

# Guiding your way to great entertainment

with our all-in-one Singtel TV Starter Guide.



# Welcome to your new Singtel TV.

You are about to discover the latest and 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.

## Take note of these special features.



### 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 and movies at your convenience.



### DVR multi-room viewing

- Record up to 90 hours in 4K / up to 280 hours in HD / up to 560 hours in SD.
- Playback your recordings on any additional set-top boxes.



### Parental lock/ Rental lock

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

### Did you know?

All new customers will enjoy **30 days FREE viewing** of Singtel TV channels\* on their Set-Top Box and Singtel TV GO.

\*Selected channels

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More Information on Singtel TV		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.



Turn on and off your Set-Top Box



Record your favourite programmes



Direct access to Video on Demand Movies



Return to the previous screen



Activate a selected item on your Singtel TV screen



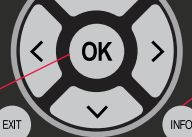
Return to last viewed screen



Change audio language



Display all Programme Guide Schedules



Add your favourite channel and set your preferred audio and subtitle language



Access your recorded programmes



Display the main menu



Display programme information



Quick Access to Channel Store



Quick Access to Catch-Up and other useful features



Change channels/ Scroll through the screens



Access your last 5 browsed channels



Change your screen setting to your preferred mode

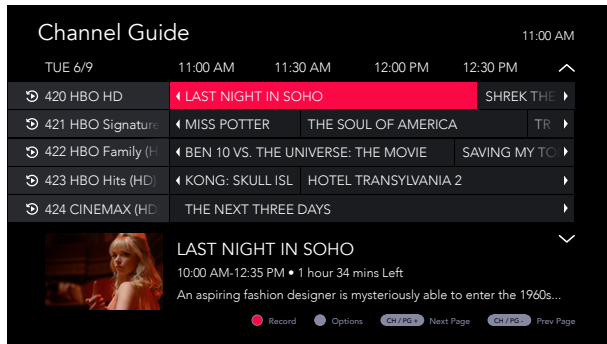


## Show Timings

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

### Showtimes (for specific channels)

1. Press **Guide** on remote control.



2. Press **Up**, **Down**, **Left**, **Right** on your remote control to select the specific time slot and specific channel.
3. Press **OK** on remote control to view the selected channel.

### Showtimes (for specific days)

1. Press **Guide** on remote control and then press the **Option** button.
2. Select **Jump to Day & Time** and press **OK**.
3. Press **Up** and **Down** to select the specific day and then press **OK**.

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## Easy Browsing

Want to find out when your favourite shows are on?



### Favourites

Curate the list of your most-watched channels and shows.

#### How to organise your Favourites?

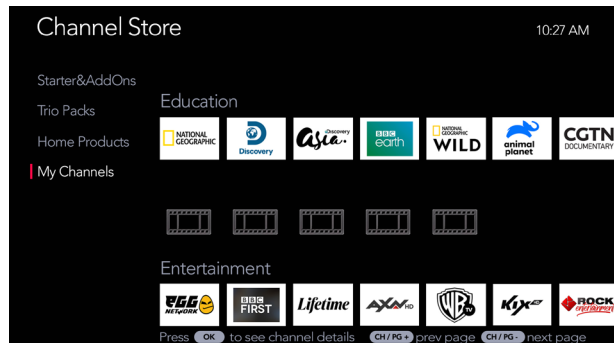
1. Press **Guide** on remote control and then press the **Option** button.
2. Select from the following features to organise your favourite shows and channels.
  - Want to create a list of your most-watched channels instead of scrolling and navigating? To include a channel to your list of favourites, 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 the channels you have subscribed to?




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





## Subtitles




How to change Subtitles?\*

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



## Audio




How to change Audio Language?\*

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



## Zoom


How to set the screen size?

1. Press **Option** or  on remote control.
2. Go to **Zoom** and press .
3. Choose the preferred setting and press .



## Remote Pairing

How to use Singtel TV GO<sup>^</sup> as a Remote Control?

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

\*Applicable to selected channels only.


<sup>^</sup>Turn to Page 15 to find out how to record with Singtel TV GO.

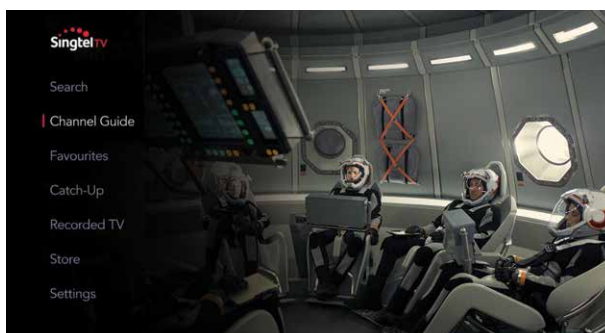


## Shortcuts

Select from a list of TV features to navigate with ease.




1. Press  on remote control.
2. Select from the following functions:  
Search, Channel Guide, Favourites, Catch-Up\*, Recorded TV, Store, Settings.






\*View Catch-Up for all your subscribed channels.







1. Press  on remote control.
2. Select from the following functions: Add to Favourites/ Remove from Favourites, View Favourites, Change Favourites, Audio Languages, Subtitle Languages, Zoom.





3.  1. Press  on remote control to view Recently Viewed Channels.
2. For DVR customers only.  
Press  again to view Recent Recordings.



4.  1. Press  on remote control to browse information about current programme.
2. Press  or  to browse programme information on other channels.





## Quick Access

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



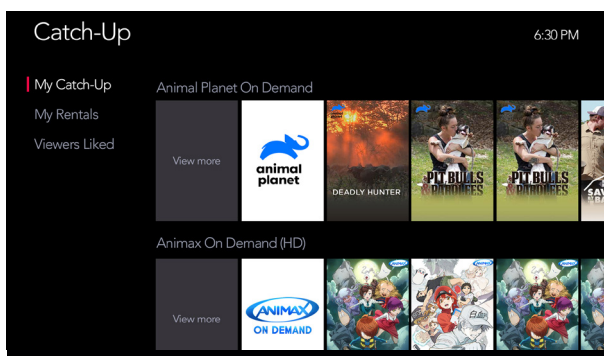
### Yellow Button

1. Press **Yellow Button** on remote control.
2. Select from the following functions:  
Catch-Up, Netflix, Recommended for You, VOD, 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.

**C** Yellow Button **Recommended for You**

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

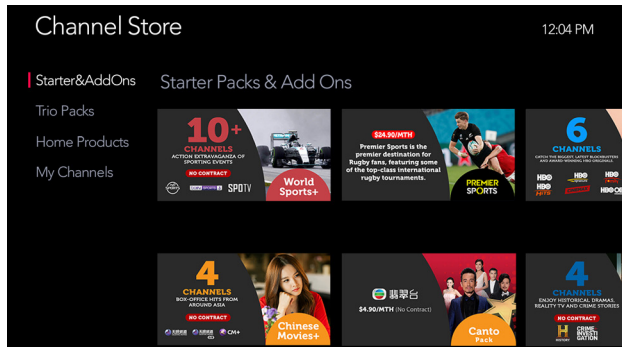
**Netflix**

Select **Netflix#** and press **OK**.

\*A Singtel broadband connection and Netflix subscription are required. Netflix is available on selected set-top box models.

**D** Blue Button – Channel Store

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



**A** Red Button – Change Audio Language\*

1. Press **A** **Red Button** on remote control to change audio language.
2. Press **A** **Red Button** again to change to third audio language, if any.

\*Applicable to selected channels only.

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## Easy Access


Want to watch your shows on your mobile devices?

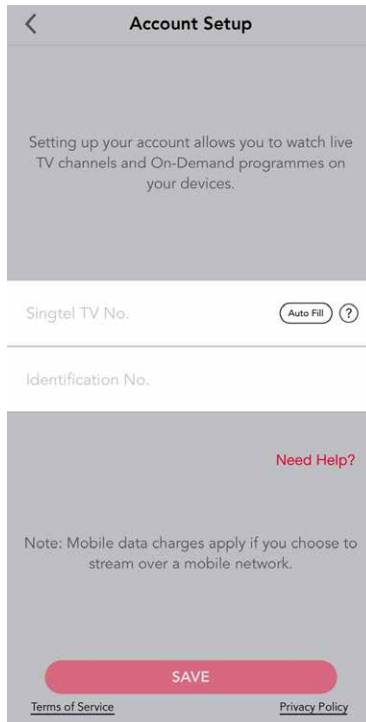


### Singtel TV GO

Catch your favourite programmes on your smart devices!

#### How to log in?

1. Launch **Singtel TV GO** app on your device.
2. Select  and go to **Settings**.
3. Select **Accounts Setup**.
4. Log in with your **Mobile Number**. If you have not linked your TV GO account yet, log in with your **Singtel TV Number**.



Download the Singtel TV GO app now!



iOS 10 or later



Android 4.3 or later

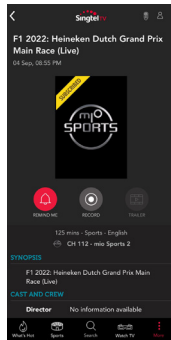


## TV Guide

Remote Recording and Programme Reminder are complimentary features for Singtel TV subscribers.

### Remote Recording in Singtel TV GO\*

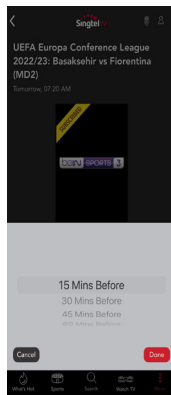
1. Select **More** and select **TV Guide**.
2. Select the show you would like to record.
3. Select **RECORD**.
4. Select **RECORD PROGRAMME** or **RECORD SERIES**.



\*Please ensure that you are using DVR Set-Top Box, and Remote TV Recording has been set up.

### Programme Reminder

1. Select the show you would like to set a reminder for.
2. Select **REMIND ME**.
3. Select **15 minutes before** or **30 minutes before**.




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## Easy Access

Want to watch your shows on your mobile devices?



### Catch-Up

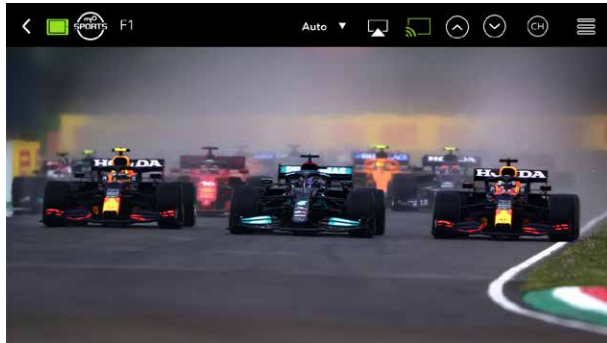
1. Select **More** and select **Catch-Up**.
2. Select show.
3. Select episode and select .





## Watch TV

1. Select **Watch TV**.
2. Select ☰.
3. Select channel you would like to watch.



### Did you know?

With a Singtel TV GO subscription, you can now enjoy your favourite shows on up to 4 mobile devices at home, and on your desktop!



## Recording

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

### How to record via DVR Set-Top Box?

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

### How to stop recording via DVR Set-Top Box?

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

### How to go to Recorded TV?

1. Press **Recorded TV** on remote control or press **Left Arrow** on remote control and go to **Recorded TV** and press **OK**.
2. Press **By Date** or **By Title** and select the recorded show.

**Play** Select **Play** and press **OK** to play the show.

### Keep Until

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

### Erase

Select **Erase**, select **Confirm** and press **OK** to erase. Select **Cancel** and press **OK** to keep the show.



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

#### To set up Remote Recording in TV.

1. Press **Menu** button on 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.

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



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



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## Easy Access

Missed the start of the show? Watch it from the beginning anytime!



### Restart TV


1. On a Live Channel, press .
2. Press  to restart the programme.

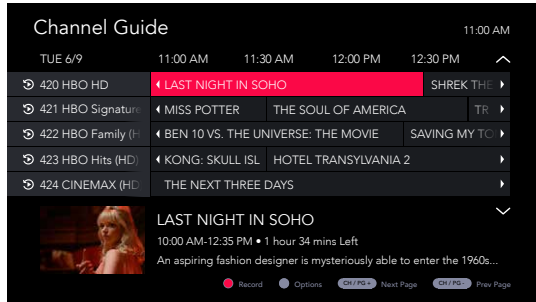
#### How to restart programme?



\*Applicable to selected channels only.

#### How to identify restart channels?

1. Press **Guide** on remote control.
2. Supported channels will have  beside it.



#### Did you know?

You can fast forward, rewind or repeat scenes in Restart mode using **REW / FF / PAUSE / REPLAY / FWD**.




## Parental Control


Set up Parental Control.


1. Press **Menu** or  on remote control.
2. Go to **Settings**.

### Parental Lock

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

1. Under **Parental Control**, select  **Parental Lock**.
2. Enter your 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 your 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.

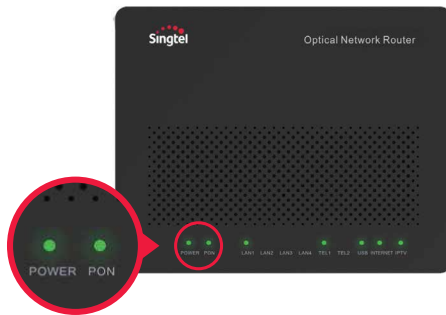
If you forget your **PIN**, call **1688** for more information.

## Trouble shoot

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

### Issues with TV service.

- A) Power off your devices in the following sequence.
1. Set-Top Box
  2. Optical Network Router (ONR)
- B) Power on Optical Network Router (ONR).  
Ensure POWER and PON LED indicators are lighted.



- C) 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.

**Better WiFi  
Connectivity.**

Optimise WiFi connectivity at home with these useful tips below.

**A) 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.

**B) 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.

**C) Consider wireless dual-band routers**

- Different devices support different WiFi frequencies.
- When many neighbouring WiFi networks 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](https://www.singtel.com/wifimaster).



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



## Queries

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

Call **1688**

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


Visit **[www.singtel.com/tv](http://www.singtel.com/tv)**

**Enhance your TV experience.**

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

 Visit **[www.singtel.com/tvpacks](http://www.singtel.com/tvpacks)**

 Call **1609**

 Drop by any of these Singtel Shops!

### **Central**

Bugis Junction #01-50/50A

Comcentre #01-00 Comcentre 2

### **North**

Ang Mo Kio Hub #B1-54/55/56/57

Causeway Point #03-03/04/05

### **West**

Jurong Point #B1-98/99

### **East**

Parkway Parade #B1-01/02

Tampines Mall #02-13/14/15

Visit **[singtel.com/storelocator](http://singtel.com/storelocator)** for the complete list of Singtel Shops and Singtel Exclusive Retailers.

The logo for SingtelTV is centered on a solid red background. It features the word "SingtelTV" in a white, sans-serif font. Above the letters "i", "n", "g", and "t" are four white circles of varying sizes, arranged in a slight upward curve. The "TV" part of the logo is in a smaller font size than "Singtel".

**SingtelTV**