



StarHub Go Streaming Box

Model KM_SH368AT

Set-Up Guide

Powered By **androidtv**

Contents

About This Set-Up Guide.....	2
Getting Started.....	3
Pairing your Bluetooth Remote Control	4
Setting up using your Android device	7
Setting up directly on the StarHub Go Streaming Box.....	21
Creating a Hub ID	36
Safety Notice	46
General Information	47

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™ operating system in the StarHub Go Streaming Box through software updates.

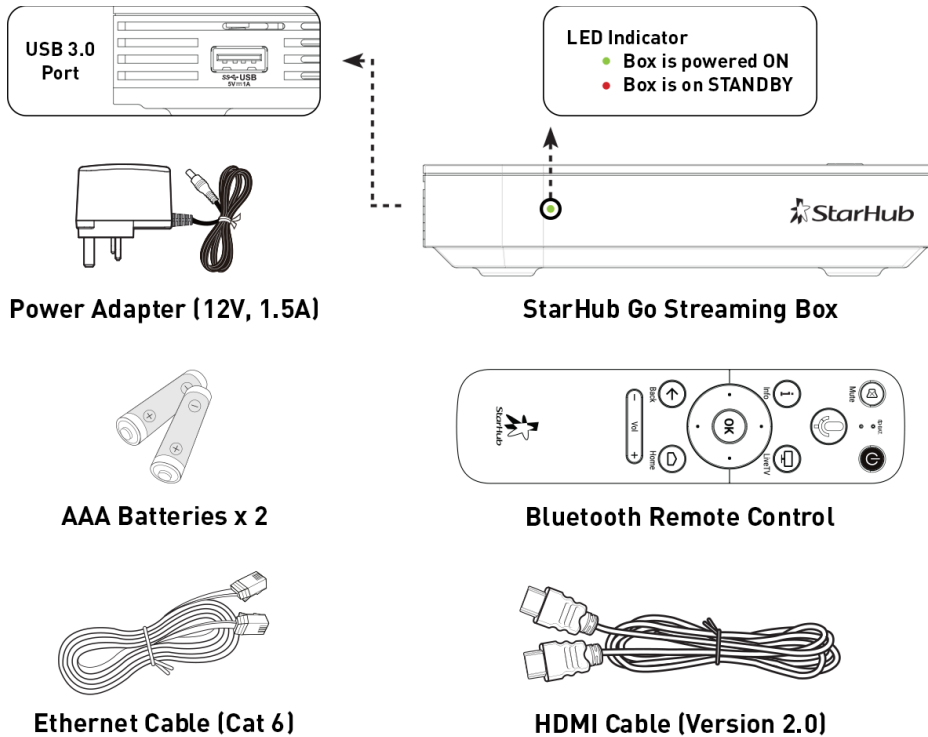
You will require the following:

- 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.

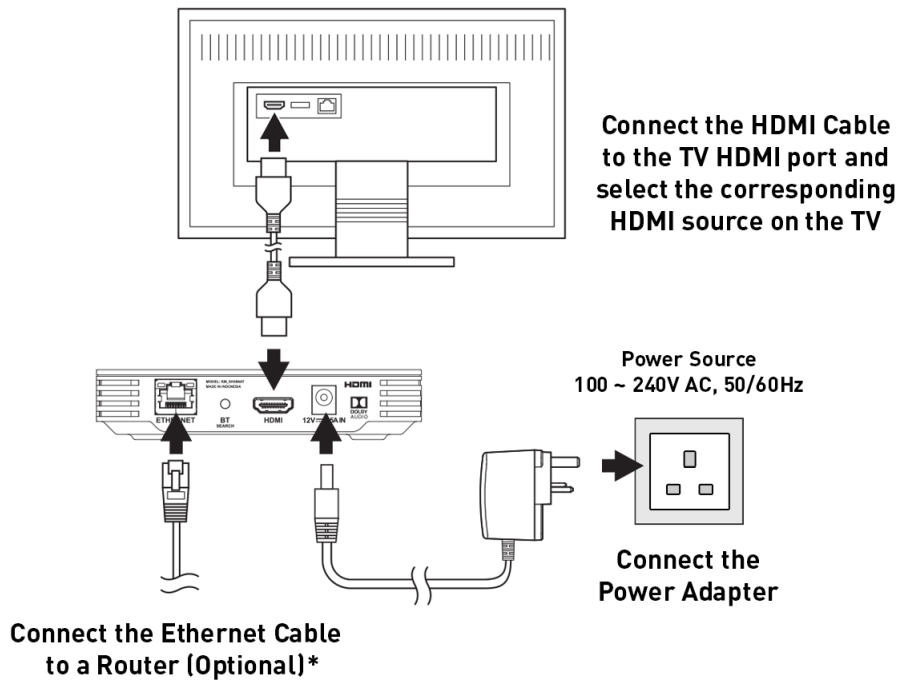
Note: Subscriptions for services may be required. Availability of services varies by country and language.

Getting Started

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



Please follow the following steps to install your StarHub Go Streaming Box:



* 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.

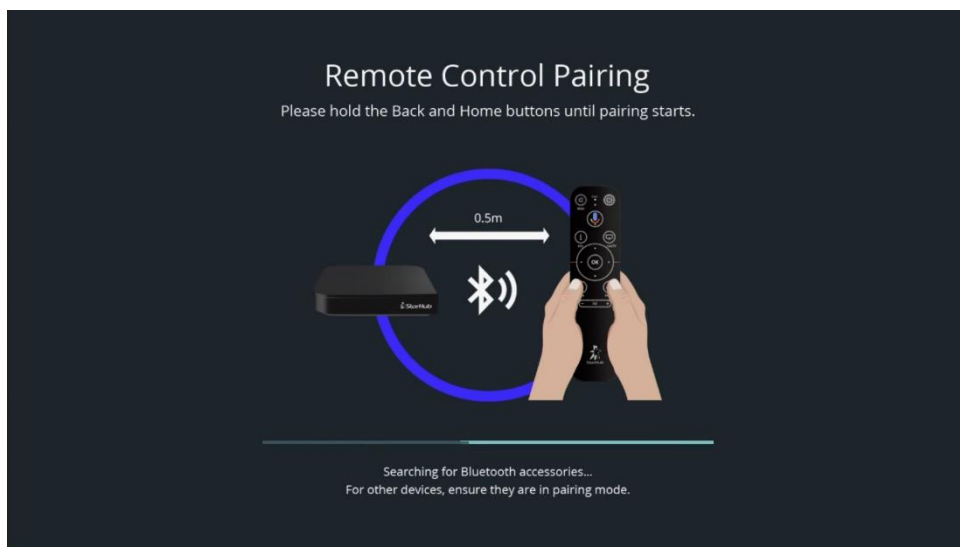
Pairing your Bluetooth Remote Control

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

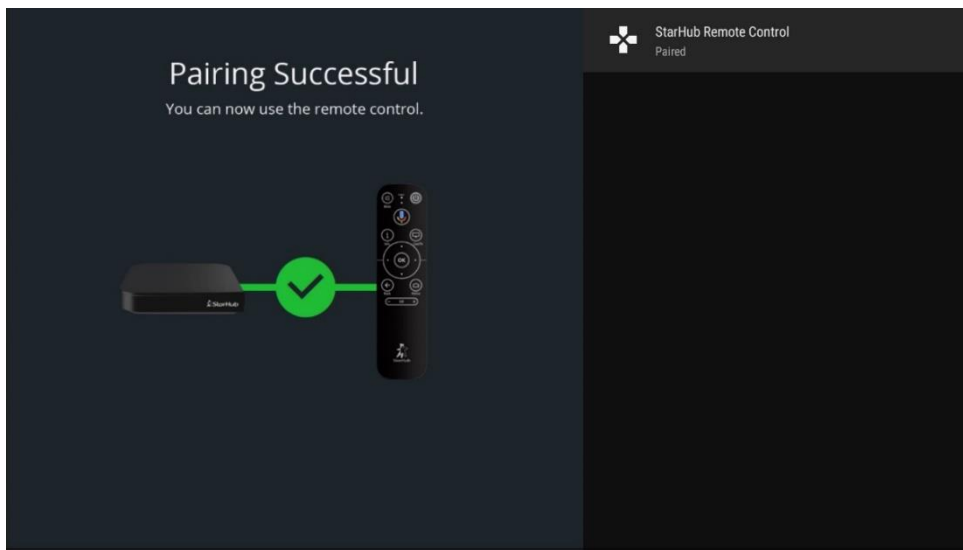
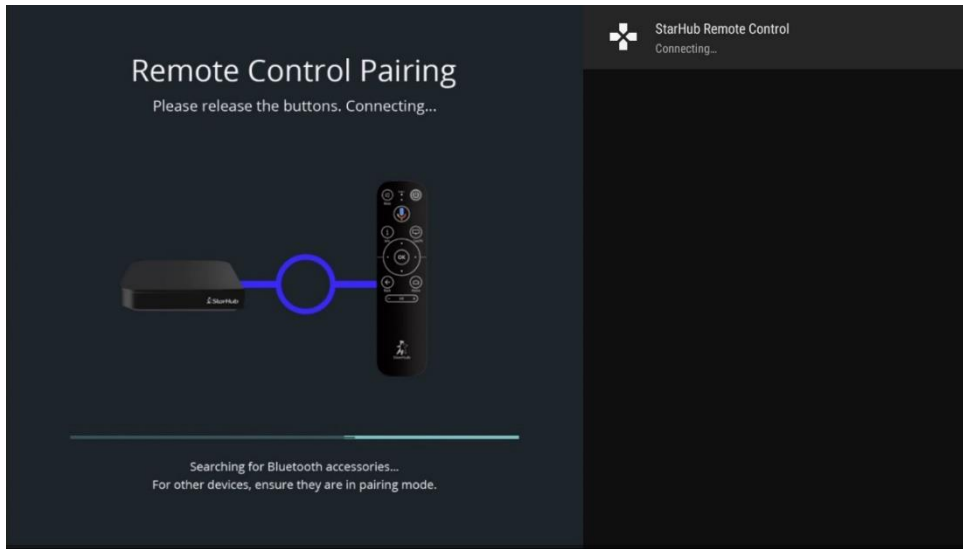
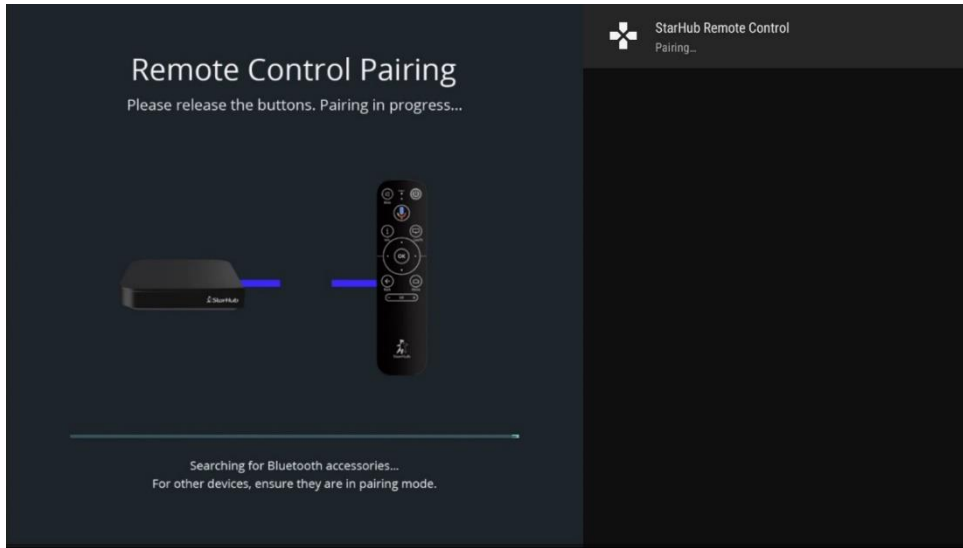


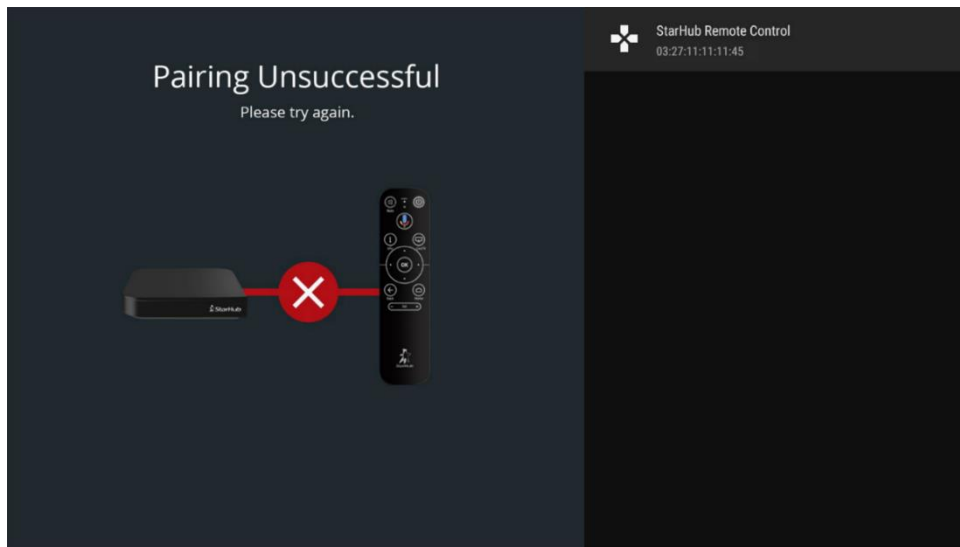
Insert the two AAA batteries provided into the Bluetooth Remote Control.

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.





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.

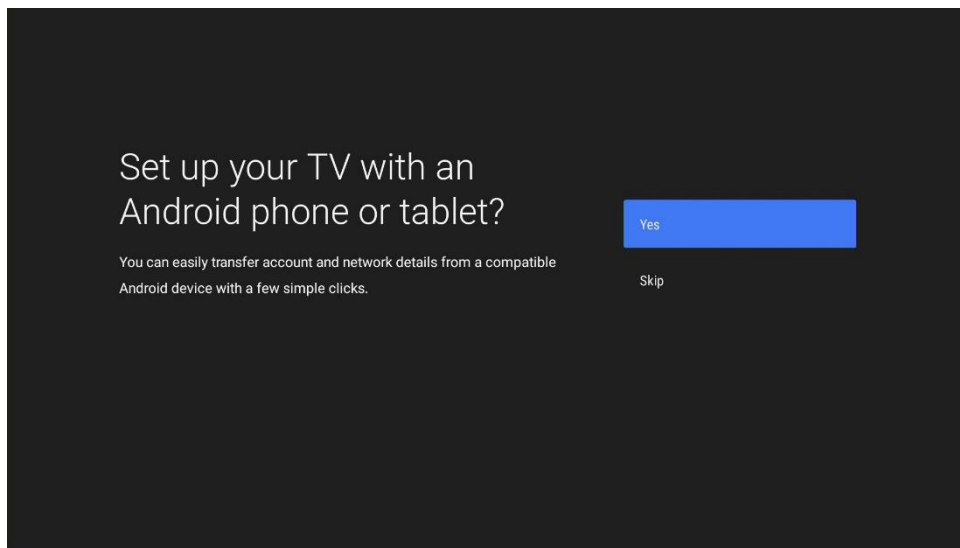
<https://starhubwarranty.ctdi.com/Contact.aspx>

Setting up using your Android device

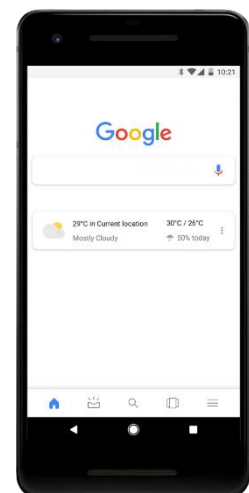
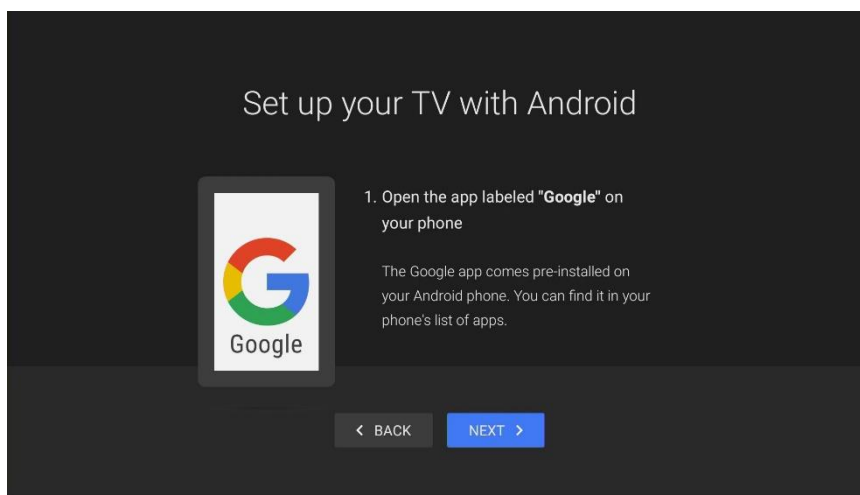
[!] If you are not using an Android phone or tablet (e.g. an iPhone user), refer to Page 21.

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

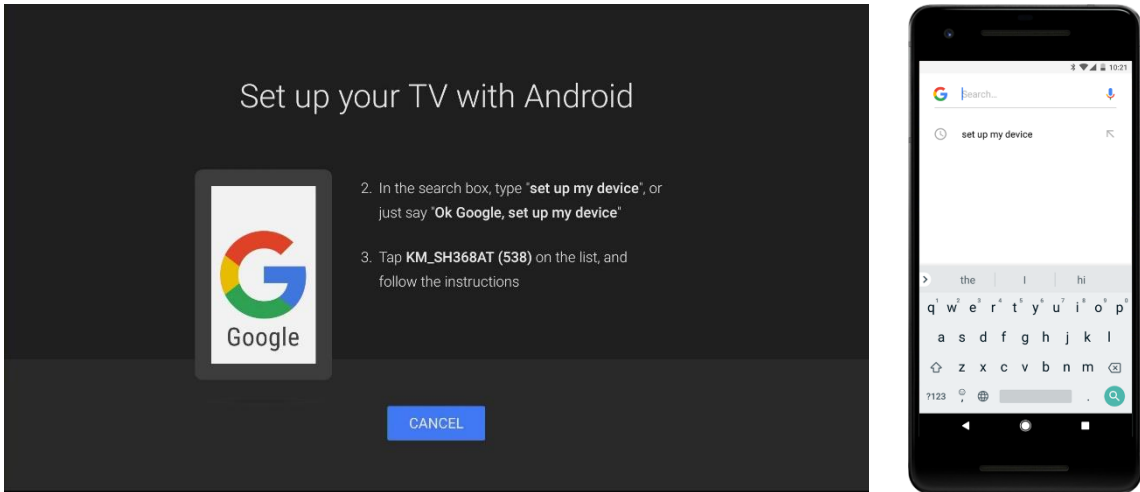
Step 1: Select Yes to set up with your Android phone or tablet



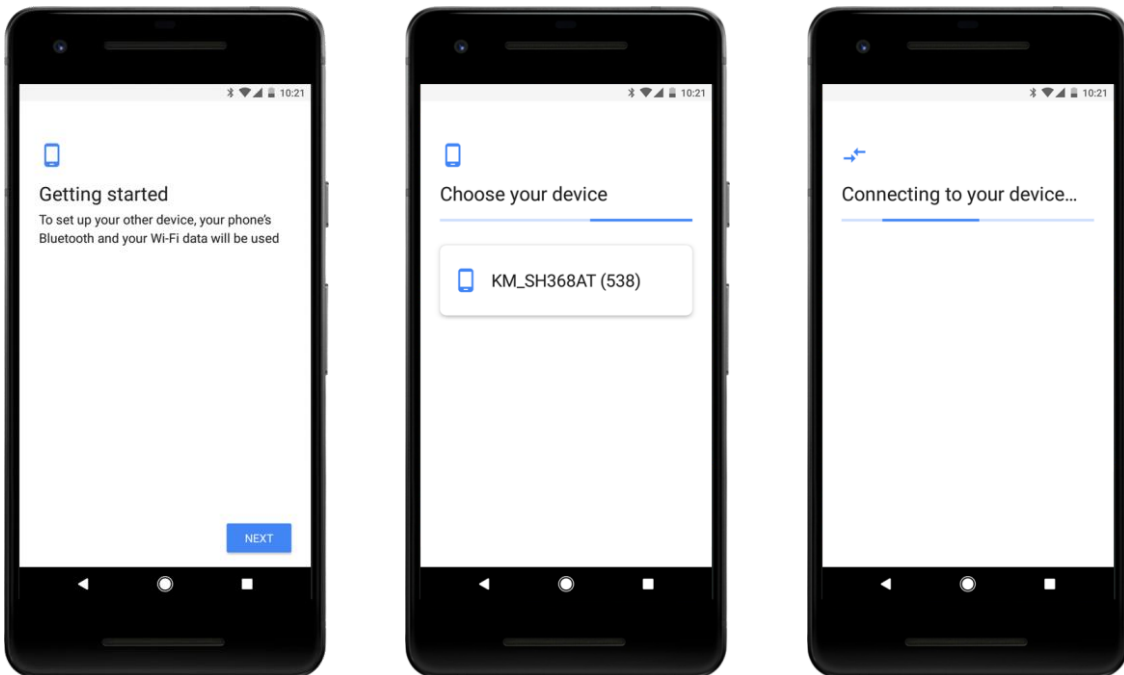
Step 2: Follow the on-screen instructions to continue set-up



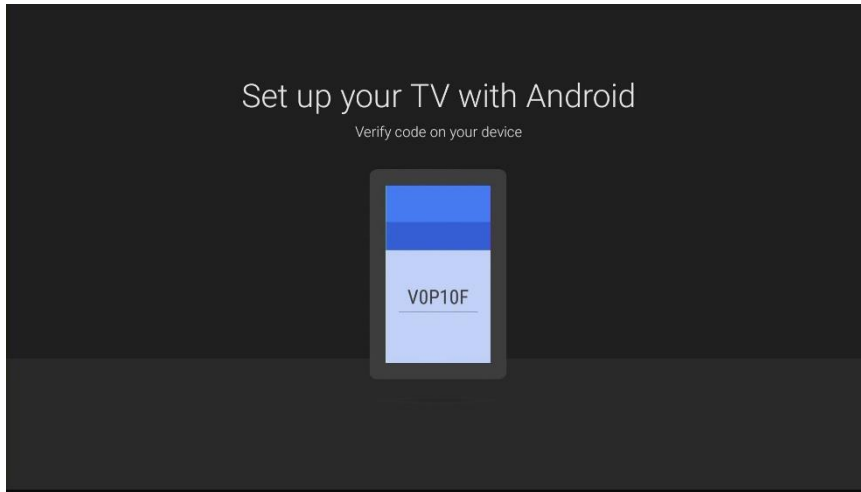
- Open the app labelled **"Google"** on your Android phone. The Google app comes pre-installed on your Android phone.



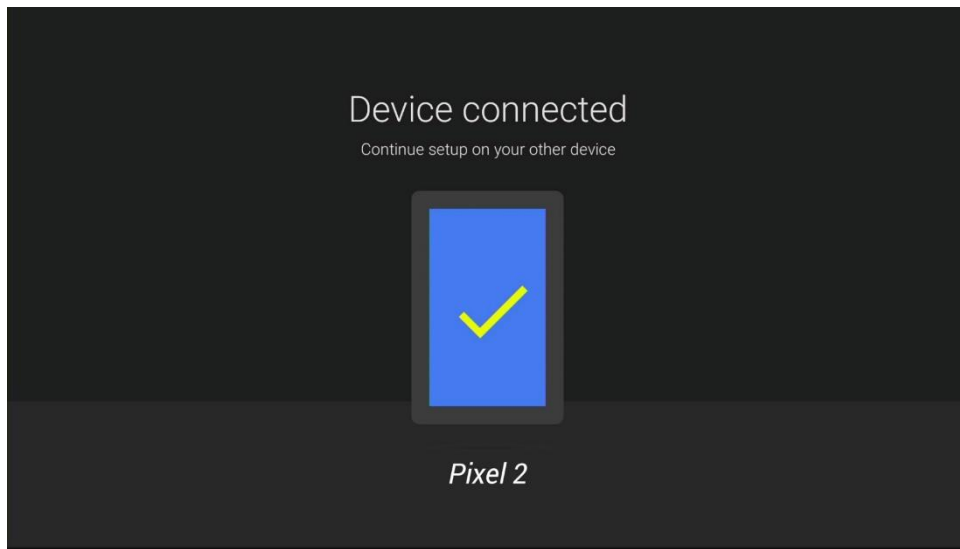
- In the search box, type “set up my device”, or just say “Ok Google, set up my device”.



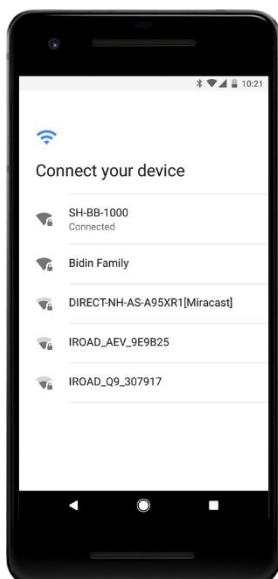
- Press **Next**.
- Under the Choose your device list, tap the device name which matches the on-screen display, e.g. **KM_SH368AT (538)**, and follow the instructions to continue.



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

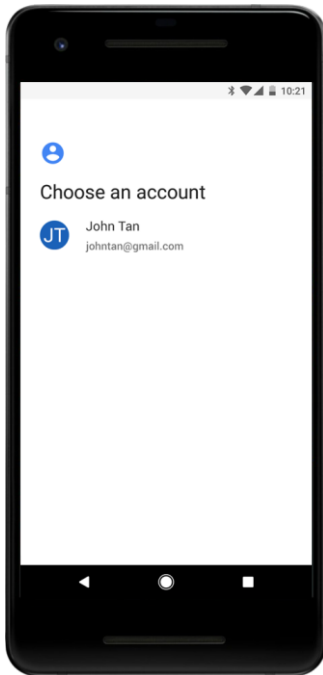


- Once your device is connected, continue set-up.

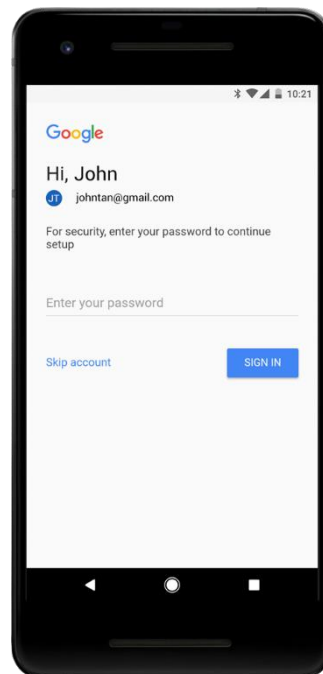
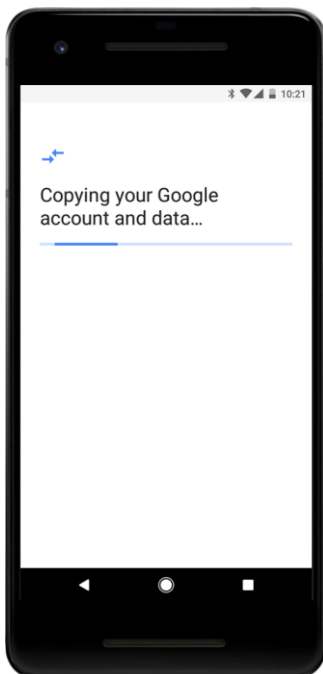


If you have not connected the Ethernet Cable to your Router, you will see this screen.

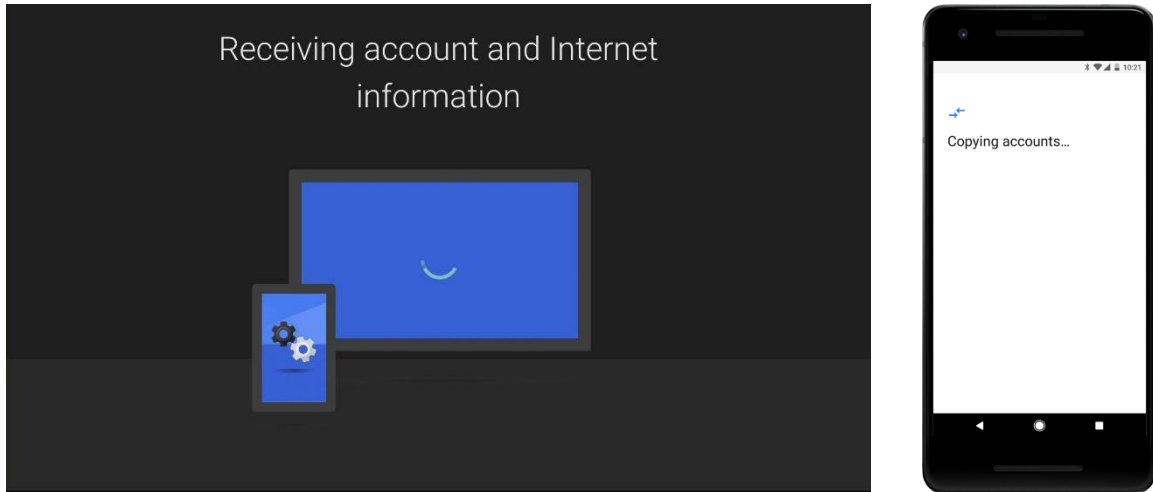
Select your Wi-Fi network to continue. Your Wi-Fi settings will be copied to the StarHub Go Streaming Box.



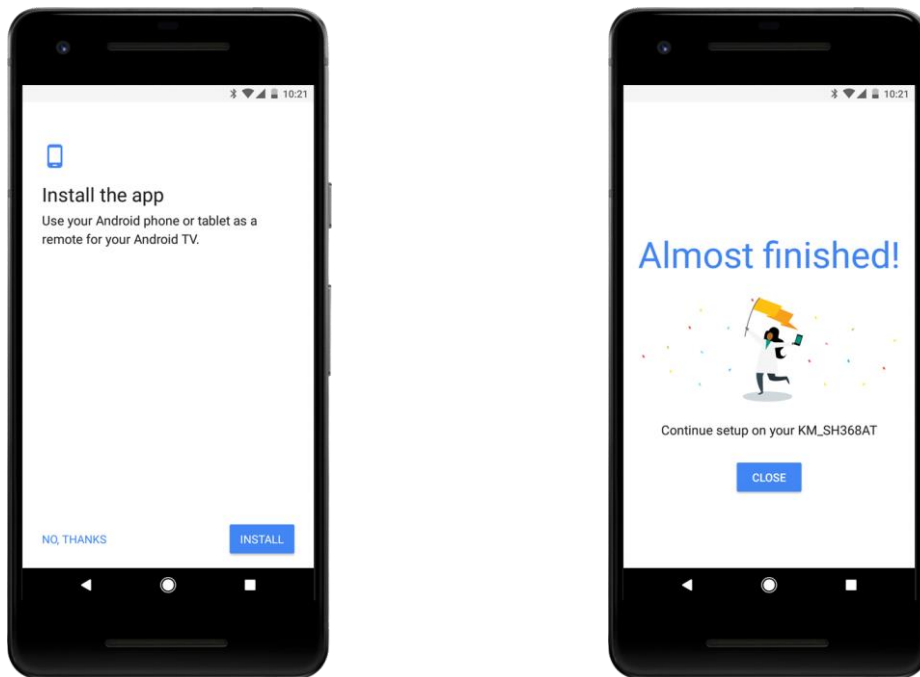
- Select your Google account.
- Press **Copy**.



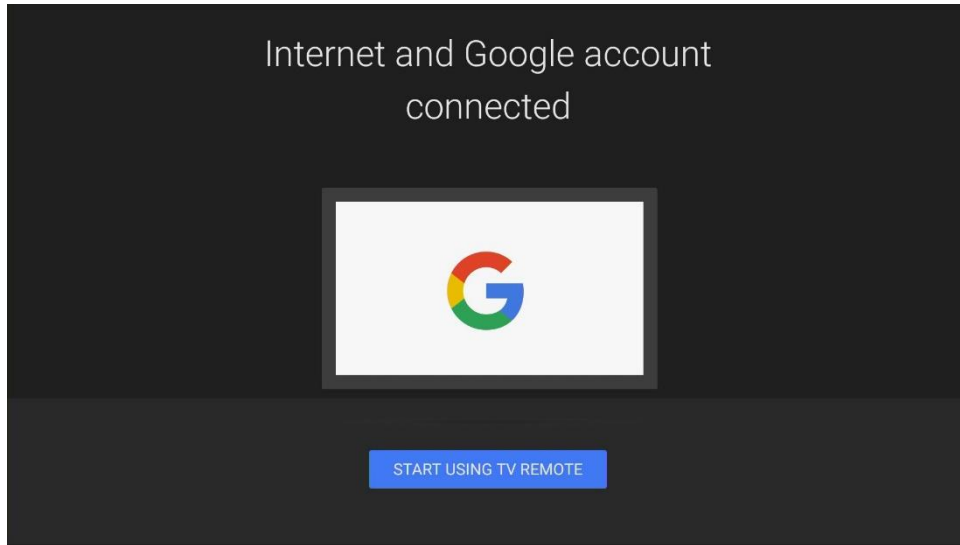
- For security, enter your password to continue set-up.



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

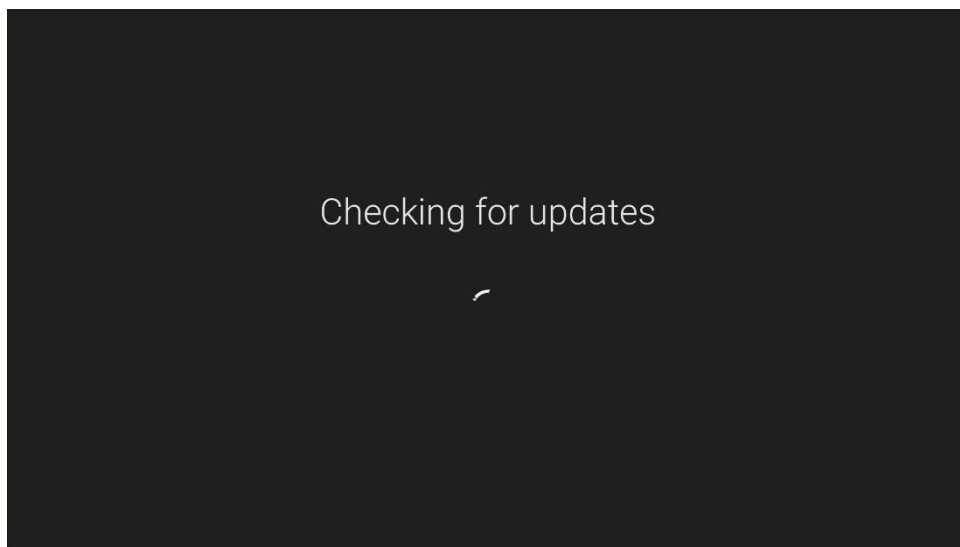


- **[Optional]** Google will recommend you to download and install the Android TV Remote app from the Google Play Store.
 - Select **No, Thanks** to ignore
 - Select **Install** to proceed
- Press **Close** to continue set-up on the streaming box



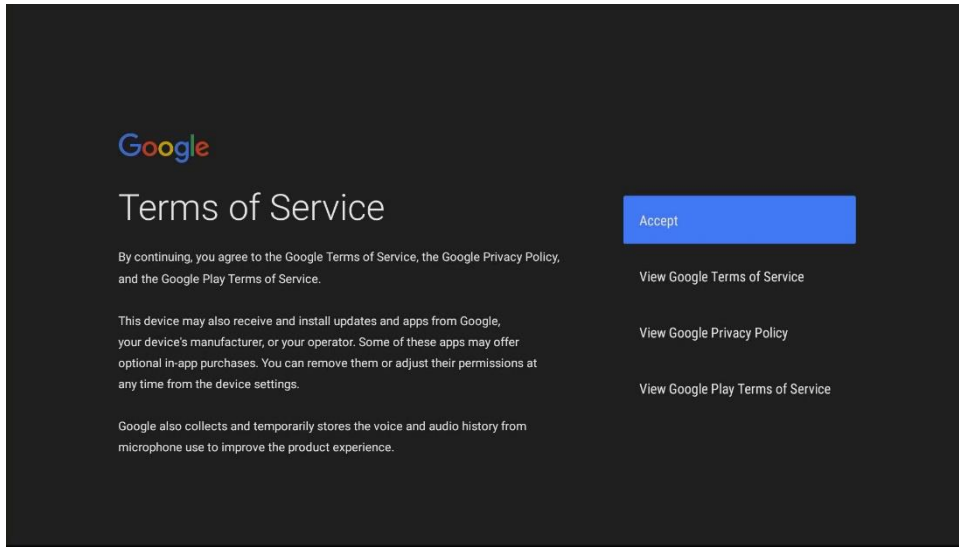
- Select **Start Using TV Remote** and press **OK** to continue

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

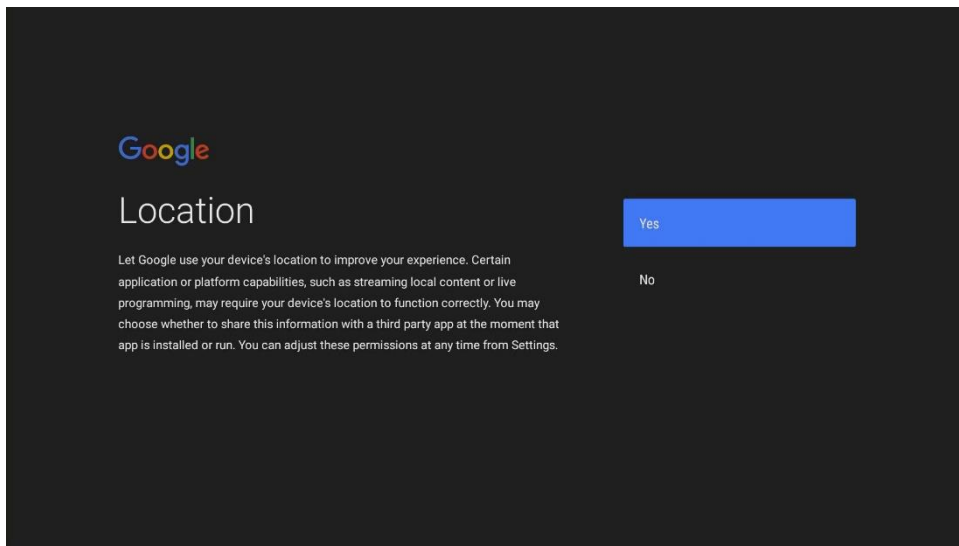


- If there is a new software update, it will be downloaded and installed automatically.

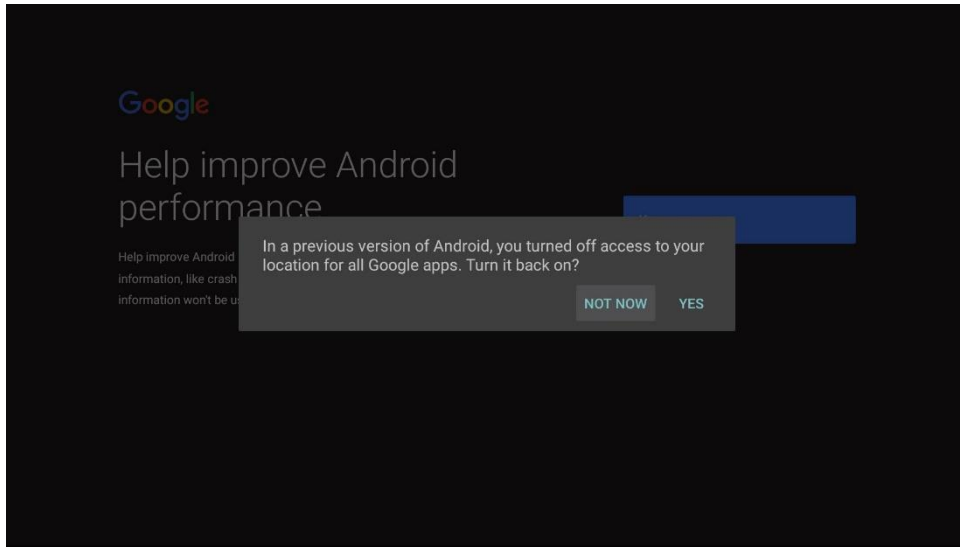
Step 4: Review Google Terms of Service and Grant Permissions for Google Services



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



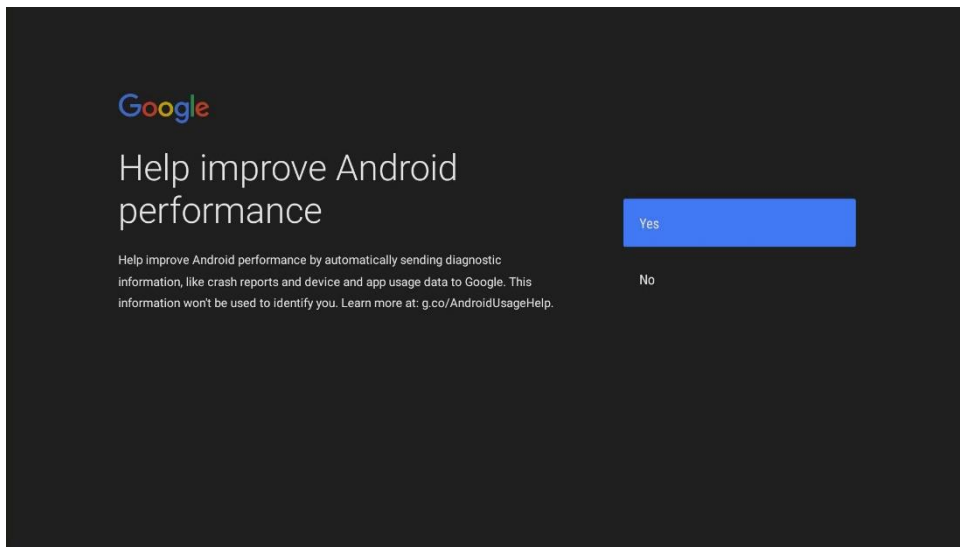
- Confirm if you would like to grant Google permission to use your device location.



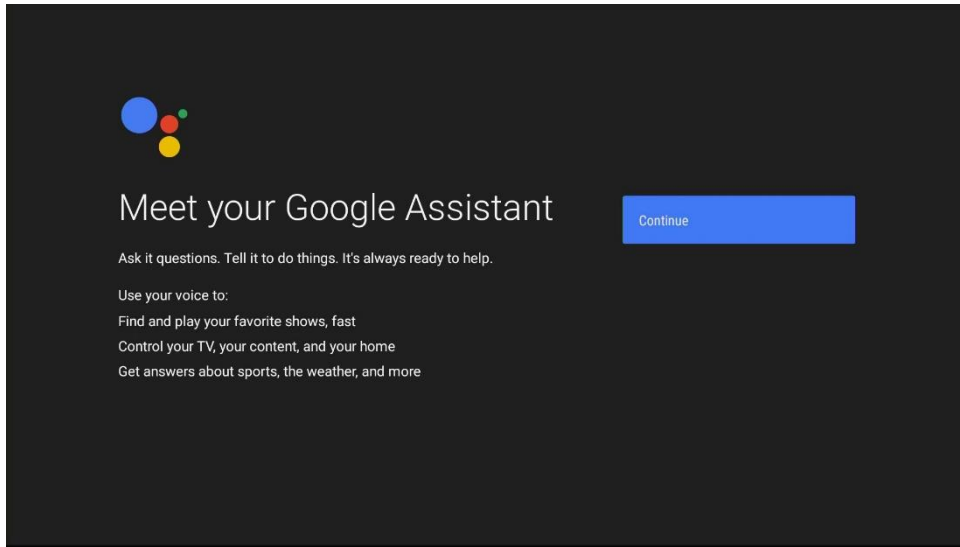
[!]

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).

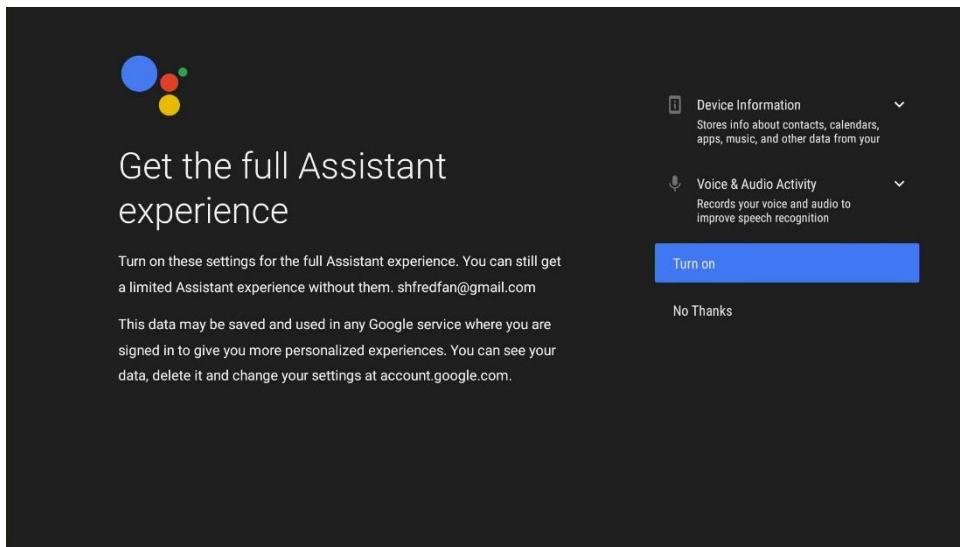
You will have the option to either select **Not Now** or **Turn it back on**.



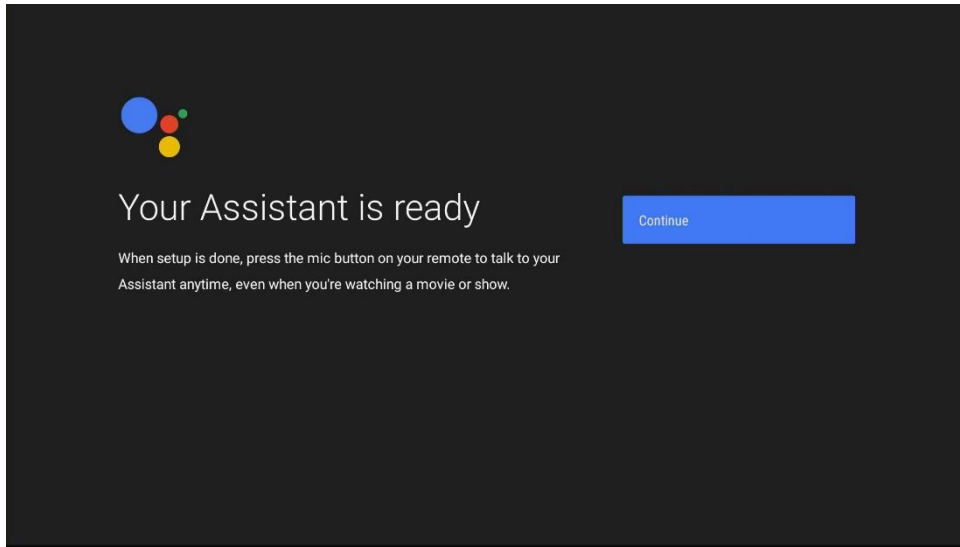
- Confirm if you would like to help improve Android performance by automatically send diagnostic information, like crash reports and device and app usage data to Google.



- Select **Continue**.



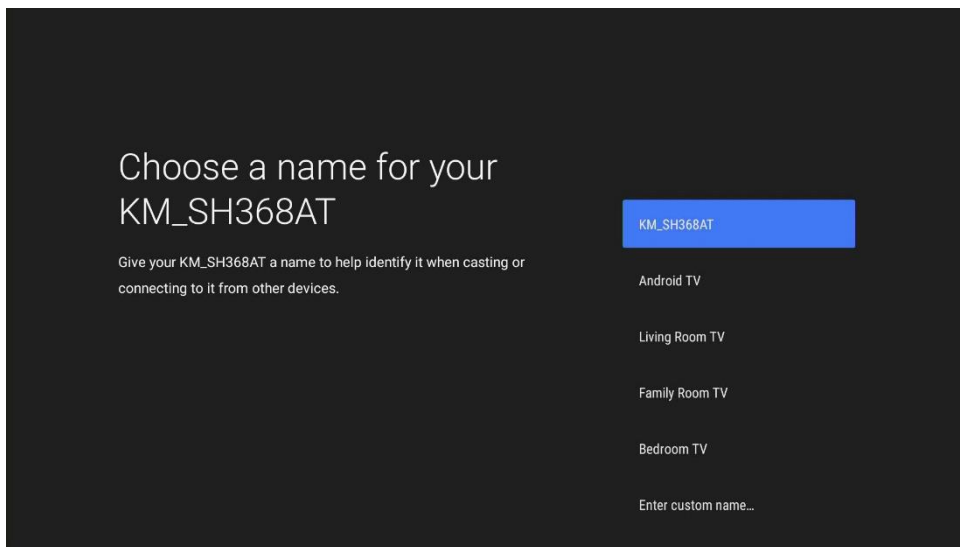
- Option to review what Device Information Google Assistant will use.
- Option to review what Voice & Audio Activity Google Assistant will use.
- Select **Turn on** to get the full Google Assistant experience or Select **No Thanks** to continue with a limited Google Assistant experience.



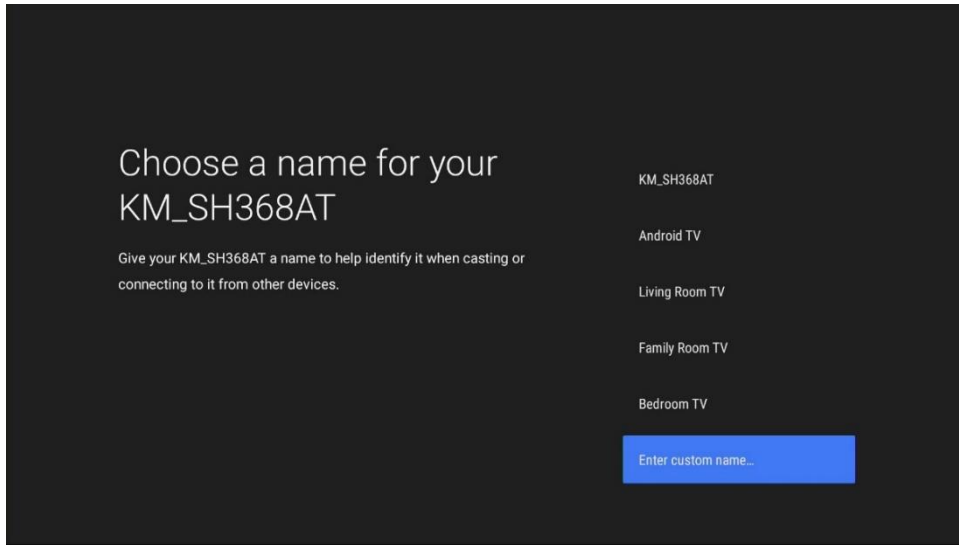
- Select **Continue**.

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

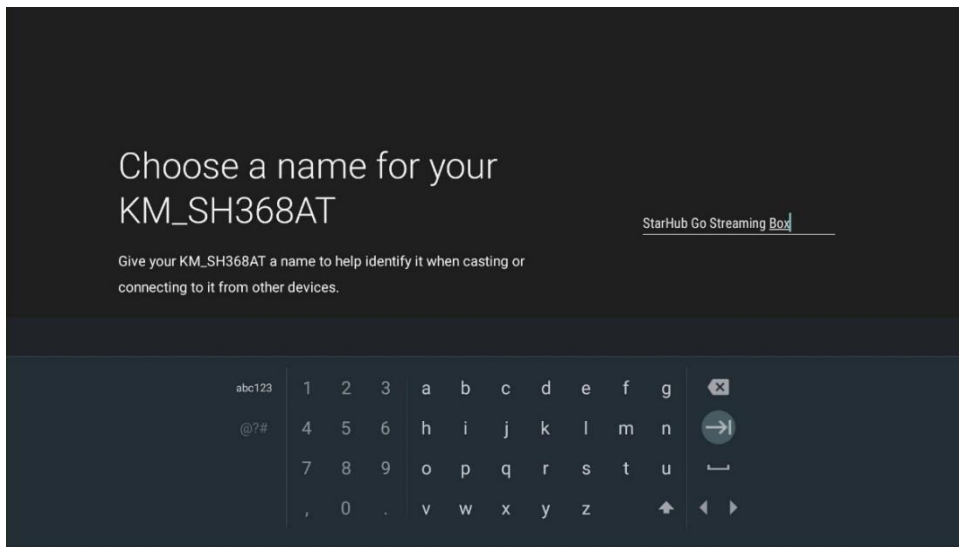
[!] This name will be used to identify your StarHub Go Streaming Box for Chromecast and Screen Casting.



- The default name is KM_SH368AT which is the model number of the streaming box.

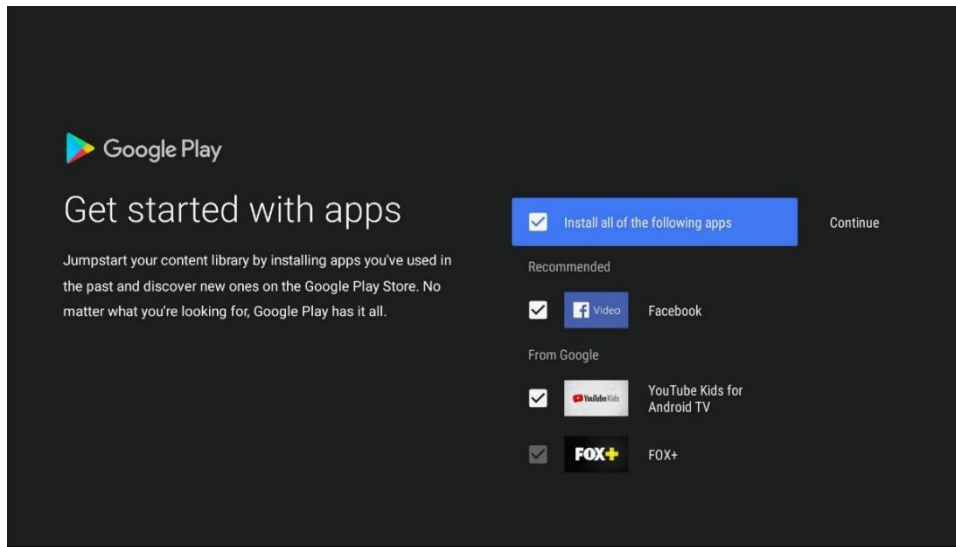


- Select **Enter custom name...** to change the default name.



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

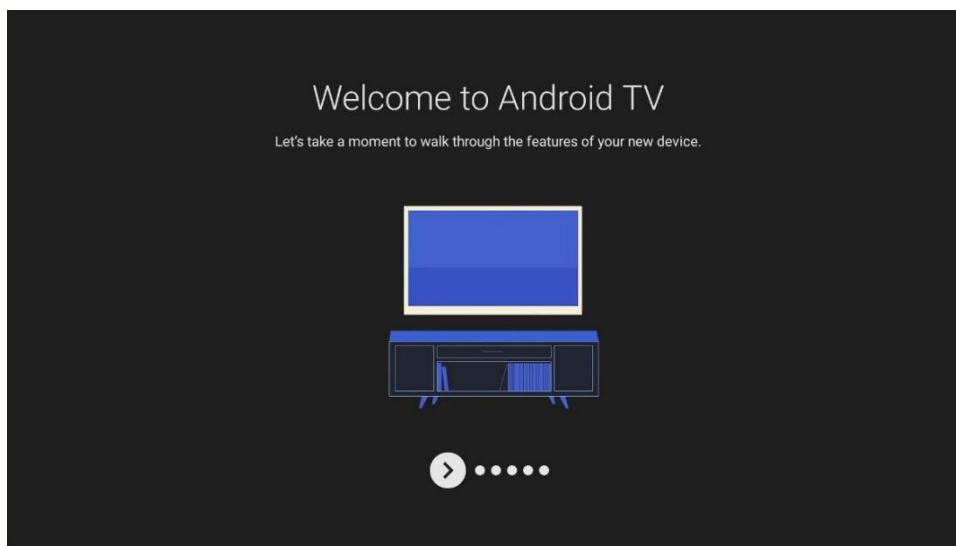
Step 6: Get Started with Apps from Google Play



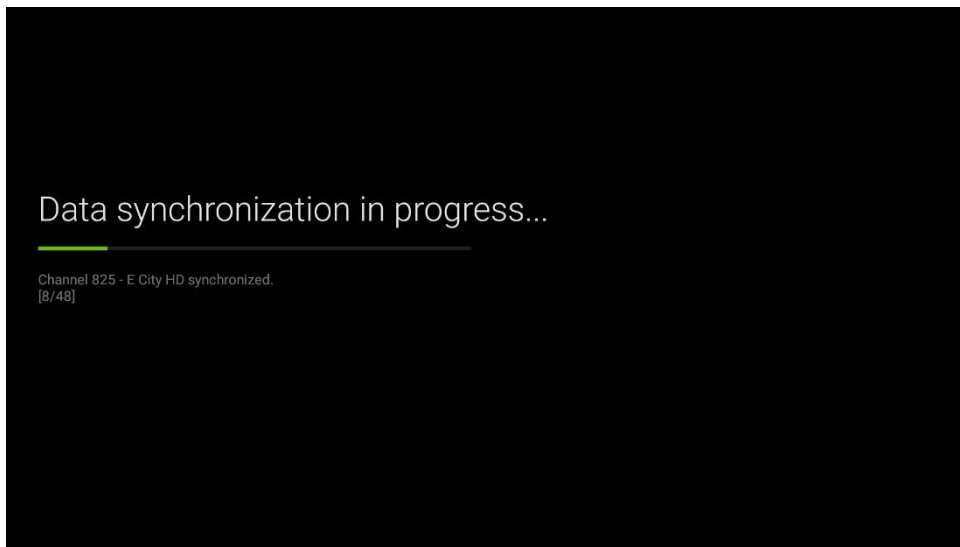
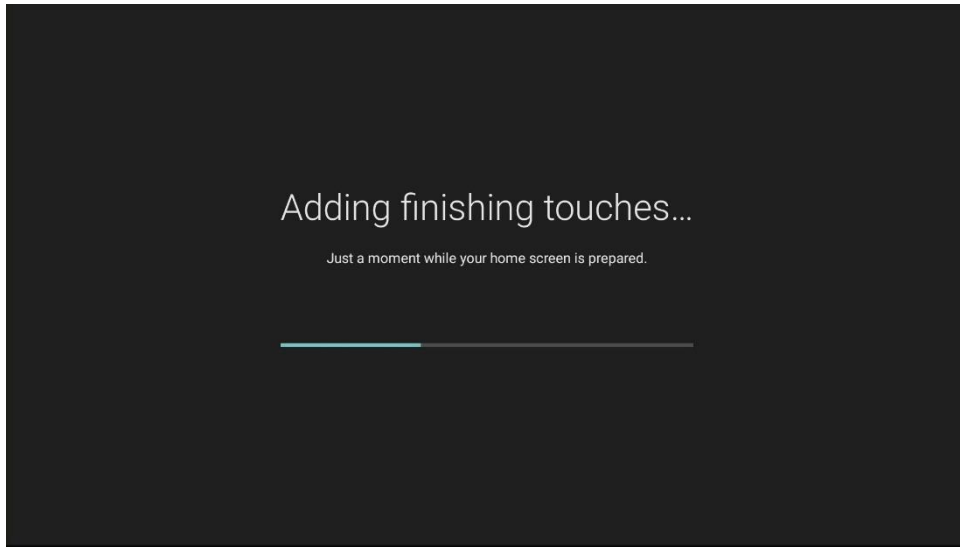
- Google Play will recommend you apps to install based on your download history on your Google account. You can uncheck these recommended apps.

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

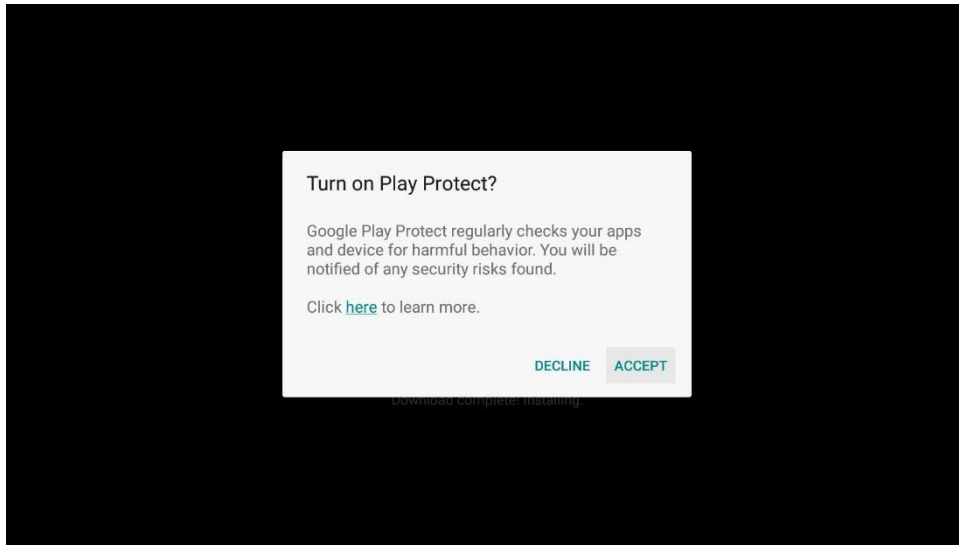
Step 7: Complete the Android TV tutorial



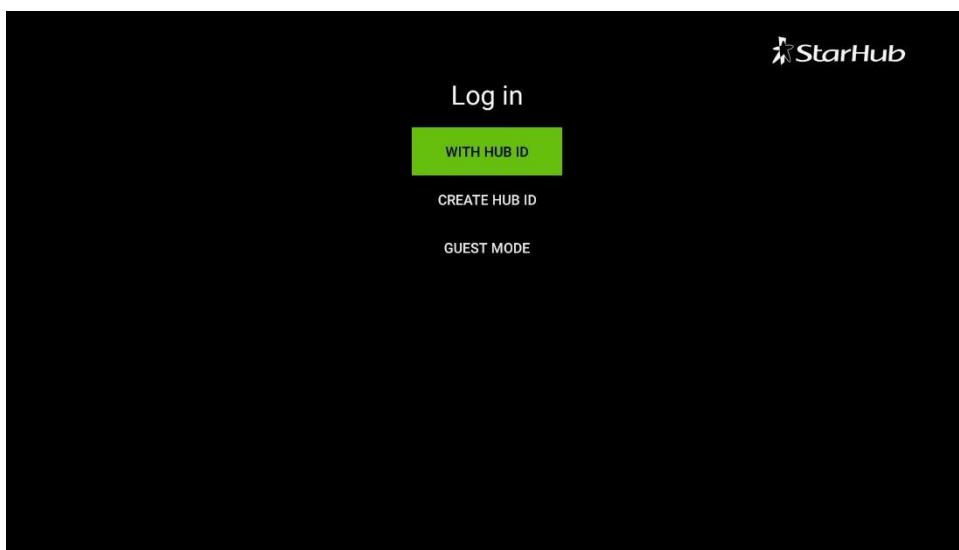
Step 8: Completing Set-Up



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



- 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** or **Accept**.



- Lastly, you will reach the StarHub Login screen.

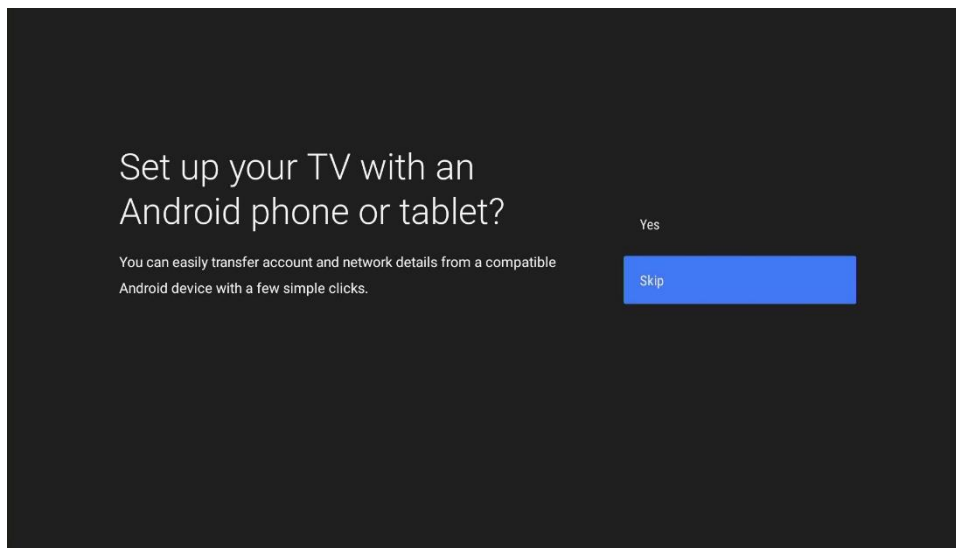
For more information on creating a Hub iD, refer to Page 36.

Setting up directly on the StarHub Go Streaming Box

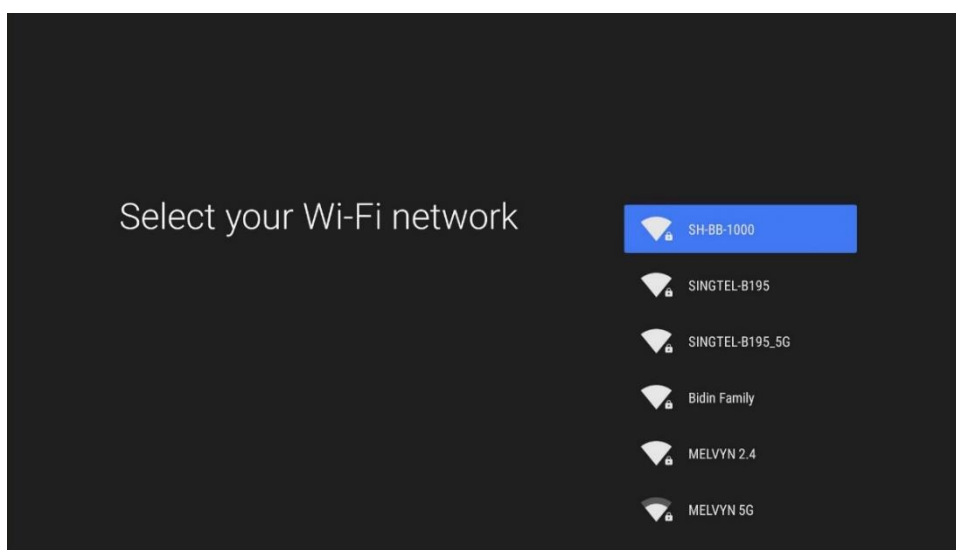
[!] If you have set up using your Android device, skip to Page 36.

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

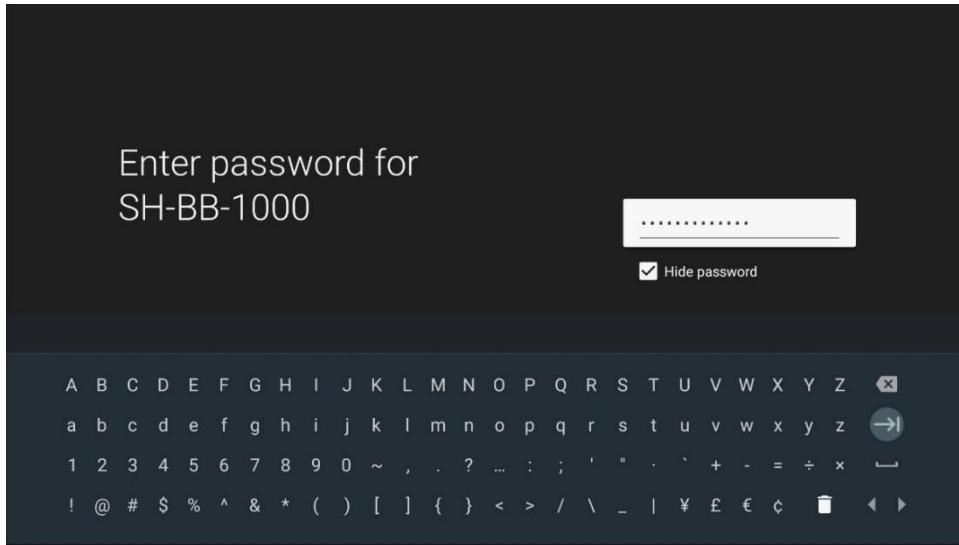
Step 1: Select Skip to set up directly on the StarHub Go Streaming Box



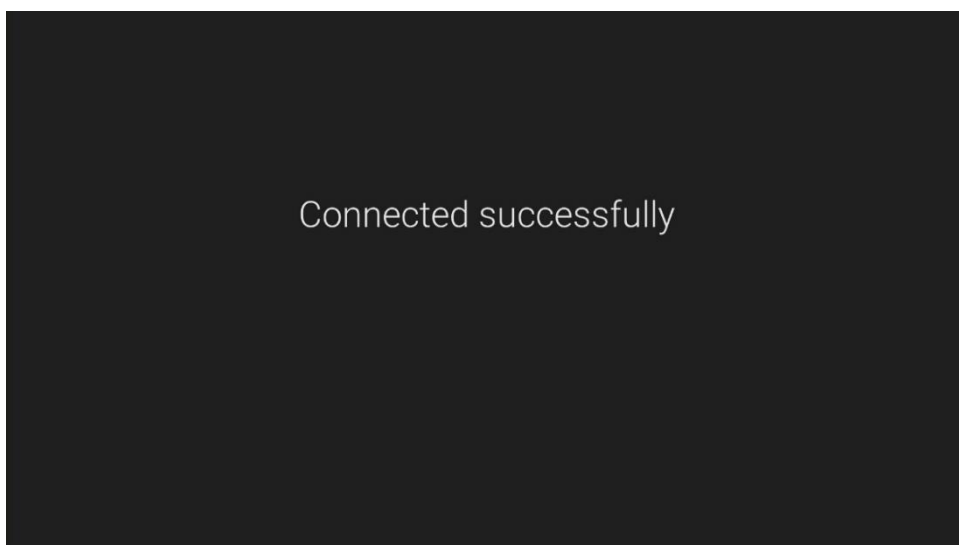
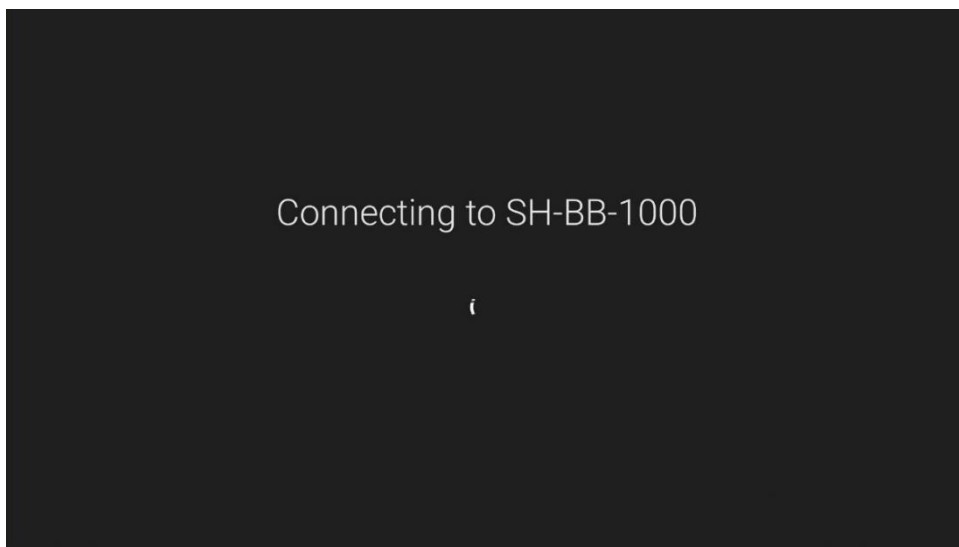
Step 2: Select your Wi-Fi network



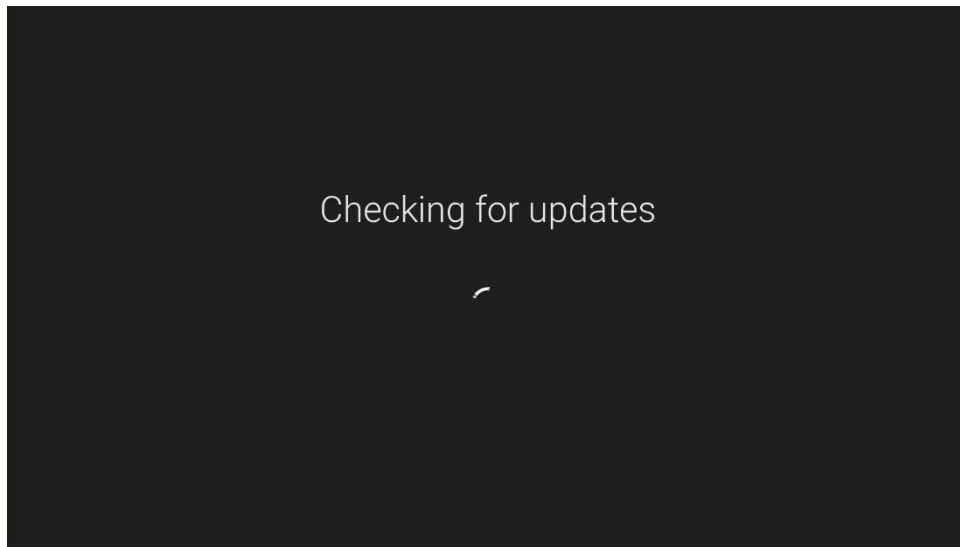
- If you have not connected the Ethernet Cable to your Router, you will be prompted to select your Wi-Fi network.



- Enter your password using the on-screen keyboard.

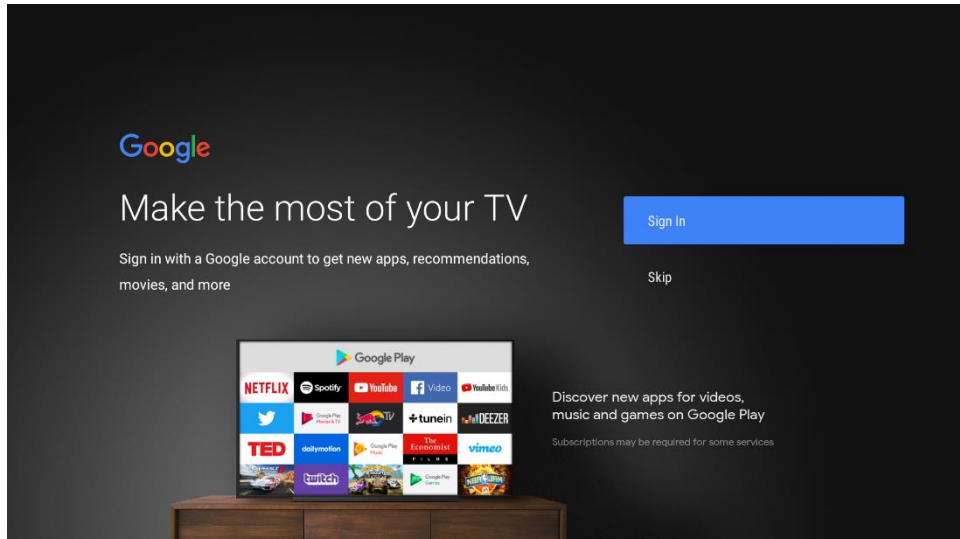


Step 3: The streaming box will proceed to check for new software updates.

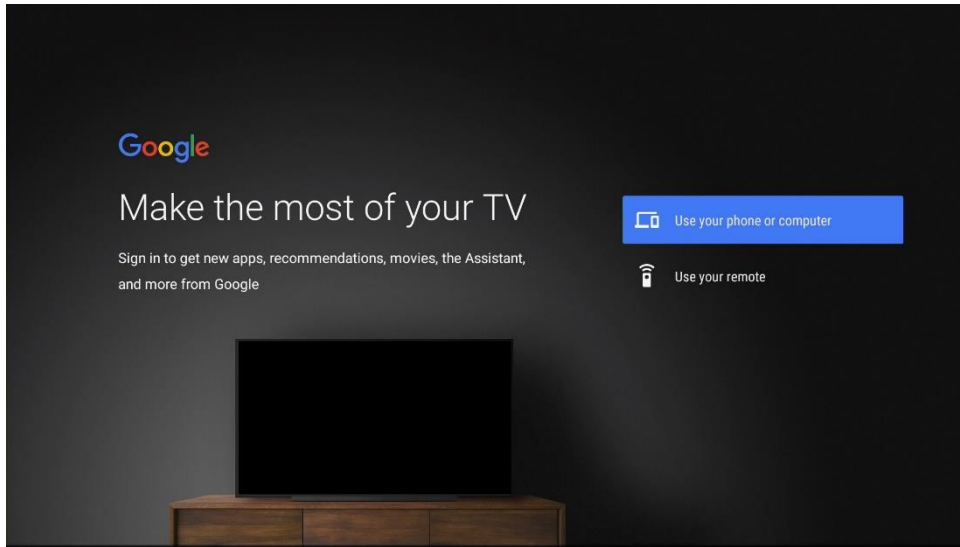


- If there is a new software update, it will be downloaded and installed automatically.

Step 4: Sign In to your Google Account

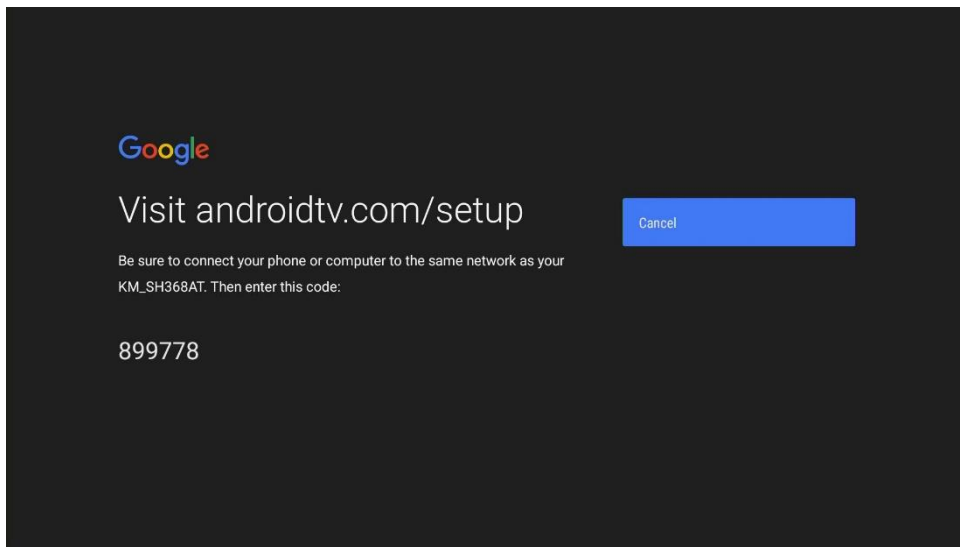


- To sign in to your Google account, select **Sign In**.

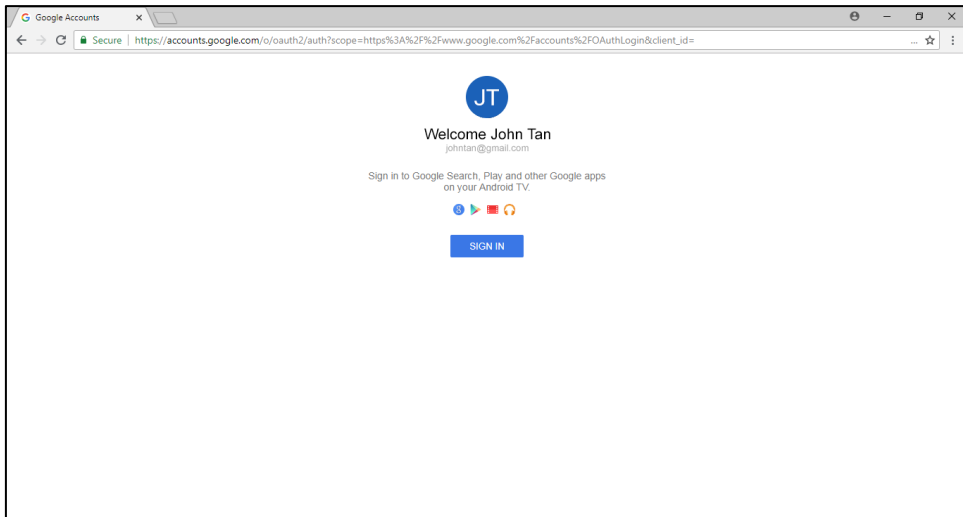
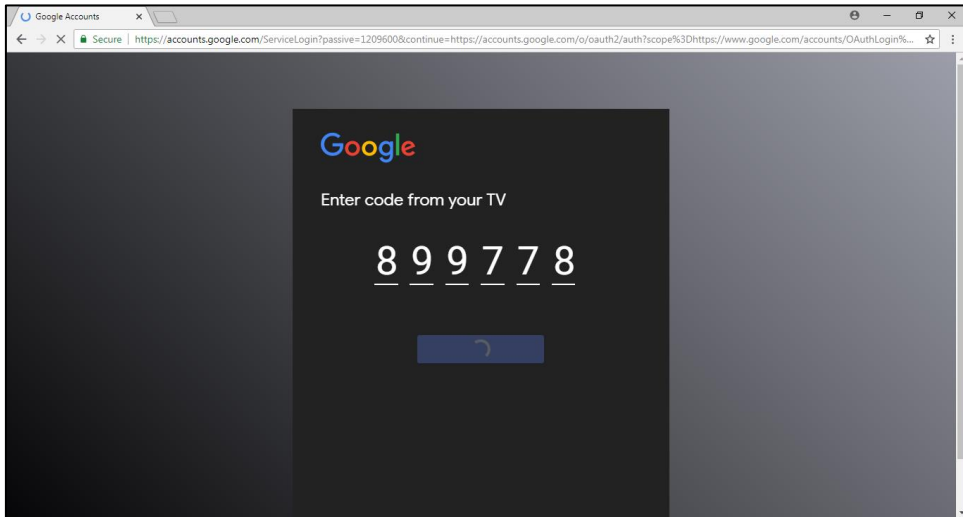
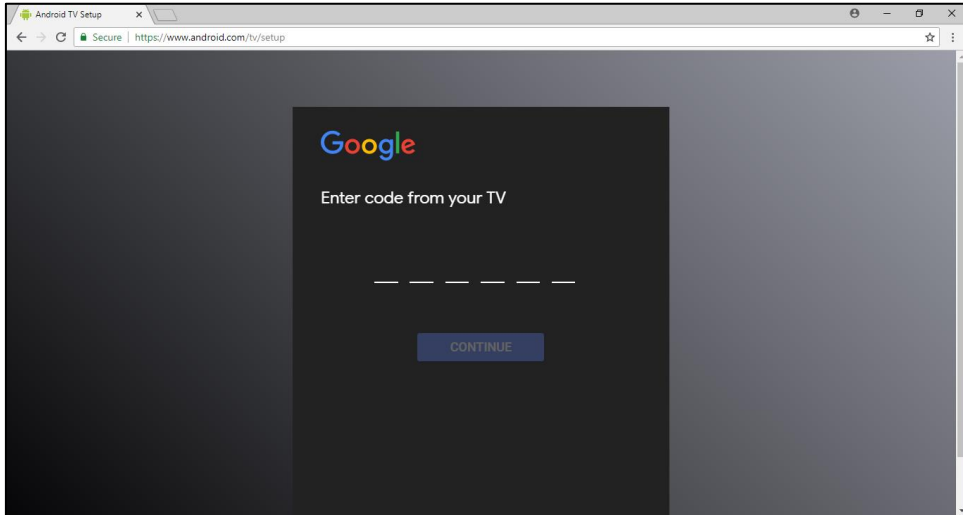


- Option to sign in using **your phone or computer** or using **your remote control**.

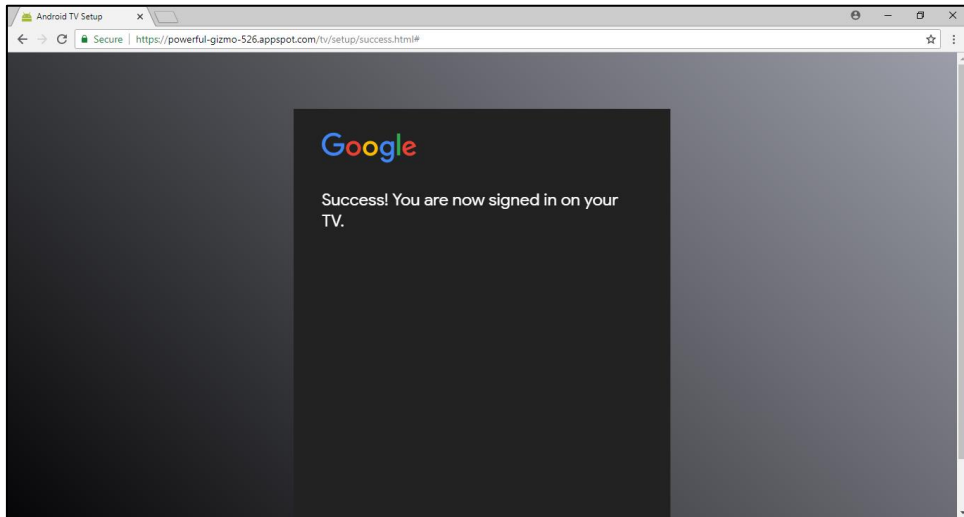
For Phone or Computer:



- 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.

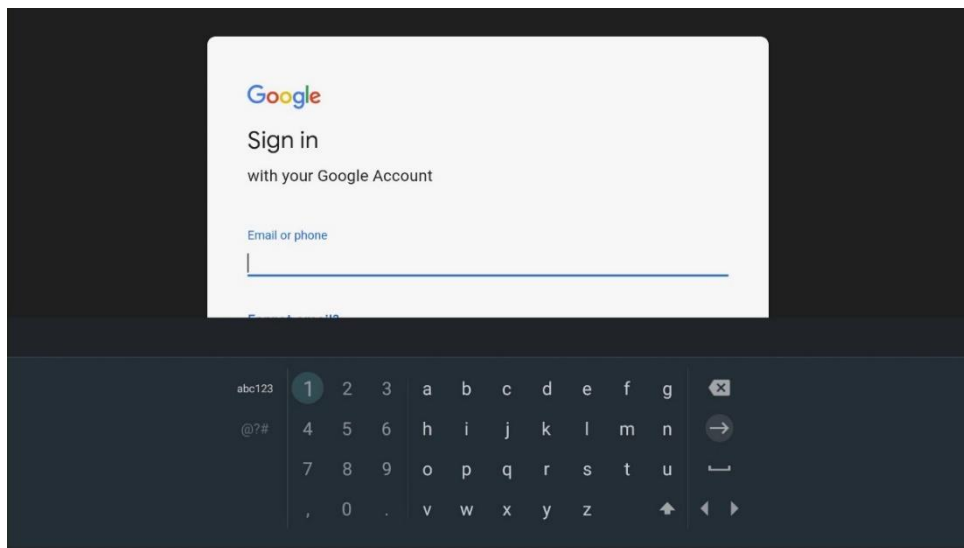


- Sign in to your Google account on your phone or computer browser.

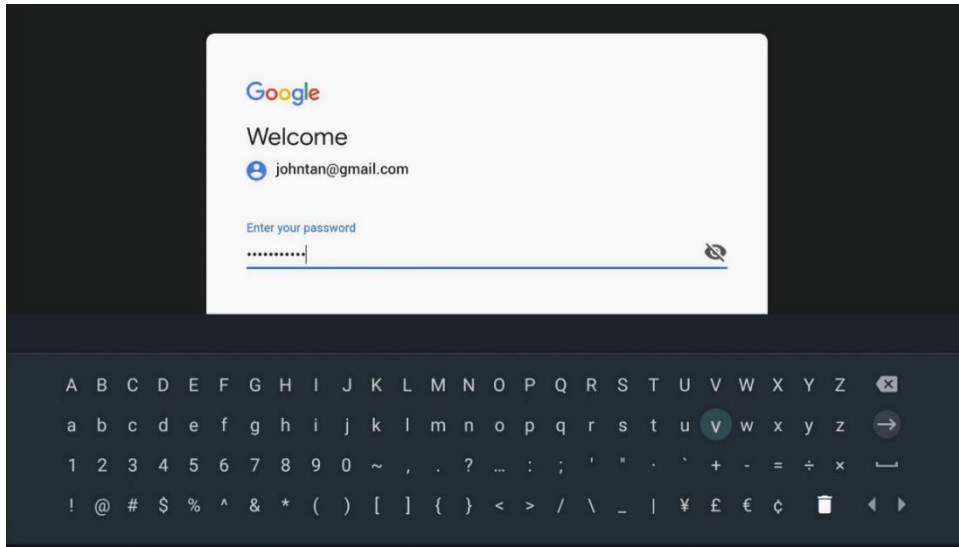


- You will see the **Success** message upon signing in.

For TV Remote Control

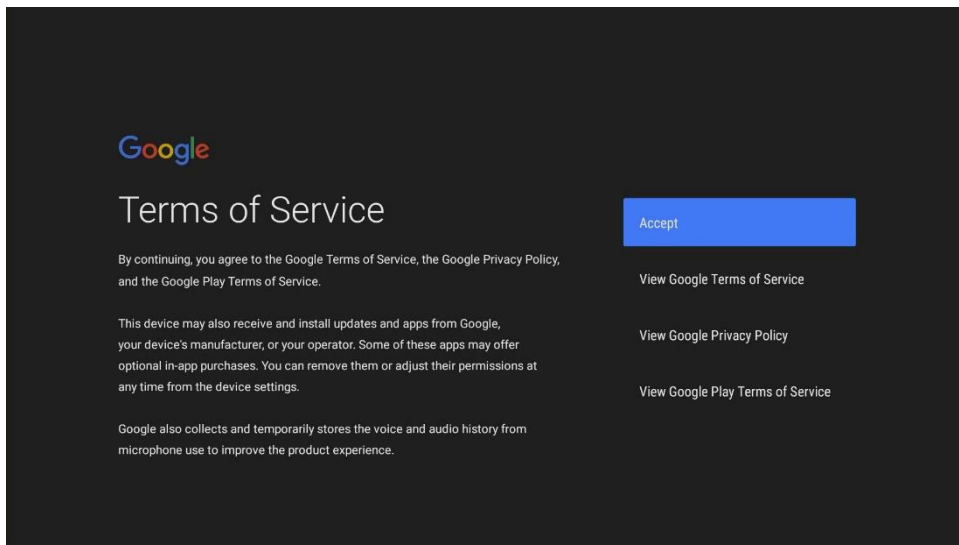


- Enter your Google account login using the on-screen keyboard.

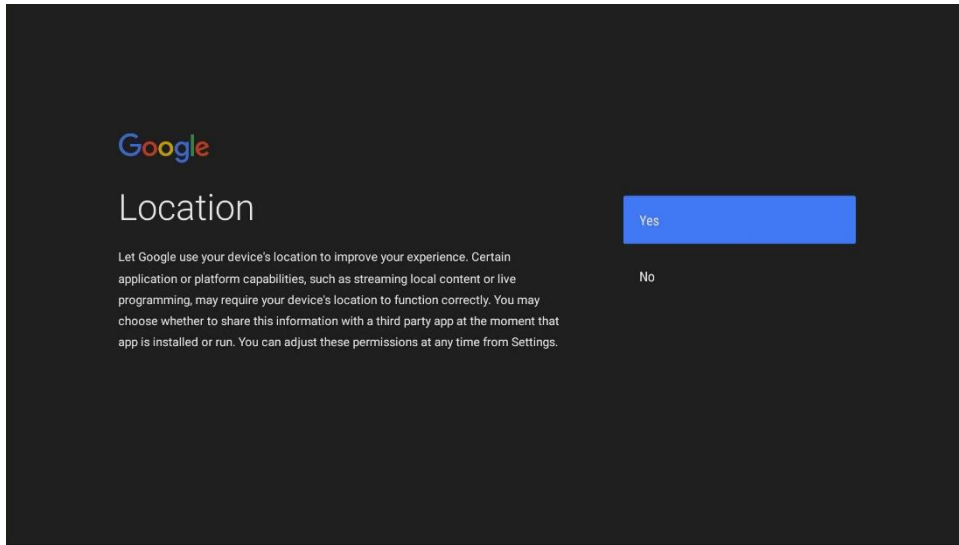


- Enter your password using the on-screen keyboard.

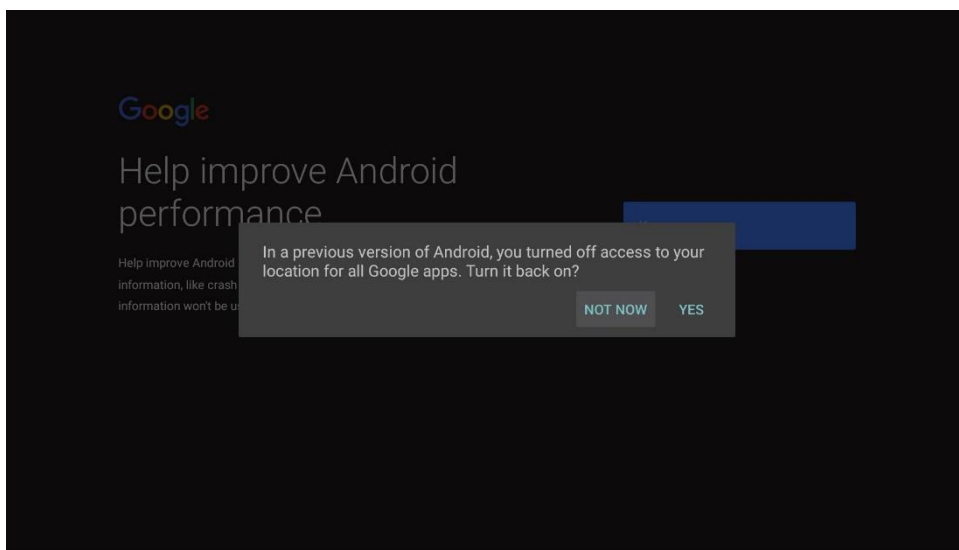
Step 5: Review Google Terms of Service and Grant Permissions for Google Services



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

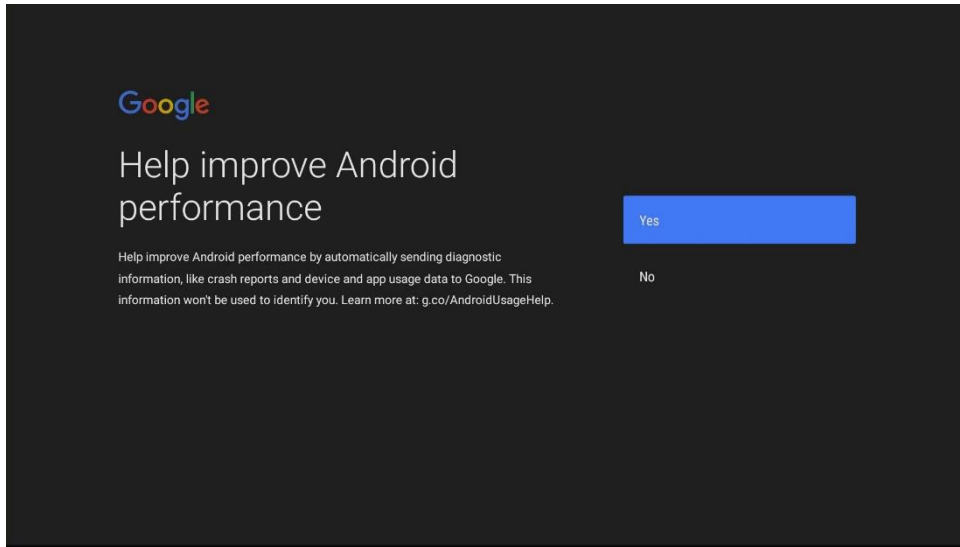


- Confirm if you would like to grant Google permission to use your device location.



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).

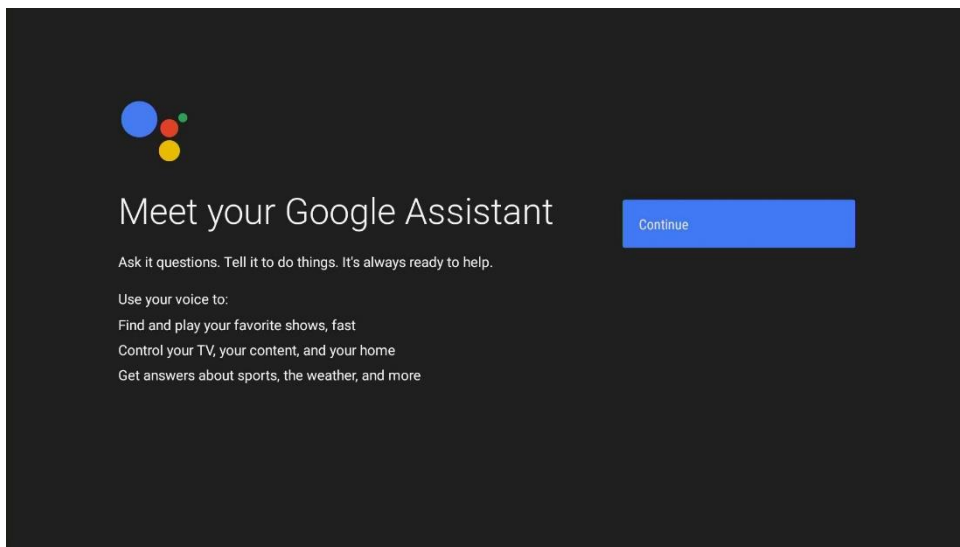
You will have the option to either select **Not Now** or **Turn it back on**.



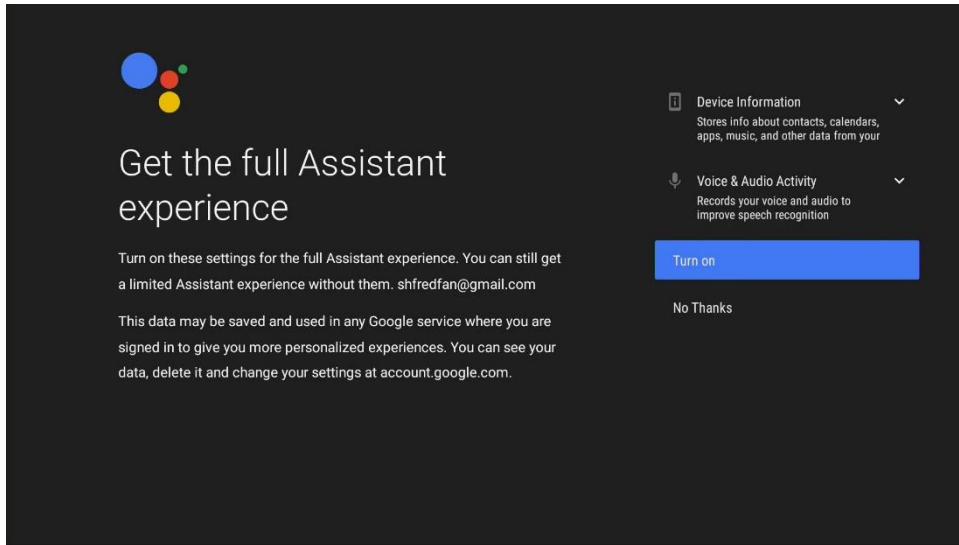
- Confirm if you would like to help improve Android performance by automatically send diagnostic information, like crash reports and device and app usage data to Google.



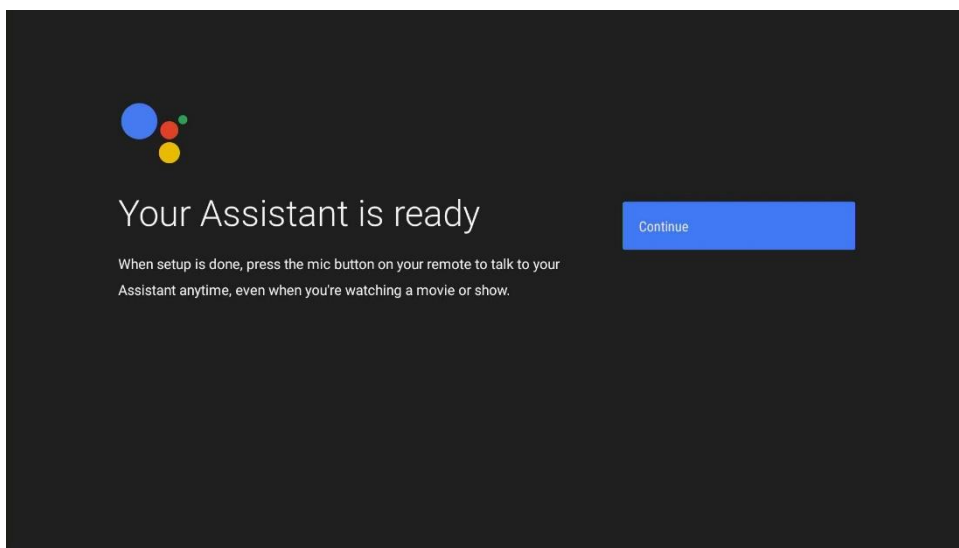
If you have skipped the sign-in step to a Google account, you will not see the Google Assistant set-up.



- Select **Continue**.



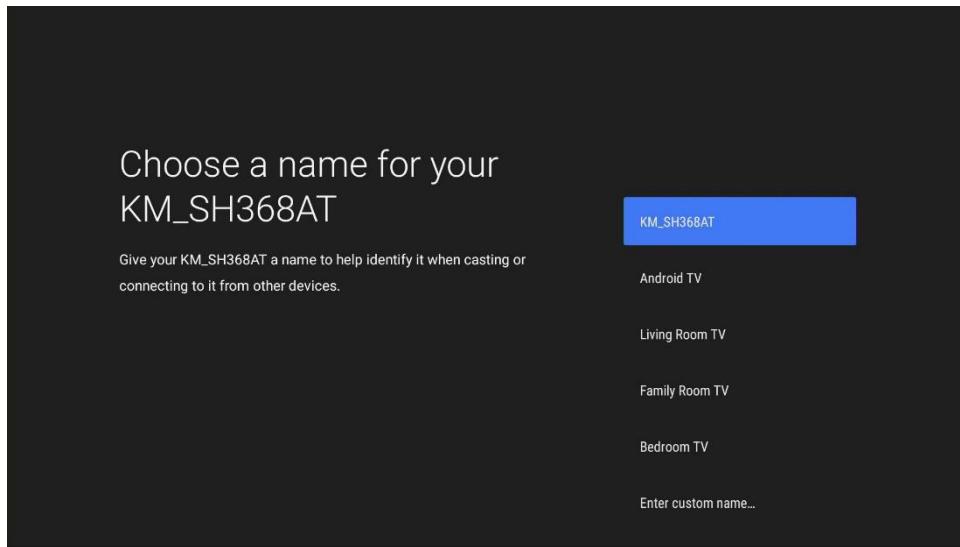
- Option to review what Device Information Google Assistant will use.
- Option to review what Voice & Audio Activity Google Assistant will use.
- Select **Turn on** to get the full Google Assistant experience or Select **No Thanks** to continue with a limited Google Assistant experience.



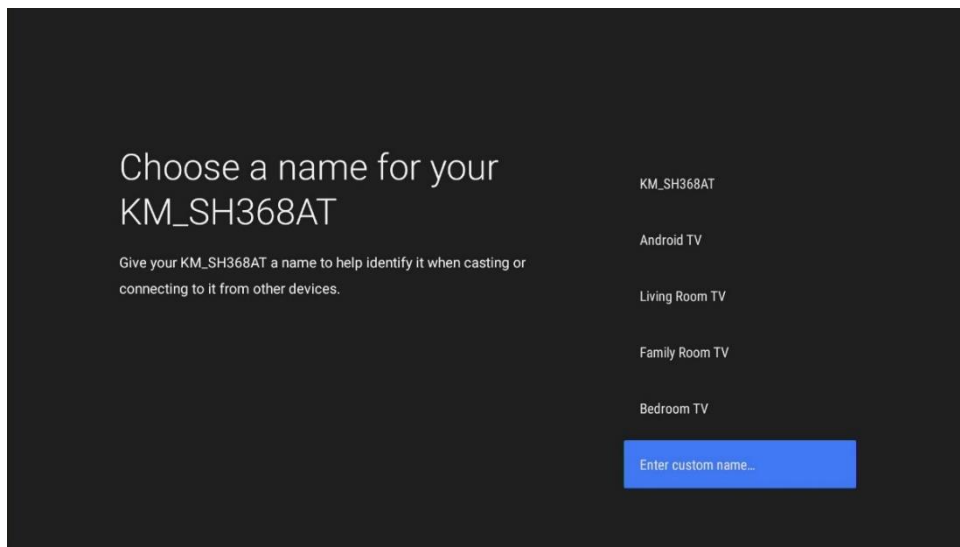
- Select **Continue**.

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

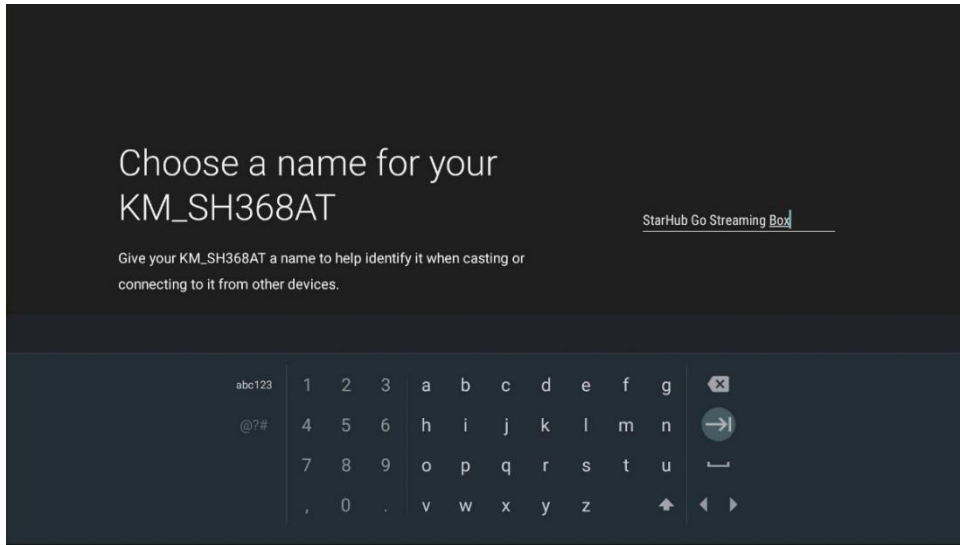
This name will be used to identify your StarHub Go Streaming Box for Chromecast and Screen Casting.



- The default name is KM_SH368AT which is the model number of the streaming box.

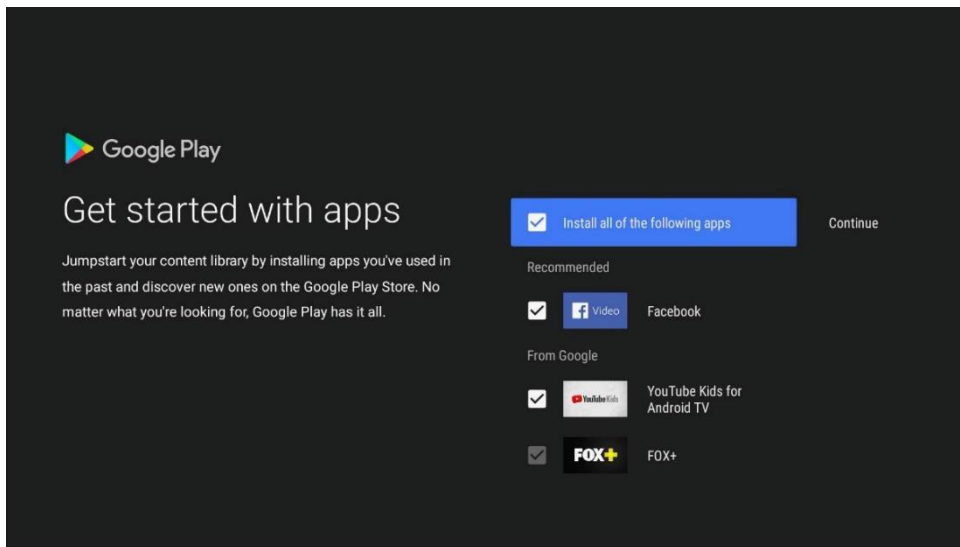


- Select **Enter custom name...** to change the default name.



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

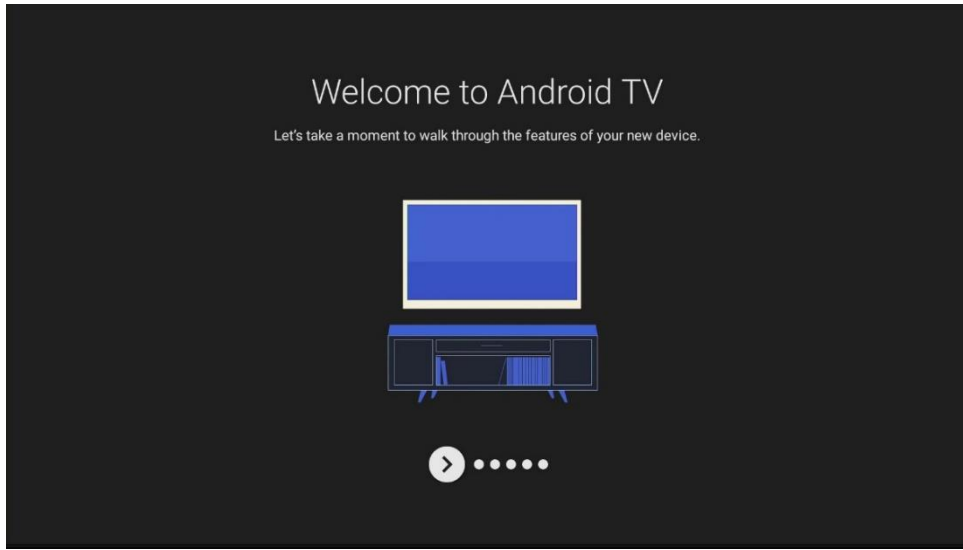
Step 6: Get Started with Apps from Google Play



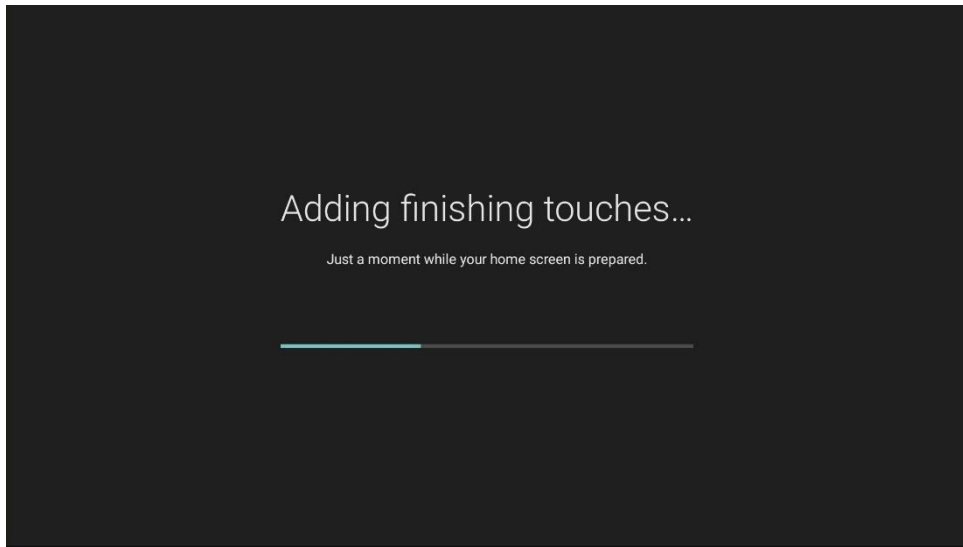
- Google Play will recommend you apps to install based on your download history on your Google account. You can uncheck these recommended apps.
- If you have skipped the sign-in step to a Google account, you will not see the recommended apps.

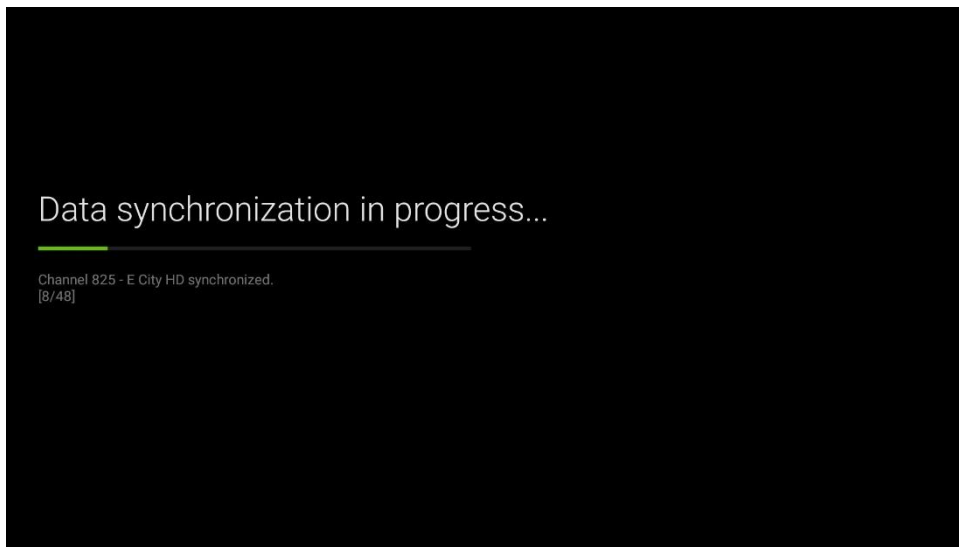
[!] FOX+ is a StarHub preloaded app and cannot be unchecked.

Step 7: Complete the Android TV tutorial

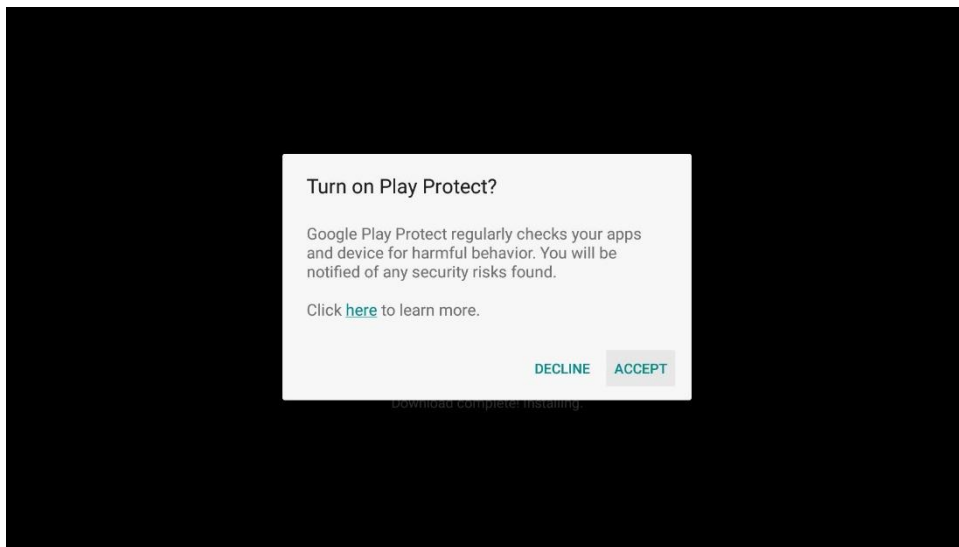


Step 8: Completing Set-Up

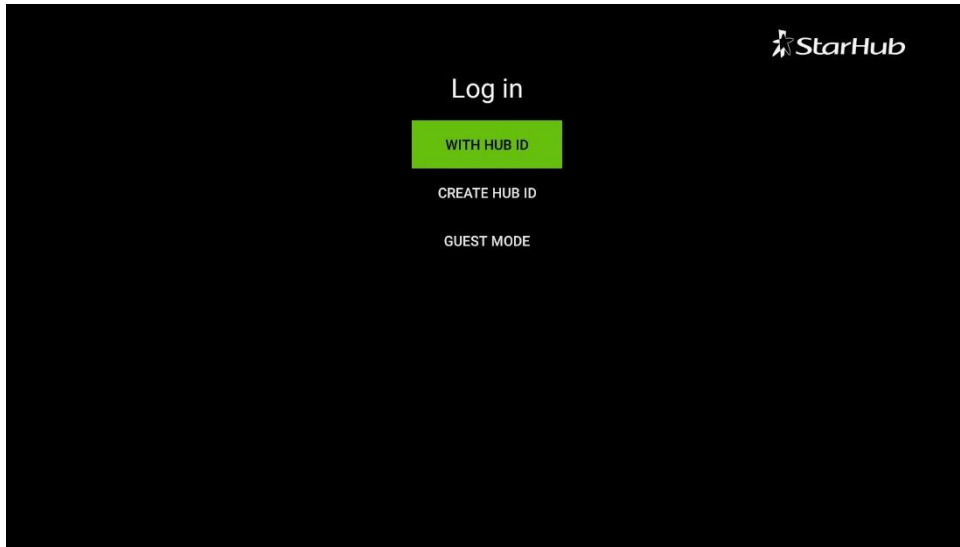




- The StarHub Go Launcher will take a while to synchronize all the StarHub Go content and metadata.



- 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** or **Accept**.

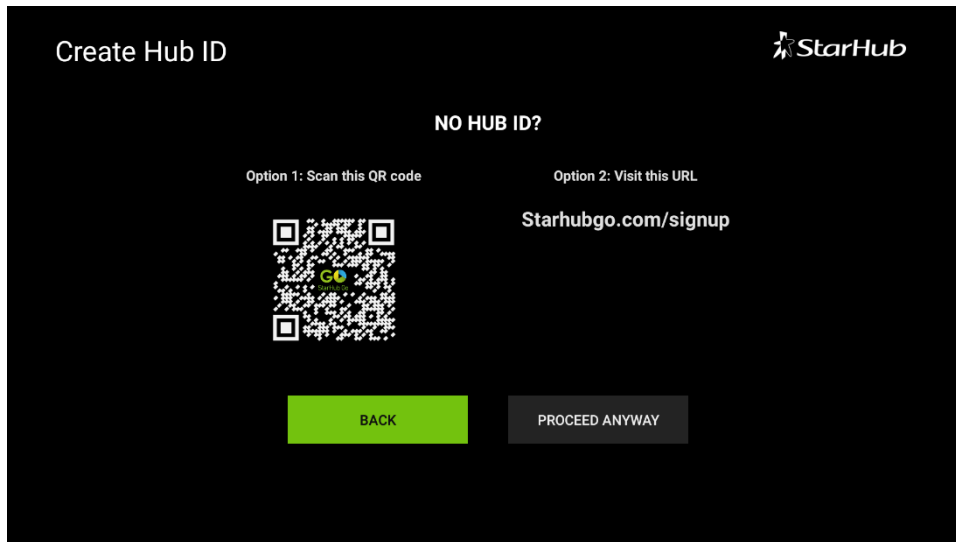


- Lastly, you will reach the StarHub Login screen.

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

Creating a Hub ID

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



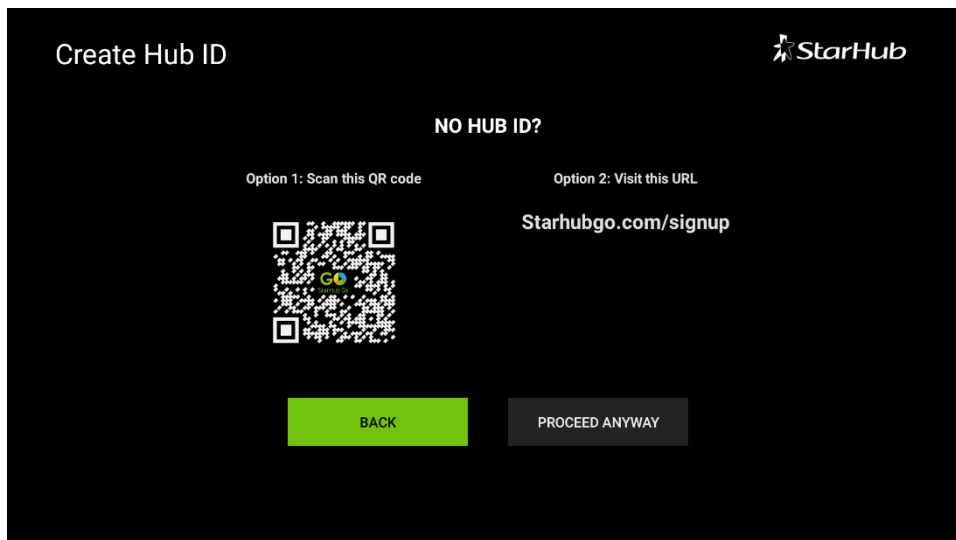
- If you choose either Option 1 or Option 2 on-screen, please refer to the next section below for a step-by-step guide.
- Should you choose to Proceed Anyway option to continue creating Hub ID on TV using your remote control, please refer to Page 41 for the guided flow.

Creating of Hub ID on Web/Mobile:

Step 1: Scan QR Code or Visit URL



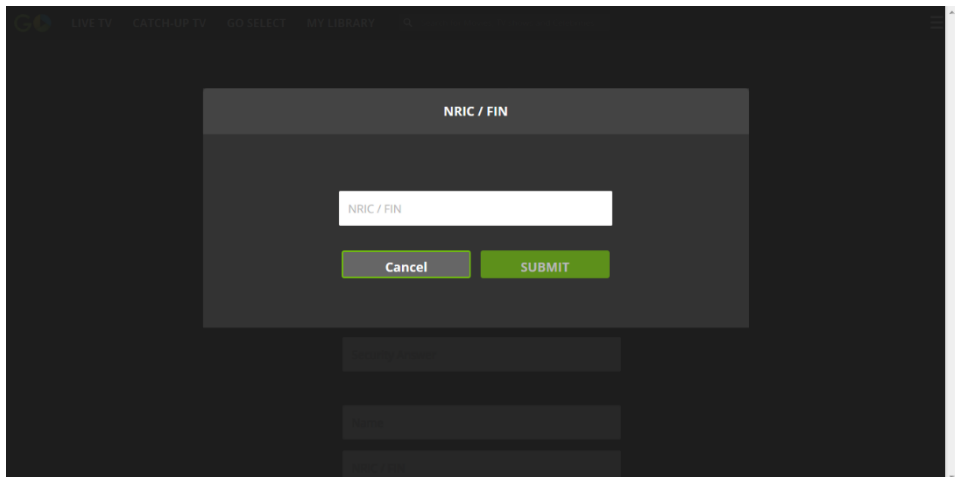
Choose Option 1 if you have a QR code scanner app on your mobile device, or Option 2 if you would like to enter the URL directly on your browser instead.



- Choose either of the following options:
 - Use a QR code scanner (this is a separate app 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 (www.starhubgo.com/signup) 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

A screenshot of a mobile application interface. At the top, there is a dark header with the text "NRIC / FIN" in white. Below the header is a white text input field with the placeholder text "NRIC / FIN". Underneath the input field are two buttons: a grey "Cancel" button on the left and a green "SUBMIT" button on the right. The background of the screen is dark and shows some blurred elements of the application.

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

Step 3: Fill in particulars

The screenshot shows the 'Create Hub ID' registration form on the StarHub Go website. The form is centered on a dark background and contains the following fields and options:

- Login ID (enter your email)
- Password
- Confirm Password
- Security Question (dropdown menu)
- Security Answer
- Name
- S0611850Z
- Mobile No.
- Captcha (displaying 'mstdea')
- Date of Birth
- GENDER: MALE FEMALE
- CONTINUE** button
- Get most out of your StarHub Go subscription with content updates and more
- By clicking 'CONTINUE', I understand and agree to be bound by the Terms of Use and Privacy Policy

At the bottom of the page, there are social media icons for Facebook, Google+, Twitter, and LinkedIn, along with copyright information: © 2016 STARHUB, Privacy Policy, Terms & Conditions, Help, Where To Watch, and version number v3.2.25.

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

Step 4: Activate Hub ID

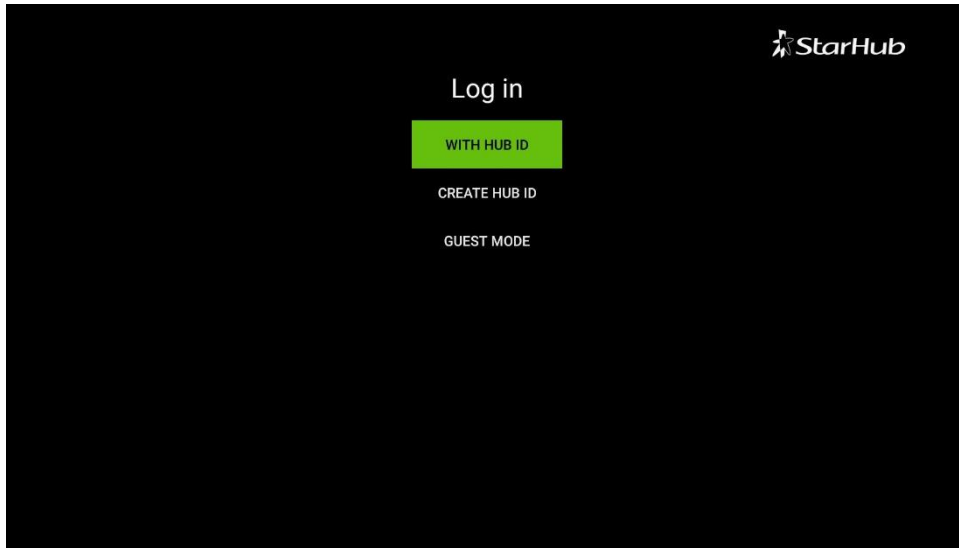
© 2016 STARHUB Privacy Policy Terms & Conditions Help Where To Watch v3.2.25

- 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.

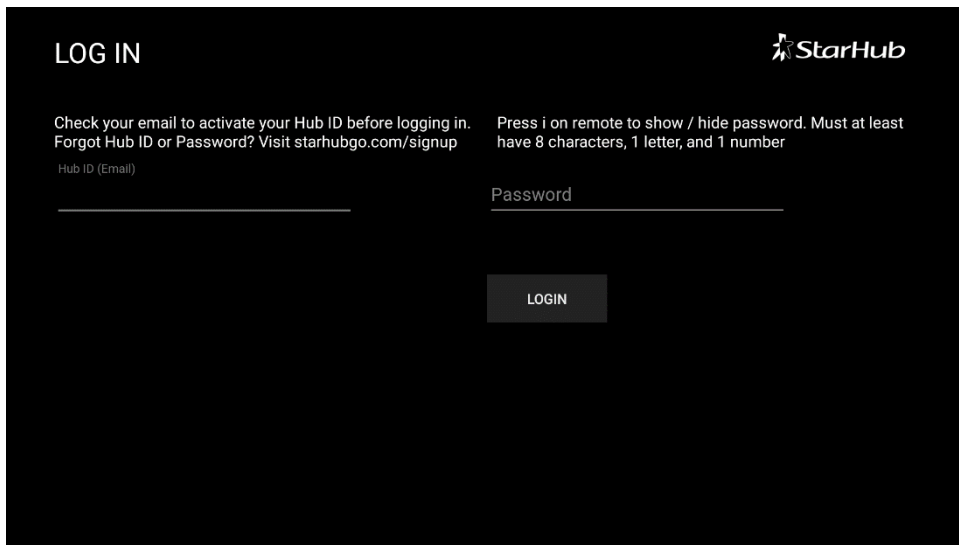
Step 5: Back to the StarHub Go Streaming Box

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

Step 6: Login and Start Watching!



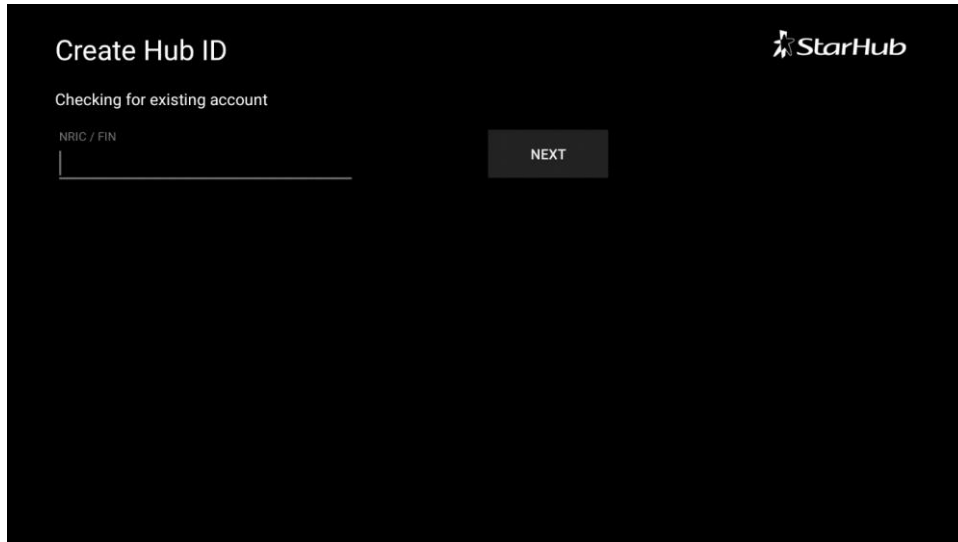
- Select *With Hub ID* option to proceed with Login.



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

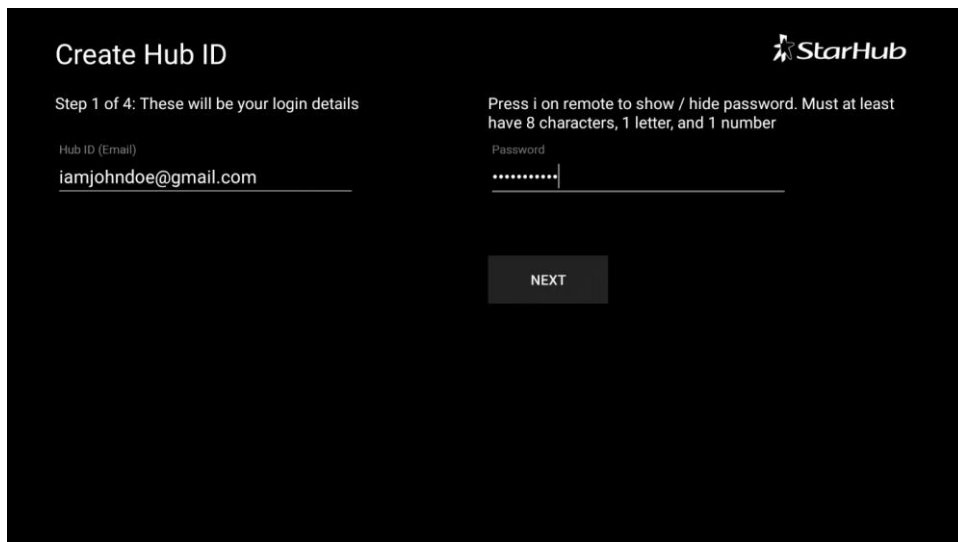
Creating of Hub ID on StarHub Go Streaming Box with remote control:

Step 1: Input NRIC/FIN



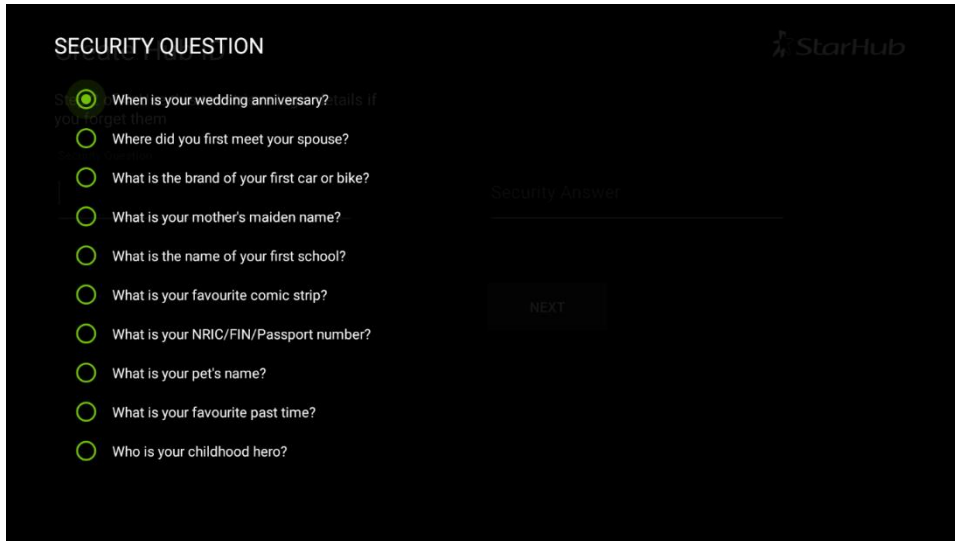
- Input your NRIC or FIN and select **Next**.

Step 2: Input Hub ID (Email) and Password



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

Step 3: Select a Security Question



The screenshot shows a screen titled "SECURITY QUESTION" with the StarHub logo in the top right corner. On the left, there is a vertical list of ten security questions, each with a radio button. The first question, "When is your wedding anniversary? (ails if you forget them)", is selected. To the right of the list, there is a "Security Answer" input field and a "NEXT" button.

SECURITY QUESTION StarHub

When is your wedding anniversary? (ails if you forget them)

Where did you first meet your spouse?

What is the brand of your first car or bike?

What is your mother's maiden name?

What is the name of your first school?

What is your favourite comic strip?

What is your NRIC/FIN/Passport number?

What is your pet's name?

What is your favourite past time?

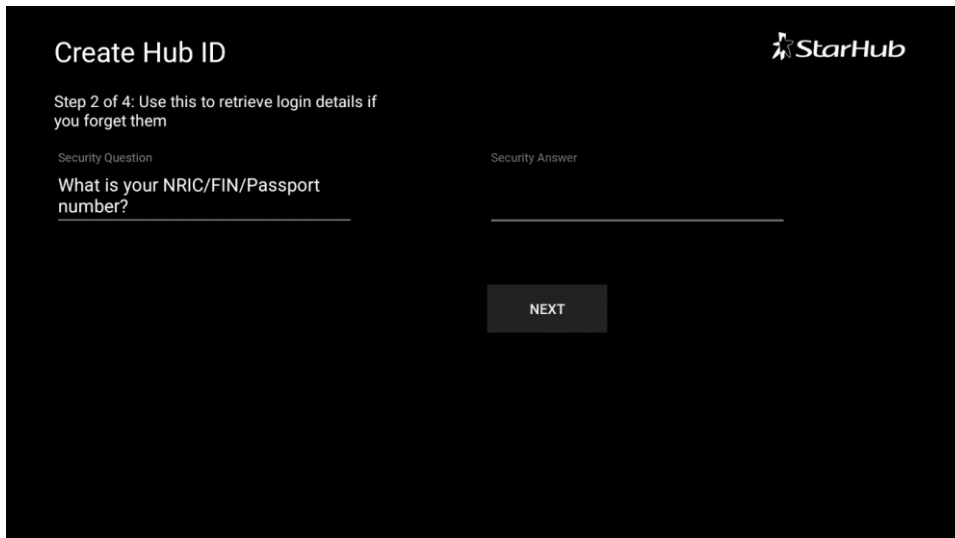
Who is your childhood hero?

Security Answer

NEXT

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

Step 4: Input your Security Answer



The screenshot shows a screen titled "Create Hub ID" with the StarHub logo in the top right corner. Below the title, it says "Step 2 of 4: Use this to retrieve login details if you forget them". There are two input fields: "Security Question" and "Security Answer". The "Security Question" field contains the text "What is your NRIC/FIN/Passport number?". Below the input fields is a "NEXT" button.

Create Hub ID StarHub

Step 2 of 4: Use this to retrieve login details if you forget them

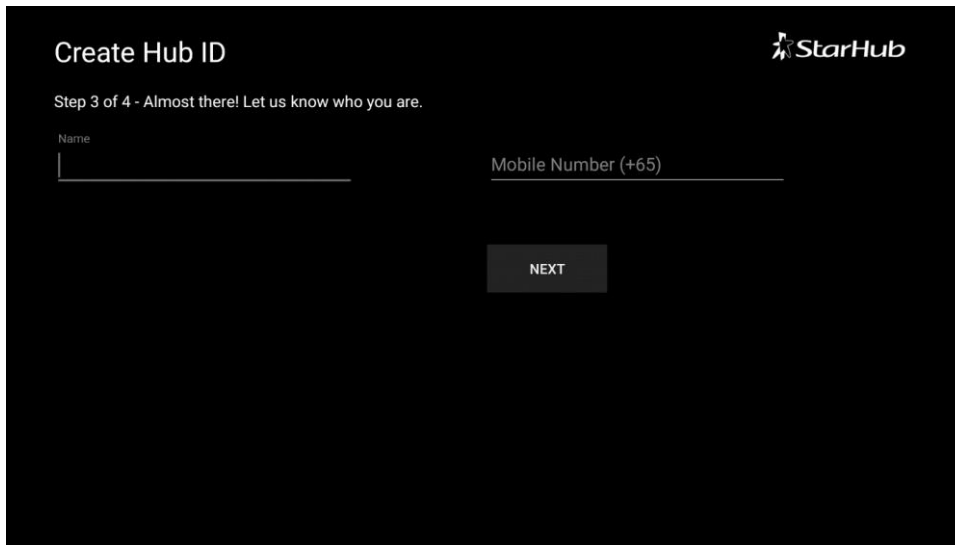
Security Question

Security Answer

What is your NRIC/FIN/Passport number?

NEXT

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

Step 5: Input Name and Mobile Number

Create Hub ID StarHub

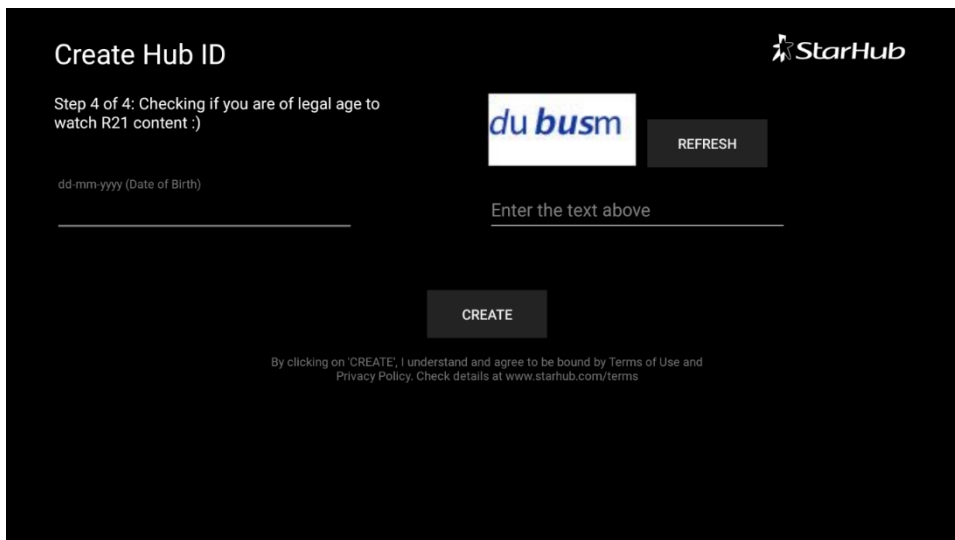
Step 3 of 4 - Almost there! Let us know who you are.

Name

Mobile Number (+65)

NEXT


- Input your Name and Mobile Number then select **Next**.

Step 6: Input Date of Birth and CAPTCHA code

Create Hub ID StarHub

Step 4 of 4: Checking if you are of legal age to watch R21 content :)

dd-mm-yyyy (Date of Birth)

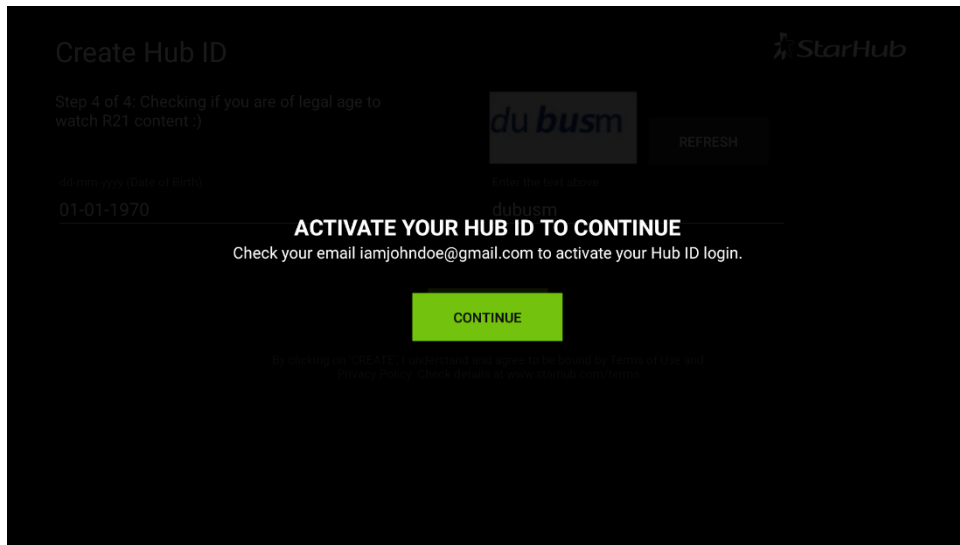
 **REFRESH**

Enter the text above

CREATE

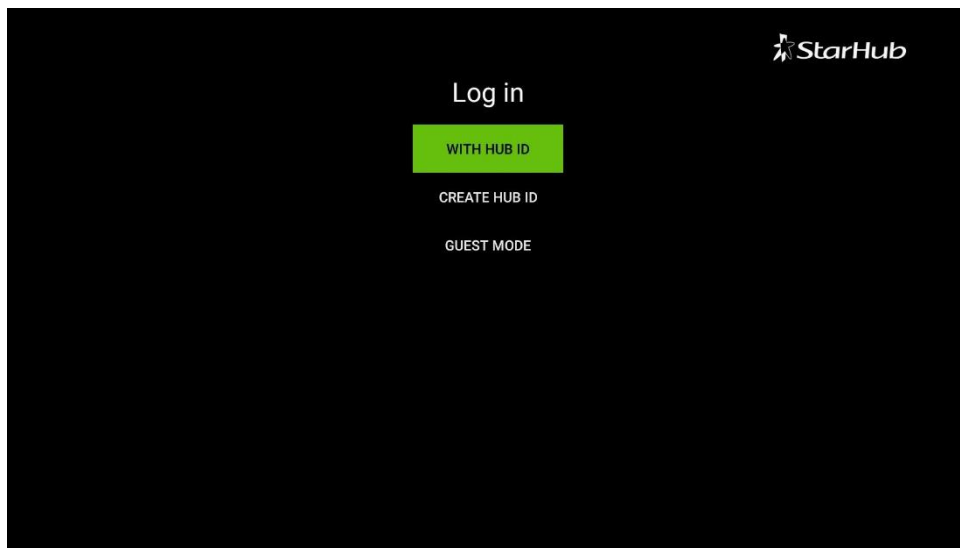
By clicking on 'CREATE', I understand and agree to be bound by Terms of Use and Privacy Policy. Check details at www.starhub.com/terms

- 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.

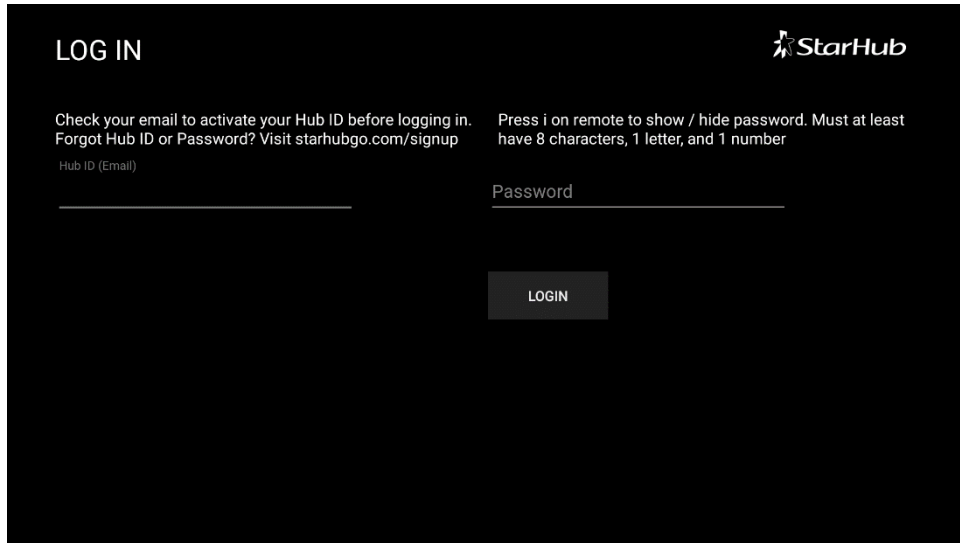
Step 6: Activate Hub ID

- 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.

Step 7: Login and Start Watching!

- Select *With Hub ID* option.



- 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 ~ 40°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



Manufactured under license from Dolby Laboratories. Dolby and the double-D symbol are trademarks of Dolby Laboratories.



The terms HDMI and HDMI High-Definition Multimedia Interface, and the HDMI Logo are trademarks or registered trademarks of HDMI Licensing LLC in the United States and other countries.



67 Ubi Avenue 1
StarHub Green
Singapore 408942

Google, Google Assistant, Android TV and other related marks and logos are trademarks of Google LLC.

Rev: 2018-09