

FAQ – On Demand Entertainment

About On Demand Entertainment

Pick. Watch. Instantly. On Demand (OD) is the new way of TV viewing. Connect your Astro PVR to your home Wi-Fi, and access latest movies and TV series On Demand. As well as a huge library of movie collections and complete seasons of TV series. The On Demand offering includes:



Download from our vast range of FREE on demand titles

- **OD Free** is the introduction to the plethora of OD services.
- Connect your Astro and you can now choose from a library of virtually unlimited FREE on demand content, including Same Day as The U.S. titles, the latest seasons of Akademi Fantasia, Super Spontan and may more.
- Now you can have any show you want, anytime you like, all at the touch of a button. It's so easy there's something for everybody with Astro's On demand services. Just try it today.



Enjoy complete seasons of TV series and movie box sets with OD Plus

- There are 3 key consumer benefits of **OD Plus**:
 - Exclusive TV series titles on OD Plus
 - Binge Viewing - watch your favourite series all at one go – at home or on Astro on the Go
 - Access to watch as much as they want at a low fixed rate of RM15.90/month compared to buying box sets.
- From TV series like The Flash and The Big Bang Theory to Hollywood blockbusters like the Harry Potter and The Lord of the Rings series, primetime shows are now available to you anytime, anywhere!



Purchase & watch the movies you want, when you want.

- Purchase the latest and library movies at your own convenience from the **OD Store**.
- Premium movies from Astro First, Astro Best & A-List including those which has recently premiered in cinemas.
- Our extensive library features world-class shows across a wide range of vernacular and international languages, including Malay, Chinese, Indian and Korean.

GENERAL

1. What is On Demand (OD)?

On Demand (OD) is the new way of entertainment as it enables Astro customers to instantly access a huge On Demand library of the latest movies and complete seasons of TV series. There are three types of On Demand services.

- i. **OD Free** – A free service which allows you to catch-up on a selection of aired programmes based on your subscribed packages.
- ii. **OD Plus** – A monthly On Demand subscription (RM15.90/month) which contains a library of unique Movies, complete box-sets of TV Series as well as a sizable library of Kids' content.
- iii. **OD Store** – A pay-per-view service where you may purchase the latest and library movies at your own convenience

2. What is the difference with Video On Demand and On Demand?

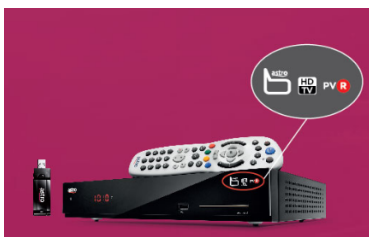
On Demand is an updated version of the Video on Demand service with new content and an updated interface.

3. What do I need in order to access On Demand?

In order to access On Demand services, you will need an Astro Personal Video Recorder (PVR) which you can then connect to your home Wi-Fi. To get a PVR decoder, please call us at 03-95433838.

4. How do I connect my PVR to the internet?


There're two types of Astro PVR decoders which shown as below:



Firstly, please check your Astro PVR decoder type by verifying whether there's a WiFi icon shown at the panel of your decoder. Depending on whether your PVR has WiFi built-in or not, please follow the steps as below:



a) Astro PVR with built-in WiFi capabilities


- i. Press 'Home' button and select 'Settings' > 'Network' > 'Wi-Fi'
- ii. The PVR will scan for Wi-Fi networks available. Choose your home WiFi network > Enter your Wi-Fi password if required. Once connected, the  icon will appear on the screen.
- iii. Now you are ready to download and enjoy On Demand Entertainment. Press 'Home' > Select 'On Demand' and browse through the categories.



b) Astro PVR (DMT4) without built-in WiFi capabilities

There are two options:

➤ **Using the Ethernet (LAN) cable**

- i. Plug in LAN cable from your modem into PVR network port. Once connected, the  icon will appear on the screen

➤ **Use an Astro Wi-Fi dongle.**



- 2 easy ways to get a dongle.

a. Install it on your own.

SMS or call us to order the dongle for FREE*. The dongle will be delivered to your billing address within 7 working days.

- SMS Dongle<space>Account Number<space>IC Number<space>SELF to 32888
- Call us at 03-9543 3838

b. We'll help you to install.

SMS to order the dongle for FREE*. Our installer will contact you to schedule an appointment within 7 working days.

- SMS Dongle<space>Account Number<space>IC Number<space> Installer to 32888

** If you do not utilize the dongle and connect your PVR decoder to your home Wi-Fi, you will be charged RM50 in your next bill.*

Once you received your dongle, please follow the steps as below:

- Flip the antenna and plug in the Wi-Fi dongle into the front USB port of your PVR.
- As soon as you do this, a prompt will appear stating "Do you wish to connect to a wireless Network?", select 'Yes, continue'.
- Choose your home Wi-Fi network and enter your network key (password) if required.

Once connected, the  icon will appear on the screen.

- Now you are ready to download and enjoy On Demand Entertainment. Press 'Home' > Select 'On Demand' and browse through the categories.

[Note: the Wi-Fi dongle is designed to be used with the PVR only. It will NOT work with any other devices, including other Astro decoders.]

5. **My PVR is connected to the internet, how do I access On Demand now?**

Press the "home" button on your remote, scroll to "On Demand" and press "OK"

To access the respective On Demand services, please select the following:

- **OD Free** → to access Catch Up content On Demand based on your subscribed packages
- **OD Plus** → a paid subscription for unique On Demand content
- **OD Store** → a PPV On Demand service

6. **What is the On Demand channel number?**

OD is not a channel. On Demand (OD) is the new way of entertainment as it enables Astro customers to instantly access a huge On Demand library of the latest movies and complete seasons of TV series with a connected PVR. Once your PVR is connected to a standard Wi-Fi connection, press the 'home' button on your Astro remote control and select 'On Demand' on screen to access OD.

7. **I am an IPTV subscriber; do I still need to follow the steps to connect my PVR to the internet?**

No, you are already connected to the internet. Just press the "home" button on your remote control and select "On Demand" on screen to access OD.

8. How long do I have to wait before I can watch my downloaded On Demand content?

You can start almost immediately as content will be downloaded into your decoder progressively, although the downloading pace will depend on the speed of your broadband.

	20 MIN SD VIDEO	20 MIN HD VIDEO	90 MIN SD VIDEO	90 MIN HD VIDEO
10 MBPS AND ABOVE	10 SECONDS	10 SECONDS	10 SECONDS	20 SECONDS
5 MBPS	20 SECONDS	30 SECONDS	2 MINUTES	10 MINUTES
4 MBPS	2 MINUTES	10 MINUTES	10 MINUTES	40 MINUTES
2 MBPS	10 MINUTES	40 MINUTES	2 HOURS	5 HOURS
1 MBPS	20 MINUTES	2 HOURS	6 HOURS	12 HOURS

9. How much data will be consumed for On Demand content?

Program Length	1 hour	2 hours
SD Content	900Mb	1800Mb
HD Content	2700Mb	5400Mb


Data consumptions listed are an approximation and not intended as a service guarantee. Standard high speed broadband subscription at home comes with unlimited bandwidth. No capping on downloads/uploads or speed.

10. It takes very long to download On Demand content, what should I do?

In order to download OD content, the recommended broadband speed should be at least 5Mbps.

To check the broadband speed that your PVR decoder is able to receive, please do the following:

- Press the "home" button on your remote
 - Select "Setting" followed by "STB Diagnostics"
 - Scroll to the right to select "Advanced" tab
 - Press the green button on your remote for "Test Connection"
- The broadband speed should be displayed on the screen.

If your PVR is connected via home WiFi internet, do check the WiFi signal strength received by your PVR decoder by pressing "home" on your remote & verifying the no of signal bars icon shown . If you don't received full signal bar, you may need a WiFi repeater to boost your WiFi signal strength. Do seek advise from Astro installers or your broadband service provider to get a WiFi repeater.

11. After downloading On Demand programmes, where can I find / watch it?

Press the "home" button on your remote and select "My TV". The downloaded On Demand programmes will be in "Download Manager".

12. Can I watch other channels or other OD titles while downloading?

Yes. Here are the steps to access your downloaded programmes or recorded programmes.

- Playback downloaded OD content:
home > My TV > My Library
- Playback recorded Astro TV programs:
home > My TV, or
Press the play '▶' button on your remote to access list of recorded programs.

- c) Watch live Astro channels
Select the desired channel number

13. Can I get On Demand programmes internationally (Outside Malaysia)?

No, only selected programmes can be accessed outside of Malaysia.

14. What is Astro on the Go?

Astro on the Go is a service which enables you to watch On Demand programmes on your computer, tablet or mobile phones. An Astro on the Go ID is required to link your Astro account. For more info visit www.astroonthego.com.

15. Can all On Demand programmes be watched on Astro on the Go?

Most On Demand programmes will be available on Astro on the Go. Look out for the “GO” logo.

16. Where can I get more info for On Demand Services?

Go to www.watchOD.com or call 03-9543 3838

OD FREE

17. What is OD Free?

OD Free is a service which allows you to catch-up on a selection of aired programmes based on your subscribed packages. You can now choose from a library of virtually unlimited FREE on demand content, including the latest seasons of currently airing programmes in various languages.

18. What is the difference of OD Free and Free VOD?

OD Free is an updated version of the Free VOD service with new content and an updated interface.

19. How much do I need to pay for OD Free?

OD Free comes at no extra cost for Astro customers.

20. Am I entitled to access all OD Free programmes?

No, the programme entitlement is based on your subscribed package.

21. How do I access OD Free from my PVR?

Press the “home” button on your remote, scroll to “On Demand” and select it. Note that you will need to connect your PVR to the internet in order to access the menu.

22. How do I connect my PVR to the internet?


There’re two types of Astro PVR decoders which shown as below:



Firstly, please check your Astro PVR decoder type by verifying whether there's a WiFi icon shown at the panel of your decoder. Depending on whether your PVR has WiFi built-in or not, please follow the steps as below:




a) Astro PVR with built-in WiFi capabilities

- i. Press 'Home' button and select 'Settings' > 'Network' > 'Wi-Fi'
- ii. The PVR will scan for Wi-Fi networks available. Choose your home WiFi network > Enter your Wi-Fi password if required. Once connected, the  icon will appear on the screen.
- iii. Now you are ready to download and enjoy On Demand Entertainment. Press 'Home' > Select 'On Demand' and browse through the categories.

b) Astro PVR (DMT4) without built-in WiFi capabilities

There are two options:

➤ **Using the Ethernet (LAN) cable**

- ii. Plug in LAN cable from your modem into PVR network port. Once connected, the  icon will appear on the screen

➤ **Use an Astro Wi-Fi dongle.**

2 easy ways to get a dongle.

a. Install it on your own.

SMS or call us to order the dongle for FREE*. The dongle will be delivered to your billing address within 7 working days.

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Once you received your dongle, please follow the steps as below:

- i. Flip the antenna and plug in the Wi-Fi dongle into the front USB port of your PVR.
- ii. As soon as you do this, a prompt will appear stating “Do you wish to connect to a wireless Network?”, select ‘Yes, continue’.
- iii. Choose your home Wi-Fi network and enter your network key (password) if required.
Once connected, the  icon will appear on the screen.
- iv. Now you are ready to download and enjoy On Demand Entertainment. Press ‘Home’ > Select ‘On Demand’ and browse through the categories.

[Note: the Wi-Fi dongle is designed to be used with the PVR only. It will NOT work with any other devices, including other Astro decoders.]

23. How do I access my downloaded OD Free programmes?

Press the “home” button on your remote and select “My TV”. The downloaded programmes will be in “Download Manager”.

24. Is there an expiry period for OD Free programmes?

Yes. Expiry dates for the programmes will vary depending on the programme. The expiry period will be stated on screen for each programme.

25. Can I access OD Free on Astro on the Go?

Yes you can, you will need a registered Astro on the Go ID. You can access the content from your mobile devices or PC after logging in.

26. How do find OD Free content on Astro on the Go?

Simply login to Astro on the Go with your Astro ID linked with your Astro subscription account, and you’ll find the OD Free content available to you on the Recommended, TV Shows, and Movies tabs.

27. Where can I get more info on OD Free?

Call 03-9543 3838 or log on to www.watchOD.com/odfree

OD Plus

28. What is OD Plus?

A monthly On Demand subscription (RM15.90/month) which contains a library of unique Movies, complete box-sets of TV Series as well as a sizable library of Kids' content. From TV series like The Flash and The Big Bang Theory to Hollywood blockbusters like the Harry Potter and The Lord of the Rings series, primetime shows are now available to you anytime, anywhere!

Enjoy three months FREE subscription to OD Plus when you connect your Astro PVR to Wi-Fi from now until 31 January 2016. Call us to find out more.

29. What is the difference of OD Plus and Astro Plus?

OD Plus is an updated version of the Astro Plus with new content and an updated interface.

30. I am already a subscriber of Astro Plus, do I need to subscribe again?

No, you will automatically be converted to a subscriber of OD Plus.

31. What is the price for OD Plus?

OD Plus is at no extra cost to SuperPack Plus subscribers. If you are not a Superpack Plus subscriber, OD Plus is RM15.90 (GST incl.) monthly. Subscribers will have an option to purchase OD Plus and A-List at RM21.20 (GST incl).

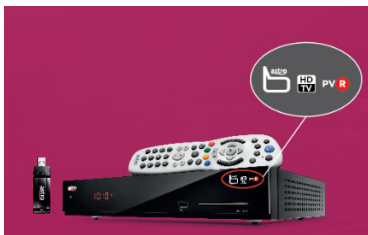
32. How do I subscribe to OD Plus?

There are 5 ways:

- i. Go to channel 200 and follow the SMS instructions on your screen
- ii. Call Astro customer service at 03 9543 3838
- iii. Via your Astro Decoder by pressing the "home" button on your remote, scroll to "On Demand" and select it. Scroll and select "OD Plus". You will be able to view the 'TV Shows, Movies and Kids' Menu. Press the BLUE button on your remote to subscribe. Note that you will need to connect your PVR to your home Wi-Fi in order to access the menu.
- iv. Via the Astro on the Go application (Android only)
- v. Via the website www.astroonthe-go.com

33. How do I connect my PVR to the internet?


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- ii. The PVR will scan for Wi-Fi networks available. Choose your home WiFi network > Enter your Wi-Fi password if required. Once connected, the  icon will appear on the screen.
- iii. Now you are ready to download and enjoy On Demand Entertainment. Press 'Home' > Select 'On Demand' and browse through the categories.

b) Astro PVR (DMT4) without built-in WiFi capabilities

There are two options:

➤ **Using the Ethernet (LAN) cable**

- iii. Plug in LAN cable from your modem into PVR network port. Once connected, the  icon will appear on the screen

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Once you received your dongle, please follow the steps as below:

- i. Flip the antenna and plug in the Wi-Fi dongle into the front USB port of your PVR.
- ii. As soon as you do this, a prompt will appear stating "Do you wish to connect to a wireless Network?", select 'Yes, continue'.
- iii. Choose your home Wi-Fi network and enter your network key (password) if required.
Once connected, the  icon will appear on the screen.
- iv. Now you are ready to download and enjoy On Demand Entertainment. Press 'Home' > Select 'On Demand' and browse through the categories.

[Note: the Wi-Fi dongle is designed to be used with the PVR only. It will NOT work with any other devices, including other Astro decoders.]

34. How do I access OD Plus via Astro on the Go?

- i. Go to Astro on the Go on your Web browser, Android or iOS devices. Sign up for a new Astro ID if you haven't got one.
- ii. Once you have logged in successfully, go to TV Shows or Movies tab.
- iii. Select OD Plus section under TV Shows or Movies tab.
- iv. Select on any of the shows and start watching all the programs available in OD Plus.

35. If I am currently a SuperPack Plus subscriber without a PVR, can I enjoy OD Plus?

No, to enjoy On Demand services, you will need to upgrade your decoder to a PVR and connect the PVR to the internet.

36. I am not an Astro subscriber, can I subscribe to OD Plus?

Yes, you may subscribe via the Android application on your mobile or through the web for RM15.90/month.

37. Where can I get more info on OD Plus?

Call 03-9543 3838 or log on to www.watchOD.com/odplus

OD Store

38. What is OD Store?

OD Store is a pay-per-view service where you may purchase the latest and library movies at your own convenience with titles from:

- i. **Astro Best** – Offers the latest Hollywood and Asian titles, as early as 3 months after its cinema debut in Malaysian cinemas.
- ii. **Astro First** - Offers the latest local/Asian cinema titles as early as 2 weeks after the cinema debut in Malaysia.
- iii. **A List** – Watch critically acclaimed and award-winning films from around the world. All in HD and in its original language with subtitle options (in Bahasa Malaysia, English or Simplified Chinese).
- iv. **Selected Movies and TV show** – Choose from a wide selection of titles ranging from movies, series, sports, lifestyle programs, documentaries etc.

39. What is the difference with VOD Store and OD Store?

OD Store is an updated version of the VOD Store service with new content and an updated interface.

40. How do I access the OD Store from my PVR?

Press the “home” button on your remote, scroll to “On Demand” and select it. Note that you will need to connect your PVR to the internet in order to access the menu.

41. How do I connect my PVR to the internet?

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42. What is my PIN number?

The default PIN number for purchasing On Demand programmes is '0000'. If you have changed your PIN previously and have forgotten it, please call Customer Service Centre request for a PIN reset.

43. Is there an expiry period for OD Store programmes?

Yes. Depending on the individual programmes in the catalog, each programme is made available for a minimum period of 48 hours up to 30 days. The expiry period will be stated on screen for each programme.

44. How do I make payment?

The purchased content will be charged to your monthly Astro bill.

45. Can all OD Store programmes be watched on Astro on the Go?

Most On Demand programmes will be available on Astro on the Go. Look out for the "GO" logo.

46. Where can I get more info for On Demand Services?

Go to www.watchOD.com/odstore or call 03-9543 3838