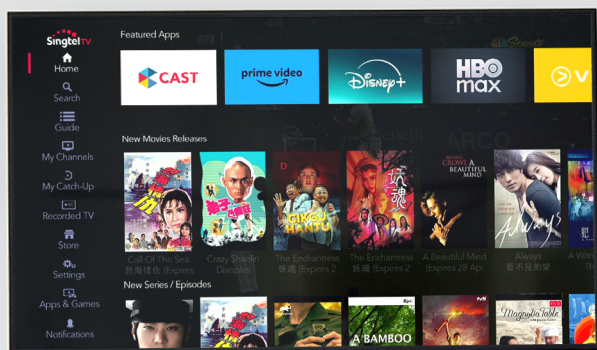




# Your complete starter guide

to all-in-one entertainment with Singtel TV.

**Hello Possibilities**



# Welcome to your new Singtel TV.

It's an all-in entertainment experience that combines your favourite TV channels and video streaming apps, all in one brand-new Singtel TV box; with next-generation Android functions.

Find out everything you need to get started in this guide – from recording your favourite shows on TV, to accessing the latest shows from popular streaming platforms.

Unlock a world of endless entertainment with your Singtel TV box now.

## Experience more with Singtel TV!



### **Channels & apps, combined.**

Can't give up the latest streaming services but also love some good old TV? Singtel TV presents you with the best of both worlds.



### **Access Singtel CAST, for free!**

Watch your favourite Singtel TV channels anytime, anywhere, on the CAST app. The best part? You get to access the app at no extra cost!



### **Got a Google account?**

Sign in to your Google account for the best experience. Enjoy Android TV services and get auto-updates on all your apps.

## **Did you know?**

### **Singtel TV now offers:**

- Cloud DVR that provides two recording options for your favourite shows – 300 hours or 600 hours. Additional subscription required.
- Missed the start of your show? Jump to the start with Restart TV.

Know your devices

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How to set up CAST account on web browser

How to set up CAST account on mobile app

How to set up CAST on Singtel TV box (needs an active CAST account)

# 02 | Know your devices

What's in the box

Plug & Play  
to get started.

## Items found in the box

1. Singtel TV box
2. Remote control
3. 2x AA batteries
4. Power adaptor
5. Ethernet cable
6. HDMI cable

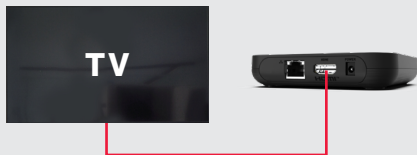


## Singtel TV box

Follow this step-by-step guide to power up your Singtel TV box and connect it to your TV.

### Step 1

Connect HDMI cable from the Singtel TV box to the TV.



### Step 2

Connect ethernet cable from the Singtel TV box to the Singtel Router/Mesh.



### Step 3

Connect power adaptor to the Singtel TV box and switch on the power socket.



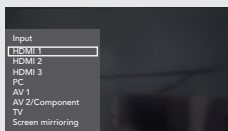
### Step 4

Ensure that there is a white light on the Singtel TV box.



### Step 5

Select the correct HDMI source on the TV.





## Remote Control

Know your remote control shortcuts for easy access to TV features such as Record, Channel Guide, Catch-Up and more.



Record your favourite programmes.



**Red:**  
Change audio language.



**Yellow:**  
Quick access to Catch-Up.



**Blue:**  
Quick access to Channel Store.



Quick access to launch the CAST app.



Return to previous screen.  
Long press to exit.



Quick access to Home Screen.

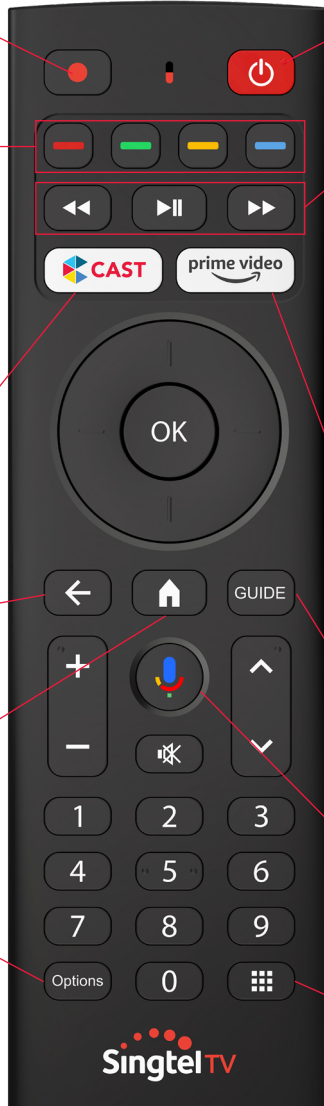


Long press to find out more info.

### Legend:



Long press



Turn on and off your Singtel TV box.



**Rewind:**  
Go to the previous channel or programme.  
Long press to rewind 7s @ x1 to x4 speed.



**Play/Pause:**  
Play or pause programme.  
Long press to stop playing.



**Fast forward:**  
Go to the next channel or programme.  
Long press to fast forward 7s @ x1 to x4 speed.



Quick access to launch Prime Video app.



Quick access to Channel Guide.



Activate Google Voice Assistant.



Quick access to Google Play Store.

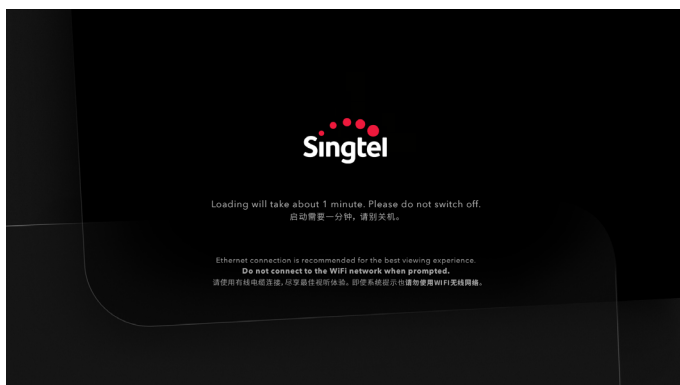
# 04 | Setting up your Singtel TV

How to set up Singtel TV for the first time

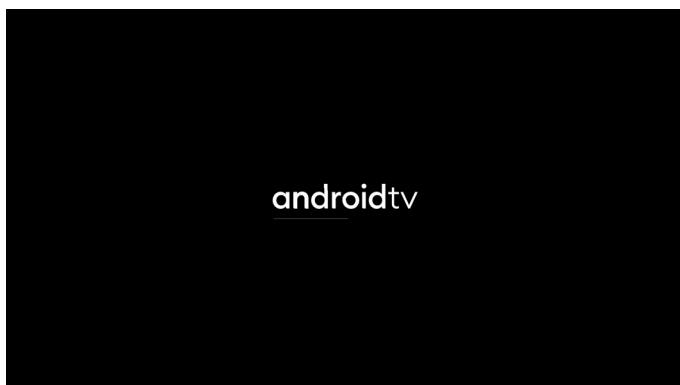
**Set-up guide:** **First time using Singtel TV? Setup will take a few minutes. Simply follow the steps on-screen after turning on your Singtel TV box.**

## 1. Launch Screen

This screen will show automatically, wait for about a minute for our system to load.

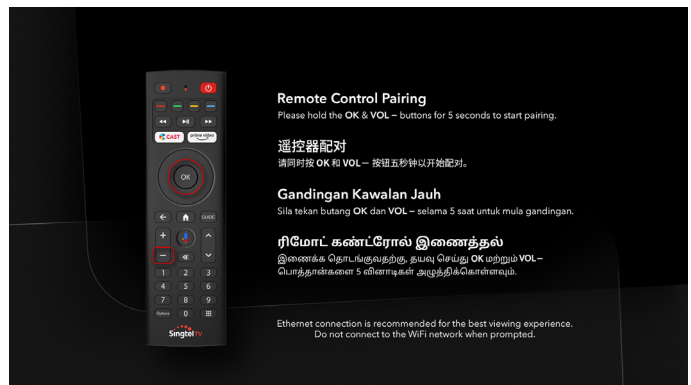


## 2. Singtel TV Introduction

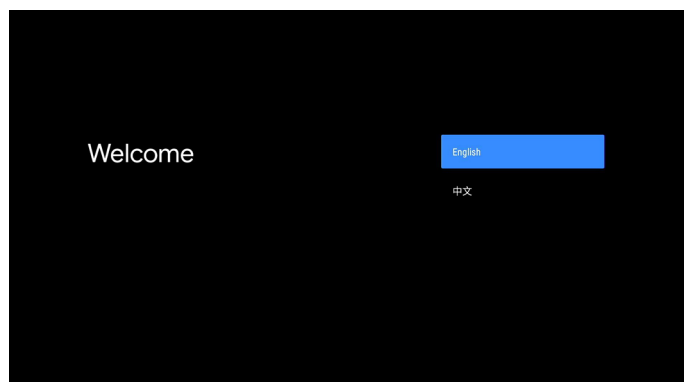


### 3. Remote Control Pairing

- Press and hold the **OK** & **VOL -** buttons at the same time for 5 seconds to pair your Singtel TV remote control.
- Once paired, the remote control will only work with the Singtel TV box it was paired with.

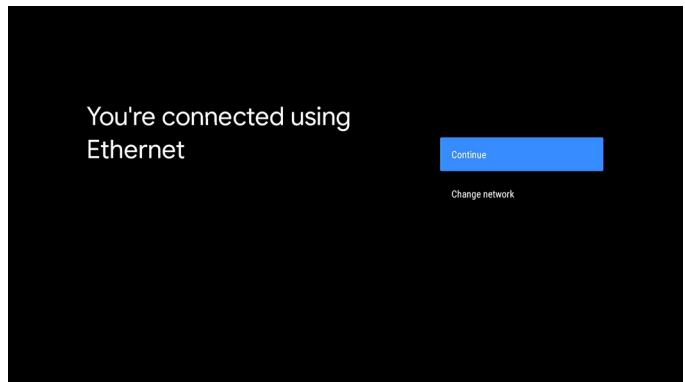


### 4. Select Language

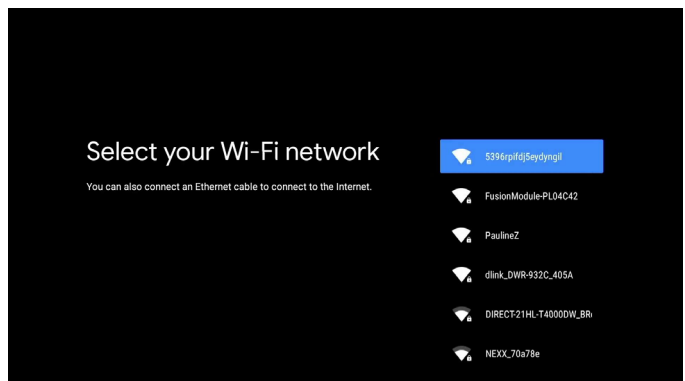


### 5. Singtel TV box Connection

- Your Singtel TV box should be connected via Ethernet, do not connect to WiFi network.
- An Ethernet connection with Singtel broadband is recommended for the best viewing experience.



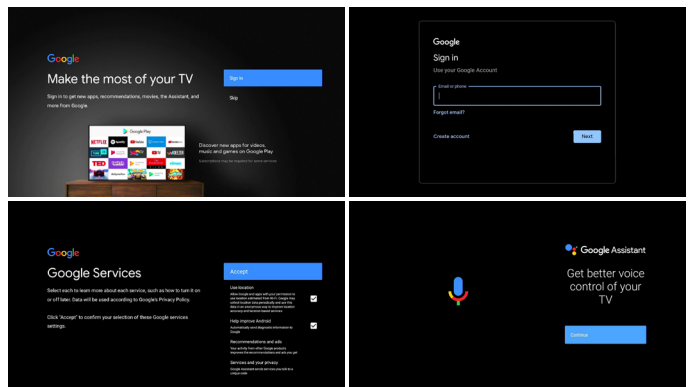
If prompted, skip option to connect via WiFi. Connect via Ethernet instead, making sure you've an active Internet connection.





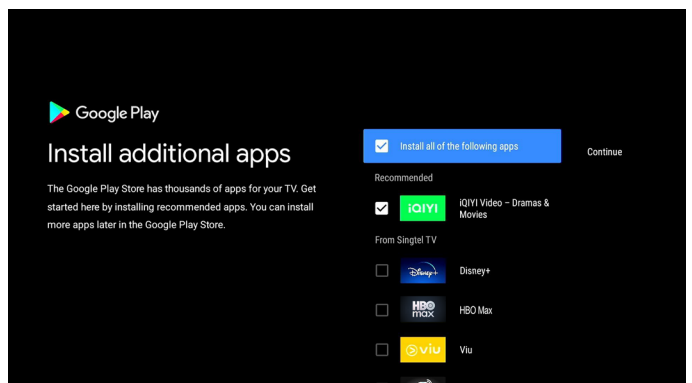
## 6. Google Sign-in

We recommend signing in with your Google account for the best experience. However, feel free to skip or sign in at a later time.



## 7. App Installation

Select and install the apps that you want to use on your Singtel TV box.

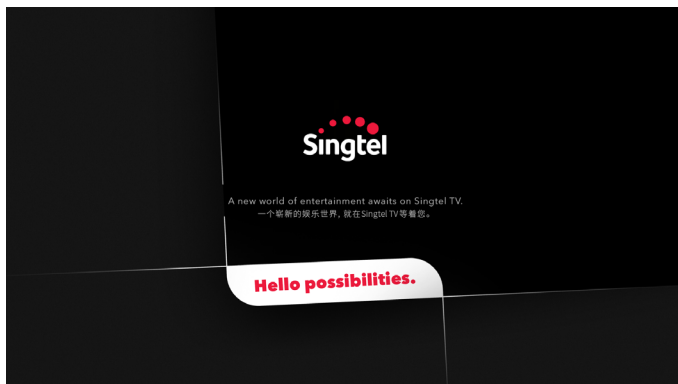


# 08 | Setting up your Singtel TV

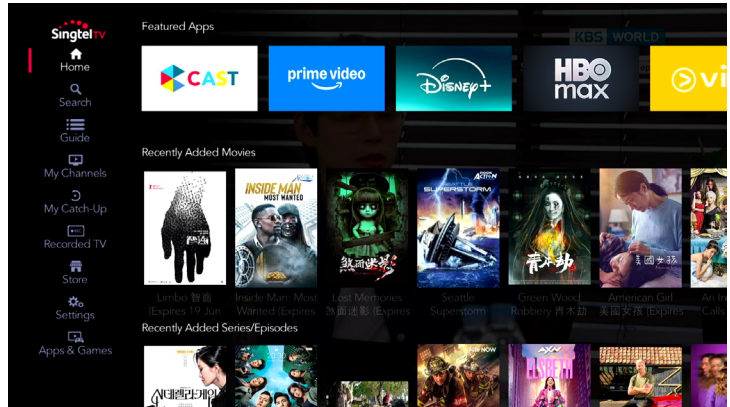
How to set up Singtel TV for the first time

## 8. Final Loading Screen

You're almost there! Start watching Singtel TV once set-up is complete.



## See this on your Home Screen? You're on the right track!



**Discover how our improved interface delivers a seamless viewing experience for you:**

1. New lanes that feature latest show releases, along with recommendations of what we think you'd like to watch next.
2. Enjoy endless entertainment with easy access to “Apps & Games”, exploring apps like Singtel CAST, Prime Video, Disney+, YouTube and more.
3. Access all your channels, on-demand shows, recorded content and more - all on the same screen.

Keep reading to find out how to navigate Singtel TV seamlessly through the tabs on your **Home Screen**.



## Show Timings

Check the schedule for your favourite shows, add shows and channels to your Favourites, and much more.

**Channel Guide** Find out what's on Singtel TV today or for the week.

1. Press **Options**.
2. Select **Jump to Day & Time** and press **OK**.
3. Press **Up and Down** to select a specific day and press **OK**.



**Organise your Favs** Put together a list of your most-watched channels and shows.

Select your favourite channels. Press **Options**, then **Add to Favourites**.

- Restart TV**
1. Restart your shows.
  2. Supported channels will have beside it.

### SHORTCUT:

1. On a Live channel, press .
2. Press **OK** to restart the show.



### Did you know?

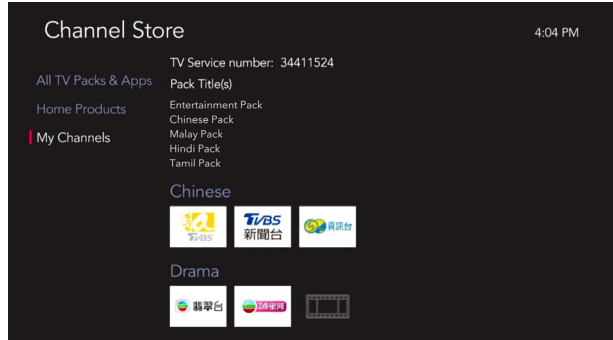
You can also look out for your favourite shows and channels on the Home Screen. Your **Favourites** will be a lane on its own!



## My Channels

Check out all the channels you've subscribed to.

1. Press  on remote control.
2. Select **My Channels** and press .





## Catch-Up



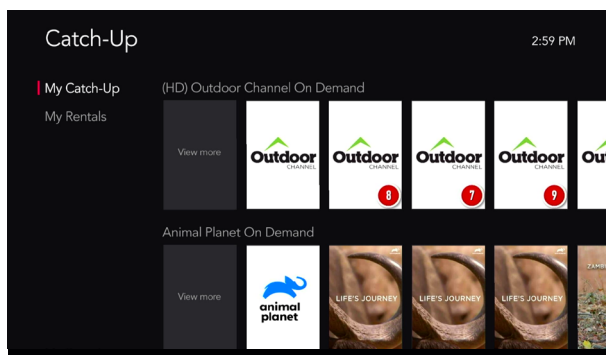
Yellow Button

Catch up on everything you've missed, even from months ago\*!  
Do it anytime, anywhere, at your own pace.

\*Only applies to channels with Catch-Up viewing.

Press the  **Yellow Button** on your Remote Control to:

- Access **My Catch-Up**.
- View **Channel Store**.
- View **Video On Demand Store**.





## Recorded TV

Here's a quick guide on how to start recording your shows on Singtel TV. With Cloud DVR, you'll never have to worry about missing your shows again!

### To record shows ahead of time:

1. Press **GUIDE** on remote control.
2. Select the show you would like to record.
3. Press **Record** on remote control.
4. A **Recording Message** prompt will be shown.
5. To schedule recording for the entire series, press **Record** again.
6. Press **Record** once more to cancel recording.

### To record an existing show:

1. Simply press **Record** to start recording the show you want.

### Access all Recorded Shows in one screen.

#### To access your recordings:

1. Press the left arrow, select **Recorded TV** and press the **OK** button.
2. Press **By Date** or **By Title** and select the recorded show.



Note: Cloud Recording subscription is required to record shows. Cloud recordings will be automatically deleted after **6 months**.









## Quick Access to Channel Store

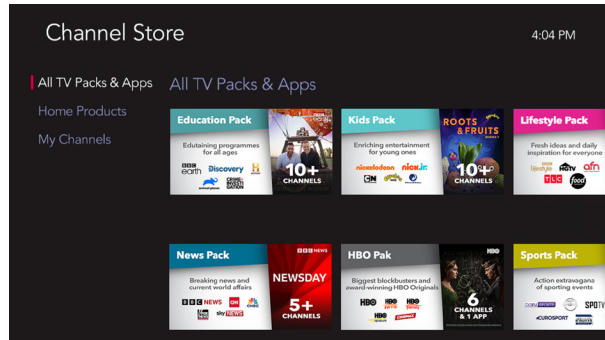
Want access to more shows, more channels and more entertainment?

Quickly browse through other Singtel TV Packs or third-party video streaming apps available. You can also shop for home devices like WiFi routers or mesh units here!



Blue Button

1. Press  **Blue Button** on remote control for quick access to Channel Store. 
2. Select **Pack** and press . 
3. Click on **Subscribe** and press .
4. Press  to confirm your subscription.







## Parental Control

### Set up Parental Control.

1. Press **Options** on Remote Control to go to **Settings**.
2. Access **Parental Control** from **Settings**.

### Parental Lock

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

1. Under **Parental Control**, select  **Parental Lock**.
2. Enter the default **4-digit PIN** "1234".
3. Go to **Change PIN**.
4. Enter your new **4-digit PIN** .
5. Enter your **4-digit PIN**  to confirm the changes.


### Rental Lock

**Prevents unintended purchases by locking VOD and Channel Store.**

1. Under **Parental Control**, select  **Rental Lock**.
2. Set **PIN** and enter the default **4-digit PIN** "1234".
3. Go to **Change PIN**.
4. Enter your new **4-digit PIN** .
5. Enter your **4-digit PIN**  to confirm the changes.

### R21 Lock

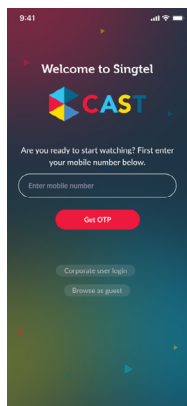
**Locks R21 content by default to prevent children under 21 years old from watching it.**

1. Under **Parental Control**, select  **R21 Lock**.
2. As it is locked by default, call **1688** to acquire password so that you can unlock R21 content.

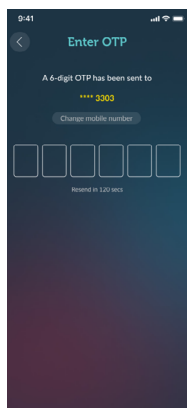
Forgot your **PIN**? Call **1688** or visit [www.singtel.com/help](http://www.singtel.com/help).

## Section 1: How to set up CAST account on mobile app.

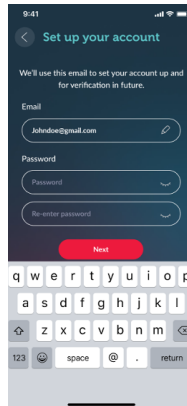
1. Download the Singtel CAST mobile app from App Store or Google Play.
2. Enter your mobile number.



3. We'll send a One-Time Password (OTP) to your mobile number for security verification. Enter the OTP to continue.

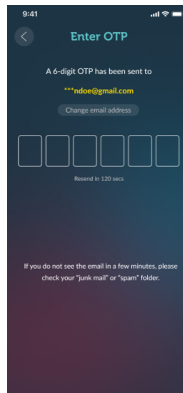


4. Set up your CAST account by entering your preferred email and password.



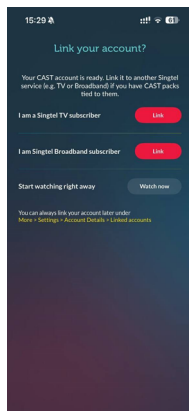
The screenshot shows the 'Set up your account' screen. At the top, the title 'Set up your account' is displayed with a back arrow. Below the title, a message states: 'We'll use this email to set your account up and for verification in future.' There are two input fields: 'Email' with the placeholder 'JohnDoe@gmail.com' and a copy icon, and 'Password' with a placeholder 'Password' and a dropdown arrow. Below the password field is a link that says 'No, enter password'. At the bottom is a red 'Next' button. A virtual keyboard is visible at the bottom of the screen.

5. We'll send another OTP, this time to your email. Simply verify with the OTP to continue.

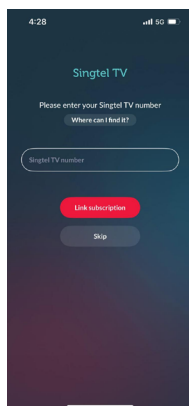


The screenshot shows the 'Enter OTP' screen. At the top, the title 'Enter OTP' is displayed with a back arrow. Below the title, a message states: 'A 6-digit OTP has been sent to \*\*\*ndoe@gmail.com'. There is a link that says 'Change email address'. Below this is a row of six empty boxes for entering the OTP. Below the boxes, it says 'Resend in 120 secs'. At the bottom, a message states: 'If you do not see the email in a few minutes, please check your "junk mail" or "spam" folder.'

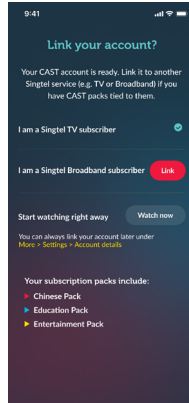
6. Now, tap on 'Link' next to 'I am a Singtel TV subscriber'.



7. To link your Singtel TV service, just enter your Singtel TV number.

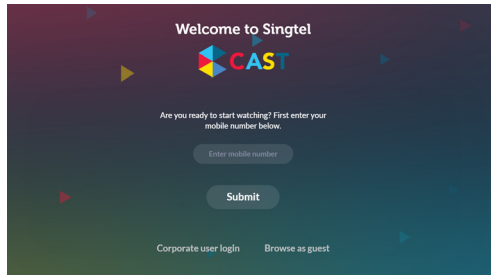


8. Select 'Watch now' and start watching Singtel TV.

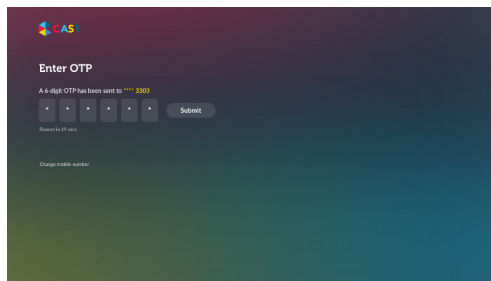


## Section 1: How to set up CAST account on web browser.

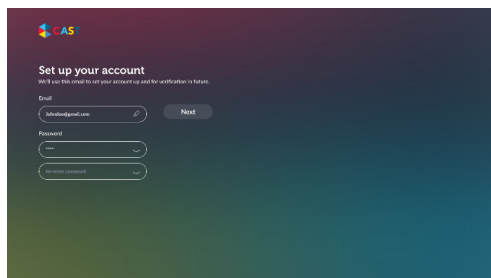
1. Go to: <https://watchcast.singtel.com/>.
2. Enter your mobile number.



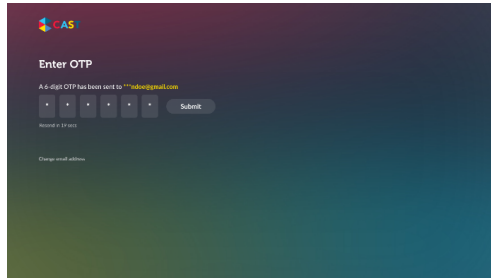
3. We'll send a One-Time Password (OTP) to your mobile number for security verification. Enter the OTP to continue.



4. Set up your CAST account by entering your preferred email and password.

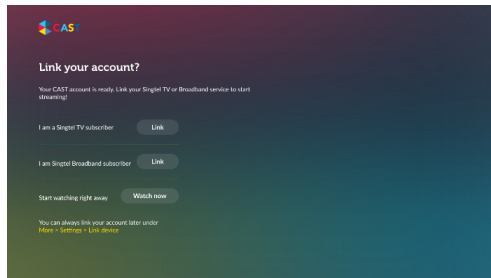


5. We'll send another OTP, this time to your email. Simply verify with the OTP to continue.



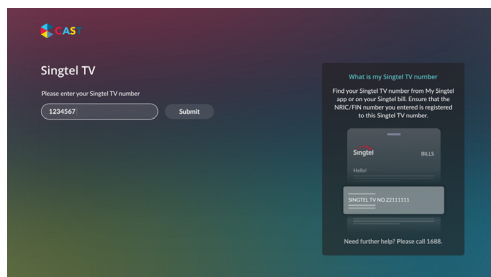
The screenshot shows the CAST app's 'Enter OTP' screen. At the top is the CAST logo. Below it, the text 'Enter OTP' is displayed. A message states: 'A 6-digit OTP has been sent to \*\*\*\*\*@gmail.com'. Below this is a row of six input boxes for the OTP digits, followed by a 'Submit' button. A timer indicates 'Remain in 30 secs'. At the bottom, there is a link that says 'Change email address'.

6. Now, click 'Link' next to 'I am a Singtel TV subscriber'.



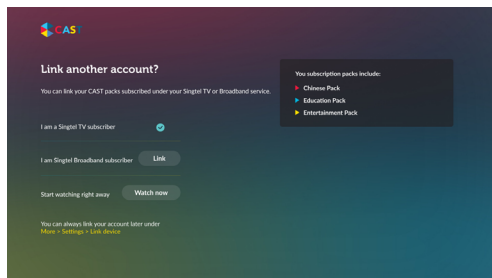
The screenshot shows the 'Link your account?' screen in the CAST app. The title is 'Link your account?'. Below it, a message says: 'Your CAST account is ready. Link your Singtel TV or Broadband service to start streaming!'. There are two main options: 'I am a Singtel TV subscriber' with a 'Link' button, and 'I am Singtel Broadband subscriber' with a 'Link' button. At the bottom, there is a 'Watch now' button and a note: 'You can always link your account later under Menu > Settings > Link device'.

7. To link your Singtel TV service, just enter your Singtel TV number.



The screenshot shows the 'Singtel TV' screen in the CAST app. The title is 'Singtel TV'. Below it, the text says 'Please enter your Singtel TV number'. There is an input field containing '1234567' and a 'Submit' button. On the right side, there is an inset box titled 'What is my Singtel TV number?'. This box contains instructions: 'Find your Singtel TV number from My Singtel app or on your Singtel link. Ensure that the NRIC/FIN number you entered is registered to this Singtel TV number.' Below the text is a screenshot of a Singtel TV number (8811) and a Singtel TV NO. (1234567). At the bottom of the inset box, it says 'Need further help? Please call 1688'.

8. Click on 'Watch now' and start watching Singtel TV.




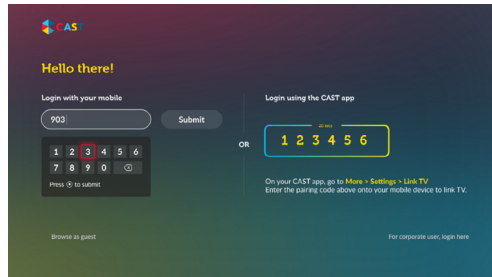


### Section 3: How to set up CAST app on your Singtel TV box.

Before setting up CAST on your Singtel TV box, make sure you've already created your CAST account.

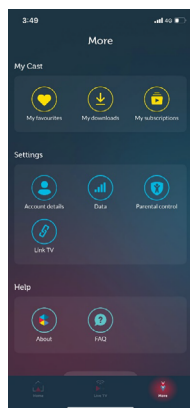
Refer to the sections above to see how to do so on web browser or mobile app.

1. Press the  button and launch Singtel CAST.
2. **Option 1:** Log in with your mobile number.
  - a. Simply key in the mobile number registered to your CAST account.
  - b. We'll send a One-Time Password (OTP) to your mobile number for security verification. Enter the OTP to continue.



**Option 2:** Log in with CAST app.

- Launch Singtel CAST app on your mobile device.
- In the CAST app, go to: **More > Settings > Link TV**.
- Finally, enter the 6-digit code shown on your TV screen.



### Need more help?

For troubleshooting, visit [www.singtel.com/tv-troubleshoot](http://www.singtel.com/tv-troubleshoot).  
If you've any questions, get in touch at [www.singtel.com/help](http://www.singtel.com/help).

**Did you know?**



**Your Singtel TV box has next-generation Android functions.**

Powered by Google, you can simply use your voice to launch apps, switch channels, and find shows instantly on your Singtel TV. With Google Assistant, just say the word to control playback, adjust volume, and open apps – everything's at your command.



**Enjoy the flexibility of watching TV in any room at home.**

Prefer the cosiness of watching in your bedroom, but don't have Ethernet wiring there? Simply connect your Singtel TV box via Singtel WiFi to enjoy live TV, on-demand shows and apps.

After switching your connection from Ethernet to WiFi, restart your Singtel TV box and dive right back into your shows.

Note: We recommend using an Ethernet connection for first-time set-up of Singtel TV.

