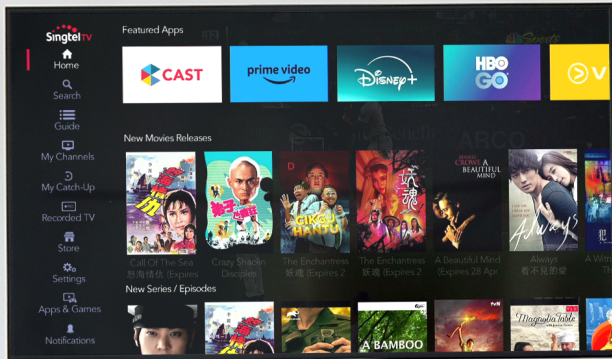


SingtelTV

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.

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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Singtel TV box
Remote Control

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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

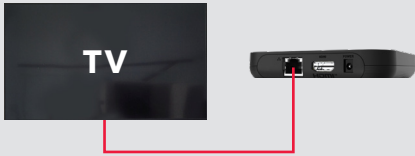


Singtel TV box

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.



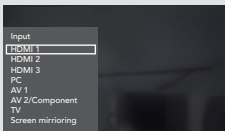
Step 4

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



Launch the CAST app



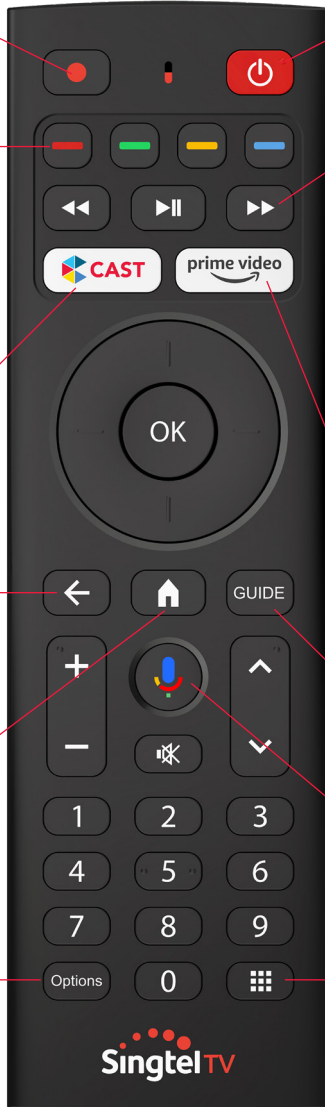
Return to previous screen
Long press to exit



Quick access to Home Screen



Go to Options menu
Long press to find out more info



Turn on and off your Singtel TV box



Rewind:
Go to the previous channel or programme
Rewind 7s at 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 at x1 to x4 speed



Quick access to Amazon Prime Video



Quick access to Channel Guide



Turn on 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? Set-up 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.

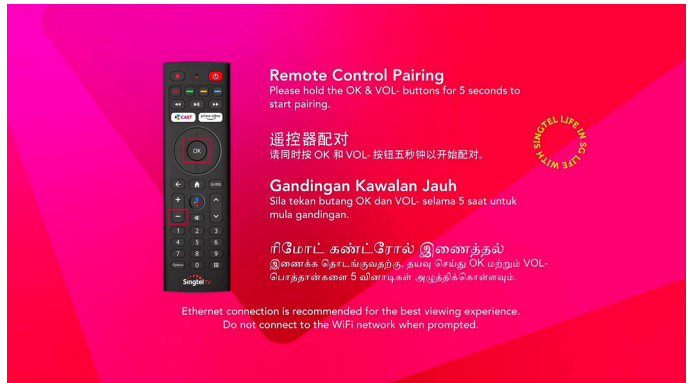


2. Singtel TV Introduction

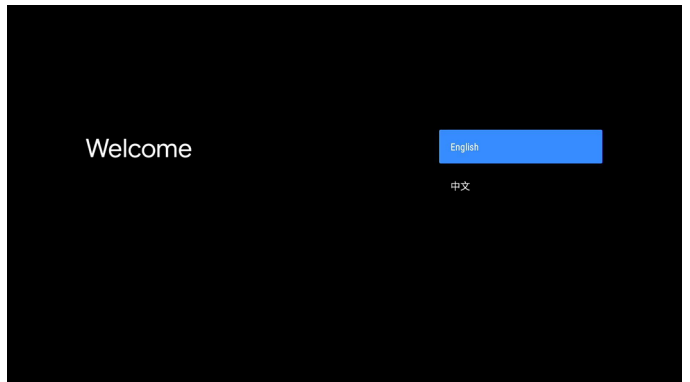


3. Remote Control Pairing

- 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.

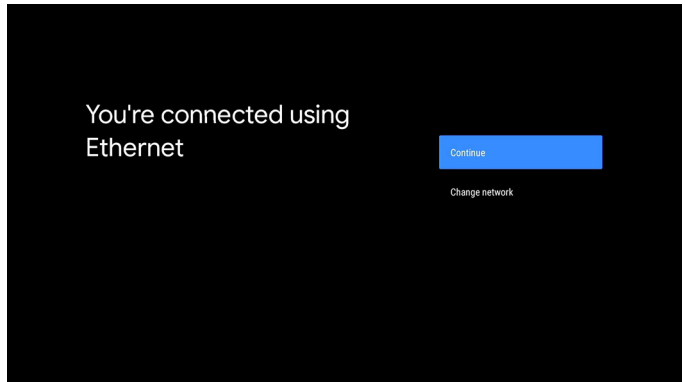


4. Select Language

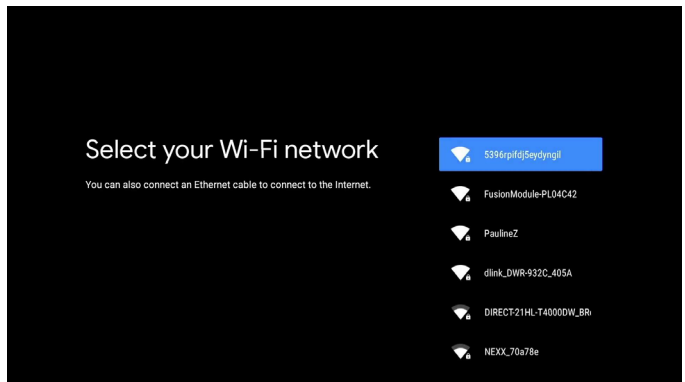


5. Singtel TV box Connection

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

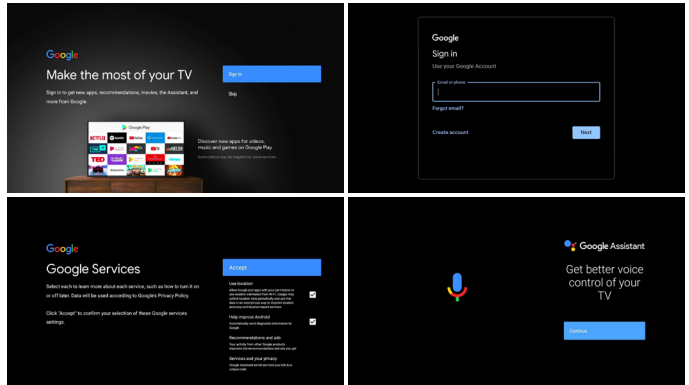


If prompted, skip WiFi connection by plugging in an Ethernet cable to connect to the Internet.



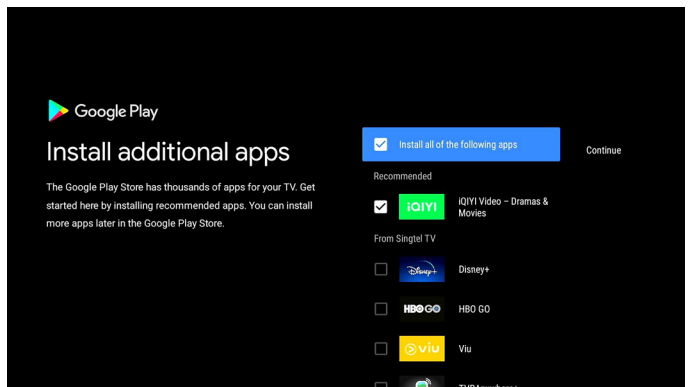
6. Google Sign-in

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.

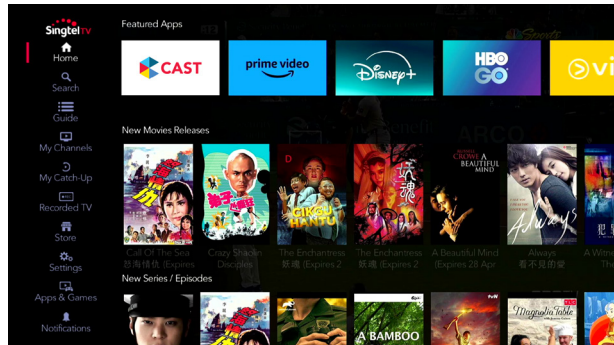


8. Final Loading Screen

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 such as Singtel CAST, Prime Video, Disney+, YouTube and more.
3. Access channels and On Demand TV, plus Recordings, all on the same page.

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

10

Explore your Home Screen

Learn how to access your Singtel TV features



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 **V**.
2. Press **OK** to restart the show.



Did you know?

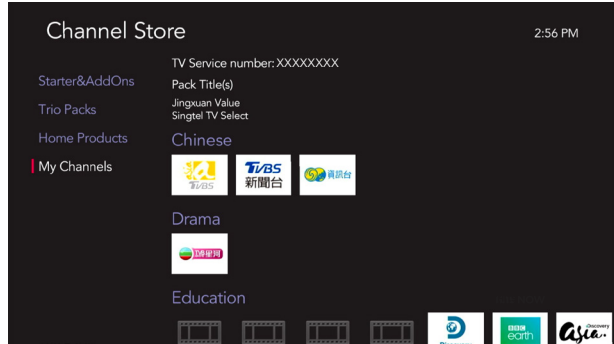
You can also look out for your favourite shows and channels on the Home Screen. Your **Favourites** will be a lane on its own!



My Channels

Check out all the channels you've subscribed to.

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



12 | Explore your Home Screen

Watch the shows you missed



Catch-Up

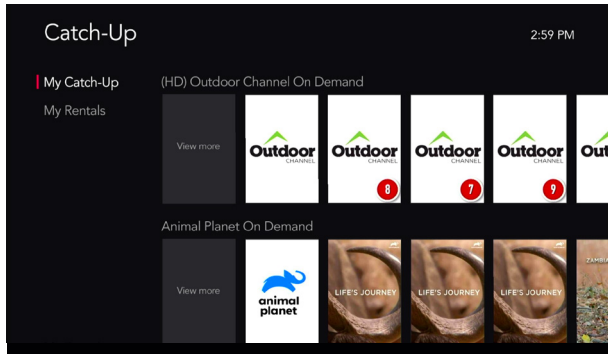
 Yellow Button

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!

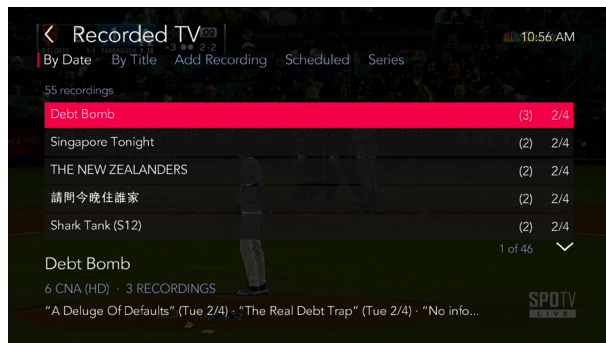
1. Press **GUIDE** on remote control.
2. Select the show you would like to record.
3. Press **Record** on remote control.
4. A **Recording Message** prompt will be shown.
5. To schedule recording for the entire series, press **Record** again.
6. Press **Record** once more to cancel recording.

Find all your Recorded Shows conveniently on this page.

1. **Record** all your favourite shows with a single click.

How 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**.

14 | Explore your Home Screen

More handy features for you to discover







Quick Access to Channel Store

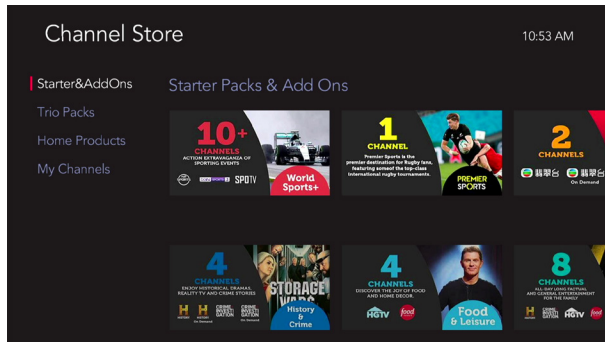


Blue Button

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

Do a quick browse of the other Singtel TV Packs and third-party video streaming apps available. Or do some shopping for our Home Products like WiFi routers too!

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 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

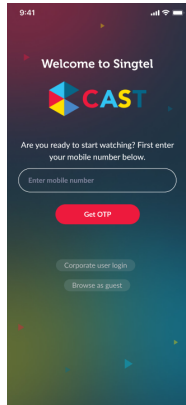
Locks R21 content by default to prevent children under 21 years old from watching it.

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.

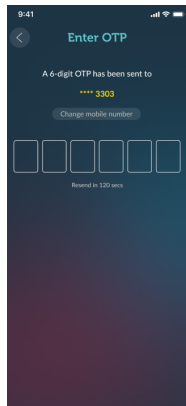
Forgot your **PIN**? Call **1688** or visit www.singtel.com/help.

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

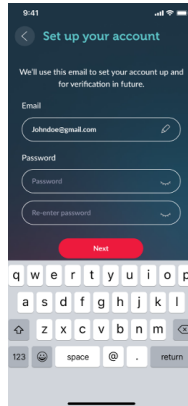
1. Download the Singtel CAST mobile app from App Store or Google Play.
2. Enter your mobile number.



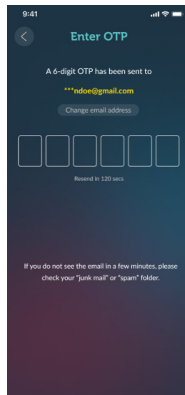
3. We'll send a One-Time Password (OTP) to your mobile number for security verification. Enter the OTP to continue.



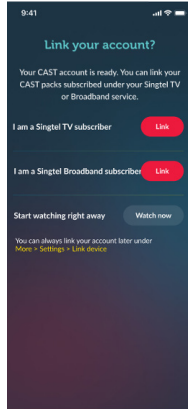
4. Set up your CAST account by entering your preferred email and password.



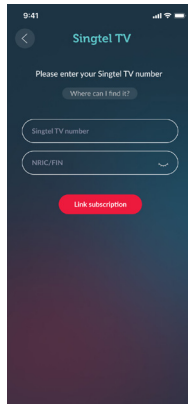
5. We'll send another OTP, this time to your email. Simply verify with the OTP to continue.



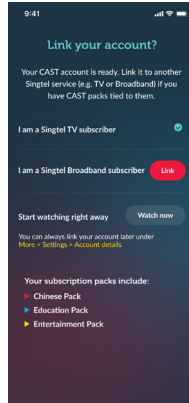
- Now, tap on 'Link' next to 'I am a Singtel TV subscriber'.



- To link your Singtel TV service, just enter your Singtel TV number and NRIC/FIN.

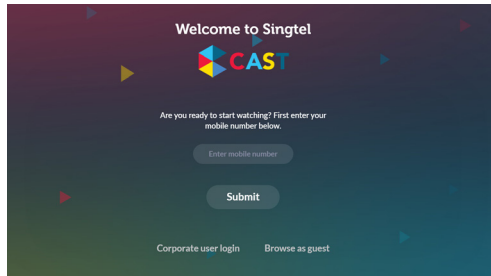


8. Select 'Watch now' and start watching Singtel TV.

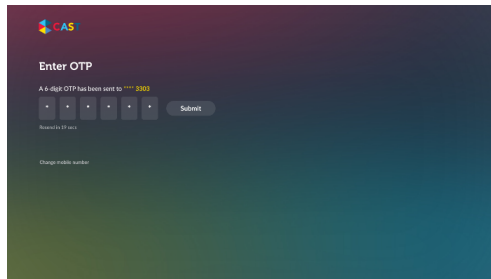


Section 1: How to set up CAST account on web browser.

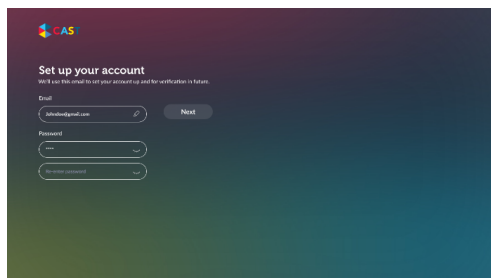
1. Go to: <https://watchcast.singtel.com/>.
2. Enter your mobile number.



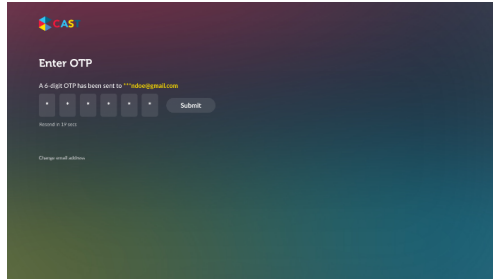
3. We'll send a One-Time Password (OTP) to your mobile number for security verification. Enter the OTP to continue.



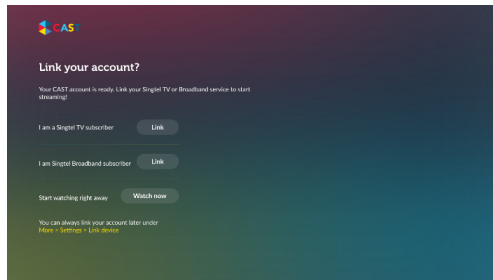
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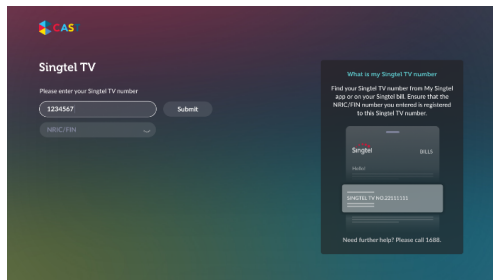
- 5. We'll send another OTP, this time to your email. Simply verify with the OTP to continue.



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



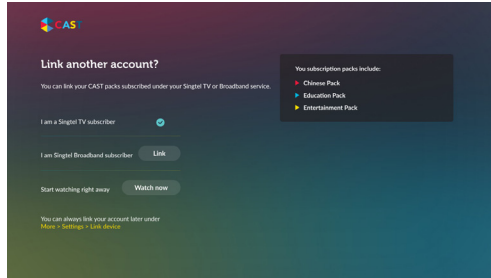
- 7. To link your Singtel TV service, just enter your Singtel TV number and NRIC/FIN.



22 | Take your shows everywhere

Getting to know your on-the-go companion: the CAST app


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

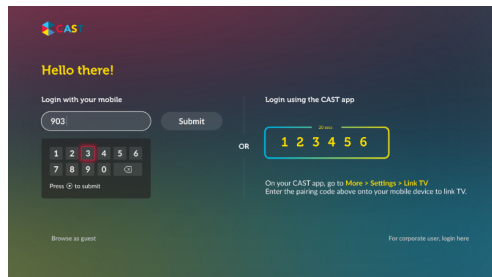


Section 3: How to set up CAST app on your Singtel TV box.

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

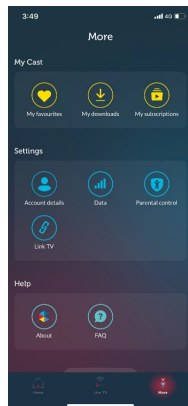
Refer to the sections above to see how to do so on web browser or mobile app.

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.

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



Need more help?

Need more help?

For troubleshooting, go to www.singtel.com/tv-troubleshoot.

If you've any questions, get in touch at www.singtel.com/help.

