

# Frequently Asked Questions

## Qalbox by Muslim Pro on Astro

### 1. What is Qalbox by Muslim Pro?

Qalbox by Muslim Pro is a Muslim-friendly entertainment streaming service that is accessible via the Muslim Pro app. It hosts an extensive library of content that celebrates Muslim identities and cultures worldwide and aims to create a global platform for Muslim creatives and filmmakers.

### 2. What is the difference between Muslim Pro and Qalbox?

Muslim Pro is the go-to Muslim lifestyle app, recognised by millions of Muslims globally as having the most accurate prayer time and athan/azan application for *salah* (prayer). Muslim Pro has a full suite of features that help Muslims practise their religion and deepen more purposefully with features such as a *Qibla* finder, reading and listening to the *Quran*, a digital tasbeeh and more.

Meanwhile, Qalbox is a streaming service by Muslim Pro to enjoy Muslim-friendly movies, TV series, animations and more. After purchasing Qalbox as an add-on, Astro customers can stream the app on their Ultra/Ulti Box, [www.qalbox.com](http://www.qalbox.com) or via the Muslim Pro mobile app.

### 3. Why should I subscribe to Qalbox by Muslim Pro with Astro?

For an Astro-exclusive price of only RM9.50/month inc. SST (RRP: RM12.90/month), you can look forward to a wide range of content genres, including acquired and original scripted programmes, movies, documentaries, children's animations, as well as Quranic recitations and supplications (*du'a*). From classic movies on history, origins and civilizations of Muslims to titles that showcase modern Muslim life across the globe – viewers can immerse themselves in the experiences of other Muslims' varied journeys, struggles, and triumphs.

Additionally, you can also enjoy Premium Muslim Pro features on the mobile app which allow users to access all in-app features without any advertisements, download audio recitations of the Quran to listen offline, and add the Muslim Pro widget to their smartphone Home Page to view all prayer times, amongst many other features.

### 4. Where can I access Qalbox by Muslim Pro?

If you are subscribed to Qalbox by Muslim Pro, you can access your favourite Islamic content on your big screen TV via the Ultra/Ulti Box, [www.qalbox.com](http://www.qalbox.com) or the Muslim Pro app.

### 5. What happened to my Qalbox by Muslim Pro Premium free trial?

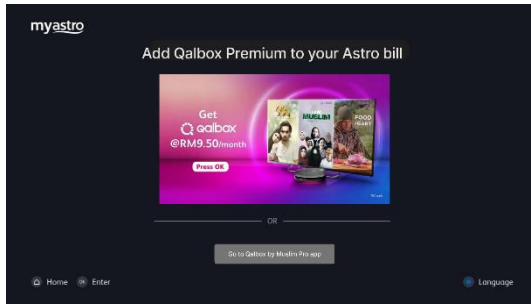
Your free trial of Qalbox by Muslim Pro Premium subscription with Astro has ended on 26 September 2023. We hope you have enjoyed it! You may continue streaming the app by adding it to your bill for an exclusive price of only RM9.50/month inc. of SST (RRP: RM12.90/month).

### 6. How do I subscribe to Qalbox by Muslim Pro Premium as an Astro customer?

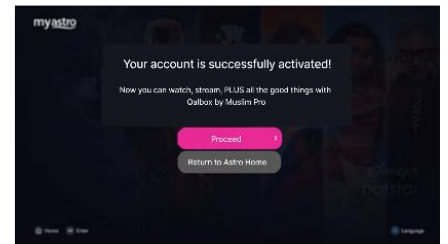
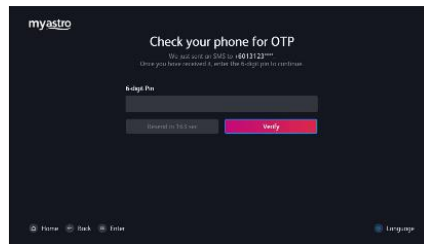
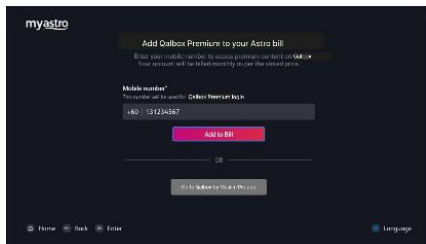
Astro customers may purchase Qalbox as an add-on via their Ultra or Ulti Box, My Astro app, [www.astro.com.my](http://www.astro.com.my), or by contacting our Customer Contact Centre at 03-9543 3838 (call/WhatsApp). Please follow the detailed steps below if you require guidance on how to purchase:

#### a) Ultra or Ulti Box

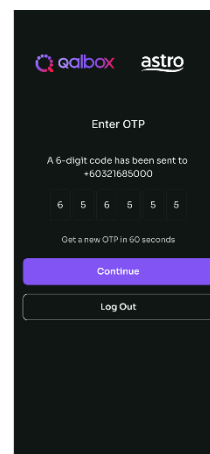
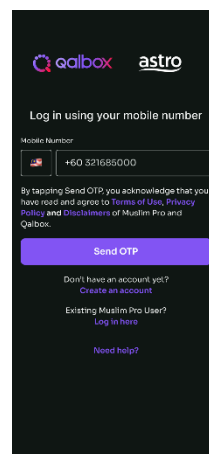
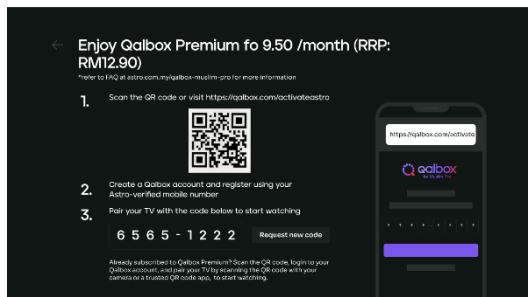
**Step 1:** Open "Qalbox by Muslim Pro" under the apps rail at your Home Page. Click on any show posters to proceed with the purchase.



**Step 2:** Provide your Astro verified mobile number and enter the OTP to proceed  
*\*if you have activated your Qalbox Premium free trial, please ensure the same mobile number is used*



**Step 3:** Scan the QR on screen to log in/create a new Qalbox account and pair it with your TV

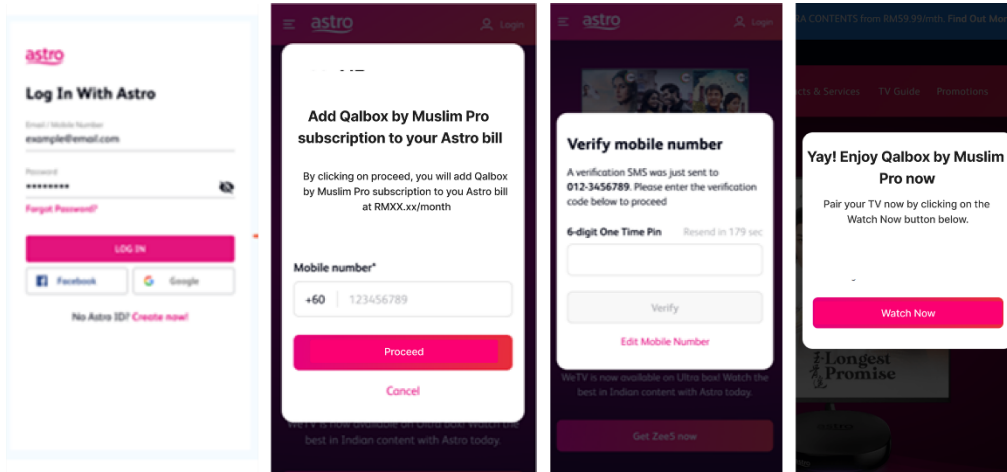


*\*Please ensure this phone no. used is the same as Step 2*

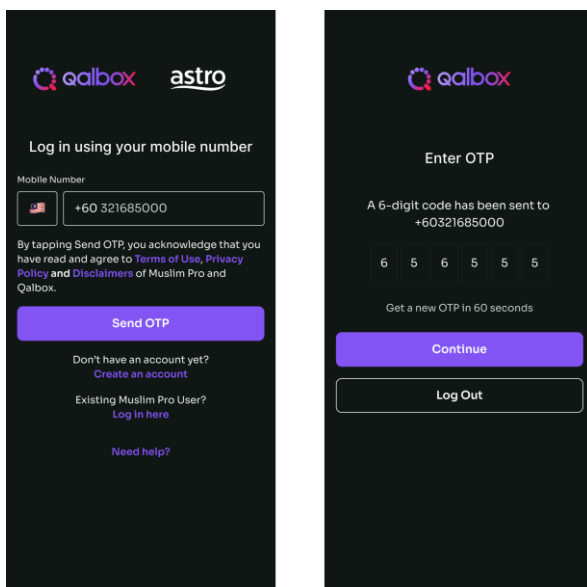
## b) My Astro app

**Step 1:** Open the My Astro app and select “Astro Store” in the bottom menu. Then, select “Apps” > “Qalbox by Muslim Pro” > “Get it Now”

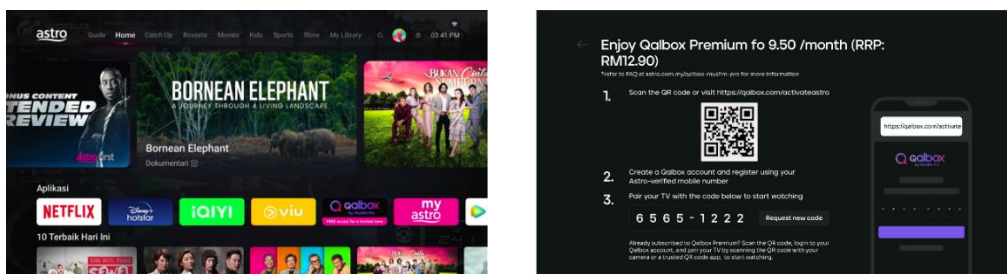
**Step 2:** Log in with your Astro ID. Then, enter your Astro verified mobile number and perform the OTP verification to purchase



**Step 3:** Log in to the Qalbox mobile app using the same phone number as Step 2



**Step 4:** Once complete, launch Qalbox on your Ultra or Ulti Box and pair your account to your TV



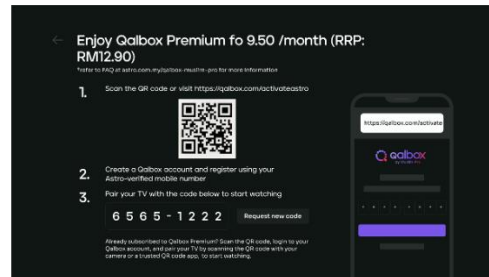
### c) Astro Website ([www.astro.com.my](http://www.astro.com.my))

**Step 1:** Visit [www.astro.com.my](http://www.astro.com.my) and select “Product & Services”. Then, go to “Apps” > “Qalbox by Muslim Pro” > “Get it Now”

**Step 2:** Log in with your Astro ID. Then, enter your Astro verified mobile number and perform the OTP verification to purchase

**Step 3:** Log in to the Qalbox mobile app using the same phone number as Step 2

**Step 4:** Once complete, launch Qalbox on your Ultra or Ulti Box and pair your account to your TV



**7. I already have a Qalbox account from the free trial; how do I purchase the add-on with the same account?**

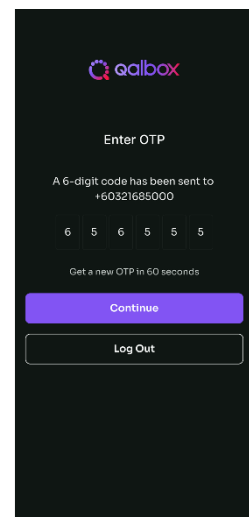
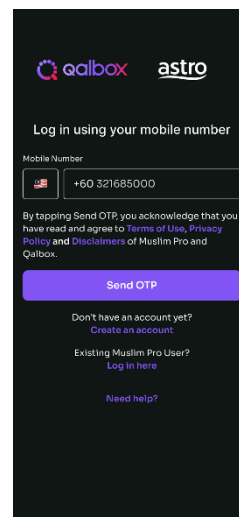
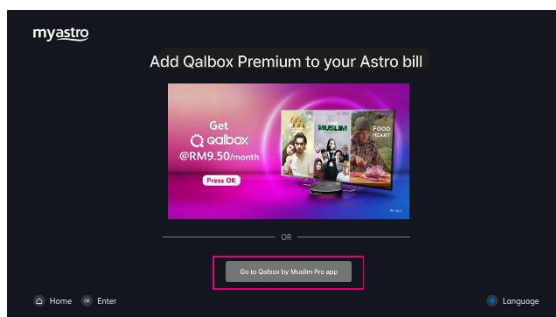
Simply pick up where you left off by following the steps in Q6 and purchase the Qalbox by Muslim Pro add-on. Please ensure that the mobile number used to purchase the add-on is the same mobile number used when registering for the free trial.

**8. I have my own Qalbox account outside of Astro; can I stream it on my Ultra/Ulti Box?**

Yes, you can! Just follow these simple steps to stream your Qalbox account on your Ultra/Ulti Box:

**Step 1:** Open “Qalbox by Muslim Pro” under the Apps rail at your Box home page.

**Step 2:** Select “Go to Qalbox by Muslim Pro app” then scan the QR code on screen to log in to your existing account.



**Step 4:** Finally, enter the pairing code displayed on your TV screen to pair your account to your Ultra/Ulti Box.

**9. How do I enjoy Qalbox by Muslim Pro on the website and mobile app?**

a) **Qalbox Website:** After subscribing through any of the methods under Q6, you will automatically be able to enjoy the app at [www.qalbox.com](http://www.qalbox.com).

b) **Muslim Pro mobile app:**

**Step 1:** Download the Muslim Pro app from the [Apple App Store](#) or [Google Play Store](#)

**Step 2:** Click “Log In” at the bottom right corner. Then, select “Continue with Email/Phone”

**Step 3:** Switch to the “Phone” tab and enter your name and mobile number

**Step 4:** After clicking Continue, enter the OTP code sent to your device for verification purposes

**Step 4:** Enter your email address and create a password

**Step 5:** Now, enjoy Muslim-friendly shows on the app! Simply use the same email or phone number provided to log in in the future

**10. How many devices can I use to stream Qalbox by Muslim Pro at the same time?**

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

**11. Can I download content on Qalbox by Muslim Pro for offline viewing?**

At the moment, offline downloading of content is not available.

**12. Are there any subtitles or dubbing available for the content on Qalbox by Muslim Pro?**

Presently, Qalbox offers subtitles in English, Bahasa Malaysia, Bahasa Indonesia, and French for selected content. Their commitment is to expand subtitle availability to encompass an even broader array of languages for all content.

At this time, dubbing services are also available for selected content and they are actively exploring options to enhance accessibility and cater to the preferences of viewers.

**13. Can I access Qalbox by Muslim Pro outside of Malaysia?**

Yes, simply download the Muslim Pro app and log in using your registered mobile number for Qalbox. You may be required to provide your email address and password for additional security. Once done, you may access Qalbox immediately.

## About Qalbox by Muslim Pro Premium Subscription

**14. What is a Qalbox by Muslim Pro Premium subscription?**

With the Qalbox by Muslim Pro Premium subscription, users can enjoy all the Muslim-friendly content on Qalbox and stream them on up to 5 devices at the same time. Additionally, users will also be able to enjoy Muslim Pro premium features on the mobile app which includes accessing all in-app features without any advertisements, download audio recitations of the Quran to listen offline, and add the Muslim Pro widget to their smartphone Home Page to view all prayer times, amongst many other features.

**15. I don't have an Ultra/Ulti Box; can I still subscribe to Qalbox by Muslim Pro with Astro?**

If you are not an Ultra or Ulti Box customer, you may still subscribe to Qalbox by Muslim Pro and enjoy:

- a) Qalbox on the mobile app and website
- b) Muslim Pro features via Muslim Pro app

## App Issues

**16. Who may I contact if I encounter any problems with Qalbox by Muslim Pro?**

Please reach out to the Qalbox team by emailing them at [support@muslimpro.com](mailto:support@muslimpro.com) if you have any enquiries or require assistance with the app.

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](#).