

Why am I unable to record some of my programmes on Astro Cloud?

To give you the best viewing experience, Cloud Recording is configured to record on HD channels only. For example, to record a show on Astro Ria, you will need to record on Channel 104 (Astro Ria HD) instead of Channel 124 (Astro Ria). Please see table below for the corresponding HD channel number of your favourite channels.

Due to limitation of content rights, channels which cannot be recorded are as follows:

- HBO*
- Cinemax*
- NHK World
- Astro First / Astro Best / VOD Studio
- Astro UHD channel

** You can stream all programmes from HBO and Cinemax on the HBO GO rail, available in Catch Up, Boxset, and Movies*

All recordings will be stored on Astro Cloud for one (1) year from the date of recording except for the below:

3-month validity

- Start Chinese Channel
- BabyTV
- FOX
- FOX Action Movies
- FOX Family Movies
- FOX Movies Premium
- FOXlife
- FX
- Nat Geo People
- Nat Geo Wild
- National Geographic Channel

1-month validity

- CNBC Asia

Note: Some of these programmes may be available on our On Demand library. Please search using our "Search" function or explore the programmes on "Boxset", "Catch-Up", "Movies" or "Kids".

	Channels SD	Channel Number	Channels HD	Channel Number
1	RIA	124	RIA HD	104
2	PRIMA	125	PRIMA HD	105
3	OASIS	126	OASIS HD	106
5	WARNA	127	WARNA HD	107
4	Citra	128	Citra HD	108
6	SUN TV	211	SUN TV HD	234
7	STVJ	224	StarVijay HD	232

8	AEC	301	AEC HD	306
9	TVB Jade	311	TVB Jade	310
15	XTY	344	XTY HD	304
14	SHX	347	SHX HD	307
13	CEL	349	CEL HD	309
10	Phoenix Chinese	358	Phoenix Chinese HD	318
11	TVB Xing HE HD	359	TVB Xing HE HD	319
12	TVBS Asia	360	TVBS Asia HD	320
16	HHD SD	373	HHD HD	333
17	CCTV4	375	CCTV4 HD	335
18	KBSW	391	KBSW HD	392
19	HBO	431	HBO HD	411
20	Cinemax	432	Cinemax HD	412
21	FMP	433	FMP HD	413
22	CNN	531	CNN HD	511
23	BBC World News	532	BBC World News HD	512
24	Al Jazeera	533	Al Jazeera HD	513
25	NGW	570	NGW HD	550
27	NGEO SD	571	NAT GEO HD	551
26	Discovery	572	Discovery HD	552
28	Discovery Science	574	Discovery Science HD	554
29	HIST	575	HIST HD	555
30	Animal Planet	576	Animal Planet HD	556
31	CERIA	631	CERIA HD	611
33	DISNEY	634	DISNEY HD	614
34	CTWK	635	CTWK HD	615
32	NICK	636	NICK HD	616
35	AXN	721	AXN HD	701
38	FOXLIFE	723	FOXLIFE HD	703
37	TLC	727	TLC HD	707
36	AFN	729	AFN HD	709
39	CI	734	CI HD	714
40	DMAX	736	DMAX HD	716
41	ARENA	801	ARENA HD	802
42	ASSP	831	ASSP HD	811
43	ASP2 SD	832	ASSP2 HD	812
44	ASP3 SD	833	ASSP3 HD	813
45	ASSP4	834	ASSP4 HD	814

46	FOX SPORTS	835	FOX SPORTS HD	815
47	FOX SPORTS 2	836	FOX SPORTS 2HD	816
48	FOXSP3	837	FOXSP3 HD	817
49	Eurosport	840	Eurosport HD	820
50	WWE	841	WWE HD	821