



Catch it on VOD (Video On Demand)

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

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 now to unlock a world of awesome TV entertainment.

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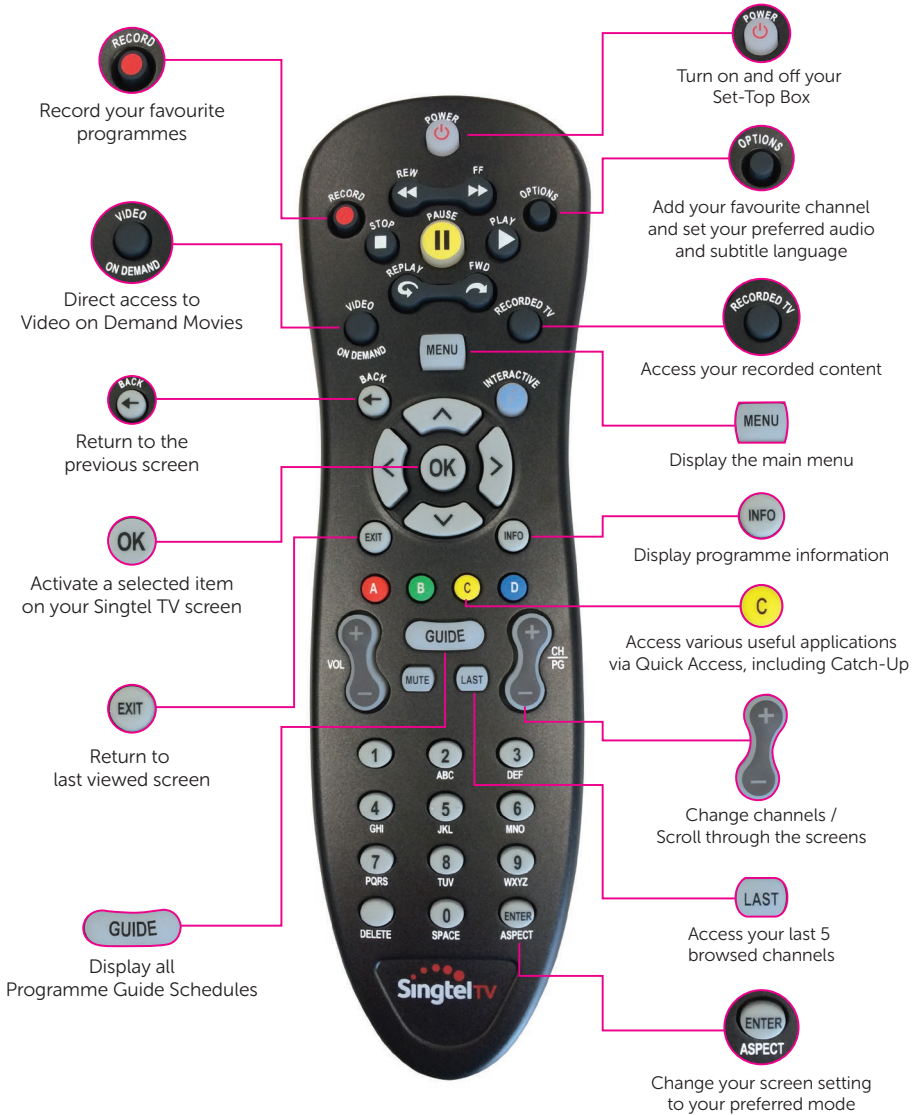
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Useful Information

Any Queries?	Need More Information on Singtel TV?	Want to Enhance your TV experience?
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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**

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

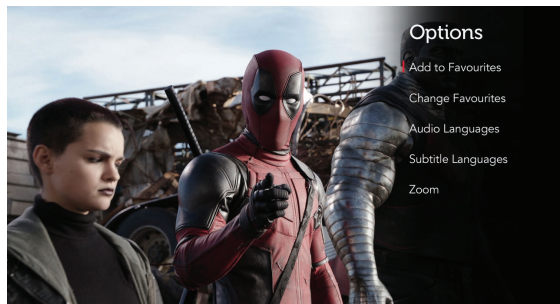
*View Catch-Up for all your subscribed channels



2.

STEP 1 Press  on remote control

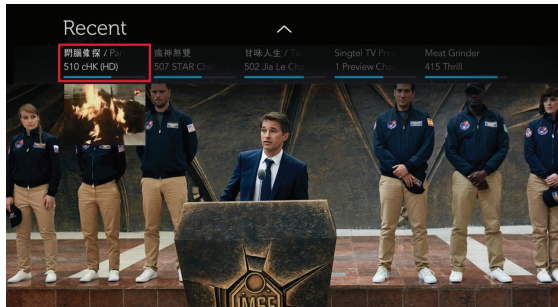
STEP 2 Select from the following functions:
Add to Favourites/Remove from Favourites, View Favourites,
Change Favourites, Audio Languages, Subtitle Languages, Zoom




3.



STEP 1 Press  on remote control to view Recently Viewed Channels

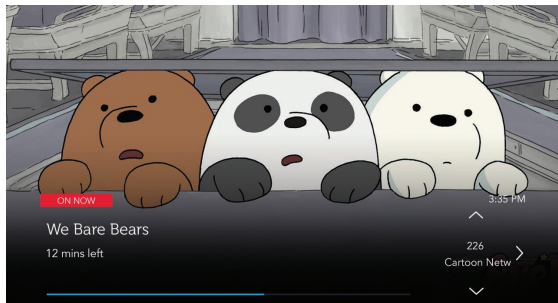
STEP 2 **For DVR customers only** Press  again to view Recent Recordings



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

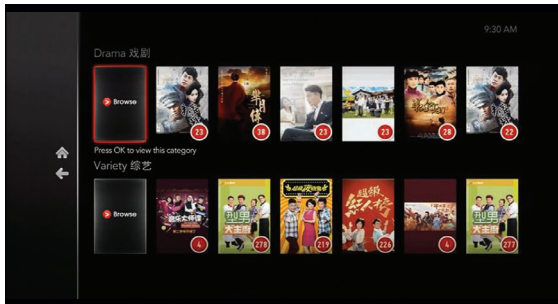
STEP 1 Press **Yellow Button** on remote control

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

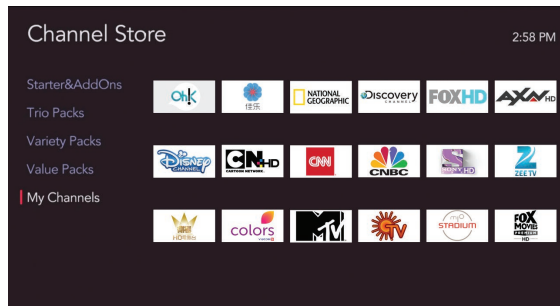
Recommended for You

- 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

Channel Store




- 1 To view the channels that you are subscribed to, go to **Channel Store** and press 
- 2 Click on **My Channels** and press 



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

Shares

- 1 Select **Shares** and press 
- 2 Select **Agree** and press  to proceed, or select **Exit** and press  to quit




Netflix

- 1 Select **Netflix** 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

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

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

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



For selected Android Devices

*Complimentary for Singtel TV subscribers

Did you know?

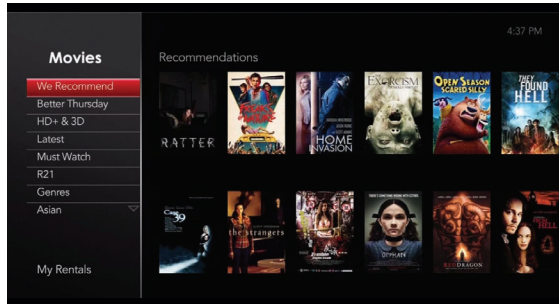
You can access the **Sports Portal** feature on **Singtel TV GO** for **FREE!** Look out for football games fixtures, videos, news, player rankings, team information and table of scores! Never miss a match again when you set reminders for upcoming matches!






▶ 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



Parental Control

How to Set Parental Control

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

STEP 2 Go to **Settings**

1. Parental Lock

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 "

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

2. Rental Lock

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 "

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

3. R21 Lock

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

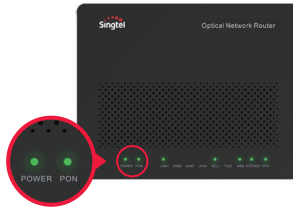
If you encounter an error message on your TV screen, follow the tips below to reboot your TV equipment.

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 clear and clutter-free central area and avoid placement on the floor
- To extend your home WiFi coverage, add on a WiFi Mesh Basic Dual Pack



Tip 2 Check for WiFi congestion

- 1 Use the Singtel WiFi Analyzer to see if your network is congested. Visit www.singtel.com/globalutilities and select WiFi Analyzer
- 2 Select "Start scan"
- 3 If you see a "Moderate" result, you may be facing WiFi congestion

To reduce congestion

- 1 Go to your router's **Wireless Settings** page
- 2 Under **Router Setup > Channel**, select **Auto Mode** and click **Save**
- 3 Reboot your router by turning it off and on
- 4 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 and 5.0GHz)

For more tips on maximising your WiFi connectivity, visit 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 singteltv.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/singteltv



Call 1609



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Visit Singtel.com/Store-Locator for the complete list of Singtel Shops and Singtel Exclusive Retailers.



*Information is correct at time of printing

