



FAQs for Ultra Box

Getting My Ultra Box

What is Ultra Box?

The Ultra Box is Astro's latest generation of 4K UHD enabled box with Cloud recording feature, redesigned new interface, and a dedicated UHD channel. Just connect the Ultra Box to the internet and take control of your entertainment and explore over 60,000 videos that are waiting to be streamed, anytime.

The new interface on Astro Ultra Box offers an enhanced viewing experience with a brand- new look and feel with features such as:

- **New Home Screen** - Everything you see is yours
- **Discover VOD** – Discover 60,000 videos, stream anytime, anywhere
- **Search** - Search faster and easier
- **Play from Start** - You missed the start? Just restart
- **Stop Here, Continue There** - Stop on one screen and continue on another device
- **Multi-Screen** – Stream seamlessly across any device
- **Cloud Recording** - Record all the programmes you want at the same time

1. Will I be charged for the shows that I watch on the new interface?

There are no additional charges as all shows are included according to your subscription package with the exception of titles from the Store tab.

2. I already have Ultra Box. How do I use all the new features?

Check out our user guide for a quick and easy way to get started!

- 📄 Download our user guide in [English](#)
- 📄 Download our user guide in [Malay](#)
- 📄 Download our user guide in [Chinese](#)

Do you need more information? Watch our Astro Ultra How to videos [here](#)



3. Am I eligible for the Ultra Box?

All existing or new Astro customers who meet the following criteria may upgrade to the Ultra Box:

- Have an internet connection at home (recommended >10Mbps speed)
- Maintain a minimum subscription with a HD + Recording service

If you live in a high-rise building, please call us at 03-74818000 to check if your building can support the Ultra Box. If your high-rise building allows for the set-up of individual dishes you will be able to upgrade to the Ultra Box, subject to the criteria above.

We also recommend a 4K UHD supported TV that is HDCP2.2 compliant to access the Astro UHD channels.

Note: If you do not have an internet connection at home, you may take up the Ultra Box bundled with Astro's broadband package with rebates of up to RM30/month. For more details and to sign up for Astro & Broadband, please click [here](#).

4. Will there be any installation involved when I upgrade to the Ultra Box?

Yes, we will swap your current Astro Box to the Ultra Box, and perform any necessary installation to support it.

5. Do I need to own a 4K UHD TV for the Ultra Box?

No, you can upgrade/sign up for the Ultra Box without a 4K TV.

New features such as New Home Screen, Cloud Storage, streaming VOD, Play From Start, Search, Stop Here Continue There, can still be accessed and enjoyed.

However, to access the 4K UHD channel (CH 780), a compatible 4K TV that is HDCP 2.2 compliant is required.

6. How do I check if my TV model supports Astro's 4K UHD standard?

Please check the back of your TV, TV Manual or speak to your TV manufacturer to find out if your TV:

- ☐ Supports 4K UHD resolution
- ☐ Is HDCP 2.2 compliant

Without these criteria, you will not be able to access Astro's 4K UHD channels.

7. What is 4K UHD and tell me about the UHD content available with the Ultra Box?

4K UHD offers 4 times the resolution of HDTV (4K UHD has 3840x2160 resolution with 8 million pixels compared to HD which has 1920x1080 with 2 million pixels), sharper detail, smoother lines and a richer colour palette, as well as a vibrant colour TV experience.

Customers with Ultra Box can access Astro UHD Channel (CH 780) to enjoy our UHD offerings. Astro UHD Channel will show a selection of mixed-genre programming including sports, movies, documentaries and concerts. Sports highlights include the Premier League, the Spanish Primera Liga and the Formula 1 World Championships.



In addition, we will also be showing selected latest blockbuster movies in Ultra HD via Astro Best Channel 481. Please note that a standard rent of RM12/movie for 48 hours applies.

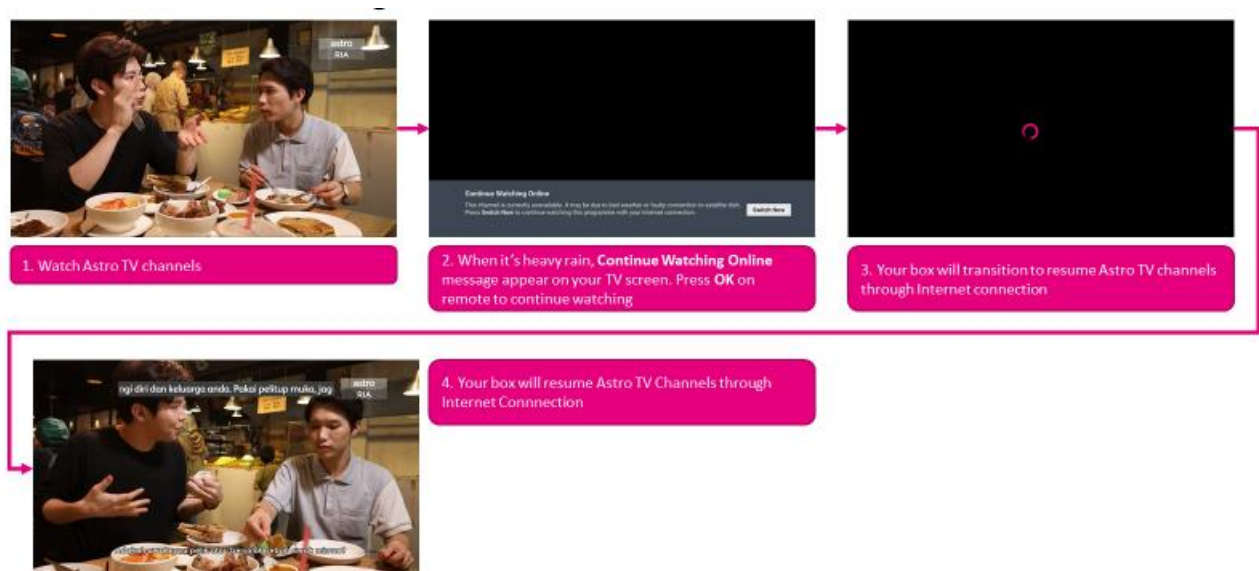
8. Will I be charged for accessing Astro's UHD Channel 780?

No, you will not be charged for accessing Astro's UHD Channel (CH 780) as it is available for all customers upgrading to the Ultra Box.

- Please ensure that your TV supports 4K UHD resolution and is HDCP 2.2 compliant to access Astro's 4K UHD channels.
- Maintain a minimum subscription with a HD + Recording service.

9. What is Continuous Viewing?

Continuous Viewing is a new feature on the Ultra Box that allows you to continue streaming your Astro shows despite bad weather or signal interruption (SCNA). To enjoy this feature automatically, please connect your Ultra Box and follow the steps below:



10. What is HDR and Dolby Atmos?

HDR (High Dynamic Range) improves the dynamic range of color, quality and range of the contrast of content, allowing you to see more shades of colors and details in dark or bright scenes - with an HDR TV, the bright whites look brighter, the dark blacks look darker and all the spectrum in between shines.

Dolby Atmos® is a powerful audio technology that allows you to experience multi-dimensional sound with incredible clarity, enveloping the listener in an immersive surround sound environment.

11. What HDR and Dolby Atmos content is available on Astro?

4K HDR content on Astro will debut with all 51 UEFA EURO 2020™ matches LIVE and during replays on the two dedicated UHD channels (Ch 781 and Ch 782). Matches beyond the quarter finals will feature Dolby Atmos.

We are looking to bring more HDR and Dolby Atmos shows to you so do stay tuned.



12. Why can't I view some channels that are part of my subscription?

You're probably trying to view SD version of the channel. Please switch to the corresponding HD channel that are now available on the Ultra Box for the best viewing and recording experience.

13. What is Astro Cloud?

Astro Cloud is a new way of recording your favourite shows. Your recordings will be stored on Astro's cloud servers, allowing you to record all the programmes you want at the same time from your TV or Astro GO simultaneously.

All Astro customers are entitled to 200 hours of free cloud recording storage. Astro Cloud is currently available through Ultra Box, Ulti Box and Astro GO app.

14. I need more Cloud storage; how do I upgrade my storage?

To upgrade your storage space, please call us at 03 7490 8102, or login at selfservice.astro.com.my, and select Subscription -> Astro Cloud.

The current upgrade options are as below and will be shared across all your household devices (Ultra Box and mobile devices with Astro GO).

Hours of HD Recording	Rate
200 hours	FREE
400 hours	RM12
1,500 hours	RM15

**Please note, cloud recordings on TV are currently for the Ultra Box and Ulti Box only*



15. Why am I unable to record some of my programmes on Astro Cloud?

To give you the best viewing experience, Cloud Recording is configured to record on HD channels only. For example, to record a show on Astro Ria, you will need to record on Channel 104 (Astro Ria HD) instead of Channel 124 (Astro Ria). All cloud recordings will be stored for a limited time while some channels cannot be recorded. Click [here](#) for the full list of retention period for all channels.

16. How will I know when is the expiry date for the programme I have recorded on Astro Cloud?

Under My Library, the expiry date for each programme will be displayed on the programme poster 30 days prior to the actual expiry date.

17. I live in an apartment / condominium / flat / high-rise building. Can I get the Ultra Box?

For buildings with centralized infrastructure:

Only certain buildings have the required centralized infrastructure today to support transmission for the Ultra Box. Please call us at 03-74818000 to identify if your building can support the Ultra Box.

For buildings that allow setup of individual satellite dishes:

If your building allows you to install your own satellite dishes, you may upgrade / sign up for the new Ultra Box. Please refer to Question (5) for additional criteria to get the best out of the Ultra Box experience.



A) ALL ABOUT THE NEW INTERFACE

18. Tell me more about the new interface.

The new interface offers an enhanced viewing experience with a brand-new look and feel with features such as:

- ✓ **New Home Screen** - Everything you see is yours
- ✓ **Discover Video on Demand (VOD)** - Discover up to 60,000 videos, stream anytime, anywhere
- ✓ **Search** - Search your favourite show or video faster and easier
- ✓ **Play from Start** - Missed the start of the show? Just restart
- ✓ **Stop Here, Continue There** - Stop on one screen and continue on another device
- ✓ **Multi-Screen** - Stream seamlessly across any device
- ✓ **Cloud Recording** - Record all the programmes you want at the same time



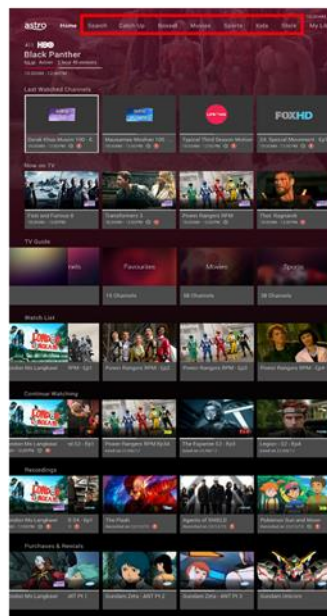
The first screen you will see is our new Home screen. We highly recommend you connect your Ultra Box to your home Wi-Fi to enjoy the full features of the new user interface.

Once the Ultra box is connected to home Wi-Fi, you will get additional features and functionalities and have access to On Demand shows organized according to our new tabs:

Non - connected Ulti Box



Connected Ulti Box



With a connected box, you gain access to an enhanced Search feature and additional content on demand. These are available on the Catch up, Boxset, Movies, Sports, Kids and Store tabs



19. What are the different tabs on the “Home” Screen?

You will find shows organized under these tabs to ease discovery and access:

- a. **Home** – Your subscription at a glance. Use the arrow keys on the remote to navigate.
- b. **Catch Up** – Watch the latest episodes of the current season.
- c. **Boxsets** – Binge-watch past seasons of your favourite programme.
- d. **Movies** – Bringing the big screen home, from Hollywood blockbusters to local and international films.
- e. **Kids** – Find fun and educational shows for your kids.
- f. **Store** – A selection of new programmes and movies for you to rent, including blockbusters from Astro First and Astro Best.
- g. **Sports** – Check out a wide range of sports coverage, including matches, replays and highlights.
- h. **My Library** – All your recordings, Pay-Per-View programmes, and scheduled future recordings are found here.
- i. **Search** – Find programmes by the title, actors, directors, channel name or channel number.
- j. **Settings** – Customise settings for your Astro experience.

20. Tell me more about the groups of shows on my Home Screen.

- a) Featured – Latest trending programmes for your enjoyment
- b) Favorite Channels – TV channels you have selected as Favourites
- c) Last Channel Watched – Previously watched channels
- d) Now On TV – What you can watch right now
- e) TV For You – Recommended programmes you will love
- f) Channel Guide – Your sneak peek into the next 7 days of programmes
- g) Live Events – Watch special events as they happen
- h) Your Watchlist – Video On Demand (VOD) programmes you have added to your watchlist
- i) Continue Watching – Resume your VOD where you left off
- j) Rentals – Stores your rented Pay-Per-View programs
- k) On Demand For You – VOD programmes recommended just for you
- l) On Demand Last Chance – VOD programmes expiring in the next 48 hours

21. How do I access my preferred TV channels? (E.g. Ch 501 for Astro Awani)

Your favourite channels now appear on the Home Screen, under “Channel Guide”. You can also key in your preferred channel number to go straight to your channel (e.g. “411” for HBO HD channel) or just press the channel ‘Up’ and ‘Down’ button on your remote.

22. Where are my On Demand shows located now?

Your On Demand shows are now organized into the following tabs: “Catch Up”, “Boxsets”, “Movies”, “Kids” and “Sports”.

23. Will I be charged for the shows that I watch on the new interface?

There’s no additional charges as all shows are included according to your subscription package. Chargeable shows are only found under “Store”, where you will be able to rent the latest blockbusters on Astro First, Astro Best, or other paid shows from our extensive On Demand library.



24. How do I search for a show?

To search for a show, follow these steps:

How to use Search



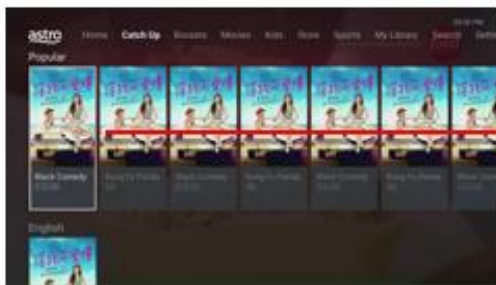
Find what you're looking for faster and easier.

- 1 Press **Q** on your remote
- 2 Use **Arrow** and **OK** keys to type in the desired programme name, actor, director, channel name or channel number
- 3 Select option that best match your search and press **OK**
- 4 Select desired show, press **OK** to begin watching

Note: To search for Mandarin/Tamil shows, please use the English title of the show (for example, 'A Million Dollar Dream') or search by the name of the actor, actress, or director (for example He Ying Ying for 'A Million Dollar Dream')

25. How do I add/remove a show from "My Watchlist"?

To add/remove a show please refer to steps below:



1. Scroll to the On Demand title you want to add to Watchlist" and press Ok on your remote



2. Select "Add to Watchlist"

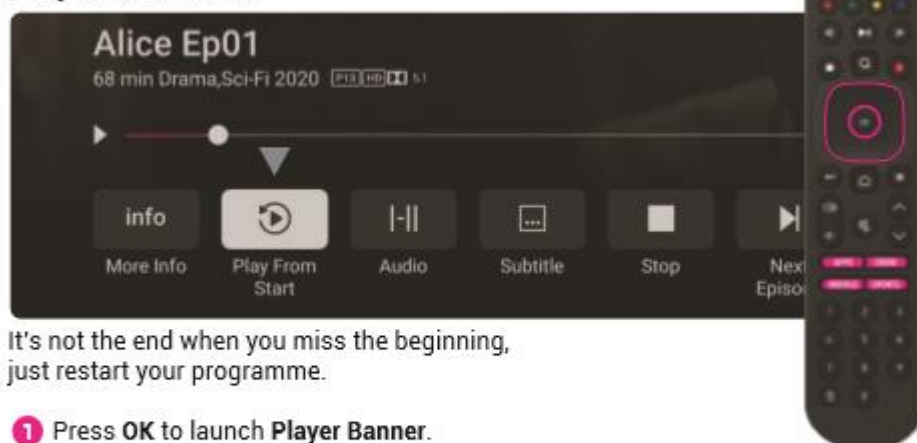


- Note: If you would like to remove the title from "Watchlist", select "Remove from Watchlist"

26. What is Play from Start and how do I use it?

You missed the start of your show? Just restart from the beginning. To restart your show, press 'OK' on your remote and select 'Play from Start'.

Play From Start:



It's not the end when you miss the beginning,
just restart your programme.


- 1 Press **OK** to launch **Player Banner**.
- 2 Select **Play From Start** and press **OK**.

The Record function is disabled when you **Play From Start**.

For channels simulcasting in SD and HD, **Play From Start** is only available for HD channels.

This function is not available on Astro Best and Astro First channels.

Please note that you will not be able to record using Play from Start. If you would like to record a show from the beginning:

- Press the '...' button (Guide) on your remote to access the channel guide, search for your show and press 'OK' and select 'Record'.
- Alternatively, search for the show by pressing the , and watch it on demand if it is in our library.

Play from Start is not available for Astro Best and Astro First channels

27. Can I pause a Live TV show?

You cannot pause a Live TV show transmitted directly via satellite. However, you can use the Play from Start function to watch the show using your internet connection. This will enable you to pause, rewind, or fast forward up to the point where Live TV is showing.


28. What are the differences in “My Library” in the new interface compared to the existing Astro interface?

If you are upgrading to the Ultra Box from an existing Astro box, you will find a change in the layout of your recorded programs, as well as some additional functions, as detailed below:

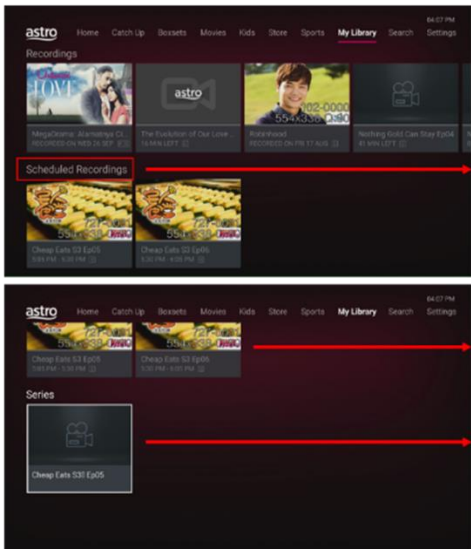
	Existing Interface	New interface
Access to On Demand downloads	Yes	No
Access to recorded shows	Yes	Yes
New display of booked recordings	No	Yes
Multi-view display of title by single episode and full season	No	Yes

Recordings are now organized by individual episodes or seasons/series to help you access your recordings more easily:

Old interface



New interface



Your booked recordings

Recordings of individual episodes

Recordings of episodes by season/series

29. Will I still be able to download On Demand videos and watch it later from “My Library”?

On Demand content is now streamed from the Internet with picture quality based on your Internet speed. Download feature is not available, and we will update you when this function becomes available in the future.



30. Where are the programs in the existing interface located in the new interface?

Please see table below to find where your favourite programs on the old interface are located

Existing Interface	New Interface
Top Free Picks	Now in Catch Up, Boxsets, Movies, Kids and Sports, according to the category of the show
Channels	Now in Home > Channel Guide
Continue Watching	Now in Home > Continue Watching
Astro First and Best	Now in Store
TV Shows For You	Now in Catch Up, Boxsets, Movies, Kids and Sports, according to the category of the show
Movies For You	All free movies according to your subscription will be found in Movies All chargeable movies are found in Store
K-entertainment	Now in Catch Up, Boxsets and Movies, according to the category of the show
Hot Deals	Now in Store
Sports	Now in Sports
Watchlist	Now in Home > Watchlist

31. What is the difference in ratings classification in the New Interface?

We have added a new category of P-21 for certain shows. Please see the table below for the difference before and after the New Interface:

Before	After
U	U - Programme suitable for all ages
P13	P-13 - Programme not suitable for people under 13
P18	P-18 - Programme not suitable for people under 18
Unavailable	P-21 - Programme not suitable for people under 21

Please note that for shows rated P-21, you are required to key in your pin code to view the show. The default PIN code is 0000.

32. Why can't I find some of the older episodes On Demand?

Due to content rights, not all episodes of shows are available on Astro permanently. Please be assured that we are doing our best to secure rights for full seasons of these shows. Meanwhile, explore other great shows on our new tabs: Catch Up, Boxset, Movies, Kids, Sports and Store.

33. Why can't I find certain shows with "Search"?

When using the Search engine, do include numerals and symbols (i.e. S.W.A.T. not SWAT). You may also search using the names of actors or directors as an alternative in searching for a show.

34. I don't have the Ultra Box but would like to experience the new user interface. What are my options?

Please upgrade to our latest Ultra Box and Ulti Box to enjoy the new user interface and cloud recording feature.

Alternatively, you can also enjoy the new user interface by updating/downloading the Astro GO app and linking it to your Astro account. For more details, please visit [here](#).

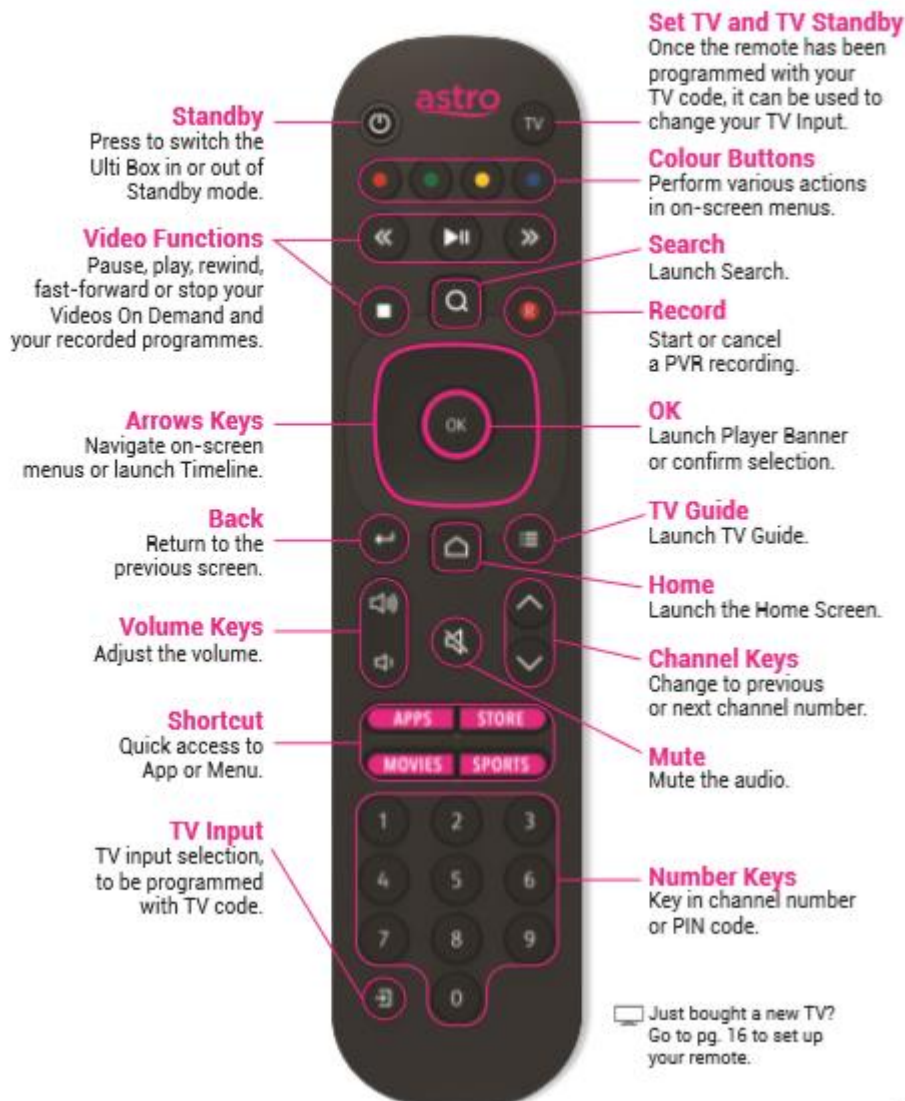
B) UNDERSTANDING MY NEW REMOTE CONTROL

35. What are the functions of the new remote control that comes with the Ultra Box?

Below are the list of functionalities of the new remote for the New Box:

Your key to entertainment

The Ulti Box Remote makes navigating easy and intuitive. So you can keep your eyes on the action.



Tip:

- Your favourite channels will appear on the "Home" page or you can click the "Back" button on your remote and key in your preferred channel number e.g. "411" for HBO HD channel. While watching an On Demand show, you can return to watching TV channels by keying in the channel number.
- Pressing the "Record" button triggers a recording of the channel that you are currently watching. Pressing it again will cancel the recording.



- To book future recordings, you may Press the “TV Guide” button to launch the Channel Guide, scroll to your desired programme, press “Ok” on your remote, then select “Record”.
- While you are watching an on demand or recorded programme, you may use the fast forward or rewind buttons on your remote to initiate forward, rewind, pause or play.



C) Astro HDR & Dolby Atmos

36. What is HDR?

HDR (High Dynamic Range) improves the dynamic range of color, quality and range of the contrast of contents, allowing you to see more shades of colors and details in dark or bright scenes. This would improve the viewing experience and with a HDR TV, the bright whites looks brighter, and the dark blacks looks darker.

37. What is Dolby Atmos?

Dolby Atmos® is a powerful audio technology that allows you to experience multi-dimensional sound with incredible clarity that envelops you in an immersive surround sound environment.

38. Why is Astro offering content in HDR and Dolby Atmos?

Astro continuously reviews its content proposition to offer better viewing experiences through new technology advancements such as HDR which improves the range of color and contrast of content, allowing you to see more shades of colors and details in dark or bright scenes, and Dolby Atmos which allows you to experience multi-dimensional sound with incredible clarity that envelops you in an immersive surround sound environment.

39. What HDR/Dolby Atmos content is available on Astro?

HDR content on Astro will debut with all 51 matches LIVE for the UEFA EURO 2020™. In Selected matches will feature Dolby Atmos.

40. Will there be more HDR/Dolby Atmos content in the future?

Please stay tuned for future updates.

41. Who can enjoy HDR and Dolby Atmos on Astro, are there any additional fees?

Ultra Box customers with access to the 4K UHD channel(s) can enjoy selected content with HDR and Dolby Atmos with no additional fees.

42. How do I enable HDR on my Ultra Box?

To access 4K HDR content an HDR-capable TV with HDCP2.2 compliance that supports HDR (HLG format) is required, which is automatically enabled when detected by the Ultra Box.

43. What do I need to watch Astro's HDR content?

UHD 4K TV that is HDR HLG compatible - please check your TV's manual or manufacturer's website:

Samsung: <https://www.samsung.com/my/tvs/all-tvs/>

Sony: <https://www.sony.com.my/electronics/tv/t/televisions>

Hisense: <https://www.hisense.com.my/product-category/television/>

LG: <https://www.lg.com/my/tvs>

Panasonic: <https://www.panasonic.com/my/consumer/home-entertainment/televisions-choose.html>

Philips: <https://www.philips.com.my/c-m-so/tv>

Haier: <https://www.haier.com/my/tvs/>

Sharp: <https://my.sharp/products/tv>

44. How do I experience Dolby Atmos via the Ultra Box?



A Dolby Atmos enabled sound bar, AV system or TV is required to experience Dolby Atmos. Dolby Atmos audio is only supported via HDMI. Please connect the HDMI cable from the Ultra Box to a Dolby Atmos enabled sound bar, AV system or TV.

Please also ensure your Ultra Box settings is set to Dolby Atmos – Dolby Digital Plus.

Go to Home > Settings > Audio/Video > HDMI Audio > select Dolby Atmos – Dolby Digital Plus

45. Will Disney+/HBO GO have HDR content, and can Astro customers watch it on Ultra Box?

Please stay tuned for future updates.

46. Can I record 4K UHD content with HDR/Dolby Atmos?

Recording of all 4K UHD content is currently unavailable for the Ultra Box.

47. Will all UEFA EURO 2020 match replays on the two dedicated UHD channels be in HDR?

Yes. All live and replay matches for UEFA EURO 2020 on the two dedicated UHD channels will be in HDR. For Dolby Atmos, the immersive audio experience will only be available during live. Repeats will be broadcasted with Dolby 5.1.

D) ALL ABOUT ASTRO CLOUD

48. What is Astro Cloud?

Astro Cloud is a new way of recording your favourite shows. Your recordings will be stored on Astro's cloud servers, allowing you to record all the programmes you want at the same time from your TV or Astro GO simultaneously.

You can also perform multiple recordings, and schedule multiple recordings before the show airs. Finally, watch your recordings anytime, on TV or your Astro GO app.

49. Do I get Astro Cloud?

All Astro customers are entitled to 200 hours of free cloud recording storage, shared across your devices. Astro Cloud is currently available through Astro GO, Ultra Box and Ulti Box.

If you would like to upgrade your Cloud storage, please call **03 7481 8000**.

Astro/Astro GO	
Hours of HD recording	Rate
200 hours	Free
400 hours	RM 12
1,500 hours	RM 15
Please note, cloud recordings on TV is currently for Ultra Box and Ulti Box only	

50. How to Record with Astro Cloud?

How to Record Your Programmes

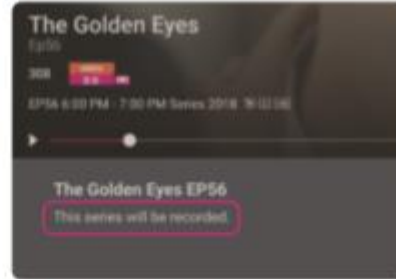
Record a programme or an entire series and never miss anything ever again.

While Watching




ONE-OFF Recording

- 1 Press  on remote.
- 2 Notification will appear when recording has started.






SERIES Recording

- 1 Press  on remote and this will automatically record all episodes.
- 2 Notification will appear when recording has started.

Via TV Guide:






ONE-OFF Recording

- 1 Press  key.
- 2 Navigate to desired programme.
- 3 Press  on remote. This also lets you schedule the recording of a future programme.
- 4 Notification will appear to confirm recording. This  icon indicates a one-off recording.



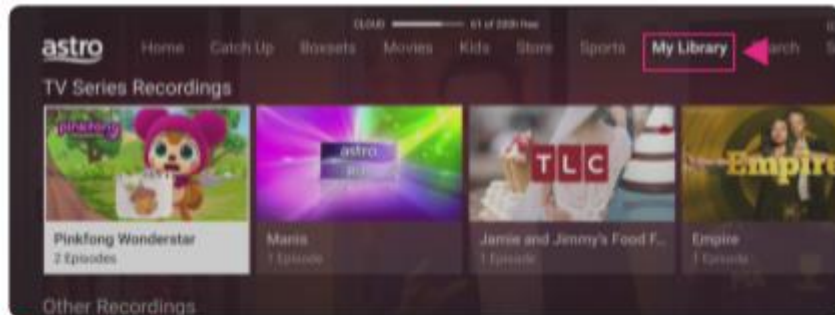
SERIES Recording


- 1 Press  key.
- 2 Navigate to desired programme.
- 3 Press  on remote. Pop-up will appear and choose series recording.
- 4 Notification will appear to confirm recording. This  icon indicates a series recording.

For channels simulcasting in SD and HD, you can only record your programme via the HD channel.

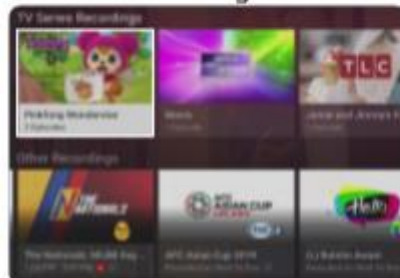
51. How do I find my recordings?

How to Find Your Recordings



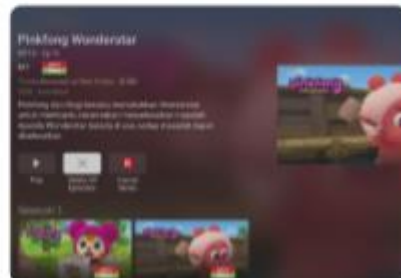
- 1 Press  on your remote then navigate to **My Library** tab.
- 2 Navigate down to **Other Recordings** or **TV Series Recordings**.
- 3 Navigate to the desired recording, press **OK** to go to the **Programme Info**, and press **OK** again to **Play**.

Delete Recording



- 1 In **My Library**, select the programme or episode you want to delete and press **OK**.

You will lose your recording once deleted.



- 2 Press **OK** to go to the **Programme Info**. Then select **delete recording** or **delete all episodes**.

52. What is my cloud storage amount?

All Astro customers are entitled to a complimentary of 200 hours of HD recording, which you can access via the new Ulti Box, Ultra Box or the Astro GO app.

You may also upgrade to 400 hours of cloud recording for RM12/month or 1,500 hours for RM15/month, whichever suits your recording need.

53. How do I check my remaining Astro Cloud storage space?

To check your remaining Cloud storage space, press 'Home' and select 'Settings'. Scroll down to 'Box and Storage Management' and select 'Manage Storage' to see your remaining storage.

Alternatively, you can also check your remaining storage space by accessing 'My Library' and selecting 'See All' on either 'Single Recordings' or 'Series Recordings'. Here you will see your remaining storage space on the top right of the screen.

54. What happens when I have used up my Astro Cloud storage space?

As you approach the storage limit of your Astro Cloud, you will receive reminders to delete recordings, or upgrade your Astro Cloud storage space.

To delete recordings, please go to "My Library" to select and delete past recordings.

If you choose not to delete recordings, the oldest recordings will be deleted automatically to make space for new recordings.



55. I need more Cloud storage; how do I upgrade my storage?

To upgrade your storage space, visit selfservice.astro.com.my, and login with your Astro ID. Then, click the UPGRADE button under “CLOUD STORAGE”

Hi

ACCOUNT
2 Smartcards

Total Amount Due
RM53.00

Account status
Active

VIEW BILL

PAY BILL

MENU OPTIONS

Ac

Account Summary

Bi

Bill and Payments

Tr

Transactions

Pe

Personal Info

Sh

Shop

Account Summary

SMARTCARD 1.0
Card number C

Address

RELOCATE

Card status

ACTIVE

REFRESH

Decoder type

DMT4

UPGRADE

Subscription plan

CHANGE

Add ons

21 ITEMS

MANAGE

SMARTCARD 1.1
Card number 0166 0126 5578

CLOUD STORAGE
200hrs

200hrs Plan

UPGRADE

Alternatively, you may call us at 03 7481 8000.

The current upgrade options are as below and is be shared across all your household devices (Ulti Box, Ultra Box and mobile devices with Astro GO).

Astro/Astro GO	
Hours of HD recording	Rate
200 hours	Free
400 hours	RM12
1,500 hours	RM15
Please note, cloud recordings on TV is currently for Ultra Box and Ulti Box only	

56. Will I be able to enjoy Astro Cloud without the new Ultra Box?

Yes. For non-Ultra Box customers, you can enjoy Astro Cloud via Astro GO app. To download Astro GO, please click the link for [iOS](#) or [Android](#). After downloading the app, [link](#) your Astro account and you are set to begin.

57. Why am I unable to record some of my programmes on Astro Cloud?

To give you the best viewing experience, Cloud Recording is configured to record on HD channels only. For example, to record a show on Astro Ria, you will need to record on Channel 104 (Astro Ria HD) instead of Channel 123 (Astro Ria). Please note that due to limitation of content rights, some channels cannot be recorded, while some recordings will only be valid for a limited time.



58. How will I know when is the expiry date for the programme I have recorded on Astro Cloud?

Under “My Library”, the expiry date for each programme will be displayed on the programme poster 30 days prior to the actual expiry date.

59. What will happen to my recordings if my account is suspended?

If your Astro account is suspended, you will not be able to schedule new recordings, nor watch recorded shows on “My Library”. However, we will still record all scheduled recordings before your account was suspended. When you have reactivated your account, all recording services will be resumed.

Astro account	Schedule New Recording	Existing Schedule Recording to proceed with recording	Playback Recorded Shows
Active	✓	✓	✓
Suspend*	✗	✓	✗
De-installed	✗	✗	✗

*Suspend includes voluntary suspension of any decoder in a multi-decoder household, voluntary suspension of single subscription decoder and non-pay suspension

60. What will happen to my recordings if I downgrade my Cloud Recording hours?

If you choose to downgrade your Cloud Recording storage, some of your recordings will be automatically deleted if you exceed the number of hours in the new plan. For example, downgrading from 1,500 hours to 200 hours Cloud Recording will result in the automatic deletion of all excess recordings above 200 hours, from oldest to newest.

We would advise you to please select and delete your unwanted recordings first before downgrading to avoid this automatic deletion of excess recordings.