

# Singtel TV GO Frequently Asked Questions

## 1) Singtel TV GO – General

### 1.1) **What is Singtel TV GO?**

Singtel TV GO app is developed to enhance TV experience for Singtel TV subscribers.

Features include:

- 'Watch TV' on mobile devices/tablets/Android TV/Apple TV
- Remote Control and Remote Recording on compatible set-top box\*
- Singtel TV Guide for content discovery
- Football Portal with PL/ UEFA Fixtures and Score Tables\*

\*Not available on Android TV/Apple TV

### 1.2) **I don't have a Singtel TV (set top box) subscription. Can I use Singtel TV GO? Is Singtel TV GO free for download?**

While the Singtel TV GO app is free for everyone to download, Singtel TV GO is developed to enhance TV viewing experience for Singtel TV subscribers.

The 'Watch TV' section on mobile/tablet can only be accessed by Singtel TV content pack subscribers (with a Singtel set-top box).

Other features such as Remote Control, Remote Recording, Football Portal's PL/ UEFA Fixtures and League Table are available for free.\*

\*Not available on Android TV/Apple TV

### 1.3) **What are the steps and information required to log-in to Singtel TV GO?**

You will need your NRIC/FIN number and Singtel TV number, both of which are required to log in.

To find out your Singtel TV service number, you can refer to your Singtel bill or download the 'My Singtel' app. For step-by-step guide, please visit

[www.singtel.com.sg/singtelvgo](http://www.singtel.com.sg/singtelvgo).

### 1.4) **Can I access live streaming on Singtel TV GO outside of Singapore?**

This service is only available within Singapore.

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## 1.5) I have been streaming content via Singtel TV GO for free previously. Why do I need to start paying to access the same features on Singtel TV GO now?

Singtel TV GO has always been a paid service since launch in 2013 but we have been waiving charges for our customers. With the introduction of enhanced functions and number of channels, this waiver will cease on 25 January 2016.

## 1.6) What are the enhancements to Singtel TV GO?

The revamped Singtel TV GO app an enhanced Watch TV feature, with new Home View and On-The-Go functions that transform personal mobile devices into television screens. It also offers an expanded channel line-up, from 35 to over 150 channels, with more channels to be added from time to time.

The new Home View function transforms customer's mobile devices into a 'virtual second set-top box' when connected to his/her subscribed Singtel Fibre Broadband network at home. This allows family members to enjoy different Singtel TV content on their own mobile devices and Android TV, without the need to jostle for a second set-top box.

For customers on the move, On-The-Go offers unparalleled access to news, entertainment and sports content for their viewing pleasure.

Together with the increase in number of channels to over 150 channels, Singtel TV GO now provides a truly seamless and entertaining multi-screen viewing experience.

## 2) 'Watch TV' Feature FAQs

### 2.1) What is the 'Watch TV' feature about?

The 'Watch TV' feature enables Singtel TV subscribers to enjoy their subscribed channels on their mobile devices/tablets/Android TV/Apple TV in the comfort of their homes. Family members can enjoy different TV channels together in the same room, or in separate rooms without the hassle to install additional set-top boxes.

There are 2 services within the feature that are determined automatically by internet connection type.

Watch TV feature		
	Home View (View within Home)	On-The-Go (View Anywhere)
Internet Connection to mobile/tablet device/Android TV	Internet via your subscribed Singtel Fibre Broadband	Any internet connection
Channels available	Over 150 live channels Over 30 catch-up channels	Over 110 live channels Over 20 catch-up channels

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Connecting mobile/ tablet device(s)	Up to 3 devices	1 device
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For channels available on 'Watch TV' (namely, Home View, On-The-Go and Catch-Up), please refer to [www.singtel.com.sg/singtelvgo/channels](http://www.singtel.com.sg/singtelvgo/channels)

## 2.2) Do I have to subscribe to Singtel TV to use 'Watch TV' feature on Singtel TV GO?

Yes. While the Singtel TV GO app is free for everyone to download, access to the 'Watch TV' feature requires a Singtel TV subscription.

To enjoy 'Watch TV'

- On-The-Go : Singtel TV (set-top box) with Content pack subscription is required.
- Home View : Singtel TV (set-top box) with Content pack and Singtel Fibre Broadband are required. The services have to be registered under the same NRIC/FIN and installed at the same address

In addition, a subscription to TV GO Plan is required to activate 'Watch TV' feature.

Singtel TV and Singtel Broadband subscription(s)		Watch TV feature	
		Home View	On-The-Go
Singtel TV (set top box) on Fibre	with Singtel Fibre Broadband	✓	✓
	with Singtel ADSL Broadband	N.A.	✓
	without Singtel Broadband		
Singtel TV (set top box) on ADSL	with Singtel Fibre Broadband	N.A.	✓
	with Singtel ADSL Broadband		
	without Singtel Broadband		
Without Singtel TV subscription	with/without Singtel Broadband	N.A.	
mio Stadium+ on StarHub set top box			

## 2.3) What are the subscription plans for 'Watch TV' feature?

Singtel TV subscribers can enjoy 'Watch TV' feature with TV GO Plan.

	Monthly Subscription	Home View	On-The-Go
<b>TV GO Plan 1</b>	\$6.90	1 device	1 device
<b>TV GO Plan 2</b>	\$9.90	3 devices	1 device

Should you like to subscribe to TV GO Plan, please visit [www.singtelshop.com/tvgo](http://www.singtelshop.com/tvgo)

The recommended plan for Singtel TV customers without Singtel Fibre Broadband is TV GO Plan 1 at \$6.90 per month. This gives customers access to On-the-Go feature with their Singtel TV subscription.

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## 2.4) What channels are available on Singtel TV GO 'Watch TV'?

For channels available on 'Watch TV' (namely, Home View, On-The-Go and Catch-Up), please refer to [www.singtelv.com.sg/singtelvgo/channels](http://www.singtelv.com.sg/singtelvgo/channels)

You will be able to enjoy channels which fulfil **both** the following criteria:

- Within your Singtel TV content pack subscription
- Available on 'Watch TV' list of channels for each service mode (Home View, On-The-Go, Catch-Up)

## 2.5) Why are there more channels available on Home View than On-The-Go?

The channels available on Home View and On-The-Go are subject to technical constraints and content rights.

We are continually working towards bringing more channels and content to Singtel TV GO.

## 2.6) When are the Catch-Up programmes available? (Catch-Up programmes are not available on Android TV)

The Catch-Up programmes will be available 2 days after the programmes are available on Singtel TV set-top box. They will expire in 7 days once the customer has downloaded the programme on his device. Customers will not be able to watch the programmes beyond the expiry date. However, if the programme is still available for download, the customer can download the programme again to enjoy it.

## 2.7) Why does my device have to be connected to my Singtel Fibre Broadband to be on Home View mode?

Home View is a home-based service that allows Singtel TV customers to enjoy live streaming content in a home environment. Connecting your device(s) to your subscribed Singtel Fibre Broadband will verify that you are streaming from your home.

This verification is required in order for channels to be delivered to you via Home View, in accordance to your Singtel TV content pack subscription.

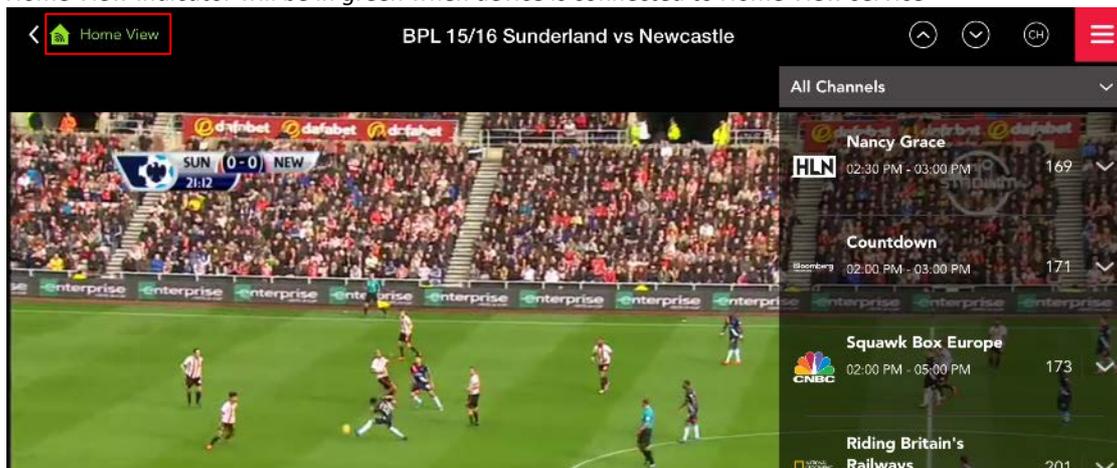
## 2.8) How do I know when my device is connected to Home View or On-The-Go service?

When you use the 'Watch TV' feature while the device is connected to your subscribed Singtel Fibre Broadband, the Home View indicator\* (located at the top left of screen) will be in green.

\*Home View indicator is not available on Android TV/Apple TV

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Home View Indicator will be in green when device is connected to Home View service



If the Home View indicator\* turns grey, you are either not connected to your Singtel Fibre Broadband and/or your mobile/tablet device has not been authorized.

## 2.9) Why are there times where I experience poorer video quality while viewing live streaming channels?

Viewing quality may be affected by varying strengths in internet connectivity at different times and locations.

While live streaming, the Home View\* or On-The-Go\* indicator (found at the top left hand corner of the app) will reflect quality of the video stream via colours.

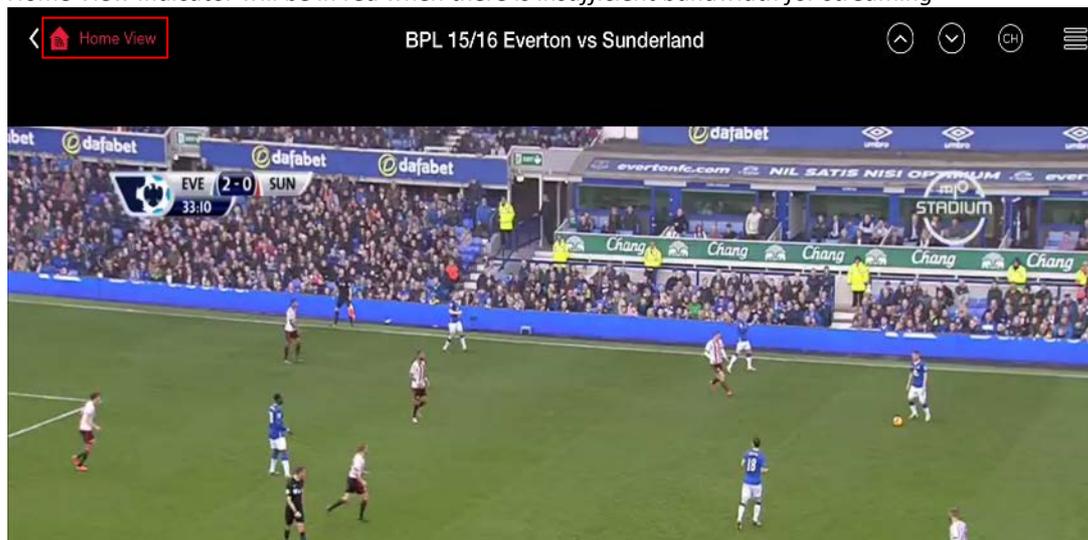
- Green → optimal bandwidth for video streaming.
- Amber → medium bandwidth for video streaming. Slight pixelation may occur.
- Red → insufficient bandwidth for video streaming. You may wish to change your data connection means or move to a location where there is better bandwidth.

Note that the indicator will turn grey when the live streaming content is being casted.  
(For Chromecast users only)

\*Home View or On-The-Go indicator is not available on Android TV/Apple TV.

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Home View Indicator will be in red when there is insufficient bandwidth for streaming



## 2.10) I am watching the same match on TV and on my mobile device, why is the match playing on my mobile device slower than on TV?

There is delay in streaming on mobile/tablet device as compared to the broadcast on your set-top box because:

- additional buffering over mobile networks is required
- Speed and latency of the network connection (3G, 4G, Wi-Fi) which your device is connected to, may vary.

## 2.11) I am currently streaming on Home View mode, will I be able to stream On-The-Go service concurrently using another device?

Yes, you will be able to stream on Home View and On-The-Go concurrently using separate devices. The number of devices you can concurrently use to enjoy Home View or On-The-Go service is subject to your TV GO subscription plan. For more details on price plans, please visit [www.singtelv.com.sg/singtelvgo/price-plan](http://www.singtelv.com.sg/singtelvgo/price-plan)

## 2.12) What will happen to my TV GO subscription if I discontinue my Singtel Fibre Broadband service?

Your TV GO subscription will still be available unless you choose to discontinue it. You will still be able to enjoy 'On-The-Go' service as long as you are subscribed to both TV GO Plan and Singtel TV service.

## 2.13) What will happen to my TV GO subscription if I discontinue my Singtel TV service?

Your TV GO subscription will be terminated if your Singtel TV service is discontinued. Early Termination Charge (ETC) for both TV GO subscription and Singtel TV service will apply if termination is within contract period.

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## 2.14) Do I have to pay for mobile data charges while streaming on mobile devices?

When streaming on mobile internet or any home broadband (other than your subscribed Singtel Fibre Broadband), 'Watch TV' will automatically be set to On-The-Go viewing mode.

Mobile data charge is applicable when you watch via 3G/ 4G connection. To reduce mobile data charges and improve your viewing experience, it is recommended to connect to a Wi-Fi network. Please note that corporate wifi networks may restrict access to Singtel TV GO.

## 3. App Download and Supported Devices

### 3.1) What are the types of supported devices and operating systems?

For complete list of supported devices and operating systems, visit [http://singtelv.com.sg/\\_pdf/singtelvgo-devices.pdf](http://singtelv.com.sg/_pdf/singtelvgo-devices.pdf)

### 3.2) I'm unable to find the Singtel TV GO app in the Apple App Store or Google Play, why is this so?

If your mobile device is not compatible with Singtel TV GO at the moment, you will not be able to find/download the Singtel TV GO app in the Apple App Store or Google Play Store.

We are working towards having Singtel TV GO available on more devices. We appreciate your kind understanding and patience.

### 3.3) Is Singtel TV GO available on PCs or Mac computers?

No, please note that this application is only supported on selected mobile devices (mobile phones / tablets) and selected Android TVs / Apple TVs.

## 4) Remote Control Feature (Not available on Android TV/Apple TV)

### 4.1) What is the required Home Network setup to pair my device to my Singtel TV set-top box?

Please take note that only subscribers with Singtel Fibre/ADSL Home Broadband bundled with Singtel TV service on the same modem are able to set up the remote control feature.

However the following Singtel wireless modems do not support device pairing:

- Pace/2Wire 2700
- Pace/2Wire 2701
- Aztech DSL 1000

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- Thomson ST536
- Thomson ST585

If your modem is among the above listed, please consider subscribing to a Singtel Fibre bundle plan.

## 4.2) How can I enable the Remote Control feature on my device?

- i. Click on the 'MENU' button on your Singtel TV remote control
- ii. Navigate to 'Settings'
- iii. Select 'General'
- iv. Select 'Device Pairing'
- v. Follow the step-by-step instructions on how you can pair the device to your Singtel TV set-top box shown on Singtel TV GO.

## 5) Remote Recording (Not available on Android TV/Apple TV)

### 4.3) What is the requirement for Remote Recording?

In order for you to make use of this feature, please ensure that you are using a Digital Video Recorder set-top box. To upgrade your set-top box, please call 1688.

### 4.4) How can I activate remote recording?

On Singtel TV, to set up remote recording, create an account by navigating to :  
Menu > Settings > Remote DVR > Create Username

On Singtel TV GO, set up remote recording using the same user name and password by going to :

User Icon (top right of screen) > Settings > Accounts Setup > Remote Video recording

### 4.5) Where can I check the recordings that I have scheduled or recorded?

You will be able to find your recordings on Singtel TV by pressing 'Recorded TV' on your remote control.

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- 4.6) Why am I unable to record a programme that is playing now (i.e. program has started showing on Singtel TV)?**

Remote recording only allows the user to schedule a recording before the program has started. Once the program has started, you will not be able to schedule a remote recording from Singtel TV GO.

## 5. Football Portal (Not available on Android TV/Apple TV)

- 5.1) Where can I find the latest news, headlines and league table standing of any team during the season?**

Via the 'Sports' tab, you can check the league table, latest news and headlines, as well as the statistics of players in the team.

- 5.2) Is it possible to find the team line-up for the upcoming match?**

Yes, tap on the team logo for the match you are interested to find out more and you will be directed to the team line-up page. Check out the team statistics and starting lineup.

- 5.3) I missed part of the match and did not catch the last goal, can I rewind the match on my device?**

You are not able to rewind for matches streamed 'live' on the device. However you are able to catch key highlights such as yellow / red cards, penalty kicks and goals scored that have occurred before during the match.

To catch these highlights during the match, look for the action icon (yellow / red card, football icon) on the action bar and tap on the corresponding icon to watch the highlight. After the match has ended, you may also look out for highlights of the match and key events (yellow card, red card incidents and goals) listed in the match event timeline. Clicking on the goal event will allow you to replay that particular goal moment.

## 6. Singtel TV GO on Android TV/Apple TV

- 6.1) Do I need to set up my Singtel TV GO account before I can enjoy live streaming on Android TV/Apple TV?**

You need not set up your Singtel TV GO account if your Android TV/Apple TV is connected to your home Singtel Fibre Broadband. Singtel TV GO will auto-authenticate and login based on your Singtel Fibre broadband IP address that your Android TV/Apple TV is connected to.

- 6.2) Do I need to authorize my Android TV/Apple TV device before I can enjoy Home View streaming?**

If your Singtel TV GO account has not exceeded the number of devices allowed for Home

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View streaming, the Singtel TV GO app will auto authorize your Android TV/Apple TV to stream on Home View mode.

If your device limit is exceeded, the Singtel TV GO app will prompt you to deauthorize other device(s) and authorize your Android TV/Apple TV device. You will be able to enjoy Home View streaming once your Android TV/Apple TV device is authorized.

You can still enjoy On-the-GO mode if you decide not to authorize your Android TV/Apple TV device.

## **6.3) Can I still enjoy live streaming on Android TV/Apple TV if I am not connected to my home Singtel Fibre Broadband?**

If your android TV/Apple TV device is not connected to your home Singtel Fibre Broadband, you will be prompted to input your IPTV number and NRIC in Singtel TV GO. You can enjoying streaming via On-the-GO mode after setting up your account.

## **6.4) If I am streaming via my Android TV/Apple TV device now, can I still stream on my mobile device at the same time?**

Streaming on Android TV/Apple TV is counted as one device for simultaneous streaming. If your are subscribed to Singtel TV GO Plan 1 (1-device) and streaming on Android TV/Apple TV via Home View mode, you would not be able to stream on Home view via your mobile device. You can still stream on your mobile device via On-The-GO mode, either with your wifi or mobile data (data charges apply).