

Watch your shows wherever you are,
with Singtel TV GO.

Guiding your way to great entertainment
with our all-in-one Singtel TV Starter guide.

Welcome to your new Singtel TV.

You are about to discover the latest and 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.

Take note of these special features.



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 and 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.

Did you know?

All new customers will enjoy 30 days free preview of Singtel TV channels* on their Set-Top Box and Singtel TV GO.

*Selected channels



Fast Forward To Your Faves

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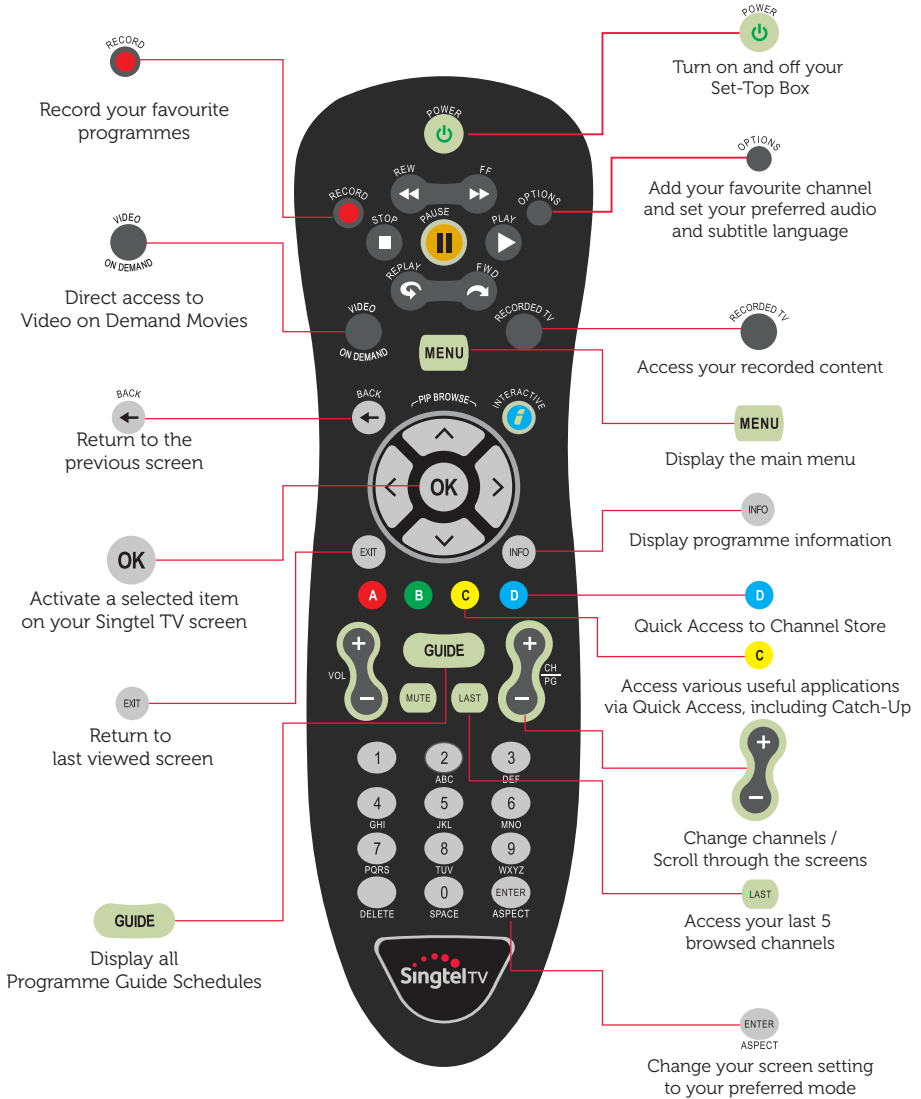
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Remote Control

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



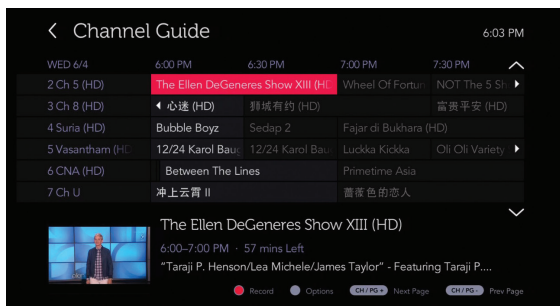


Show Timings

Check the showtime of your favourite programmes, add shows and channels to your Favourites, and much more.

Showtimes (for specific channels)

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



STEP 2 Press **▲**, **▼**, **◀**, **▶** on your remote control to select the specific time slot & specific channel.

STEP 3 Press **OK** on remote control to view the selected channel.

Showtimes (for specific days)

STEP 1 Press **GUIDE** on remote control and then press the **OPTION** button.

STEP 2 Select **Jump to Day & Time** and press **OK**.

STEP 3 Press **▲** and **▼** to select the specific day and then press **OK**.



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**.

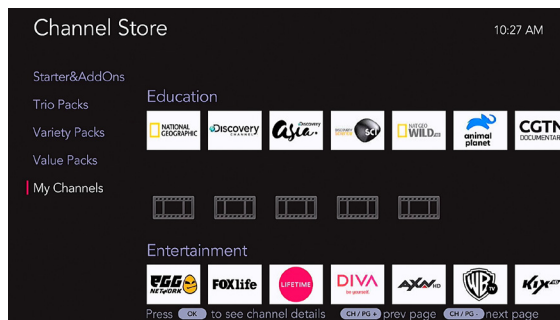


My Channels

How to View Channels You Have Subscribed

STEP 1 Press **←** on remote control.

STEP 2 Select **My Channels** and press **OK**.








Subtitles

How to Change Subtitles

Applicable to selected channels only




- STEP 1** Press **Option** or  on remote control.
- STEP 2** Go to **Subtitle Languages** and press .
- STEP 3** Select chosen language and press .



Audio

How to Change Audio Language



Applicable to selected channels only

- STEP 1** Press **Option** or  on remote control.
- STEP 2** Go to **Audio Language** and press .
- STEP 3** Select your preferred audio language and press .



Zoom


How to Set the Screen Size

- STEP 1** Press **Option** or  on remote control.
- STEP 2** Go to **Zoom** and press .
- STEP 3** Choose the optimum setting (**Normal, Stretch, Zoom 1, Zoom 2, Zoom 3**) and press .



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  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 15 to find out how to record with Singtel TV GO



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.

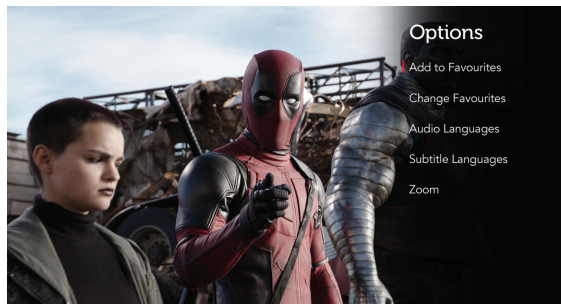
*View Catch-Up for all your subscribed channels



2.

STEP 1 Press  on remote control.

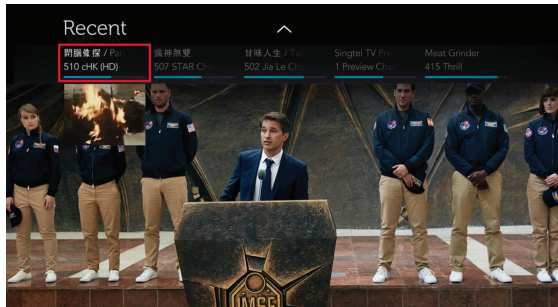
STEP 2 Select from the following functions:
Add to Favourites/Remove from Favourites, View Favourites, Change Favourites, Audio Languages, Subtitle Languages, Zoom.




3.



STEP 1 Press  on remote control to view Recently Viewed Channels.

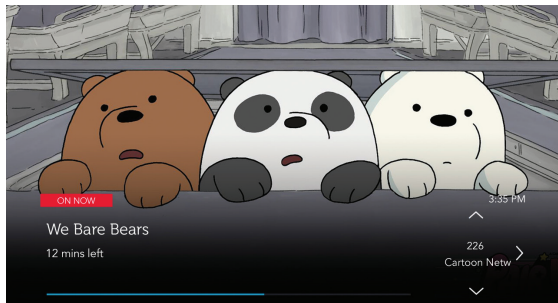
STEP 2 **For DVR customers only** Press  again to view Recent Recordings.



4.

STEP 1 Press  on remote control to browse information about current programme.

STEP 2 Press  or  to browse programme information on other channels.





Quick Access

Discover a suite of useful features at the touch of a button

Yellow Button

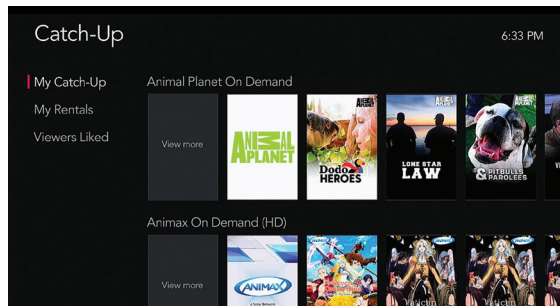
STEP 1 Press **Yellow Button** on remote control.

STEP 2 Select from the following functions:
Catch-Up, Netflix, Recommended for You, VOD, 4D/TOTO,
Channel Store on the **Quick Access** bar.



Catch-Up*

Select **Catch-Up** and press **OK**.
Select the show you would like to watch and press **OK**.



Select **Play** and press **OK** to watch.

*For channels with Catch-Up viewing

C Yellow Button

Recommended for You

Select **Recommended** and press **OK**.
A list of recommended channels will be shown.
Select the specific channel and press **OK** to view.

4D/TOTO and Big Sweep

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

Netflix

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

HOOQ

Select **HOOQ** and press **OK**.

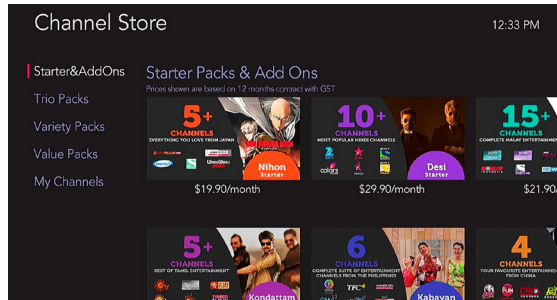
D Blue Button - Channel Store

STEP 1 Press **D** **Blue Button** on remote control for quick access to Channel Store.

STEP 2 Select **Pack** and press **OK**.

STEP 3 Click on **Subscribe** and press **OK**.

STEP 3 Press **OK** to confirm your subscription.




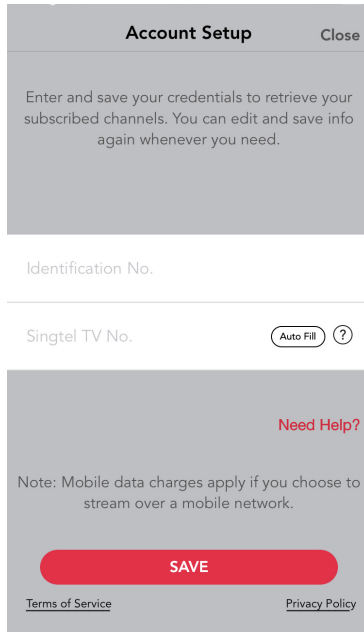


Singtel TV GO

Catch your favourite programmes on your smart devices!

How to log in?

- STEP 1** Launch **Singtel TV GO app** on your device.
- STEP 2** Select  and swipe left to settings.
- STEP 3** Select Accounts Setup and select Accounts Details.
- STEP 4** Enter your **NRIC number** and **Singtel TV number**, then select **SAVE**.



Download the Singtel TV GO app now!



iOS 10 or later



Android 4.3 and later



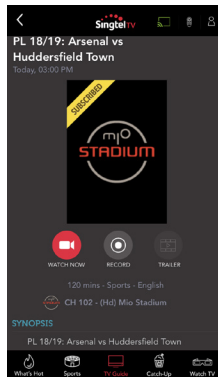
TV Guide

Select **TV Guide**

Remote Recording in Singtel TV GO

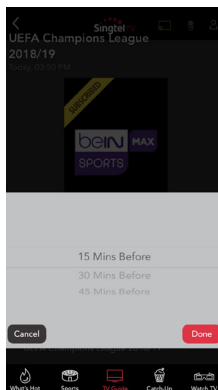
Please ensure that you are using DVR Set-Top Box, and Remote TV Recording has been set up.

- STEP 1** Select the particular show you would like to record.
- STEP 2** Select **RECORD**.
- STEP 3** Select **RECORD PROGRAMME** or **RECORD SERIES**.



Programme Reminder


- STEP 1** Select the particular show you would like to set reminder for.
- STEP 2** Select **REMIND ME**.
- STEP 3** Select **15 minutes before** or **30 minutes before**.

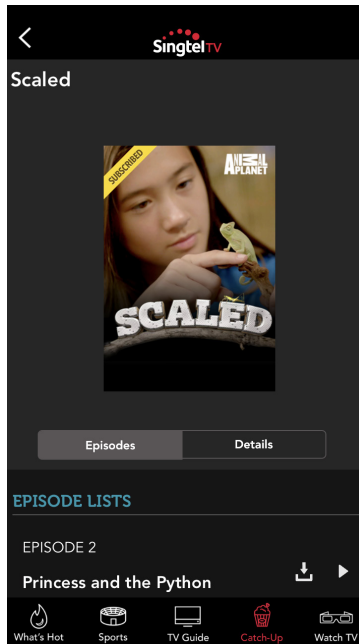


*Remote Recording and Programme Reminder are complimentary features for Singtel TV subscribers.



Catch-up

- STEP 1** Select **Catch-up**.
- STEP 2** Select show.
- STEP 3** Select episode and select .



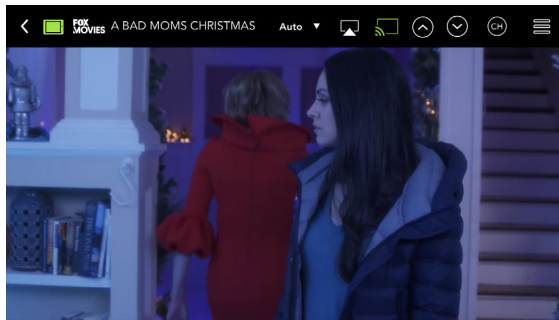
Did you know?

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!



Watch TV

- STEP 1** Select **Watch TV**.
- STEP 2** Select ☰
- STEP 3** Select channel you would like to watch.



Did you know?

With a Singtel TV GO subscription, you can enjoy your favourite shows on the go and on up to 4 mobile devices at home!

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 **Recorded TV** 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 Select **Play** and press **OK** to play the show.

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

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

4. Remote Recording via DVR Set-Top Box

To Set Up Remote Recording in TV

- STEP 1** Press **Menu** in remote control.
 - STEP 2** Go to **Settings** and press **OK**.
 - STEP 3** Go to **Remote Recording** and press **OK**.
 - STEP 4** Go to **User Name** and press **OK**.
 - STEP 5** Choose your **User Name** (please use 8 characters).
 - STEP 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

- STEP 1** Download the **Singtel TV GO** app on your device.
 - STEP 2** Go to **Settings**.
 - STEP 3** Go to **Account Setup**.
 - STEP 4** Go to **Remote TV Recording**.
 - STEP 5** Fill in **User Name** and **PIN** (as per set-up in TV).
-

Remote Recording in Singtel TV GO

- STEP 1** Once set up, you can log into **Singtel TV GO**.
- STEP 2** Select the programme to be recorded.
- STEP 3** DVR Set-Top Box must be powered on or in standby mode.



Don't have a DVR Set-Top Box?
Call **1609** to upgrade now!

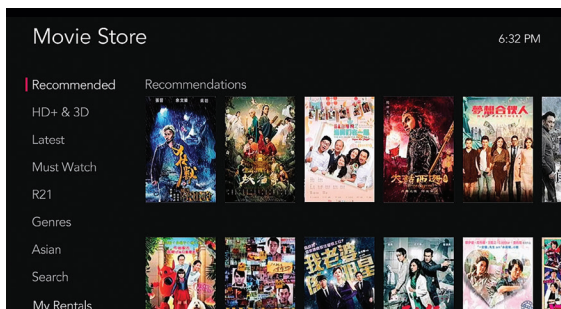







Video on Demand

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  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 .

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

STEP 5 Or select **Restart** to restart the VOD.



1. How to Restart Programme

Applicable to selected channels only

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.

+ Troubleshooting

Pick up quick tips on troubleshooting issues with your TV service and maximising your home entertainment.

Issues with TV Service

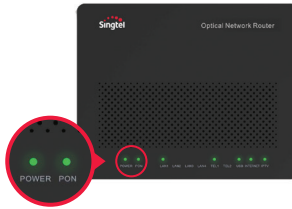
If you encounter an error message on your TV screen, follow the tips below to reboot your TV equipment.

STEP 1 Power off your devices in the following sequence

- Set-Top Box.
- 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

- STEP 1** Connect to your router wirelessly or via ethernet.
- STEP 2** On your device web browser, type **192.168.1.254** to go to the router's Setting page.
- STEP 3** Click on **General/Wireless**, under **Channel** drop down box, select **Automatic** for **2.4GHz & 5GHz Wireless** and click **Apply**.
- STEP 4** Reboot your router by turning it off and on.
- STEP 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



Need WiFi Mesh for your home?
Call **1609** to find out more!

Any Queries?



Call 1688

Speak to our friendly customer service officers regarding billing enquires, troubleshooting, technical assistance and other general enquiries.

Need More Information on Singtel TV?



Visit singtel.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/singtelv



Call 1609



Or drop by any of these Singtel Shops!

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West

JURONG POINT #B1-98/99

East

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