

## FAQ: Multi-User Profile (MUP) Feature Update

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### SPL

Starting 19 August 2022, your Ultra Box, Ulti Box and Astro GO (App and Web) will be getting some brand new features that will improve your overall watching, streaming, navigating, and searching experience on Astro!

Most importantly, this feature update will allow individual users to tailor their own personal Astro experience under a single household, enabling personalised recommendations, a Watch List for each user, personal Favourite & Blocked Channels, and so much more.

The enhanced features of the Astro Box (Ultra and Ulti Box) and Astro GO (App and Web) will include these six new features:

1. Multi-User Profile
2. TV Guide Enhancements
3. Player Banner & Channel Banner Enhancements
4. Thumbnail view on Progress Bar
5. Search Enhancements
6. Launch Netflix shows directly from the Home Screen

Features 2-6 are only applicable for the Astro Box. Some of these features are already available on Astro GO while others are scheduled for release on the platform in a future update.

### FAQ

#### 1. What are the new Astro Box & Astro GO features in this update?

There are six feature updates as listed below:

1. Multi-User Profile
2. TV Guide Enhancements
3. Player Banner & Channel Banner Enhancements
4. Thumbnail view on Progress Bar
5. Search Enhancements
6. Launch Netflix shows directly from the Home Screen

Features 2-6 are only applicable for the Astro Box. Some of these features are already available on Astro GO while others are scheduled for release on the platform in a future update. For additional information on the above features, please scroll down to the respective feature sections below (Q5 to Q15 for MUP; Q16 onwards for Features 2 to 6).

#### 2. Are there any additional charges to use MUP or the other new features?

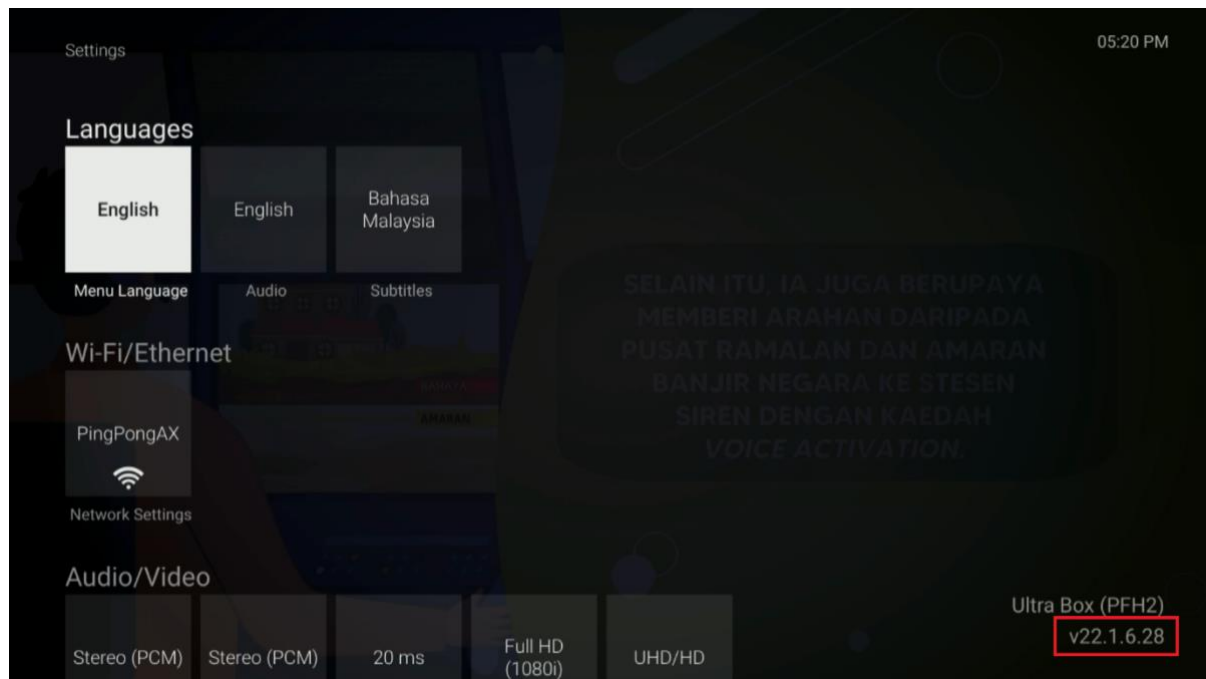
No, all features are free of charge and will be made available to customers after a software update across the Astro Boxes (Ultra Box/Ulti Box) and Astro GO.

#### 3. How do I receive the new features on my Astro Box/Astro GO?

##### Astro Box

The software update will start rolling out from 19 August 2022 onwards. To receive the new features, just set your Box on standby by following these simple steps:

- a) Press the power button on your remote control. Do not turn off your power switch.
- b) If the light indicator on your Box turns orange, you have successfully put your Box on standby.
- c) Navigate to “Settings”. You should be able to see version: “**v22.1.6.28**” for Ultra Box / “**v22.1.6.32**” for Ulti Box at the bottom right corner of your screen as the image below:



### **Astro GO**

#### **Via the Astro GO App:**

- 1) Go to your device’s settings and ensure you have the latest version of the Astro GO app (**version 22.2.4**).
- 2) To update the Astro GO app to the latest version, please visit your app store and update the app at the Astro GO page. Alternatively, you may click [here](#) to be directed to the Astro GO Google Play Store or [here](#) to the Astro GO IOS Store.

#### **Via Web Browser:**

If you are accessing Astro GO via web browser, your account will update automatically and these features will be made available to you post-launch. In the event that these features do not appear on your account post-launch, log out of your account and log back in again to refresh the page and these features will be available to you.

#### **4. I have still not received the new features on my Astro Box or Astro GO; what do I do now?**

These features update on the Astro Box and Astro GO will be rolled out to customers in batches. If you still have not received this update after following the steps highlighted in Q3, please wait until 26 August 2022 for all devices to be updated.

If you are still unable to access these new features after 26 August 2022, please WhatsApp us at 03-9543 3838 and an Astro representative will be available to assist you.

Note: These features are only available on the Ultra Box, Ulti Box, and Astro GO.

## Multi-User Profile (MUP) for both Astro Box & Astro GO

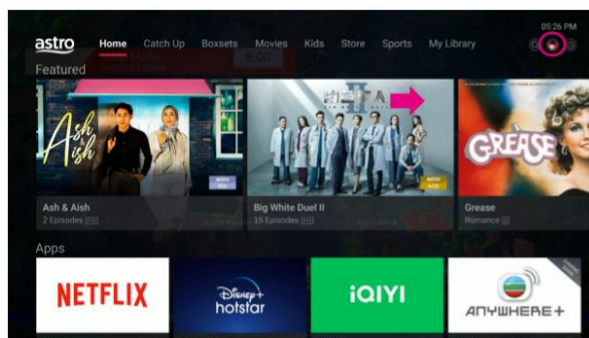
### 5. What is the Multi-User Profile (MUP) feature?

The Multi-user Profile feature allows customers to create individual profiles within their Astro Box and Astro GO with the following personalisations:

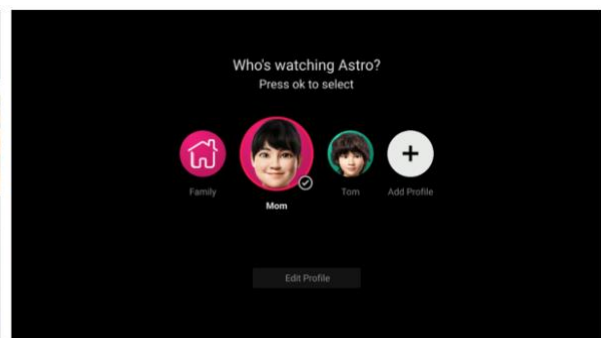
- Personalised Recommendations
- Continue Watching
- Watch List
- Last Viewed Channel
- Favourite & Blocked Channels

The MUP feature is a great way to allow individual users to tailor personal Astro experiences whilst using a shared device (e.g.: Astro Box) in the household, providing them with better personalised recommendations and encouraging better content discovery.

### 6. How do I access the Multi-User Profile feature?

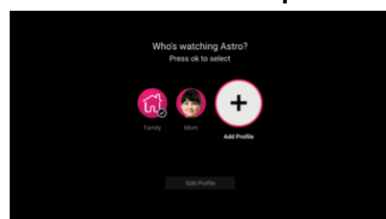


➤ Select the **Profile icon** in the top right Menu

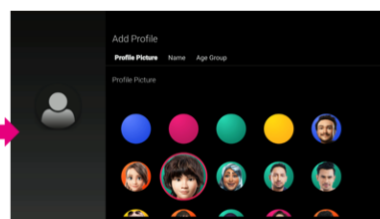


➤ The Profile Selection screen will be launched.

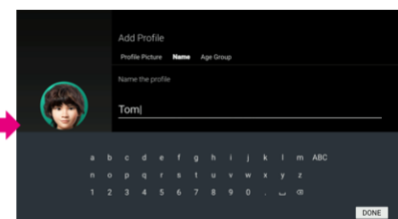
### 7. How do I create a new profile?



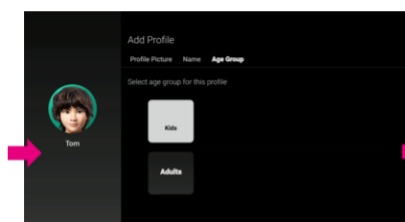
➤ Select **Add Profile**



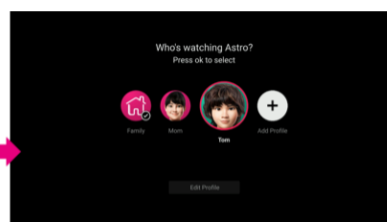
➤ Choose your **Profile Picture**



➤ Enter your **Profile Name** and click "DONE"



➤ Select your **Age Group**



➤ Select your **Profile** to start watching

#### NOTES

- User can create maximum 5 user profiles per household (Including default profile)
- Profile Name & Avatar must be unique

## 8. How do I edit a profile?

➤ Select **Edit Profile**

➤ Choose a profile to **Edit**

➤ Choose another **Profile Picture**

➤ Edit the **Profile Name** and click “DONE”

➤ You will be directed back to the “Profile Selection” screen upon successful revision

**NOTES**

- Profile Name & Avatar must be unique
- “Age Group” cannot be updated once profile is created

## 9. How do I delete a profile?

➤ Choose a profile to **Edit**

➤ Press the <Left> key to move to “Delete Profile”, then press <OK>

➤ A confirmation pop-up will appear with the option to “Cancel” or “Confirm” the profile deletion.

**NOTES**

- Except for the Default Profile, all profiles can be deleted.
- Once a profile is deleted, any data including personalised recommendations tied to it will be permanently removed and will not be recoverable.
- If the current active profile is the intended profile to be deleted, users must switch to a different profile before proceeding to the deletion process.

## 10. What is the difference between Adult and Kids profile?

The Adult profile will give users access to all content across all content ratings (U, P13, 18, 21), while the Kids profile will only give users access to content that is Kid-friendly (U).

An adult profile is recommended for users who are 13 years old and above, whilst the Kids profile is recommended for users who are 0 to 12 years old.

## 11. How many profiles can I have per account?

Users can create up to five (5) user profiles per household (Including default profile).

## 12. What will happen to my existing Watch List after the software update?

Your existing Watch List will appear under the Default Profile after the software update.

## 13. Why is there a “✓” next to my User Profile Icon?

The “✓” next to your User Profile Icon indicates that that profile is the current active user profile being used on your device.

## 14. On what devices can I use MUP?

Currently, MUP is supported on the Ultra Box, Ulti Box, and Astro GO (App & Website). All changes that are made via MUP will be reflected across all devices (other Astro Boxes, Astro GO devices) under the same account.

MUP will also be available via Multiroom Ultra/Ulti Boxes but not on the Multiroom Smart TV, which will only be made available in a future update.

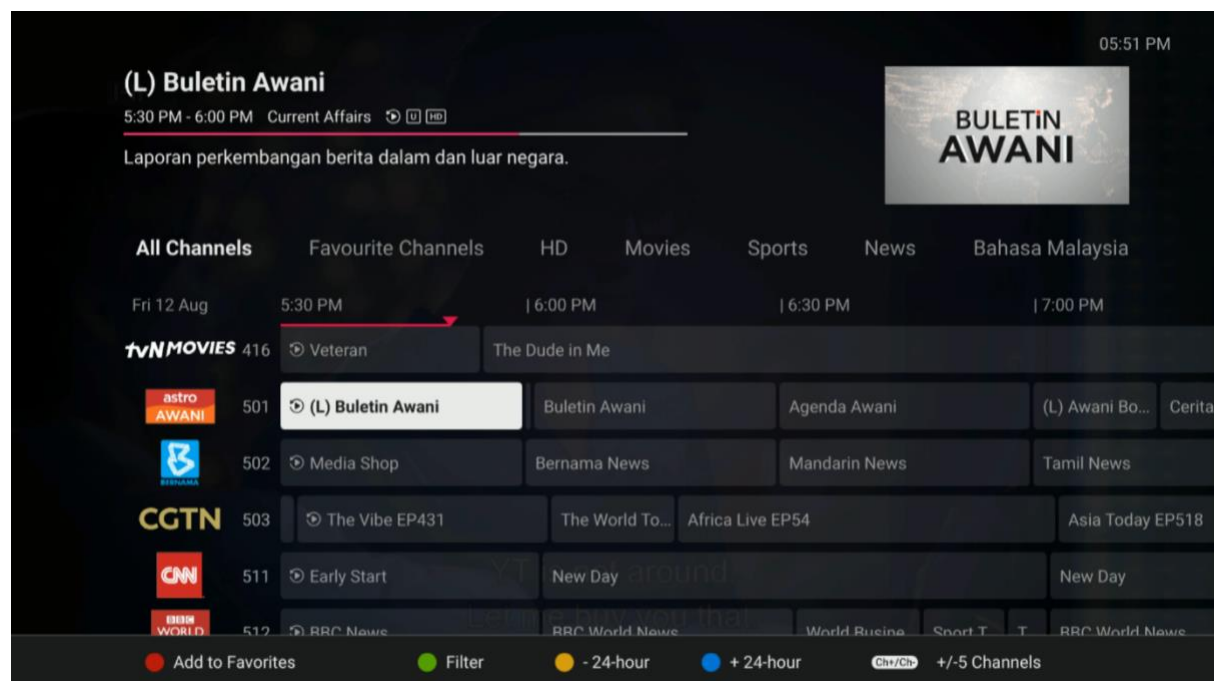
## 15. Can I use MUP while my Astro Box is not connected to the internet?

No, you will not be able to use MUP while your Astro Box is disconnected from the internet. While disconnected, your Astro Box will revert to a dedicated offline user profile.

Please connect your Astro Box to the internet to access the full features of MUP and your personalised user profiles.

## Other Feature Enhancements for the Astro Box

## 16. What are the enhancements made to the TV Guide?

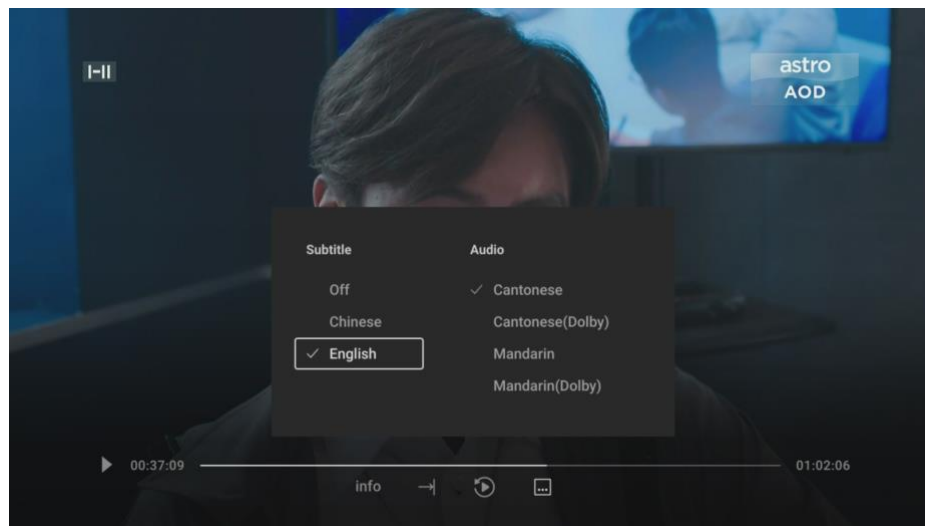


The TV Guide now has the following Improved EPG layout and visuals:

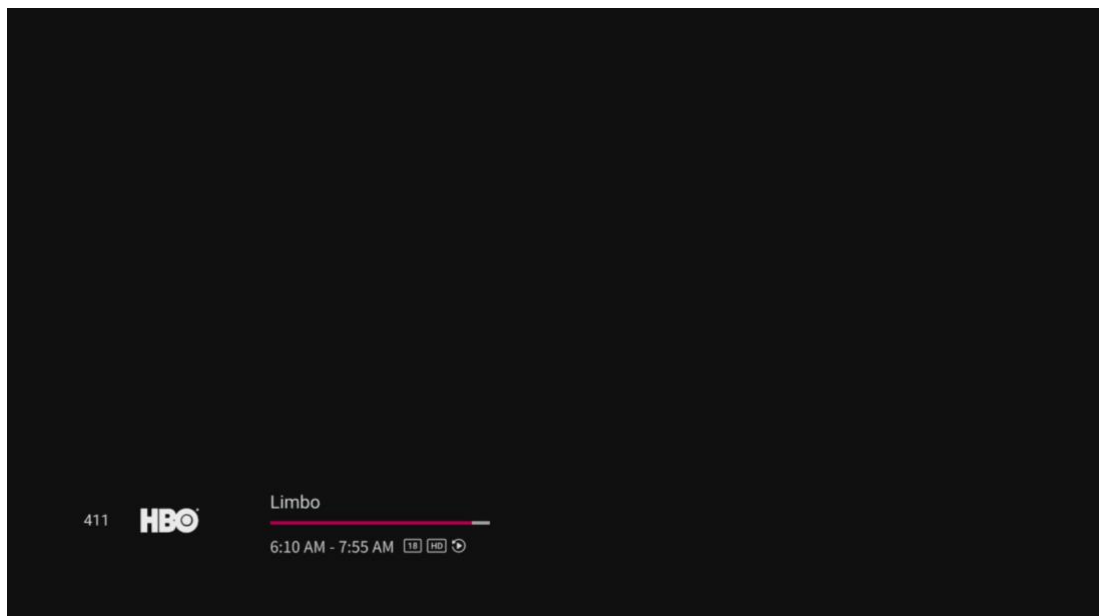
- Instant display of programme information & posters at the top section
- Minimal screen transition by consolidating all action buttons into the pop-up menu

- New TV Guide Genres Filter
- Rearranged programme (metadata) icons & current time arrow
- Improved navigation via the Red button shortcuts to add to favourites/lock channels, and access to TV Guide filters

## 17. What are the enhancements made to the Player and Channel Banners?

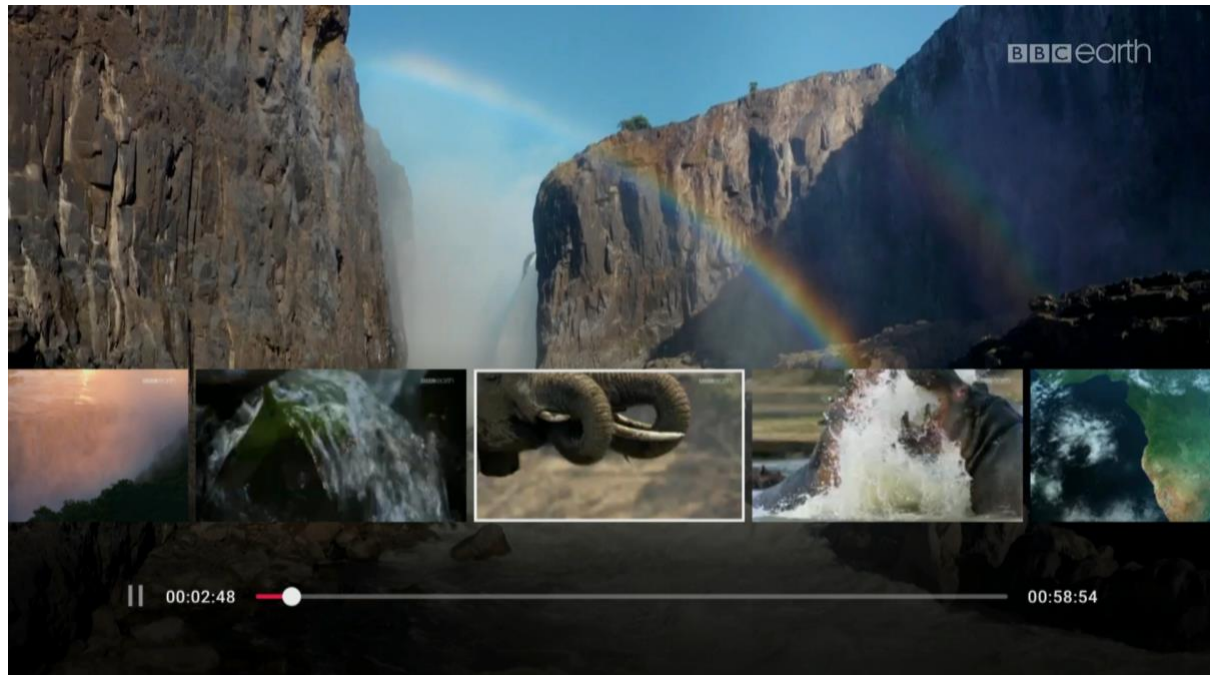


The Player banner now has an improved visual with a minimalist look & feel. It occupies less screen space which minimises distraction from the video. In addition, the audio and subtitle language menus are merged into one pop-up menu.



The Channel banner has been shifted to the bottom corner during channel zapping for better visibility.

**18. What is the thumbnail view on progress bar feature (for On Demand content)?**



Thumbnail view on progress bar allows users to browse through and preview video content via thumbnails that will be displayed over the scrub bar, before deciding to start video playback on the selected thumbnail location.

**19. Which type of content currently supports thumbnail viewing?**

Currently, thumbnail viewing is only supported for Video On Demand (VOD) content. Support for other content type (Cloud PVR, Play From Start and Continuous Viewing) will come in future software updates.

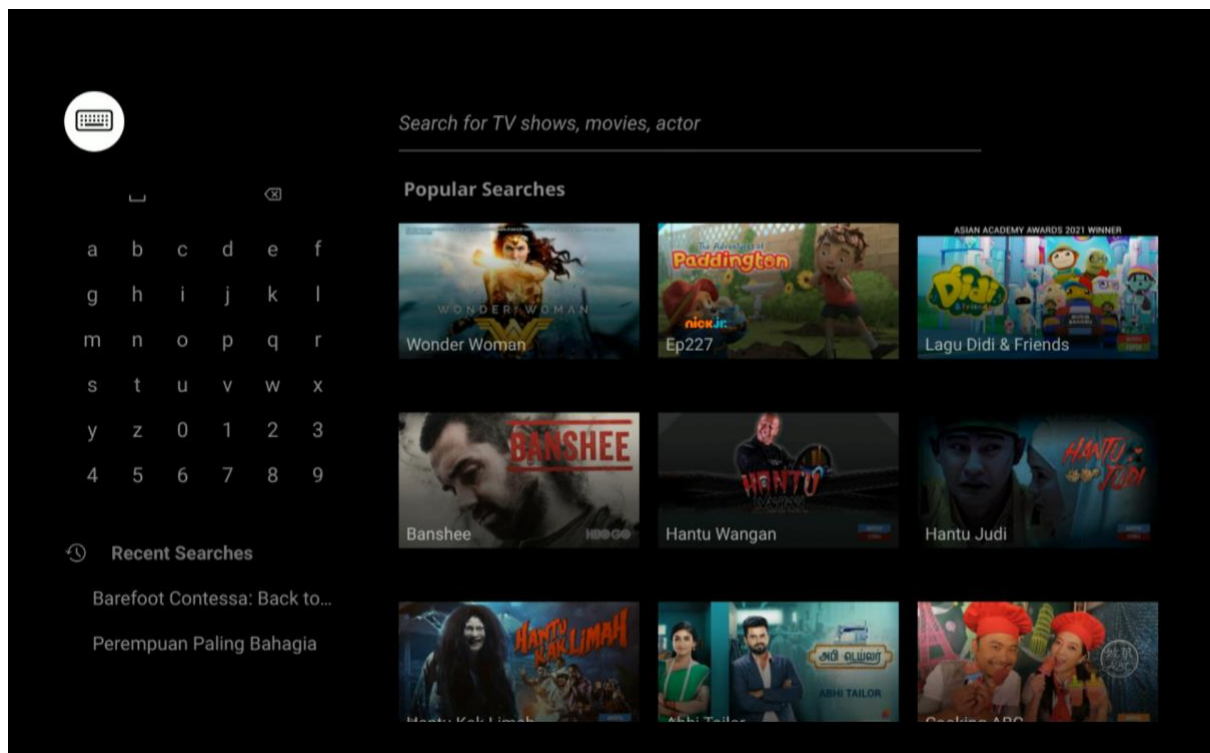
**20. How do I activate thumbnail viewing?**

During the playback of any Video On Demand video (or on the Player progress bar), users can press the following keys to activate Thumbnail View:

- Left/Right: Pause video and manually browse through thumbnails
- Rewind/Fast Forward Key: Automatically moves thumbnails at 1x, 2x, 3x speed

**21. What are the enhancements made to the Search function?**

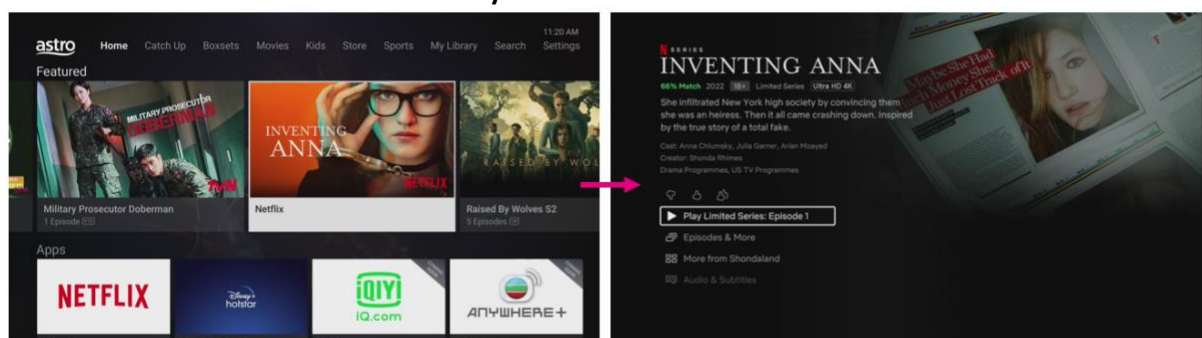




The Search function now has the following improvements on the Astro Box and Astro GO (App and Website):

- Improved keyboard layout for faster keyword entry
- Search results are refreshed instantly upon keyword entry, and users can browse through Search results immediately without going to a new screen
- Popular Video On Demand content are recommended prior to any keyword entry
- Voice Search on Astro GO iOS, Android and Web

## 22. What is the launch Netflix shows directly from the Home Screen feature?



This feature enables users to launch directly into a particular Netflix content after clicking on their corresponding Netflix Posters at the Home Screen.