

Contents

Most Frequently Asked Questions	3
Account and billing management	3
1. About CAST ID	3
2. I have forgotten my CAST ID. How do I retrieve it?	4
3. I have forgotten my Singtel TV number. How do I retrieve it?	4
4. I have forgotten my Singnet ID. How do I retrieve it?	5
5. Update/Reset CAST ID.....	5
6. Update CAST Password.....	6
7. How do I update my mobile number linked to my CAST account?	6
Login troubleshooting.....	7
1. I am unable to login despite multiple tries.....	7
2. I am still not receiving any OTP despite multiple tries. How do I log in?	7
3. My Singtel 4G mobile data network is down. How do I log in?.....	7
4. Why am I receiving these error messages?	7
Video Playback troubleshooting	8
1. I am currently receiving these video playback errors. What happened?	8
2. I am still receiving playback errors, what can I do?	8
Cancelling subscription	8
1. Singtel Postpaid Mobile/ Singtel Fibre Broadband/ Singtel TV subscriber ..	8
2. Credit Card	8
Contacting Help Desk.....	10
General	11
What is CAST?	11
Getting started.....	11
How many devices can I login to with my CAST account?	11
Can I access Singtel CAST overseas?	11
Can I watch CAST while on my VPN?	11
Do I need any special equipment to use CAST?	11
What platforms can I use to watch CAST?	11
Accessing CAST.....	12
How do I access CAST on desktop?	12
How do I access CAST on my Android TV and Apple TV?.....	12
How do I access CAST on my Samsung Tizen TV?.....	12
How do I watch CAST on my big screen using Airplay or Chromecast?.....	13
Subscribing to CAST	13

How do I subscribe to CAST?.....	13
1. Non-Singtel Customers / Credit or Debit Card	13
2. Singtel Postpaid Mobile Customers	14
3. Singtel Fibre Broadband/ Singtel TV subscriber	14
How long does it take to activate the subscribed packs?.....	15
I am unable to access my HBO GO / Entertainment Plus mobile bundled content, how can I resolve these issues?.....	15
My credit card is expi Subscription management ring. How do I change it?	15
Can I change my method of payment?	16
I have a voucher code. How can I redeem it?.....	16
How do I unsubscribe or change out my no-contract CAST packs?	16
Watching content on CAST	17
When is the parental pin used?	17
How do I set up my parental pin?	17
Link TV	18
How does Link TV work?	18
Why does the Link TV code not appear on my TV?.....	18
Entertainment Apps.....	18
Which entertainment apps are CAST partnered with?.....	18
How can I subscribe to these Entertainment Apps?	18
How do I login to my subscribed Entertainment Apps?.....	18
I am unable to access my TVBAW+, Viu Premium and Fox+ content through my CAST app, why is this so?	19
Downloading on CAST	19
How do I download content on CAST?	19
How long is the download valid before expiry?	19
How many videos can I download?	19
Football	20
I want to watch English Premiere League on CAST. What do I need to subscribe to?.....	20
I want to watch LaLiga, Ligue 1, Major League Soccer and the Australian League.	20
I am watching the same match on TV and on my mobile device / PC, why is the match playing on my mobile device / PC slower than on TV?	20

Most Frequently Asked Questions

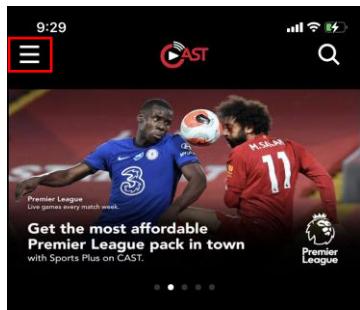
Account and billing management

1. About CAST ID

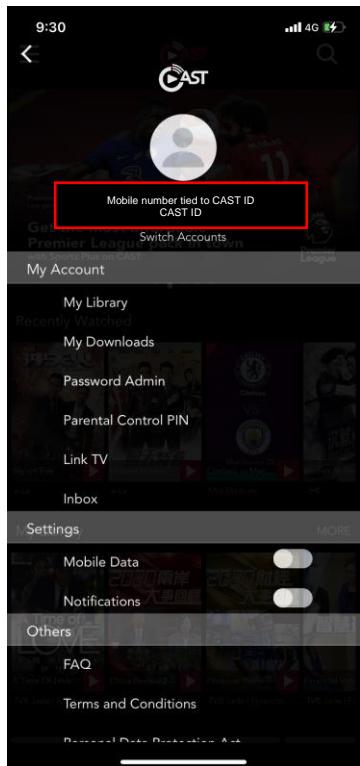
Your CAST ID helps to provide an additional login method and facilitate your logins to partner apps.

On CAST Mobile App

On the hamburger menu on the top left of the screen:

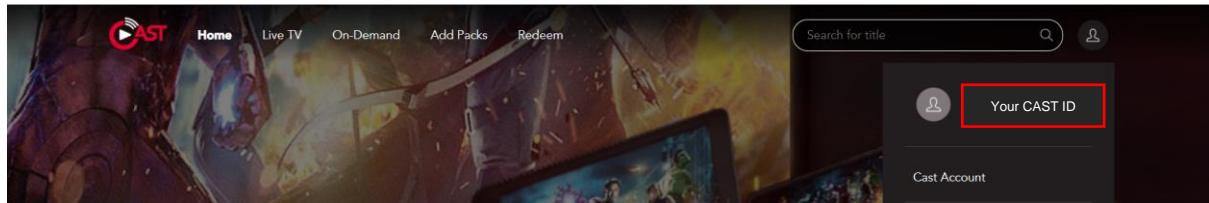


You can see your current CAST ID:



On CAST Web Version

To see your CAST ID, click on the profile icon on the top right corner:



To see further details of the account, click on 'Cast Account' to go into your profile:

A screenshot of the 'My Profile' section of the CAST web interface. It shows a header 'My Profile'. Below it are two input fields: 'CAST ID: Your CAST ID' and 'Mobile: Your mobile number tied to the account'. Both of these fields are highlighted with red rectangular boxes. To the right of the mobile number field are two links: 'Change CAST ID And Password' and 'Change Parental Control PIN'.

** For Singtel post-paid mobile customers, your CAST ID is automatically generated on first login.

2. I have forgotten my CAST ID. How do I retrieve it?

Please send an email to g-castinfo@singtel.com with the following details:

1. Name
2. Mobile number
3. Details of issue
4. Devices
5. Models used
6. Packs subscribed

We will get back to you within 5-7 working days.

3. I have forgotten my Singtel TV number. How do I retrieve it?

Here are 2 ways you can retrieve your Singtel TV number:

1. On your Singtel bill, it would appear in this line 'Singtel TV NO. xxxxxxxx'
2. On My Singtel app under Singtel TV, it would appear in this line 'No: xxxxxxxx'

If you are still unable to retrieve it, please send an email to g-castinfo@singtel.com with the following details:

1. Name
2. Mobile number linked to your account
3. CAST ID linked to your account

We will get back to you within 5-7 working days.

4. I have forgotten my Singnet ID. How do I retrieve it?

On your Singtel bill, it would appear in this line ‘SingNet - xxxxxxxx’

If you are still unable to retrieve it, please send an email to g-castinfo@singtel.com with the following details:

1. Name
2. Mobile number linked to your account
3. CAST ID linked to your account

We will get back to you within 5-7 working days.

5. Update/Reset CAST ID

On CAST Mobile App

1. Click on the hamburger menu button on the top left hand corner of the screen.
2. Go to ‘Password Admin’
3. Change your CAST ID
4. Key in your password for verification
5. Click ‘Submit’

On CAST Web Version

1. Sign in to cast.sg
2. Click on the profile icon on the top right hand corner
3. Select ‘CAST Account’
4. Click on ‘Change CAST ID And Password’

My Profile

CAST ID: Your CAST ID

Mobile: Your mobile number tied to the account

[Change CAST ID And Password](#)[Change Parental Control PIN](#)

5. Enter OTP sent to mobile number for verification
6. Update CAST ID

Change CAST ID and Password

Enter Your One-Time Pin

New Email

Confirm New Email

New Password

Confirm New Password

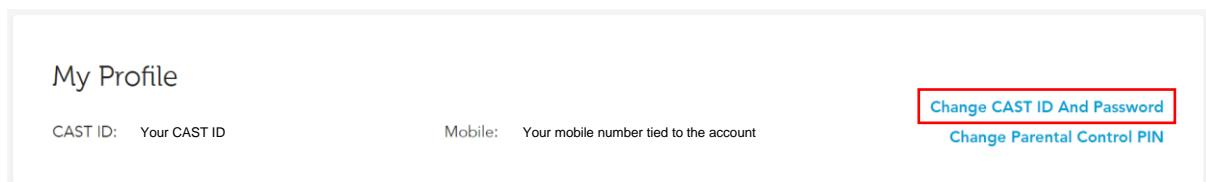
6. Update CAST Password

On CAST Mobile App

1. Click on the hamburger menu button on the top left hand corner of the screen.
2. Go to 'Password Admin'
3. Key in your new password in the 'Password' field
4. Confirm your password
5. Click on 'Submit'

On CAST Web Version

1. Sign in to cast.sg
2. Click on the profile icon on the top right hand corner
3. Select 'Change CAST ID and Password'



4. Enter OTP sent to mobile number for verification
5. Change and confirm new password
6. Update new password

** Please note that there is no default password. A minimum of 8 characters is needed.

7. How do I update my mobile number linked to my CAST account?

We highly discourage the change of mobile number. However, if you still wish to proceed, please write in to g-castinfo@singtel.com with the following details to if you wish to update the number:

1. Name
2. Mobile number, CAST ID
3. Details of issue
4. Devices
5. Models used
6. Packs subscribed

We do not support the change of mobile number linked to your CAST account on any platform.

Please note that the same email cannot be used in multiple CAST accounts.

Login troubleshooting

1. I am unable to login despite multiple tries.

There is a maximum number of 5 tries to login before being logged out. Please wait for another 2 minutes before trying again.

If you have forgotten your CAST ID and/or password, click [here](#).

2. I am still not receiving any OTP despite multiple tries. How do I log in?

Only for customers subscribed by Singtel Postpaid Mobile, you can login with your 4G mobile data network.

You can also use your CAST ID and password to log in.

3. My Singtel 4G mobile data network is down. How do I log in?

You can use your CAST ID and password or mobile and OTP to log in.

4. Why am I receiving these error messages?

a. “Unable to Login (Mobile Number not found!)”

The phone number that you tried to login with does not have a CAST account.

b. “Invalid Singtel number (TSI)” or “Invalid Mobile user”

You tried to login using a non-Singtel number while on 4G network.
Please use mobile and OTP or your CAST ID to login instead.

c. “Invalid NRIC”

The NRIC keyed in was in the wrong format. Please key in the format of S1234567A.

d. Unable to Login (Device not found!)” or “Invalid Mobile User”

This is a generic error. Please try to login again.

If you continue to face login issue, please send an email to g-castinfo@singtel.com with the following details:

1. Name
2. CAST ID linked to your account
3. Mobile number or Singtel TV number or Singnet ID linked to account
4. Details of issue

We will get back to you within 5-7 working days.

Video Playback troubleshooting

- 1. I am currently receiving these video playback errors. What happened?**
 - a. **“This session is interrupted because there is a new session requested by the same CAST account. Please note that each account is only allowed two streaming sessions.”**

Multiple streaming detected on the same account.
 - b. **“Oops! Please try again later.”**

Video player encountered error.
If you are currently on VPN, even if you are VPN to Singapore, there will be a playback error. Please switch off the VPN to watch on CAST.
- 2. I am still receiving playback errors, what can I do?**
 - a. Restart the CAST Mobile App
 - b. Restart your device
 - c. Update to the newest available version of the CAST Mobile App
 - d. Uninstall and reinstall the CAST Mobile App

Cancelling subscription

1. Singtel Postpaid Mobile/ Singtel Fibre Broadband/ Singtel TV subscriber

If you are paying the subscription through your Singtel Service (Singtel TV, Broadband or Mobile), kindly contact 1688 to cancel your subscription.

2. Credit Card

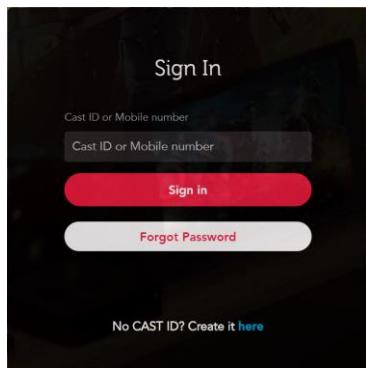
If you had signed up using your credit card, please go to the CAST Web Version (cast.sg) to cancel your subscription.

You will be able to extend or terminate your subscriptions bought via Credit Card.

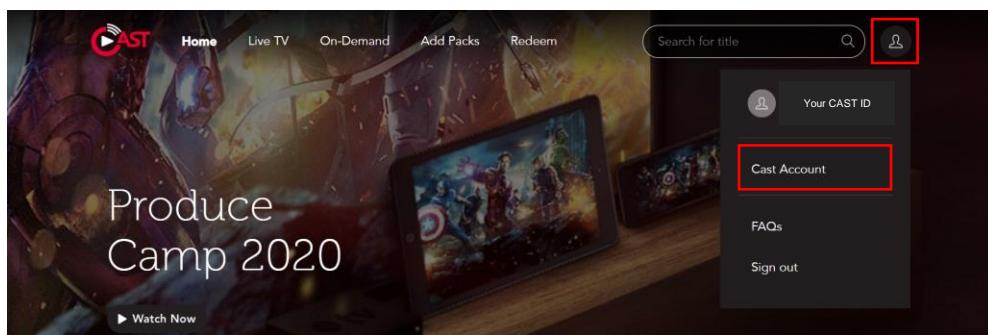
1. Go to [CAST Web Version](http://cast.sg) (cast.sg) using a desktop browser
2. Click on “Login” on the top right hand corner of the screen



3. Sign in with either your **CAST ID + Password** OR **Mobile + OTP**.



4. Click on the profile icon on the top right hand corner and then “CAST Account”



5. You will be able to manage your Credit Card Subscription as shown below.

My Profile

CAST ID: Your CAST ID Mobile: Your mobile number tied to the account

[Change CAST ID And Password](#)
[Change Parental Control PIN](#)

Payment Methods

You haven't provided us with any credit card information.

[Add Credit Card Info](#)

Contacting Help Desk

Have any enquires that we did not cover? Please contact us at [c-
castinfo@singtel.com](mailto:c-
castinfo@singtel.com). Email us with the following details to allow us to help you:

1. Name
2. CAST ID
3. Details of Issue
4. Devices and models used to access CAST
5. Packs Subscribed
6. Content and/or channel you attempted to watch and any relevant information

We will get back to you within 5-7 working days.

For Singtel billing and subscription issues, please contact 1688 or drop us an enquiry through the [Contact Us eForm](#).

General

What is CAST?

CAST is a unique video streaming platform that combines the flexibility of Live TV and video streaming apps with on-demand entertainment all in one platform, according to your needs. Plus, with its download feature, you can download shows on WiFi and be entertained on-the-go without having to worry about consuming mobile data.

Getting started

How many devices can I login to with my CAST account?

You can login to as many devices as you want, but streaming is allowed on only two devices at any one time.

Can I access Singtel CAST overseas?

All content cannot be viewed if you are overseas, even if you VPN to Singapore.

You will only be able to login to your Singtel CAST account to make changes on your profile settings.

Can I watch CAST while on my VPN?

You cannot watch content if you are on any VPN, whether you are overseas or in Singapore.

Do I need any special equipment to use CAST?

No. CAST is positioned as a box-free entertainment with hassle-free set up. You may watch your favourite shows on any screen – laptop, mobile, tablets and TVs. It's now easier to CAST your shows on the big screen with a list of compatible devices such as Chromecast, Apple TV, Android TV, and selected Samsung Tizen Smart TVs.

What platforms can I use to watch CAST?

CAST is available on desktop, Android and iOS apps, selected Samsung Tizen TV, Android TV and Apple TV.

CAST is currently unavailable on mobile web.

For the most updated list of compatible devices, click [here](#).

Accessing CAST

How do I access CAST on desktop?

You may stream programmes on your desktop or laptop on www.cast.sg by logging in with your mobile number and One Time Password (OTP) or CAST ID and password.

Please take note that CAST is only supported on Google Chrome and Safari web browsers.

To retrieve your CAST ID, follow the steps in Page 3 under *Account and Billing Management*.

How do I access CAST on my Android TV and Apple TV?

CAST is currently supported on 4th generation Apple TV (tvOS 9.0 and above) and selected Android TV models (Android 5.0 to 8.0). For the full list of support devices, please click [here](#).

The CAST app can be found on your Android TV and Apple TV app store. Download and install the app.

To sign in,

1. Launch CAST Mobile App
2. Sign in with your CAST ID and password

Alternatively, you can use Link TV to access CAST.

To retrieve your CAST ID, follow the steps in Page 3 under *Account and Billing Management*.

How do I access CAST on my Samsung Tizen TV?

The CAST app can be found on the app store and installed on your Samsung TV.

To sign in,

1. Launch CAST app
2. Sign in with your CAST ID and password

To retrieve your CAST ID, follow the steps in Page 3 under *Account and Billing Management*.

Please note that 'Link TV' is currently not supported. CAST is currently supported on selected Samsung TVs. For the full list of support devices, please click [here](#).

How do I watch CAST on my big screen using Airplay or Chromecast?

Airplay

Airplay is currently supported on Apple devices.

To Airplay:

1. Connect your iOS device and Apple TV to the same WiFi network
2. open CAST app
3. Play a content of your choice
4. Tap the Airplay icon at the top right corner
5. Choose your Apple TV or any devices you want to Airplay to

Chromecast

Chromecast is supported on both Android and Apple devices.

To Chromecast:

- Connect your mobile device and Chromecast to the same WiFi network.
- Open CAST app
- Play a content of your choice
- Tap Chromecast at the top right corner (for Apple users, it will appear together with the Airplay button)
- Choose your Chromecast device

Subscribing to CAST

How do I subscribe to CAST?

Anyone can subscribe to CAST, even if you are not a Singtel customer.

If you are subscribed to mio Stadium+ or a non-Singtel/ cross-carriage customer, you can subscribe via credit card payment method.

1. Non-Singtel Customers / Credit or Debit Card

If you prefer to not link your billing to your Singtel services and/or you are not currently subscribed to any Singtel services, credit card/ debit card payment is available.

You can subscribe to the following packs:

1. beIN SPORTS
2. Sports Plus
3. Chinese Plus
4. Lifestyle Plus
5. Education Plus

6. Entertainment Plus
7. Learning Plus

Simply login and click on the links below to subscribe:

beIN SPORTS	https://cast.singtel.com/beinsports/purchase
Sports	https://cast.singtel.com/sportsplus/purchase
Chinese Plus Lifestyle Plus Education Plus Entertainment Plus Learning Plus	https://cast.singtel.com/castminis/purchase

Don't have a CAST account yet? On desktop, simply create your CAST account at <https://cast.singtel.com/signup>. If you are on mobile, simply request for desktop site to sign up.

You will also be prompted to create a CAST account before purchasing selected CAST packs with credit card payment options.

2. Singtel Postpaid Mobile Customers

If you had signed up for CAST through Singtel Mobile Service, you would need to create a CAST account first on the mobile app only.

To create your CAST Account:

- Download the CAST app from [App Store](#) or [Google Play Store](#)
- Switch to your 4G network
- Launch the CAST app

Your CAST account will be created and tied to your mobile number. An SMS will be sent to you with your automatically generated CAST ID.

You can start watching the complimentary CAST channels or your subscribed CAST packs immediately.

3. Singtel Fibre Broadband/ Singtel TV subscriber

If you had signed up for CAST with you Singtel TV or Singtel Broadband Service, you would need to create a CAST account first before logging in and watching.

On CAST Mobile App

Launch the CAST app and log in with your credentials under 'SingNet Fibre Broadband' or 'Singtel TV' respectively.

Under 'SingNet Fibre Broadband' option, enter your

1. SingNet ID
2. NRIC / FIN

Under 'Singtel TV', enter your

1. NRIC / FIN
2. Singtel TV no.

On CAST Web Version

Simply go here to create your CAST account under 'SingNet Fibre Broadband' or 'Singtel TV' respectively.

You may retrieve these details from My Singtel App or your Singtel bill.

After the account creation, you may start watching the complimentary CAST channels or your subscribed CAST packs immediately.

How long does it take to activate the subscribed packs?

Subscription will take up to 10 minutes for activation for Postpaid Mobile subscribers, and up to 2 working days for Fibre Broadband and TV subscribers after your order has been processed.

Upon activation, please download CAST app from the App Store or Google Play Store, or if you have already done so, re-log in to view your subscription.

For customers who subscribed to CAST through their credit or debit card, activation will take up to 10 minutes.

I am unable to access my HBO GO / Entertainment Plus mobile bundled content, how can I resolve these issues?

You should be able to see all your purchased content under "My Library" in the CAST App. Do also ensure that you have redeemed your HBO GO bundle through the website. If not, do proceed [here](#).

Subscription management

My credit card is expiring. How do I change it?

We will automatically inform you via SMS when your credit card is expiring.

Simply go into account management on CAST Web Version and edit your credit card information.

Can I change my method of payment?

Changing your method of payment is handled on a case by case basis and subjected to approval.

It is possible to change from Singtel bill to credit card and vice versa and between Singtel services.

Please send an email to g-castinfo@singtel.com with the following details:

1. Name
2. Mobile number, CAST ID
3. Details for changing payment type
 - a. Existing billing format
 - b. Payment type you wish to change to

We will get back to you within 5-7 working days.

We strongly recommend you to not change your payment method to avoid possible early termination charges.

I have a voucher code. How can I redeem it?

You can redeem your voucher on our website cast.sg.

1. Log in on cast.sg
2. Click on 'Redeem' on the top bar
3. Key in your redemption code

How do I unsubscribe or change out my no-contract CAST packs?

You may unsubscribe any time through My Singtel app.

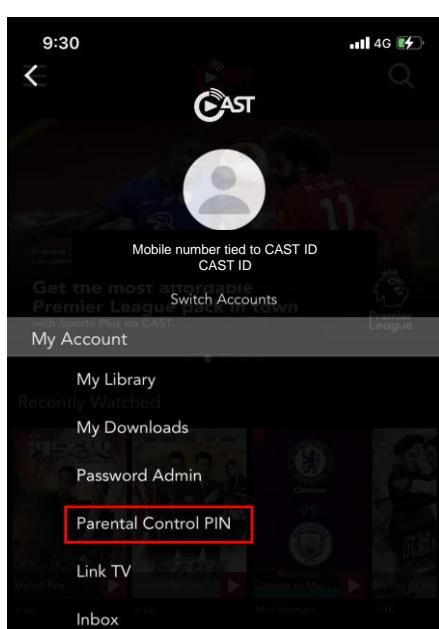
Watching content on CAST

When is the parental pin used?

You would need to key in a parental pin for any R21 content.

How do I set up my parental pin?

On CAST Mobile App



4. Set your 4-digit PIN
5. A OTP will be automatically sent to your registered number
6. Enter your OTP and confirm your new PIN

On CAST Web Version

1. Sign in to CAST
2. Click on the profile icon on the top right hand corner and then "CAST Account"
3. Click on 'Change Parental Control PIN'

My Profile

CAST ID: Your CAST ID	Mobile: Your mobile number tied to the account
Change CAST ID And Password Change Parental Control PIN	

4. Key in your new PIN and CAST ID password

Link TV

How does Link TV work?

1. Launch and sign in to CAST using your mobile app. You do not have to sign in on your TV.
2. Launch CAST on your Apple/Android TV and select sign in.
3. On CAST mobile, enter the 6-digit code shown on TV.
4. Select proceed. TV screen will navigate to Welcome/main screen.

Why does the Link TV code not appear on my TV?

Link TV currently only works for Android TV and Apple TV. If you are on Samsung (Tizen) TV, this feature is not available yet.

Entertainment Apps

Which entertainment apps are CAST partnered with?

You can enjoy your favourite entertainment apps at a special discount with cast. Our Partner apps include – Viu, HBO GO, FOX+, Netflix, TVBAnywhere+ and iQiyi.

How can I subscribe to these Entertainment Apps?

Head over to our CAST Web Version (cast.sg).

1. Scroll to the bottom of the page
2. Select the entertainment app of your choice
3. Click on ‘Sign Up’ and choose the plan you would like to follow

How do I login to my subscribed Entertainment Apps?

Head over to your subscribed entertainment apps and select the option to login with Singtel. This option is available for all entertainment apps except for Netflix.

If your subscription is via your mobile billing, login using your mobile number.

If your subscription is through Singtel TV or SingNet ID, you will need to go through Singtel TV Number or SingNet ID and NRIC authentication before login.

Alternatively, you can login to your subscribed entertainment apps using your CAST ID.

I am unable to access my TVBAW+, Viu Premium and Fox+ content through my CAST app, why is this so?

TVBAW+, Viu Premium and Fox+ are our partner apps and you will be required to download their app to stream their videos.

CAST currently do not house any of the partner content with the exception of HBO GO.

For more information, do kindly visit our partner content homepage.

Downloading on CAST

How do I download content on CAST?

You can download almost all* TV series episodes or movies in CAST.

** Content under HBO Go pack cannot be downloaded.*

The download button can be found on the detail page:

For TV episodes:

1. Go into the TV series content page
2. Click on the download icon on the episode

For movies:

1. Click into the desired movie content page
2. Click on the download icon

How long is the download valid before expiry?

Downloads are valid for 7 days. After 7 days, please re-download to continue watching offline.

How many videos can I download?

There is no restriction to the number of downloaded videos on the app.

Football

I want to watch English Premiere League on CAST. What do I need to subscribe to?

You can subscribe to Sports Plus to Get full access to the Premier League & more!

Pay only for the games you want with the 7-Day Pass, or get all the PL matches at just \$49.90/mth with our monthly pack.

I want to watch LaLiga, Ligue 1, Major League Soccer and the Australian League.

Our beIN SPORTS pack gives you full access to all your favourite league in 1 place!

Get beIN SPORTS on CAST for only \$5.90/mth. No contract required! Singtel customers get an exclusive 3 months on us with a 12-mth plan.

I am watching the same match on TV and on my mobile device / PC, why is the match playing on my mobile device / PC slower than on TV?

There is delay in streaming on mobile/tablet device as compared to the broadcast on your set-top box because: - additional buffering over mobile networks is required - Speed and latency of the network connection (3G, 4G, Wi-Fi) which your device is connected to, may vary.