

ENGLISH VERSION



STARHUB TV+ BOX GUIDE

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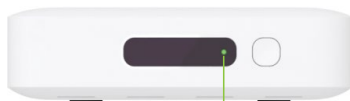
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WHAT'S INCLUDED

StarHub TV+ box with LED indicator



- Green : Powered On
- Red : Standby Mode

Remote Control



Ethernet Cable



HDMI Cable



Power Adapter

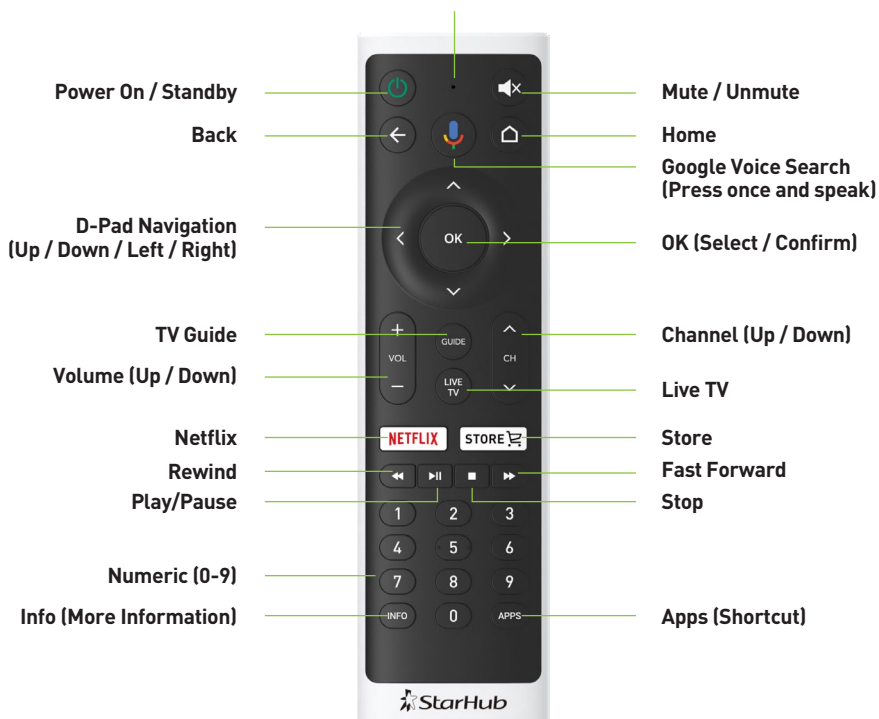


2 x AAA Batteries



USING YOUR REMOTE CONTROL

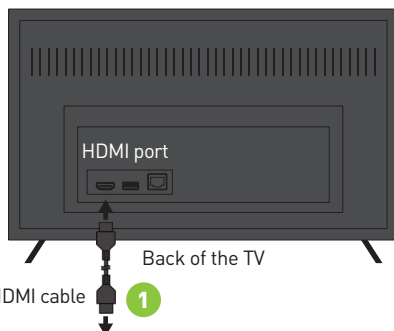
Low Battery Indicator



SETTING UP YOUR STARHUB TV+ BOX

STEP 1

Connect the HDMI cable to your StarHub TV+ box and the HDMI port on your TV.



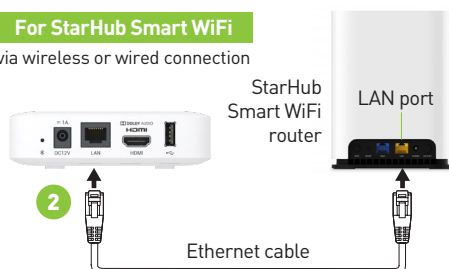
STEP 2

Connect the Ethernet cable to your StarHub TV+ box and the LAN or Ethernet port on your router.



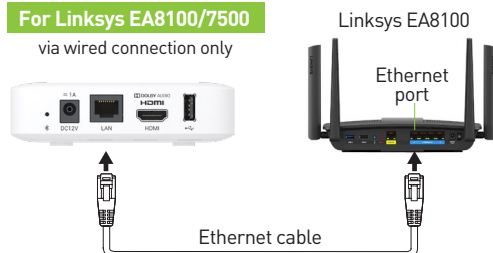
For StarHub Smart WiFi

via wireless or wired connection



For Linksys EA8100/7500

via wired connection only



i To enjoy Free-to-air channels on your StarHub TV+ box, you will need StarHub Broadband with a StarHub Smart WiFi or a wired connection to Linksys EA8100/7500 router. Head to Page 11 for more information.

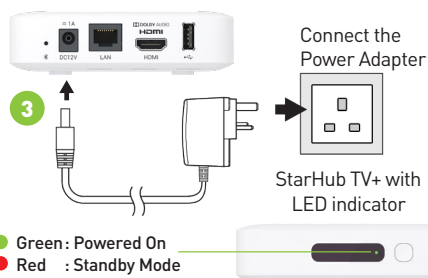
Using the Ethernet cable provides a more stable internet connection. However, if you prefer to use WiFi instead, skip this step. You will be prompted to connect to your WiFi network in Step 7 (Page 5).

Note: For Wi-Fi connections, streaming quality may be affected if the Wi-Fi signal strength is weak.

STEP 3

Connect the power adapter to your StarHub TV+ box and a power socket.

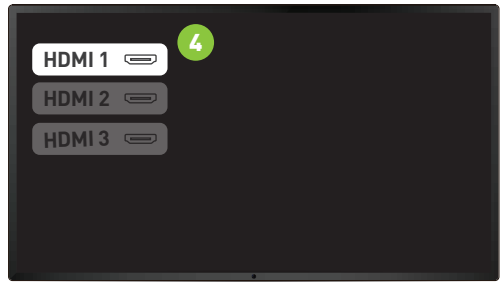
Then, switch on the power and the StarHub TV+ box will turn on automatically.



STEP 4

Select the corresponding HDMI source on your TV using your TV remote control.

Note: Newer Smart TV models may show the TV+ box name NVSH800H1 on the corresponding HDMI source.



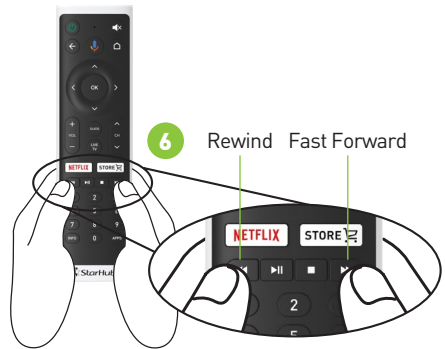
STEP 5

Insert the 2 AAA batteries into the remote control.



STEP 6

Press and hold the **Rewind** and **Fast Forward** buttons on your remote control at the same time for 5-10 seconds to pair your remote control.



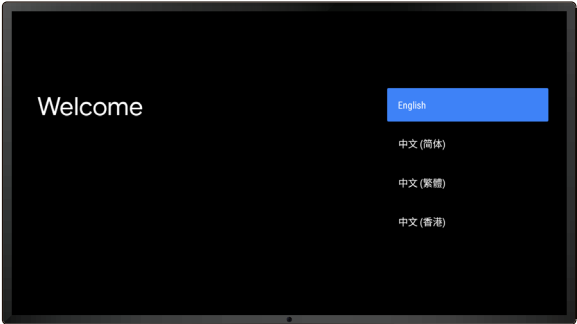
When the remote control pairing is successful, you will see this screen.



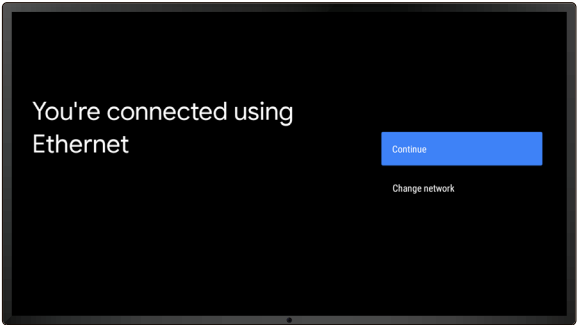
If the remote control pairing is unsuccessful, you will see this screen. Please repeat Step 6 to pair your remote control.

STEP 7

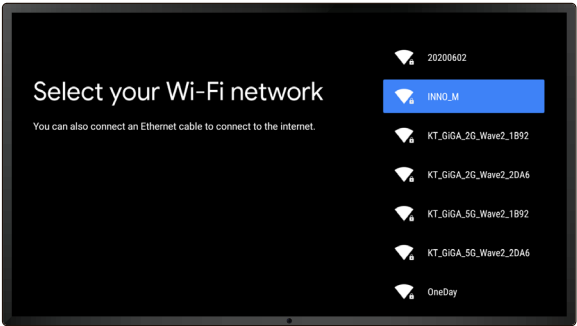
Select your preferred language for the set-up process.



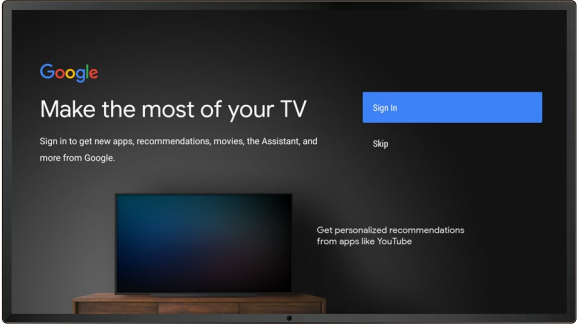
If your StarHub TV+ box is connected to your router via the Ethernet cable, you will see this screen. Select **Continue** to proceed.



If your StarHub TV+ box is not connected to your router via the Ethernet cable, you will see this screen. Select your WiFi network and input the WiFi network password to proceed.



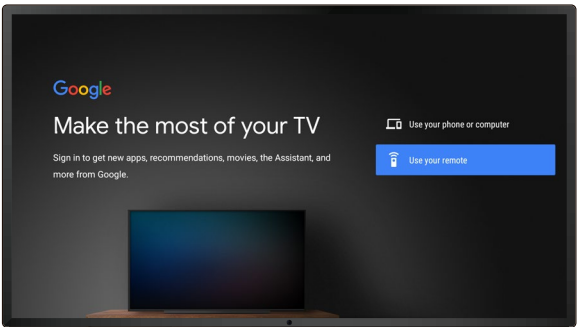
If you have a Google account, select **Sign In**. We recommend that you sign in to your account, so you can enjoy Android TV services such as the Google Play Store.



If you do not have a Google account, select **Skip**. Continue with Step 9 (Page 6).

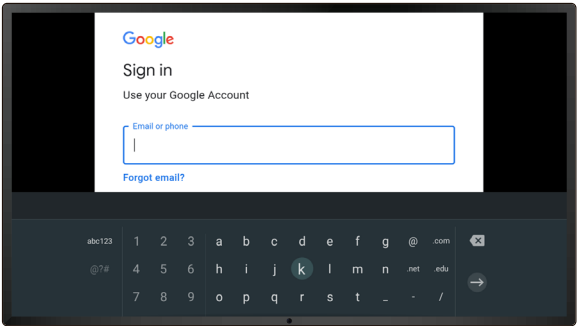
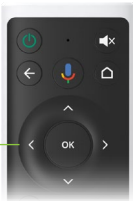
STEP 8

To sign in using your remote control, select **Use your remote**.



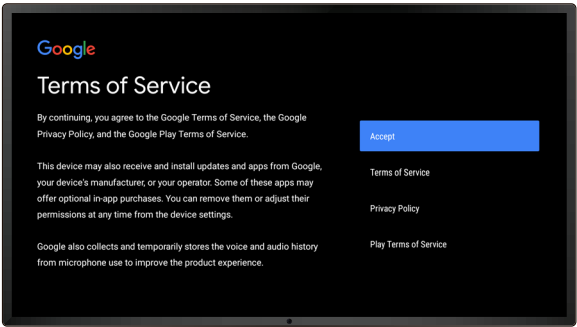
Using the D-Pad Navigation on your remote, enter your Google account log-in and password.

D-Pad Navigation
(Up / Down / Left / Right)

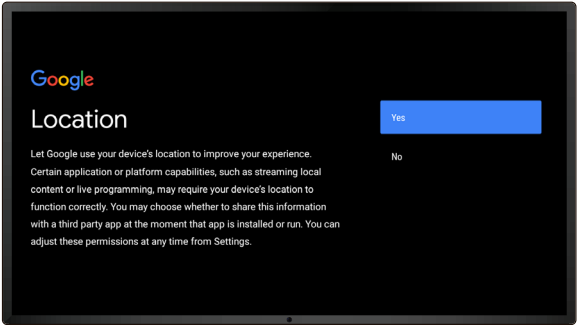


STEP 9

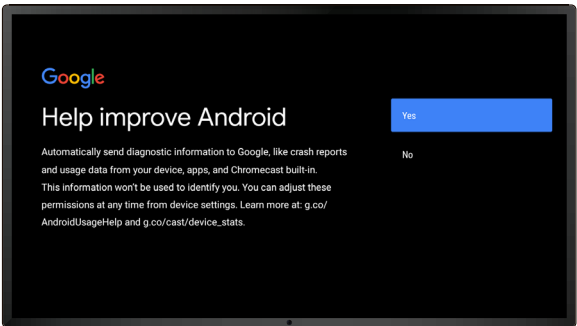
Select **Accept** to accept the Terms of Service.



Select **Yes** to turn on location services, or select **No** to turn off location services.



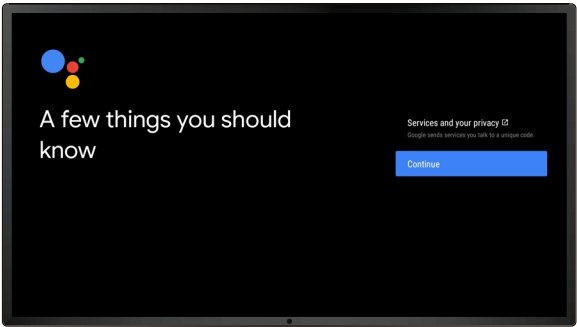
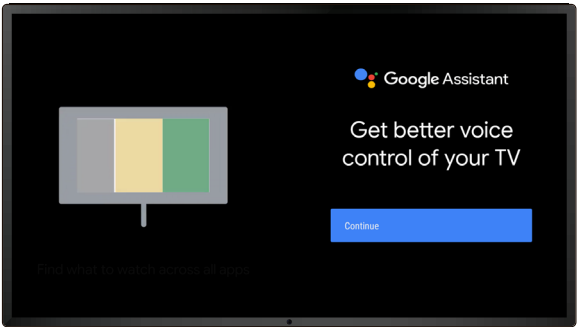
Select **Yes** to send diagnostics to Google, or select **No** to opt out.



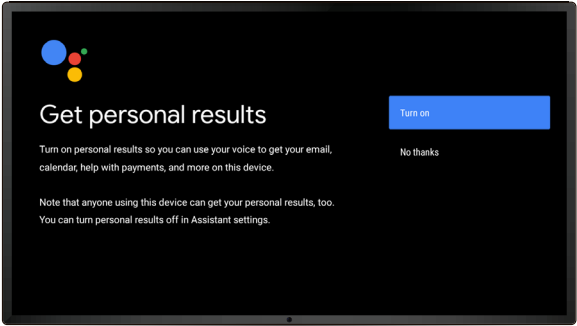
STEP 10

Select **Continue** on the next 2 screens to set up your Google Assistant.

Note: If you have skipped the Google account sign-in proceed to Step 11 (Page 8).

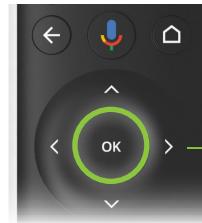


Select **Turn on** to get personalized results on your Google Assistant, or select **No thanks** to opt out.

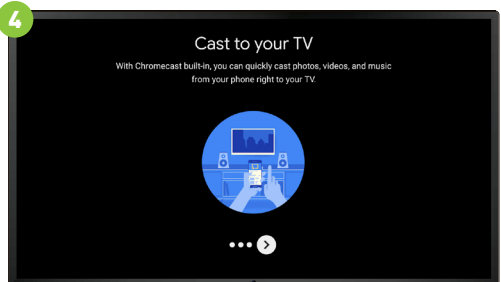
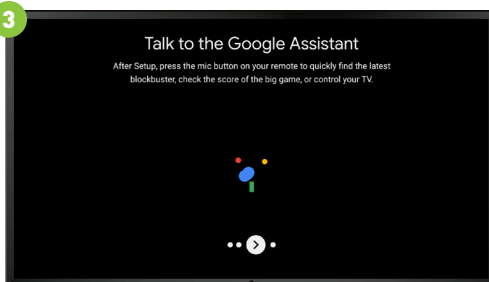
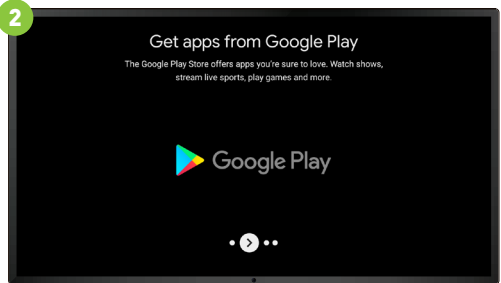
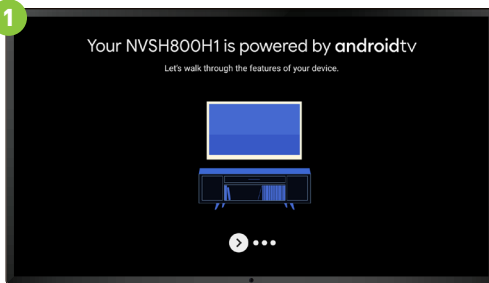


STEP 11

You will be introduced to the Google features available on the StarHub TV+ box. Press the  button on your remote to continue.

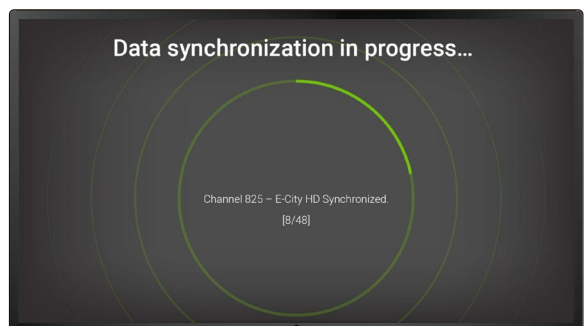


OK (Select / Confirm)



Your Google set-up is now complete.

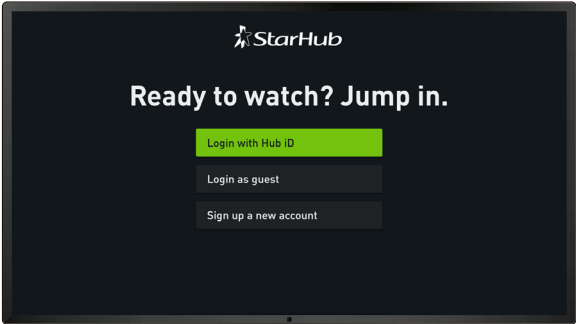
Now, wait for the Data Synchronization to finish. Once it's done, you will be prompted to log in to your Hub iD.



STEP 12

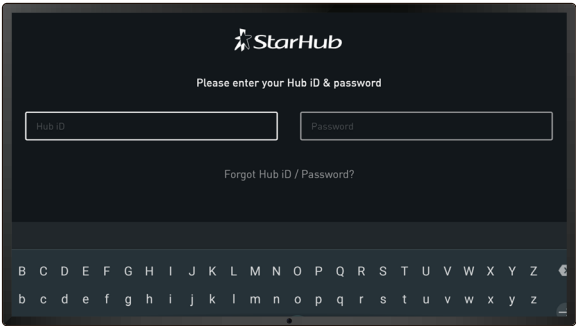
A Hub iD is required to enjoy StarHub TV+ content.

If you have a Hub iD, select **Login with Hub iD**.



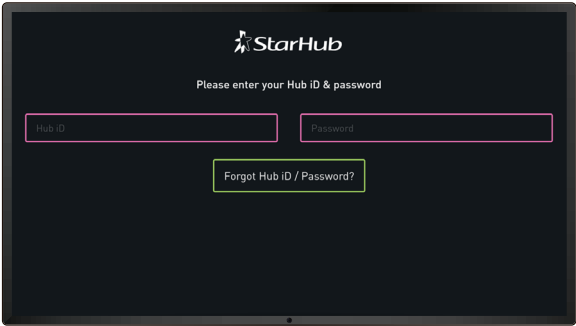
If you have a Hub iD:

Enter your Hub iD and password to sign in.



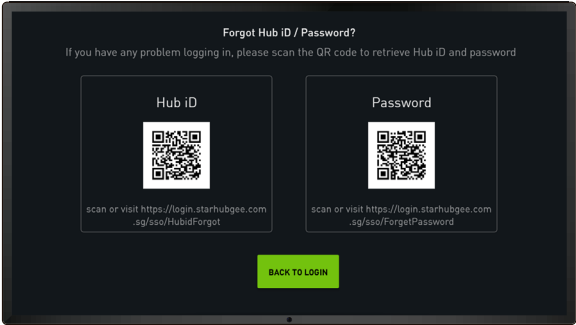
If you have forgotten your Hub iD or Password:

Select **Forgot Hub iD / Password?**



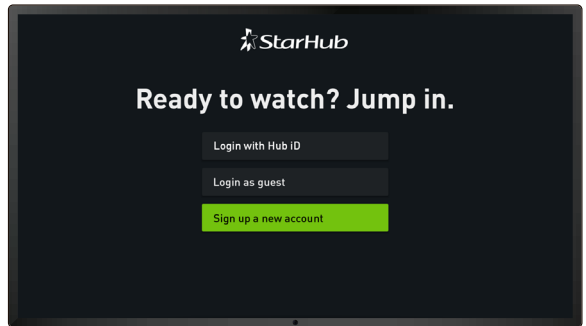
Use your smartphone to scan the corresponding QR code shown on screen. Retrieve your Hub iD or Password by following the instructions sent to your smartphone.

Once you have retrieved your Hub iD or Password, select **Back to Login** on your TV.



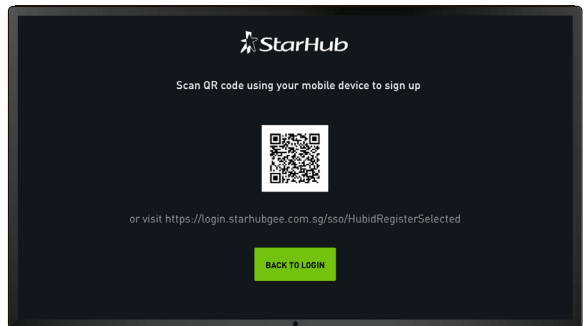
If you do not have a Hub iD:

Select **Sign up a new account**.



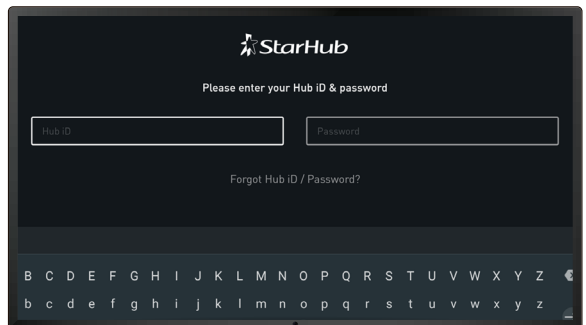
Use your smartphone to scan the QR code shown on screen.

Follow the instructions to complete your Hub iD registration. When you're done, select **Back to Login**.

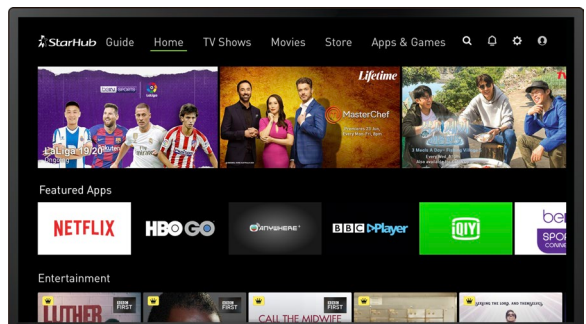


For steps to create a Hub iD, please refer to page 16-17.

Enter your new Hub iD and password to sign in.



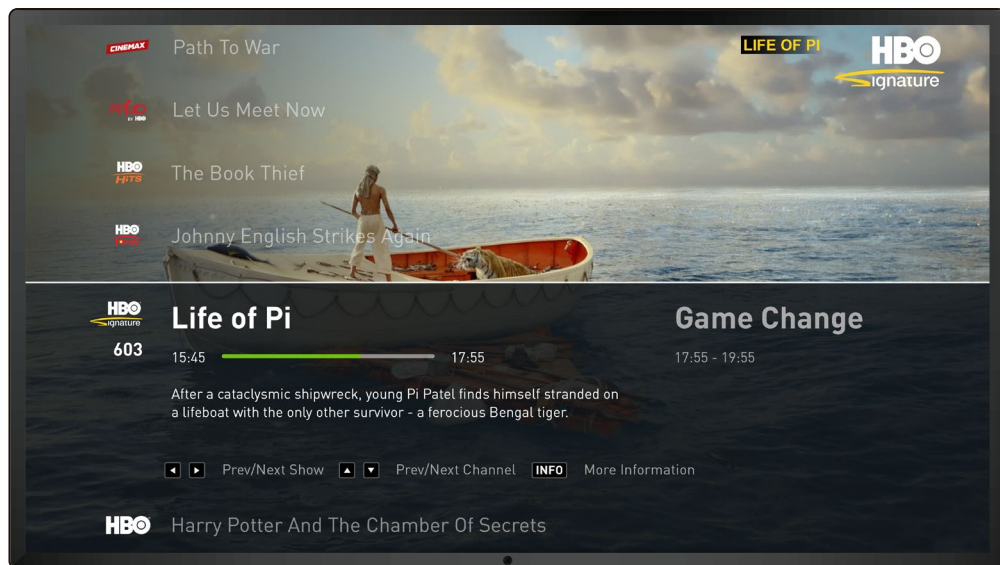
Once you see this Home Screen, it means your set-up is now complete and you're ready to start watching!



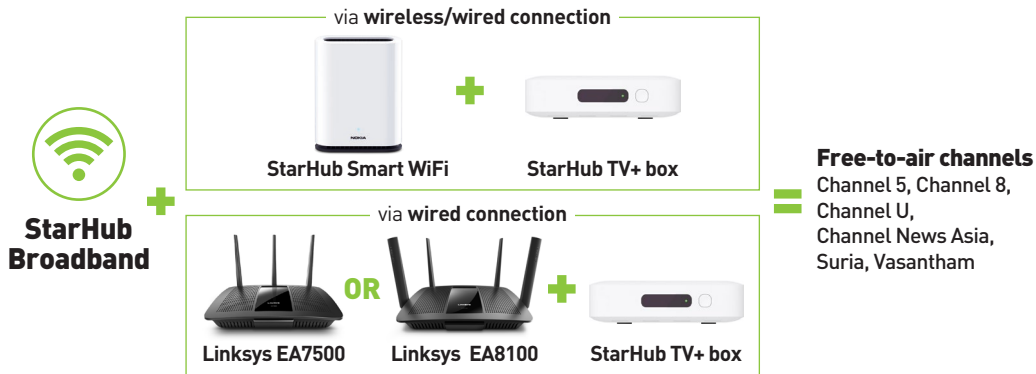
USING YOUR STARHUB TV+ BOX

Watching LIVE TV channels

To watch LIVE TV channels, press the  button on your remote. Key in the channel number using the number pad e.g. 825 for Hub E City.

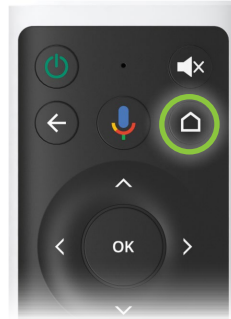


To enjoy Free-to-air channels on your StarHub TV+ box, you will need StarHub Broadband with a StarHub Smart WiFi router or a wired connection to Linksys EA8100/EA7500 router.



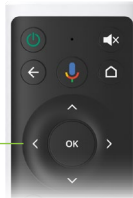
Watching On Demand shows

To watch On Demand shows, press the  button on your remote to go to the Home Screen. Use the D-Pad Navigation to browse and select shows.

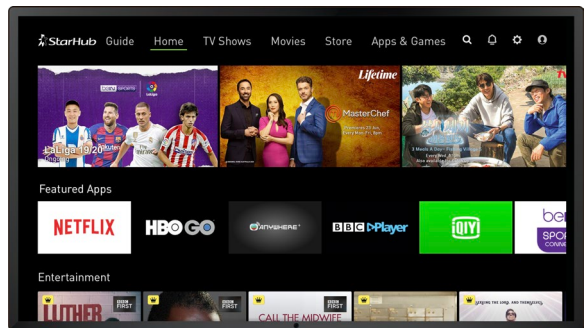


Using the D-Pad Navigation, scroll to the show that you would like to watch.

Press **OK** to select the show.



D-Pad Navigation
(Up / Down / Left / Right)

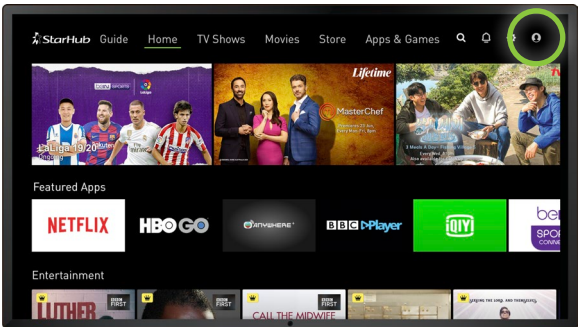


Using the D-Pad Navigation, navigate to the **Play** button and press **OK** on your remote.

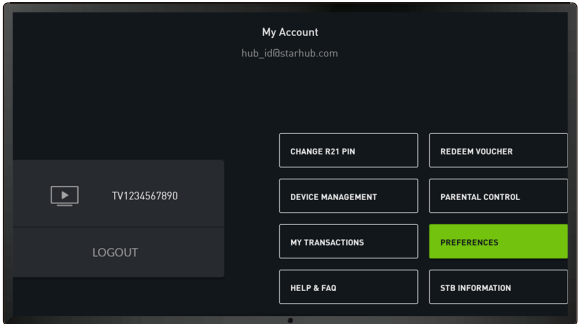


How to change your Show Info language:

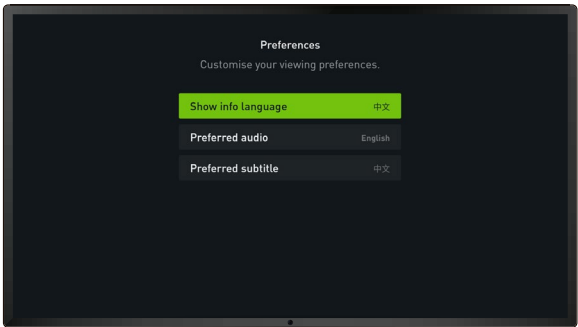
Select  to access My Account.



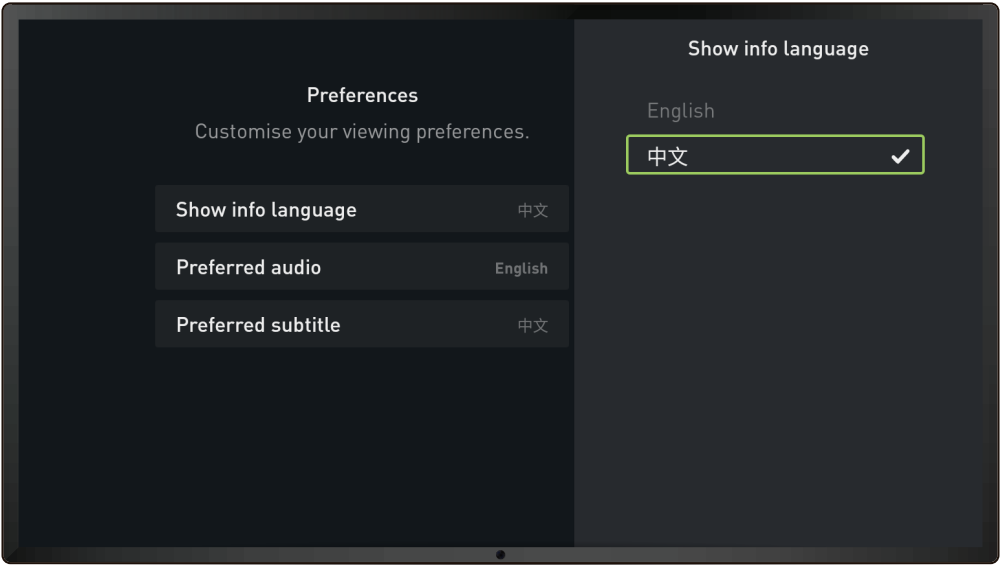
Select Preferences.



Select Show info language.



Press the **OK** button and the D-Pad Navigation on your remote to toggle between English or Chinese.



Please note that this changes the language of the Show Info only, where available. English is the default language for the StarHub TV+ interface. You will also be able to set your preferred audio and subtitles.

If you have set your Show Info language to Chinese, the show info will appear in Chinese where available.



HOW TO CREATE A HUB iD

To create a Hub iD, scan this QR code

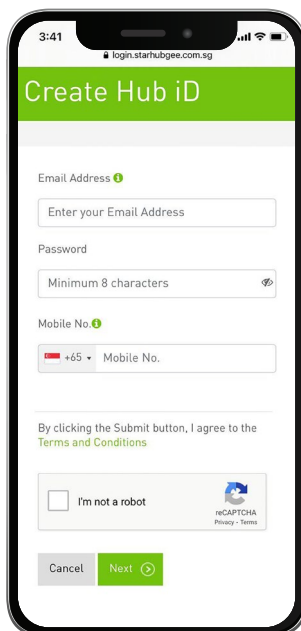


Or visit starhub.com/hubid-signup

Enter your email address, password and mobile number.

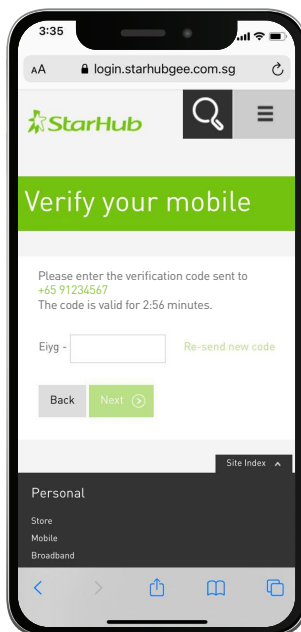
Check the box beside **I'm not a robot.**

Then select **Next**.

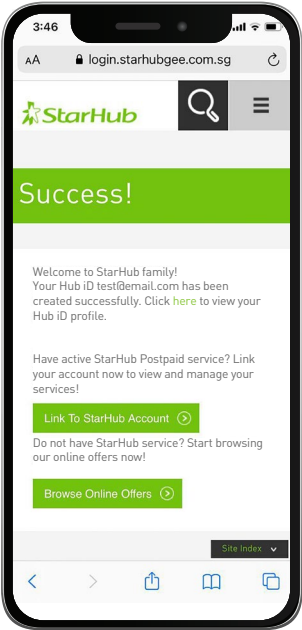
A smartphone screen showing the 'Create Hub iD' form. The form has a green header with the title. It contains three input fields: 'Email Address' with a green info icon, 'Password' with a hint 'Minimum 8 characters' and an eye icon, and 'Mobile No.' with a country code dropdown set to '+65' and a label 'Mobile No.'. Below the fields is a green text line: 'By clicking the Submit button, I agree to the Terms and Conditions'. At the bottom is a reCAPTCHA checkbox labeled 'I'm not a robot' and a 'Next' button with a right arrow. A 'Cancel' button is also present.

Enter the verification code that was sent to your mobile number via SMS.

Then select **Next**.

A smartphone screen showing the 'Verify your mobile' form. The form has a green header with the title. It displays a message: 'Please enter the verification code sent to +65 91234567. The code is valid for 2:56 minutes.' Below this is a label 'Eiyy -' followed by an input field and a green link 'Re-send new code'. At the bottom are 'Back' and 'Next' buttons with a right arrow. A 'Site Index' link is visible in the bottom right corner of the form area.

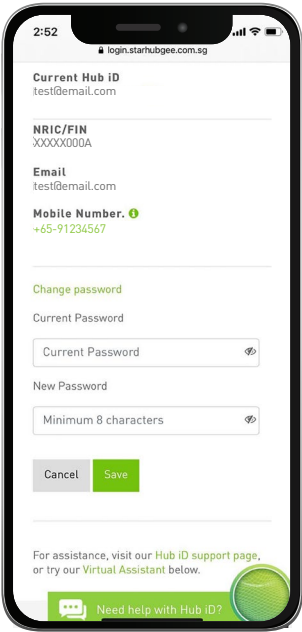
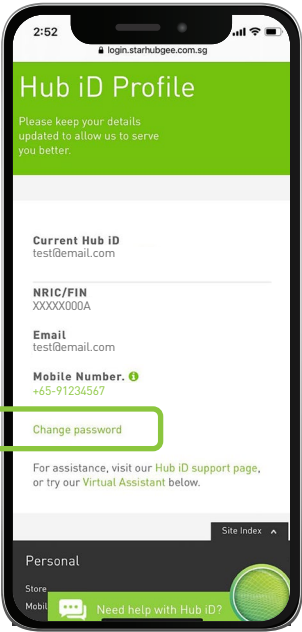
When you see this screen, you have completed the Hub iD creation.



To change your Hub iD password
Log in to your Hub iD.

Click on **Change password** under Hub iD profile.

Enter your current and new password and click **Save**.





**For further information, please visit
starhub.com/tvplus-box-help
or scan the QR code.**