen the beIN SPORTS CONNECT app and try to log in again.

16. Will my personal information be protected?

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