



# **StarHub Go Streaming Box**

Model KM\_SH368AT

# **Set-Up Guide**



Powered By

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# About This Set-Up Guide

The information in this set-up guide is accurate at the point of publication, and is subject to changes by Google for the Android TV<sup>™</sup> operating system in the StarHub Go Streaming Box through software updates.

You will require the following:

- A StarHub Hub iD to access and view subscribed StarHub content
- A Google account to access Android TV services and download apps from the Google Play Store.

<u>Note</u>: Subscriptions for services may be required. Availability of services varies by country and language.

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# **Getting Started**

# The packaging includes the StarHub Go Streaming Box and the following bundled accessories:





\* If you have skipped this step, you will be prompted to connect to your Wi-Fi network for Internet connectivity during the on-screen set-up.

# Pairing your Bluetooth Remote Control

Upon powering up the StarHub Go Streaming Box, you will see the following boot-up screen:



Insert the two AAA batteries provided into the Bluetooth Remote Control.

<section-header><section-header><section-header><section-header><section-header><section-header><section-header>

Follow the on-screen instructions to pair your Bluetooth Remote Control:

• Press and Hold the **Back** and **Home** buttons at the same time until the pairing process is initiated.

# STARHUB GO STREAMING BOX | SET-UP GUIDE







## STARHUB GO STREAMING BOX | SET-UP GUIDE



If you encounter the pairing unsuccessful error, try to remove and re-insert the batteries into the remote control. Reboot the streaming box and try again.

If the issue persists, please contact our appointed Service Centre for assistance. <u>https://starhubwarranty.ctdi.com/Contact.aspx</u>

[!]

# Setting up using your Android device

[!] If you are not using an Android phone or tablet (e.g. an iPhone user), refer to Page 21.

After your Bluetooth Remote Control is paired, you will be required to go through a one-time set-up process:

Step 1: Select Yes to set up with your Android phone or tablet



Step 2: Follow the on-screen instructions to continue set-up

|                             |   | •                          |                      | 3 🗣                    | 10:21           |
|-----------------------------|---|----------------------------|----------------------|------------------------|-----------------|
| Set up your ⊺               | rV with Android   | G                          | b <mark>oo</mark> g  | le                     |                 |
| 1. Open<br>your p<br>Google | the app labeled <b>"Google"</b> on<br>phone<br>oogle app comes pre-installed on<br>indroid phone. You can find it in your<br>'s list of apps. | 29°C in Car<br>Mostly Clor | rent location<br>udy | 30°C / 26°<br>∲ 50% to | ¢<br>c :<br>day |
| < BACK                      | NEXT >  | ÷£1                        | Q<br>()              | 0                      |                 |

• Open the app labelled "Google" on your Android phone. The Google app comes pre-installed on your Android phone.

| Set up your TV with Android  | 3 ♥ 4 ≣ 1021<br>G jearch  |
|--|---|
| <ul> <li>2. In the search box, type 'set up my device', or just say 'Ok Google, set up my device'</li> <li>3. Tap KM_SH368AT (538) on the list, and follow the instructions</li> </ul> | > the i bi<br>q'w <sup>°</sup> e <sup>°</sup> r <sup>°</sup> t <sup>°</sup> y <sup>°</sup> u <sup>7</sup> i <sup>°</sup> o <sup>°</sup> p <sup>°</sup><br>asdfghjkl |
| CANCEL   |   |

• In the search box, type "set up my device", or just say "Ok Google, set up my device".

|   |                    | € 3 ♥∡ 🖬 10:21            |
|---|--------------------|---------------------------|
| C<br>Getting started<br>To set up your other device, your phone's<br>Bluetooth and your Wi-Fi data will be used | Choose your device | Connecting to your device |
|   |                    |                           |

- Press Next.
- Under the Choose your device list, tap the device name which matches the on-screen display, e.g. **KM\_SH368AT (538)**, and follow the instructions to continue.

| Set up your TV with Android<br>Verify code on your device | Verify code<br>Look for this code on your other device. If<br>they match, tap NEXT. |
|---|---|
|   | NOT SURE? JEXT  |

• Verify that the code displayed on-screen matches your device, press Next.



• Once your device is connected, continue set-up.



If you have not connected the Ethernet Cable to your Router, you will see this screen.

Select your Wi-Fi network to continue. Your Wi-Fi settings will be copied to the StarHub Go Streaming Box.



- Select your Google account.
- Press Copy.







• For security, enter your password to continue set-up.



• Once you entered your password, your Google account information will be copied to the StarHub Go Streaming Box.



- **[Optional]** Google will recommend you to download and install the Android TV Remote app from the Google Play Store.
  - Select **No, Thanks** to ignore
  - Select Install to proceed
- Press **Close** to continue set-up on the streaming box

| Internet and Google account connected |
|---------------------------------------|
| G                                     |
| START USING TV REMOTE                 |

• Select Start Using TV Remote and press OK to continue

Step 3: The streaming box will proceed to check for new software updates.



• If there is a new software update, it will be downloaded and installed automatically.

## Step 4: Review Google Terms of Service and Grant Permissions for Google Services



- Option to view Google Terms of Service
- Option to view Google Privacy Policy
- Option to view Google Play Terms of Service

| Google  |  |
|---|--|
| Location Yes  |  |
| Let Google use your device's location to improve your experience. Certain application or platform capabilities, such as streaming local content or live No programming, may require your device's location to function correctly. You may choose whether to share this information with a third party app at the moment that capital content of the same device as the application of any Content of the same device of the |  |
| app is installed or run. You can adjust these permissions at any time from Settings.  |  |
|   |  |

• Confirm if you would like to grant Google permission to use your device location.

| Google   |   |       |         |  |
|--|---|-------|---------|--|
| Help im  | prove Android   |       |         |  |
| perform  | ance  | -     |         |  |
| Help improve Android                               | In a previous version of Android, you turned off an<br>location for all Google apps. Turn it back on? | ccess | to your |  |
| information, like crash<br>information won't be u: |   |       |         |  |
|  |   |       |         |  |
|  |   |       |         |  |
|  |   |       |         |  |
|  |   |       |         |  |
|  |   |       |         |  |

Google will prompt you if you have turned off access to your location for all Google apps in a previous version of Android (on your Android device).

You will have the option to either select **Not Now** or **Turn it back on**.

[!]

| Google  |     |
|---|-----|
| Help improve Android  |     |
| performance   | Yes |
| Help improve Android performance by automatically sending diagnostic<br>information, like crash reports and device and app usage data to Google. This<br>information won't be used to identify you. Learn more at: g.co/AndroidUsageHelp. | No  |
|   |     |
|   |     |
|   |     |
|   |     |

• Confirm if you would like to help improve Android performance by automatically send diagnostic information, like crash reports and device and app usage data to Google.



• Select Continue.



- Option to review what Device Information Google Assistant will use.
- Option to review what Voice & Audio Activity Google Assistant will use.
- Select **Turn on** to get the full Google Assistant experience <u>or</u> Select **No Thanks** to continue with a limited Google Assistant experience.



• Select Continue.

# Step 5: Choose a name for your StarHub Go Streaming Box

[!] This name will be used to identify your StarHub Go Streaming Box for Chromecast and Screen Casting.

| Choose a name for your<br>KM_SH368AT  | KM_SH368AT        |
|---|-------------------|
| Give your KM_SH368AT a name to help identify it when casting or<br>connecting to it from other devices. | Android TV        |
|   | Living Room TV    |
|   | Family Room TV    |
|   | Bedroom TV        |
|   | Enter custom name |

• The default name is KM\_SH368AT which is the model number of the streaming box.

| Choose a name for your<br>KM_SH368AT<br>Give your KM_SH368AT a name to help identify it when casting or<br>connecting to it from other devices. | KM_SH368AT<br>Android TV<br>Living Room TV |
|---|--|
|   | Family Room TV                             |
|   | Bedroom TV                                 |
|   | Enter custom name                          |
|   |  |

• Select Enter custom name... to change the default name.

| Choose a r<br>KM_SH368<br>Give your KM_SH368AT a r<br>connecting to it from other | 1ar<br>3A7<br>Jame to<br>device | MC<br>F<br>o help<br>es. | e fo | νΓ Υ<br><sup>yit wh</sup> | 'OU<br>en cas | <b>f</b><br>ting or | 6 |   | 5 | StarHut | o Go Streaming <u>Box</u> |
|---|---------------------------------|--------------------------|------|---------------------------|---------------|---------------------|---|---|---|---------|---------------------------|
|   |                                 |                          |      |                           |               |                     |   |   |   |         |                           |
| abc123  |                                 |                          |      | а                         | b             |                     | d |   |   | g       | ∞                         |
| @?#   |                                 |                          |      | h                         |               |                     | k |   | m |         | $\rightarrow$             |
|   |                                 |                          |      |                           | р             | q                   |   |   | t |         |                           |
|   |                                 |                          |      |                           | w             | x                   | у | z |   | *       | < >                       |

• Use the on-screen keyboard to enter your new name.

# Step 6: Get Started with Apps from Google Play



• Google Play will recommend you apps to install based on your download history on your Google account. You can uncheck these recommended apps.

**[!]** FOX+ is a StarHub preloaded app and cannot be unchecked.

| Welcome to Android TV<br>Let's take a moment to walk through the features of your new device. |
|---|
|   |

# Step 7: Complete the Android TV tutorial

# Step 8: Completing Set-Up



• The StarHub Go Launcher will take a while to synchronize all the StarHub Go content and metadata.

| DECLINE ACCEPT |
|----------------|
|                |

- After the first-time set-up, Google will prompt if you would like to turn on Google Play Protect which regularly checks your apps and device for harmful behavior. You will be notified of any security risks found.
- Select **Decline** <u>or</u> **Accept**.

|               | <sup>r</sup> StarHub |
|---------------|----------------------|
| Log in        |                      |
| WITH HUB ID   |                      |
| CREATE HUB ID |                      |
| GUEST MODE    |                      |
|               |                      |
|               |                      |
|               |                      |
|               |                      |
|               |                      |
|               |                      |

• Lastly, you will reach the StarHub Login screen.

For more information on creating a Hub iD, refer to Page 36.

# Setting up directly on the StarHub Go Streaming Box

# **[!]** If you have set up using your Android device, skip to Page 36.

After your Bluetooth Remote Control is paired, you will be required to go through a one-time set-up process:

Step 1: Select Skip to set up directly on the StarHub Go Streaming Box



## Step 2: Select your Wi-Fi network

| Select your Wi-Fi network | SH-88-1000   |
|---------------------------|--------------|
|                           | SINGTEL-B195 |
|                           | Bidin Family |
|                           | MELVYN 2.4   |

• If you have not connected the Ethernet Cable to your Router, you will be prompted to select your Wi-Fi network.

|   |   | Er<br>Sł | nte<br>H- | er<br>BE | ра<br>3-1 | as<br>10 | sv<br>0( | vo<br>) | orc | l fo | or |   |   |   |   |   |   |   |   | Hide | passv | word |   |   |   |               |  |
|---|---|----------|-----------|----------|-----------|----------|----------|---------|-----|------|----|---|---|---|---|---|---|---|---|------|-------|------|---|---|---|---------------|--|
|   |   |          |           |          |           |          |          |         |     |      |    |   |   |   |   |   |   |   |   |      |       |      |   |   |   |               |  |
| A | В | С        | D         | Е        |           | G        | н        |         | J   | К    | L  | М | N | 0 | Ρ | Q | R | S | Т | U    | ۷     | W    | Х | Y | Z | ×             |  |
| а | b |          | d         |          | f         | g        | h        |         |     | k    |    | m |   |   | р | q |   |   |   |      |       | w    | x | у | z | $\rightarrow$ |  |
|   | 2 | 3        | 4         | 5        | 6         | 7        | 8        | 9       |     |      |    |   |   |   |   |   |   |   |   |      |       |      |   |   |   |               |  |
|   | @ | #        | \$        | %        |           | &        |          |         | )   | [    |    |   | } |   |   |   |   |   |   | ¥    | £     | €    |   | Ĩ | 1 | • •           |  |

• Enter your password using the on-screen keyboard.



Connected successfully



Step 3: The streaming box will proceed to check for new software updates.

• If there is a new software update, it will be downloaded and installed automatically.

Step 4: Sign In to your Google Account

| Google  |  |
|---|--|
| Make the most of your TV  | Sign In  |
| Sign in with a Google account to get new apps, recommendations, movies, and more  | Skip   |
| Image: Source of the second | Discover new apps for videos,<br>music and games on Google Play<br>Subscriptions may be required for some services |
|   |  |

• To sign in to your Google account, select Sign In.



• Option to sign in using your phone or computer or using your remote control.

## For Phone or Computer:

- Ensure that your phone or computer is connected to the same Internet connection or Wi-Fi network as your streaming box.
- Visit androidtv.com/setup using your phone or computer browser and enter the code displayed on screen.







• Sign in to your Google account on your phone or computer browser.



• You will see the **Success** message upon signing in.

# For TV Remote Control

| Goo                      | gle |   |  |    |    |         |   |        |   |   |     |  |  |
|--------------------------|-----|---|--|----|----|---------|---|--------|---|---|-----|--|--|
| Sign in                  |     |   |  |    |    |         |   |        |   |   |     |  |  |
| with your Google Account |     |   |  |    |    |         |   |        |   |   |     |  |  |
| Email or phone           |     |   |  |    |    |         |   |        |   |   |     |  |  |
| <u> </u>                 |     |   |  |    |    |         |   |        |   |   |     |  |  |
| -                        | 1   | 2 |  |    |    |         |   |        |   |   |     |  |  |
| abc123                   |     |   |  | a  | h  |         | д | 4      | f | a | 63  |  |  |
| @?#                      |     |   |  | h  | i  |         | k | ı      | m | n |     |  |  |
|                          |     |   |  | 0  | 'n |         | r | ۱<br>د | + |   |     |  |  |
|                          |     |   |  | v_ |    | ч<br>х_ | v | 7_     |   | • | 4 b |  |  |
|                          |     |   |  | v  | vv | ^       | y | 2      |   |   |     |  |  |

• Enter your Google account login using the on-screen keyboard.



• Enter your password using the on-screen keyboard.

#### Step 5: Review Google Terms of Service and Grant Permissions for Google Services



- Option to view Google Terms of Service
- Option to view Google Privacy Policy
- Option to view Google Play Terms of Service



• Confirm if you would like to grant Google permission to use your device location.



Google will prompt you if you have turned off access to your location for all Google apps in a previous version of Android (on your Android device).

You will have the option to either select Not Now or Turn it back on.

[!]

| Google  |     |  |
|---|-----|--|
| Help improve Android  |     |  |
| performance   | Yes |  |
| Help improve Android performance by automatically sending diagnostic<br>information, like crash reports and device and app usage data to Google. This<br>information won't be used to identify you. Learn more at: g.co/AndroidUsageHelp. | No  |  |
|   |     |  |
|   |     |  |
|   |     |  |
|   |     |  |

• Confirm if you would like to help improve Android performance by automatically send diagnostic information, like crash reports and device and app usage data to Google.

[!] If you have skipped the sign-in step to a Google account, you will not see the Google Assistant set-up.



• Select Continue.

| Get the full Assistant experience  | <ul> <li>Device Information ~</li> <li>Stores info about contacts, calendars, apps, music, and other data from your</li> <li>Voice &amp; Audio Activity ~</li> <li>Records your voice and audio to improve speech recognition</li> </ul> |
|--|--|
| Turn on these settings for the full Assistant experience. You can still get<br>a limited Assistant experience without them. shfredfan@gmail.com<br>This data may be saved and used in any Google service where you are<br>signed in to give you more personalized experiences. You can see your<br>data, delete it and change your settings at account.google.com. | Turn on<br>No Thanks   |

- Option to review what Device Information Google Assistant will use.
- Option to review what Voice & Audio Activity Google Assistant will use.
- Select **Turn on** to get the full Google Assistant experience <u>or</u> Select **No Thanks** to continue with a limited Google Assistant experience.



• Select Continue.

# Step 6: Choose a name for your StarHub Go Streaming Box

[!] This name will be used to identify your StarHub Go Streaming Box for Chromecast and Screen Casting.

| Choose a name for your<br>KM_SH368AT  | KM_SH368AT        |
|---|-------------------|
| Give your KM_SH368AT a name to help identify it when casting or<br>connecting to it from other devices. | Android TV        |
|   | Living Room TV    |
|   | Family Room TV    |
|   | Bedroom TV        |
|   | Enter custom name |

• The default name is KM\_SH368AT which is the model number of the streaming box.

| Choose a name for your<br>KM_SH368AT                            | KM_SH368AT        |
|---|-------------------|
| Give your KM_SH368AT a name to help identify it when casting or | Android TV        |
| connecting to it from other devices.                            | Living Room TV    |
|   | Family Room TV    |
|   | Bedroom TV        |
|   | Enter custom name |
|   |                   |

• Select Enter custom name... to change the default name.

| Choose a r<br>KM_SH368AT a r<br>Give your KM_SH368AT a r<br>connecting to it from other | nar<br>3A7<br>name to<br>device | ne<br>-<br><sup>5 help</sup> | fO | ₽r y | 'OU<br>en cas | ۲<br>ting or | λ) |   | 5 | StarHut | o Go Streaming <u>Box</u> |
|---|---------------------------------|------------------------------|----|------|---------------|--------------|----|---|---|---------|---------------------------|
|   |                                 |                              |    |      |               |              |    |   |   |         |                           |
| abc123  |                                 |                              |    | а    | b             |              | d  |   |   | g       | 63                        |
| @?#   |                                 |                              |    | h    |               |              | k  |   | m |         | $\rightarrow$             |
|   |                                 |                              |    |      | р             | q            |    |   | t |         |                           |
|   |                                 |                              |    |      | w             | x            | у  | z |   | +       | <b>∢ →</b>                |

• Use the on-screen keyboard to enter your new name.

# Step 6: Get Started with Apps from Google Play



- Google Play will recommend you apps to install based on your download history on your Google account. You can uncheck these recommended apps.
- If you have skipped the sign-in step to a Google account, you will not see the recommended apps.
- **FOX+** is a StarHub preloaded app and cannot be unchecked.

# Step 7: Complete the Android TV tutorial



# Step 8: Completing Set-Up

| Adding finishing touches<br>Just a moment while your home screen is prepared. |  |
|---|--|
|   |  |



• The StarHub Go Launcher will take a while to synchronize all the StarHub Go content and metadata.

| Turn on Play Protect?   |  |
|---|--|
| Google Play Protect regularly checks your apps<br>and device for harmful behavior. You will be<br>notified of any security risks found. |  |
| Click <u>here</u> to learn more.  |  |
| DECLINE ACCEPT  |  |
| Download complete! Installing.  |  |
|   |  |
|   |  |

- After the first-time set-up, Google will prompt if you would like to turn on Google Play Protect which regularly checks your apps and device for harmful behavior. You will be notified of any security risks found.
- Select **Decline** <u>or</u> **Accept**.

|               | <b>沿StarHub</b> |
|---------------|-----------------|
| Log in        |                 |
| WITH HUB ID   |                 |
| CREATE HUB ID |                 |
| GUEST MODE    |                 |
|               |                 |
|               |                 |
|               |                 |
|               |                 |
|               |                 |
|               |                 |

• Lastly, you will reach the StarHub Login screen.

For more information on creating a Hub iD, refer to Page 36.

# Creating a Hub ID

| Create Hub ID               | ƙStarHub                 |
|-----------------------------|--------------------------|
| NO                          | HUB ID?                  |
| Option 1: Scan this QR code | Option 2: Visit this URL |
|                             | Starhubgo.com/signup     |
| BACK                        | PROCEED ANYWAY           |
|                             |                          |

After choosing the Create Hub ID option, you will see a screen with options to create Hub ID:

- If you choose either Option 1 or Option 2 on-screen, please refer to the next section below for a step-by-step guide.
- Should you choose to Proceed Anyway option to continue creating Hub ID on TV using your remote control, please refer to Page 41 for the guided flow.

#### Creating of Hub ID on Web/Mobile:

Step 1: Scan QR Code or Visit URL

[!] Choose Option 1 if you have a QR code scanner app on your mobile device, or Option 2 if you would like to enter the URL directly on your browser instead.

| Create Hub ID               | え StarHub                |
|-----------------------------|--------------------------|
| NO                          | HUB ID?                  |
| Option 1: Scan this QR code | Option 2: Visit this URL |
|                             | Starhubgo.com/signup     |
| ВАСК                        | PROCEED ANYWAY           |
|                             |                          |

- Choose either of the following options:
  - Use a QR code scanner (this is a <u>separate app</u> that you would have to install) to scan the QR code on the screen.
  - Alternatively, if you do not have a QR code scanner app, you may choose to enter the URL directly (<u>www.starhubgo.com/signup</u>) on a web or mobile browser (*supported browsers are Safari, Chrome, Firefox and Edge*).

[!] Steps 2-4 in this section will be on your phone/web browser – not on the StarHub Go Streaming Box.

# Step 2: Input NRIC/FIN

| G 🕒 LIVE TV CATCH-UP TV | GO SELECT MY LIBRAR | Question of Mounty, Perdouse and Cristman | E |
|-------------------------|---------------------|---|---|
|                         |                     |   |   |
|                         |                     | NRIC / FIN                                |   |
|                         | NR                  | IC / FIN                                  |   |
|                         |                     |   |   |
|                         |                     | Cancel SUBMIT                             |   |
|                         |                     |   |   |
|                         |                     |   |   |
|                         |                     |   |   |
|                         |                     |   |   |

• Input your NRIC or FIN number, then click **Submit**.

| G LIVE TV CATCH-UP TV GO SELECT MY | LIBRARY Q. Search for Movies, TV shows and Celebrities   | ≡ |
|------------------------------------|--|---|
|                                    | Create Hub ID  |   |
|                                    | Login ID (enter your email)  |   |
|                                    | Password   |   |
|                                    | Confirm Password   |   |
|                                    | Security Question  |   |
|                                    | Security Answer  |   |
|                                    |  |   |
|                                    | Name   |   |
|                                    | S0611850Z  |   |
|                                    | Mobile No.   |   |
|                                    | mstdea   |   |
|                                    | Captcha  |   |
|                                    | Date of Birth  |   |
|                                    | GENDER           Male         FEMALE   |   |
|                                    |  |   |
|                                    | Get most out of your StarHub Go subscription with<br>content updates and more                        |   |
|                                    | By clicking 'CONTINUE', I understand and agree to be bound by the<br>Terms of Use and Privacy Policy |   |
|                                    |  |   |
|                                    |  |   |
| © 2016 STAR                        | HUB Privacy Policy Terms & Conditions Help Where To Watch  |   |
| © 2016 57AR                        | f 8 Conditions Help Where To Watch v32.  |   |

# Step 3: Fill in particulars

• Fill in all the information required in the form provided then click on **Continue**.

| G🕭 | LIVE TV | CATCH-UP TV | GO SELECT | MY LIBRARY Q Search for Mowies, TV shows and Celebrities   | ≣ |
|----|---------|-------------|-----------|--|---|
|    |         |             |           |  |   |
|    |         |             |           | LOGIN WITH YOUR HUB ID   |   |
|    |         |             |           |  |   |
|    |         |             |           | You will be receiving an activation link via email.<br>Please check your spam or junk folder if you did not<br>receive it. |   |
|    |         |             |           | Hub ID   |   |
|    |         |             |           | Forgot HUB ID?   |   |
|    |         |             |           | Password   |   |
|    |         |             |           | Forgot Password  |   |
|    |         |             |           | LOGIN  |   |
|    |         |             |           | Don't have an Account? SIGN UP FREE  |   |
|    |         |             |           | Remember Me  |   |
|    |         |             |           | WHAT IS HUB ID?<br>Hub ID - One ID for Eventhing! Manage your StarHub  |   |
|    |         |             |           | account online or with Starkub app to view bills, check<br>local data usage and more, at your fingertips.                  |   |
|    |         |             |           |  |   |
|    |         |             |           | f & 9 6  |   |
|    |         |             |           |  |   |

## Step 4: Activate Hub ID

- After submitting the form, your Hub ID will be created and you will be redirected back to the login page.
- Please check for a Hub ID activation email in your email account provided in the form. Follow the steps in the email and activate your Hub ID before going back to the StarHub Go Streaming Box.
- After you have activated your email, you are now ready to get back to the streaming box to login.

| Create Hub ID               | <b>添</b> StarHub         |
|-----------------------------|--------------------------|
| NO H                        | UB ID?                   |
| Option 1: Scan this QR code | Option 2: Visit this URL |
|                             | Starhubgo.com/signup     |
| ВАСК                        | PROCEED ANYWAY           |
|                             |                          |

# Step 5: Back to the StarHub Go Streaming Box

• After activating your Hub ID, go back to the StarHub Go Streaming Box and select **Back**.

# Step 6: Login and Start Watching!

|               | <b>氯StarHub</b> |
|---------------|-----------------|
| Log in        |                 |
| WITH HUB ID   |                 |
| CREATE HUB ID |                 |
| GUEST MODE    |                 |
|               |                 |
|               |                 |
|               |                 |
|               |                 |
|               |                 |
|               |                 |

• Select *With Hub ID* option to proceed with Login.

| LOG IN   | ∦ StarHub   |
|--|---|
| Check your email to activate your Hub ID before logging in.<br>Forgot Hub ID or Password? Visit starhubgo.com/signup | Press i on remote to show / hide password. Must at least<br>have 8 characters, 1 letter, and 1 number |
|  | Password  |
|  |   |
|  |   |
|  | LOGIN   |
|  |   |
|  |   |
|  |   |
|  |   |
|  |   |

• Login with the Hub ID and password you have just created and you're set!

# Creating of Hub ID on StarHub Go Streaming Box with remote control:

# Step 1: Input NRIC/FIN

| Create Hub ID                 |      | ∦ Star⊦ | łub |
|-------------------------------|------|---------|-----|
| Checking for existing account |      |         |     |
|                               | NEXT |         |     |
|                               |      |         |     |
|                               |      |         |     |
|                               |      |         |     |
|                               |      |         |     |
|                               |      |         |     |
|                               |      |         |     |
|                               |      |         |     |

• Input your NRIC or FIN and select **Next**.

#### Step 2: Input Hub ID (Email) and Password

| Step 1 of 4: These will be your login details       Press i on remote to show / hide password. Must at least have 8 characters, 1 letter, and 1 number         Hub ID (Email)       Password         iamjohndoe@gmail.com          NEXT | Create Hub ID                                 | kiStarHub  |
|---|---|--|
| Hub ID (Email)     iamjohndoe@gmail.com     NEXT  | Step 1 of 4: These will be your login details | Press i on remote to show / hide password. Must at least have 8 characters, 1 letter, and 1 number |
| iamjohndoe@gmail.com  |   |  |
| NEXT  | iamjohndoe@gmail.com                          |  |
|   |   | NEXT   |
|   |   |  |
|   |   |  |
|   |   |  |

• Input your Email which will be used as you Hub ID and your Password then select **Next**.

# Step 3: Select a Security Question

| 0 | When is your wedding anniversary? tails if       |  |
|---|--|--|
| 0 | et them<br>Where did you first meet your spouse? |  |
| 0 | What is the brand of your first car or bike?     |  |
| 0 | What is your mother's maiden name?               |  |
| 0 | What is the name of your first school?           |  |
| 0 | What is your favourite comic strip?              |  |
| 0 | What is your NRIC/FIN/Passport number?           |  |
| 0 | What is your pet's name?                         |  |
| 0 | What is your favourite past time?                |  |
| 0 | Who is your childhood hero?                      |  |

• Choose a security question then press the **OK** button on the remote control.

#### Step 4: Input your Security Answer

| Create Hub ID   | ż    | StarHub |
|---|------|---------|
| Step 2 of 4: Use this to retrieve login details if<br>you forget them |      |         |
| Security Question   |      |         |
| What is your NRIC/FIN/Passport<br>number?                             |      |         |
|   |      |         |
|   |      |         |
|   | NEXT |         |
|   |      |         |
|   |      |         |
|   |      |         |
|   |      |         |
|   |      |         |
|   |      |         |

• Input the security answer to the security question you have chosen previously and select **Next**.

| Create Hub ID  |                     | なStarHub |
|--|---------------------|----------|
| Step 3 of 4 - Almost there! Let us know who you are. |                     |          |
|  | Mobile Number (+65) |          |
|  |                     |          |
|  | NEXT                |          |
|  |                     |          |
|  |                     |          |
|  |                     |          |
|  |                     |          |
|  |                     |          |

Step 5: Input Name and Mobile Number

• Input your Name and Mobile Number then select Next.

## Step 6: Input Date of Birth and CAPTCHA code

| Create Hub ID   |   |            | 忿StarHub |
|---|---|------------|----------|
| Step 4 of 4: Checking if you are of legal age to watch R21 content :) | du <b>bus</b> m   | DEEDEQU    |          |
|   |   | REFRESH    |          |
|   | Enter the text abov   | e          |          |
|   | CREATE  |            |          |
|   | CREATE  |            |          |
| Privacy Policy. Chec  | chand and agree to be bound by renns<br>ck details at www.starhub.com/terms | or ose and |          |
|   |   |            |          |
|   |   |            |          |
|   |   |            |          |
|   |   |            |          |

- Input your date of birth and the CAPTCHA code that is shown in the image then select **Create**.
- If you are unable to read the code in the image, please select Refresh to get a new image.

## Step 6: Activate Hub ID



• StarHub will send you an email asking you to activate your Hub ID. Please select **Continue** only AFTER you have activated your Hub ID via email.

[!] Please activate your Hub ID via email before trying to log in. StarHub Go will not recognize IDs that have not been activated.

|               | なStarHub |
|---------------|----------|
| Log in        |          |
| WITH HUB ID   |          |
| CREATE HUB ID |          |
| GUEST MODE    |          |
|               |          |
|               |          |
|               |          |
|               |          |
|               |          |
|               |          |

# Step 7: Login and Start Watching!

• Select With Hub ID option.

| LOG IN   | <b>添StarHub</b>  |
|--|--|
| Check your email to activate your Hub ID before logging in.<br>Forgot Hub ID or Password? Visit starhubgo.com/signup | Press i on remote to show / hide password. Must at least have 8 characters, 1 letter, and 1 number |
|  | Password   |
|  |  |
|  | LOGIN  |
|  |  |
|  |  |
|  |  |
|  |  |
|  |  |

• Login with the Hub ID and password you have just created and you're set!

# Safety Notice

# Device Usage and Handling

This product should only be operated in environments of temperature between  $25 \sim 40^{\circ}$ C.

- Do not expose the streaming box to high temperatures, high humidity or direct sunlight.
- Do not place anything on top of the streaming box. Air should circulate freely under and around the box to prevent overheating.
- Do not place the streaming box near wet or moist areas.

# **Battery Handling and Safety**

This product contains alkaline batteries. Keep batteries out of the reach of children.

- **Inserting batteries:** Make sure that the negative (-) side is inserted first by pushing it into the coil and then into the compartment. Never install the batteries positive (+) side first or backwards.
- **Replacing batteries:** Always replace dead batteries with two brand new batteries of the same brand. Do not mix old and new batteries together.
- **Disposing batteries:** Do not dispose used batteries in an open fire.

# **General Information**

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