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 to unlock a world of awesome TV entertainment.

Special features for you to note!

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 or movies anytime

DVR multi-room viewing
• Record up to 225 hours of your favourite programmes
• Watch in any room at home with additional set-top boxes

Parental lock/rental lock
• Set locks on NC16 or M18 content, or on specific channels.
Fast Forward To Your Faves

Overview
- Remote Control

Channel Guide
- Show Timings
- Showtimes (for specific channel)
- Showtimes (for specific day)

Easy Browsing
- Favourites, My Channels
- How to Organise Your Favourites
- How to View Channels You Have Subscribed

Remote Control
- Subtitles, Audio, Zoom, Remote Pairing
- How to Record via DVR Set-Top Box
- How to Stop Recording via DVR Set-Top Box
- How to Go to Recorded TV
- Remote Recording via DVR Set-Top Box

Video on Demand (VOD)
- How to Purchase VOD
- How to Retrieve Purchased VOD

Restart TV
- How to Restart Programme
- How to Identify Restart Channels

Customisation
- Parental Control
- Parental Lock
- Rental Lock
- R21 Lock

Tips
- Troubleshooting
- Issues with TV Service
- Better WiFi Connectivity

Useful Information
- Any Queries?
- Need More Information on Singtel TV?
- Want to Enhance your TV experience?
Overview
Learn how to access your Singtel TV features.

Remote Control
Know your remote control shortcuts for easy access to TV features such as Search, Record, Programme Guide and more

- **Record**
  - Record your favourite programmes

- **Video on Demand**
  - Direct access to Video on Demand Movies

- **Back**
  - Return to the previous screen

- **OK**
  - Activate a selected item on your Singtel TV screen

- **EXIT**
  - Return to last viewed screen

- **Guide**
  - Display all Programme Guide Schedules

- **Recorded TV**
  - Access your recorded content

- **Options**
  - Add your favourite channel and set your preferred audio and subtitle language

- **Menu**
  - Display the main menu

- **INFO**
  - Display programme information

- **Interactivity**
  - Access various useful applications via Quick Access, including Catch-Up

- **Channels**
  - Change channels / Scroll through the screens

- **Last**
  - Access your last 5 browsed channels

- **Enter Aspect**
  - Change your screen setting to your preferred mode

- **Turn on and off your Set-Top Box**

- **Search**
  - Access your favourite programmes

- **Programme Guide**
  - Display programme information

- **Record**
  - Access your recorded content

- **Options**
  - Add your favourite channel and set your preferred audio and subtitle language

- **Menu**
  - Display the main menu

- **INFO**
  - Display programme information

- **Interactivity**
  - Access various useful applications via Quick Access, including Catch-Up

- **Channels**
  - Change channels / Scroll through the screens

- **Last**
  - Access your last 5 browsed channels

- **Enter Aspect**
  - Change your screen setting to your preferred mode
List 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

![Channel Guide]

**STEP 2** Press \( \text{A, V, K, } \text{ or } \text{ on your remote control to select the specific time slot & specific channel} \)

**STEP 3** Press \( \text{OK on remote control to view the selected channel} \)

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 \( \text{OK} \)

**STEP 3** Press \( \text{A and V to select the specific day and then press OK} \)
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

**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**

My Channels

How to View Channels You Have Subscribed

**STEP 1** Press **** on remote control

**STEP 2** Select **My Channels** and press **OK**
Remote Control

Find out how to manage your Singtel TV Settings.

Subtitles

How to Change Subtitles

STEP 1 Press Option or \( \uparrow \) on remote control
STEP 2 Go to Subtitle Languages and press \( \text{OK} \)
STEP 3 Select chosen language and press \( \text{OK} \)

Applicable to selected channels only

Audio

How to Change Audio Language

STEP 1 Press Option or \( \uparrow \) on remote control
STEP 2 Go to Audio Language and press \( \text{OK} \)
STEP 3 Select your preferred audio language and press \( \text{OK} \)

Applicable to selected channels only

Zoom

How to Set the Screen Size

STEP 1 Press Option or \( \uparrow \) on remote control
STEP 2 Go to Zoom and press \( \text{OK} \)
STEP 3 Choose the optimum setting (Normal, Stretch, Zoom 1, Zoom 2, Zoom 3) and press \( \text{OK} \)

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 \( \text{Settings} \) 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
Remote Control

Learn how to browse with ease.

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
Remote Control

Learn how to browse with ease.

3. ▲

**STEP 1** Press ▲ on remote control to view Recently Viewed Channels

**STEP 2** 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
Want to catch up on the programmes you missed?

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.

*For channels with Catch-Up viewing

**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

**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
Want to access your Channel Store, lottery results and Netflix quicker?

Yellow Button

**Channel Store**
1. Select **Pack** and press **OK**
2. Click on **Subscribe** and press **OK**
3. Press **OK** to confirm your subscription

**4D/TOTO and Big Sweep**
1. Select **4D/TOTO** and press **OK**
2. Select from **4D**, **TOTO** and **Big Sweep**
3. Choose the respective draw date for the results

**Netflix**
1. Select **Netflix** and press **OK**

**HOOQ**
1. Select **HOOQ** and press **OK**
Don’t want to miss your favourite shows?

**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 OK

**STEP 2** Select By Date or By Title and select the recorded show

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

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

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

---

**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!
Big movie buff? Be spoilt for choice with over 600 exciting movies!

**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 **OK** 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 **OK**

**STEP 4** Select **Resume** to continue the VOD viewing

**STEP 5** Or select **Restart** to restart the VOD
1. How to Restart Programme

**STEP 1**  On a Live Channel, press ✓

**STEP 2**  Press OK to restart the programme.

2. How to Identify Restart Channels

**STEP 1**  Press GUIDE on the remote control

**STEP 2**  Supported channels will have ➡ beside it

Fast forward, rewind or repeat scenes in Restart mode using

REW / FF / PAUSE / REPLAY / FWD
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 “*****” to confirm the changes
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 “*****” to confirm the changes
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.
Facing some issues with connectivity?

**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.
Better WiFi Connectivity

Optimise WiFi connectivity at home with these useful tips below.

**Tip 1** 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

**Tip 2** 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

**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 & 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 enquiries, 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**

Or 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  
WATERWAY POINT #B1-30

**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.

*Information is correct at time of printing*