



Bring your entertainment  
with you on the go

Enjoy your favourite shows on  
up to 4 mobile devices at home

# Guiding your way to great entertainment

## An all-in-one Singtel TV Starter Guide

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# Welcome to your new Singtel TV

You are about to discover the latest and the most exciting TV entertainment. Find out everything you need to get started in this guide – from recording the entire series or multiple programmes simultaneously to managing recordings on-the-go and even pausing and replaying your favourite shows.

Power on your set-top box to unlock a world of awesome TV entertainment.

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## Special features for you to note!



### Restart TV

- Never miss a moment of your favourite shows
- Fast forward, rewind or repeat scenes
- Supports most channels, including the Free-to-air channels



### Catch up TV

- Access past episodes or movies anytime



### DVR multi-room viewing

- Record up to 225 hours of your favourite programmes
- Watch in any room at home with additional set-top boxes



### Parental lock/rental lock

- Set locks on NC16 or M18 content, or on specific channels.

## >> Fast Forward To Your Faves

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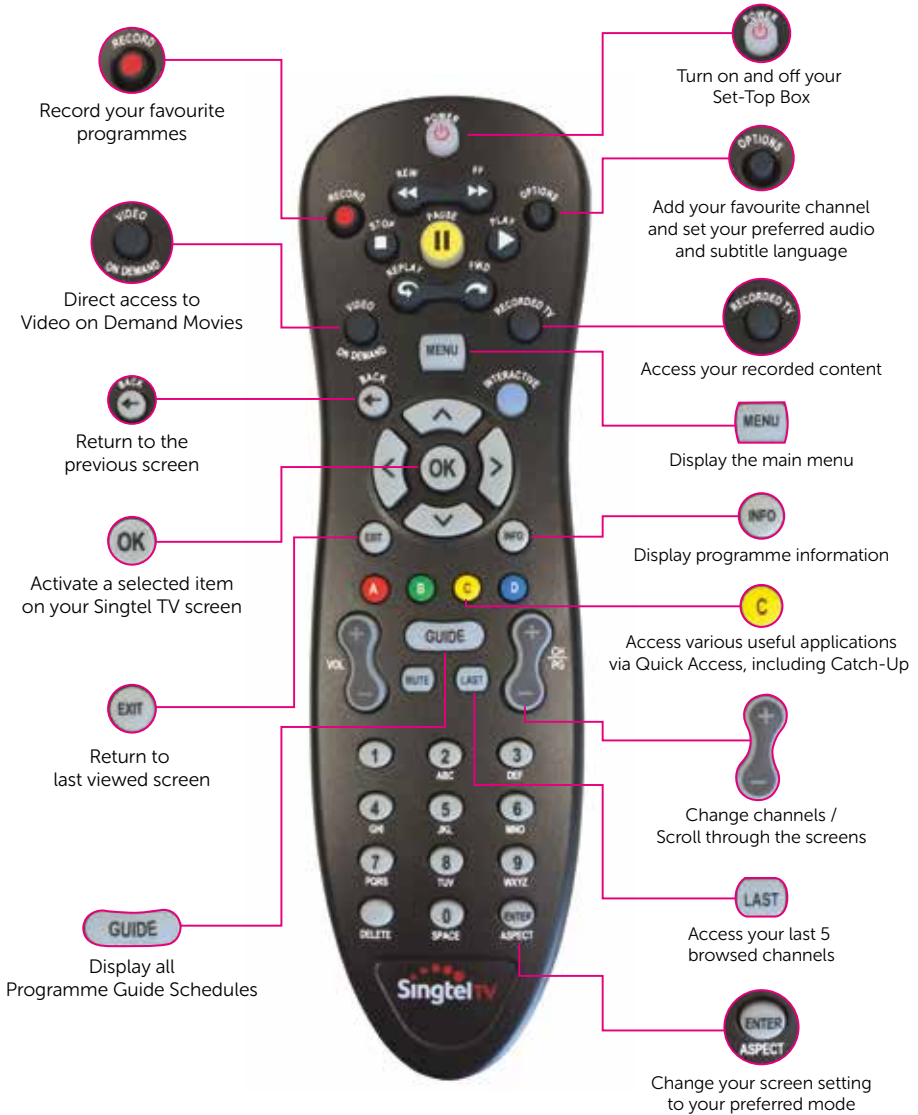
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### Useful Information

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## Remote Control

Know your remote control shortcuts for easy access to TV features such as Search, Record, Programme Guide and more





## Show Timings

Check the showtime of your favourite programmes, add shows and channels to your Favourites, and much more

### Showtimes (for specific channel)

**STEP 1** Press **GUIDE** on remote control



**STEP 2** Press **▲**, **▼**, **◀**, **▶** on your remote control to select the specific time slot & specific channel

**STEP 3** Press **OK** on remote control to view the selected channel

### Showtimes (for specific day)

**STEP 1** Press **GUIDE** on remote control and then press the **OPTION** button

**STEP 2** Select **Jump to Day & Time** and press **OK**

**STEP 3** Press **▲** and **▼** to select the specific day and then press **OK**



# Favourites

Curate the list of your most-watched channels and shows

## How to Organise Your Favourites

**STEP 1** Press **GUIDE** on remote control and then press the **OPTION** button

**STEP 2** Select from the following features to organise your favourite shows and channels

- Want to create a list of your most-watched channels instead of scrolling and navigating? To include a channel to your list of favourites, select your favourite channel and press **Add to Favourites**
- Want to see all your favourite channels? Select **Favourite Channels** and press **OK**. Then select **My Favourite** and press **OK** to view the list of your most-watched channels.
- To remove channels from **My Favourite** list, select **Remove from Favourite** and press **OK**

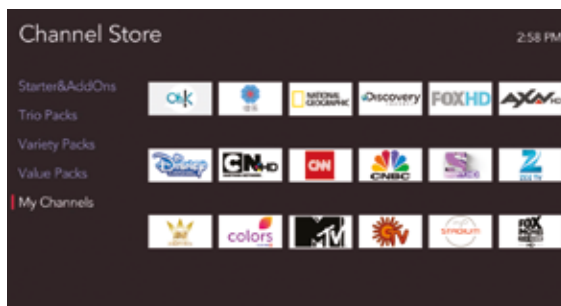


# My Channels

## How to View Channels You Have Subscribed

**STEP 1** Press **◀** on remote control




**STEP 2** Select **My Channels** and press **OK**



## Subtitles

### How to Change Subtitles




Applicable to selected channels only

- STEP 1** Press **Option** or  on remote control
- STEP 2** Go to **Subtitle Languages** and press 
- STEP 3** Select chosen language and press 

## Audio




### How to Change Audio Language

Applicable to selected channels only

- STEP 1** Press **Option** or  on remote control
- STEP 2** Go to **Audio Language** and press 
- STEP 3** Select your preferred audio language and press 


## Zoom

### How to Set the Screen Size

- STEP 1** Press **Option** or  on remote control
- STEP 2** Go to **Zoom** and press 
- STEP 3** Choose the optimum setting (**Normal, Stretch, Zoom 1, Zoom 2, Zoom 3**) and press 

## Remote Pairing

### How to Use Singtel TV GO as a Remote Control

- STEP 1** Go to **Singtel TV GO\*** on your mobile device
- STEP 2** Ensure your mobile device's WiFi is connected to the same network as your Set-Top Box
- STEP 3** Select  and go to **Settings**
- STEP 4** Click on **Remote Pairing Setup** and choose **Setup Now** when prompted
- STEP 5** Once the app prompts that the pairing is successful, your mobile device can be used as a remote control

\*Turn to Page 11 to find out how to record with Singtel TV GO



## Shortcuts

Select from a list of TV features to navigate with ease

### 1.

**STEP 1** Press  on remote control

**STEP 2** Select from the following functions:  
Search, Channel Guide, Favourites, Catch-Up\*, Recorded TV, Store, Settings

\*View Catch-Up for all your subscribed channels



### 2.

**STEP 1** Press  on remote control

**STEP 2** Select from the following functions:  
Add to Favourites/Remove from Favourites, View Favourites, Change Favourites, Audio Languages, Subtitle Languages, Zoom






## 3.



**STEP 1** Press  on remote control to view Recently Viewed Channels

**STEP 2** For DVR customers only Press  again to view Recent Recordings



## 4.

**STEP 1** Press  on remote control to browse information about current programme

**STEP 2** Press  or  to browse programme information on other channels



# Quick Access

Discover a suite of useful features at the touch of a button

## Yellow Button

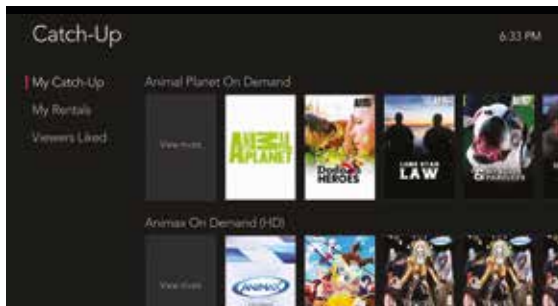
**STEP 1** Press **Yellow Button** on remote control

**STEP 2** Select from the following functions:  
Catch-Up, Netflix, Recommended for You, VOD, 4D/TOTO, Shares,  
Channel Store on the **Quick Access** bar.



### Catch-Up\*

- 1 Select **Catch-Up** and press **OK**
- 2 Select the show you would like to watch and press **OK**



- 3 Select **Play** and press **OK** to watch

\*For channels with Catch-Up viewing




### Recommended for You

- 1 Select **Recommended** and press **OK**
- 2 A list of recommended channels will be shown. Select the specific channel and press **OK** to view

## Yellow Button

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### Channel Store

- 1 Select **Pack** and press 
- 2 Click on **Subscribe** and press 
- 2 Press  to confirm your subscription



### 4D/TOTO and Big Sweep

- 1 Select **4D/TOTO** and press 
- 2 Select from **4D, TOTO** and **Big Sweep**
- 3 Choose the respective draw date for the results

### Netflix

- 1 Select **Netflix** and press 




### HOOQ

- 1 Select **HOOQ** and press 

# Recording

Record your favourite shows via your DVR Set-Top Box or remotely with Singtel TV GO



## 1. How to Record via DVR Set-Top Box

- STEP 1** Press the **Guide** button
- STEP 2** Select the particular show which you would like to record
- STEP 3** Press  **Record** on remote control
- STEP 4** A **Recording Message** prompt is shown
- STEP 5** To schedule recording for the entire series, press  **Record** again
- STEP 6** Press  **Record** once more to cancel recording


## 2. How to Stop Recording via DVR Set-Top Box

- STEP 1** Select **Recorded TV**
- STEP 2** Select the show you would like to stop recording
- STEP 3** Select **Stop Recording**
- STEP 4** Choose to **Play, Keep until** or **Erase** after recording has stopped


## 3. How to Go to Recorded TV

- STEP 1** Press **Recorded TV** on remote control or press  on remote control and go to **Recorded TV** and press 
- STEP 2** Select **By Date** or **By Title** and select the recorded show



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**Play**      1 Select **Play** and press  to play the show

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**Keep Until**      1 Select **Keep Until** and press   
 2 Select **Space needed** or **I erase**. Select **Don't change** to exit without changes

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**Erase**      1 Select **Erase**, select **Confirm** and press   
 2 Select **Cancel** and press  to keep the show



Don't have a DVR Set-Top Box?  
Call **1609** to upgrade now!

## 4. Remote Recording via DVR Set-Top Box

### To Set Up Remote Recording in TV

- 1 Press **Menu** in remote control
- 2 Go to **Settings** and press **OK**
- 3 Go to **Remote Recording** and press **OK**
- 4 Go to **User Name** and press **OK**
- 5 Choose your **User Name** (please use 8 characters)
- 6 Create **PIN** (6-8 Digits) and confirm your **PIN** by selecting **Confirm** and press **OK**

### To Set Up Remote Recording in Singtel TV GO

- 1 Download the **Singtel TV GO** app on your device
- 2 Go to **Settings**
- 3 Go to **Account Setup**
- 4 Go to **Remote TV Recording**
- 5 Fill in **User Name** and **PIN** (as per set-up in TV)

### Remote Recording in Singtel TV GO

- 6 Once set up, you can log into **Singtel TV GO**
- 7 Select the programme to be recorded
- 8 DVR Set-Top Box must be powered on or in standby mode




### Did you know?

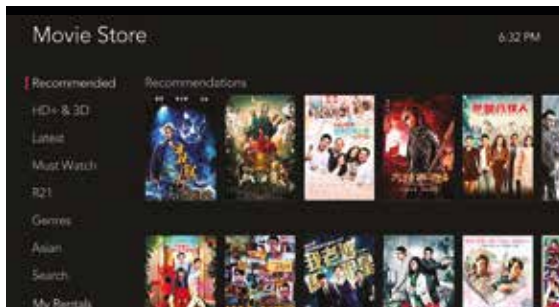
You can access the **Sports Portal** feature on **Singtel TV GO** for **FREE!** Look out for football games fixtures, videos, news, player rankings, team information and table of scores! Never miss a match again when you set reminders for upcoming matches!






# ▶ Video on Demand

Complete access to Singapore's largest VOD library

## 1. How to Purchase VOD

**STEP 1** Press  **Video on Demand** on remote control




**STEP 2** Move , , ,  to choose the video to be purchased and press  to select

**STEP 3** Select **Rent** to purchase the video

**STEP 4** Press **Rent Now** to complete the purchase

## 2. How to Retrieve Purchased VOD

**STEP 1** Press  **Video on Demand** on remote control

**STEP 2** Go to **My Rentals**

**STEP 3** Go to **Current Rental** and press 

**STEP 4** Select **Resume** to continue the VOD viewing

**STEP 5** Or select **Restart** to restart the VOD

## Restart TV

### 1. How to Restart Programme

Applicable to selected channels only

**STEP 1** On a Live Channel, press 

**STEP 2** Press  to restart the programme.



### 2. How to Identify Restart Channels

**STEP 1** Press **GUIDE** on the remote control

**STEP 2** Supported channels will have  beside it



Fast forward, rewind or repeat scenes in **Restart** mode using **REW / FF / PAUSE / REPLAY / FWD**



# Parental Control

## How to Set Parental Control

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**STEP 1** Press **Menu** or  on remote control

**STEP 2** Go to **Settings**

### 1. Parental Lock

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Protects your children from consuming undesirable content. Set locks on NC16 or M18 content (based on MDA ratings), or on specific channels.

**STEP 1** Under **Parental Control**, select  **Parental Lock**

**STEP 2** Enter your default 4-digit PIN "1234"

**STEP 3** Go to **Change PIN**

**STEP 4** Enter your new 4-Digit PIN "

**STEP 5** Enter your 4-Digit PIN " to confirm the changes

**STEP 6** If you forget your PIN, call 1688 for more information

### 2. Rental Lock

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Prevents unintended purchases by locking VOD and Channel Store.


**STEP 1** Under **Parental Control**, select  **Rental Lock**

**STEP 2** Set PIN

**STEP 3** Enter your default 4-digit PIN "1234"

**STEP 4** Go to **Change PIN**

**STEP 5** Enter your new 4-Digit PIN "

**STEP 6** Enter your 4-Digit PIN " to confirm the changes

**STEP 7** If you forget your PIN, call 1688 for more information

### 3. R21 Lock

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Locks R21 content by default to prevent children under 21 years old from watching it.

**STEP 1** Under **Parental Control**, select  **R21 Lock**

**STEP 2** As it is locked by default, call 1688 to acquire password so that you can unlock R21 content.





# Troubleshooting

Pick up quick tips on troubleshooting issues with your TV service and maximising your home entertainment

## Issues with TV Service

If you encounter an error message on your TV screen, follow the tips below to reboot your TV equipment.

### STEP 1 Power off your devices in the following sequence

- 1 Set-Top Box
- 2 Optical Network Router (ONR)

### STEP 2 Power on Optical Network Router (ONR)

Ensure POWER and PON LED indicators are lighted



### STEP 3 Power on Set-Top Box



- Avoid overheating by placing your devices in an open area.
- Keep your Set-Top Box on standby mode when it's not in use.
- Ensure all connecting ends of cables are intact and tightly plugged into the power outlets.

**Call 1688 if you require more information.**



Need WiFi Mesh for your home?  
Call **1609** to find out more!

## Better WiFi Connectivity

Optimise WiFi connectivity at home with these useful tips below.

### Tip 1 Reposition your router

- Place your router in a central location, away from clutter and glass/metallic objects
- Avoid placing the router on the floor
- To extend your WiFi coverage further, you can also add on a WiFi Mesh Dual Pack



### Tip 2 Reboot your router to reduce WiFi congestion

- 1 Connect to your router wirelessly or via ethernet
- 2 On your device web browser, type **192.168.1.254** to go to the router's Setting page
- 3 Click on **General/Wireless**, under **Channel** drop down box, select **Automatic** for **2.4GHz & 5GHz Wireless** and click **Apply**
- 4 Reboot your router by turning it off and on
- 5 Now your router can automatically scan and connect to the least congested WiFi channel

### Tip 3 Consider wireless dual-band routers

- Different devices support different WiFi frequencies
- When many neighbouring WiFi network or wireless devices run on the same 2.4GHz frequency, congestion may happen
- A dual-band router can help ease congestion as it supports 2 frequency bands (2.4GHz & 5.0GHz)

For more tips on maximising your WiFi connectivity, visit [singtel.com/wifimaster](http://singtel.com/wifimaster)

### Any Queries?



#### Call 1688

Speak to our friendly customer service officers regarding billing enquires, troubleshooting, technical assistance and other general enquiries.

### Need More Information on Singtel TV?



#### Visit [singtelv.com.sg](http://singtelv.com.sg)

Get comprehensive information on Singtel TV including the monthly showtime guide, highlights, terms and conditions, events and promotions.

### Want to Enhance Your TV Experience?

Subscribe to our other exciting TV content packs, recontract or purchase TV value-added services.



#### Visit [Singtelshop.com/singtelv](http://Singtelshop.com/singtelv)



#### Call 1609



#### Or drop by any of these Singtel Shops!

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