

Updated as of 7th September 2021

SPL & FAQs – TVBAnywhere+ App Launch

Strictly confidential. Internal Circulation Only.

SPL

From 13 September 2021, 3:00pm onwards, all Astro Dynasty pack customers can enjoy FREE PREMIUM SERVICE (worth RM39.90/month) to the new TVBAnywhere+ App by signing in via their Astro ID. With the FREE Premium Service, Dynasty pack customers can enjoy a wide array of TVB's original content ranging from the classic titles to the latest drama as well as five TVB live channels.

FAQs

About the App

1. What is TVBAnywhere+ App?

TVBAnywhere+ is a global streaming app dedicated to Chinese content. This app comes with more than 40,000 hours of content comprising latest drama and variety shows that users can enjoy anytime, anywhere.

Here are the key features of the app:

- Users can enjoy 2 concurrent viewing per subscription account, which you could share with families and friends anywhere.
- Enjoy your favourites shows on big screen. TVBAnywhere+ is now available on Android TV. You can also cast whatever you're watching onto your TV by using Miracast. For the certified model list, please click below for details: <https://staticweb.tvbanywhere.com/certified-android-TV-list.pdf>
- Supports multiple languages, dubbed version of major drama titles will be available in Cantonese, Mandarin Chinese, Vietnamese and Thai. Subtitles will also be available in Chinese, English and Bahasa Indonesia.

2. How often does the new content get updated on the App?

For Premium Service, latest simulcast dramas and selected programs will be updated within an hour after being broadcasted in Hong Kong.

3. Does the app support multi language and subtitles?

User Interface of TVBAnywhere+ supports 6 languages including Traditional Chinese, Simplified Chinese, English, Vietnamese, Thai and Bahasa (Indonesia). Users may also choose from the 4 languages for subtitles of major drama titles including Traditional Chinese, Simplified Chinese, English and Bahasa (Indonesia). The actual subtitles available might differ depends on respective titles.

4. Who can access the App?

TVBAnywhere+ is available for all users in Malaysia. You may access the free zone content in the app after registration using email address (i.e. TVBAnywhere+ email registered customer).

Astro Subscribers with Dynasty Packs are entitled for *FREE access to the Premium Service (VOD and Channel Zone) by logging in with Astro ID.

**If you are not an Astro Dynasty Pack subscriber, you may opt to sign up for any Dynasty Pack (Value Pack 3, Value Plus Pack 3, Super Pack Lite 3, Super Pack 3 and Super Pack Plus 3) to enjoy free access to TVBAnywhere+ Premium Service.*

If you would like to subscribe to Dynasty pack, please visit <https://selfservice.astro.com.my> to subscribe.

5. What is the difference between the content on TVB Anywhere+ App and Astro GO?

6. TVBAnywhere + App provides over 40,000 hours of entertainment ranging from the latest dramas to the timeless classic titles i.e *Police Cadet, Dark Tales, The Criminal Investigation, Healing Hands* and movie buff game series. Furthermore, some content are made available exclusively on the app.

Astro GO is our streaming app offered complimentary to all Astro customers, mirroring their respective subscriptions.

7. What is the difference between Free Zone and Premium Zone?

In Malaysia, TVBAnywhere+ offers a Free Zone and Premium Service (VOD Zone + Channel Zone). With Free Zone, users may access certain amount of free content with a registered account.

The Premium Service package option in Malaysia includes:

1) VOD Zone:

Offers full access to all content available on TVBAnywhere+ App. Latest drama episodes on shelf within 1 hour after Hong Kong premiere.

2) Channel Zone:

Offers 5 TVB channels with 3 hours playback function.

- TVB International Jade
- TVB News Channel
- Entertainment News
- TVB Finance and Information Channel
- TVB Xinghe

Service	Free Zone	Premium Zone (VOD and Linear channels)
On Demand	Full series on shelf 9 months after Hong Kong premiere + Library Titles	Latest episode on shelf in less than 2 hours after Hong Kong premiere + Library Titles
Live Channels	X	1) TVB International Jade 2) TVB News Channel 3) Entertainment News 4) TVB Finance and Information Channel 5) TVB XingHe All channels provided 3-hour playback function
TV Access	X	Via TV app or Screen Mirroring
Concurrent Views	1	2
Price	Free	RM 39.90/month
Download	X	✓
Devices	No Limit	No Limit

8. How can I purchase the subscription?

If you are an Astro customer subscribed to Dynasty Pack, you are entitled for *FREE access to the Premium Service (VOD and Channel Zone).

**If you are not an Astro Dynasty Pack subscriber, you may opt to sign up for any Dynasty Pack (Value Pack 3, Value Plus Pack 3, Super Pack Lite 3, Super Pack 3 and Super Pack Plus 3) to enjoy free access to TVBAnywhere+ Premium Service.*

If you would like to subscribe to Dynasty pack, please visit <https://selfservice.astro.com.my> to subscribe.

In addition, you would be entitled to a maximum of 2 concurrent screen views as a paid subscriber. Screen mirroring on Miracast is also exclusive for Premium subscribers. For more up-to-date information on TVBAnywhere+, please visit TVB Anywhere official website: <https://tvbanywhere.com> or email to cs@tvbanywhere.com

9. Can I access the App in overseas?

Eligible Astro customers need to log in via Astro ID in Malaysia first before they can enjoy the service overseas.

10. How can I cancel my subscription? Will there be any penalty fee?

The App is free for Astro customer subscribed to Dynasty Pack. Hence, there will be no penalty fee if you choose to stop your TVBAnywhere+ subscription.

For Astro customer without Dynasty Pack or TVBAnywhere+ email registered customer, please note the cancel subscription will only cancel the auto renewal for next period ONLY. Hence, you could still enjoy the service till end of current subscription period.

- a. iOS / Android: please cancel your subscription in corresponding store 24 hours before the next renewal date.
- b. for payment done at TVB website, please cancel your auto-renew subscription at our website 72 hours before the next renewal date.

11. Can I use the App if I am not an Astro Customer?

You could register at TVBAnywhere+ by providing your email address and assign your password.

A verification email will be sent to you and please activate it.

Key in login credentials in TVBAnywhere+ login page.

However, if you are an Astro customer subscribed to Dynasty Pack, you are entitled for *FREE access to the Premium Service (VOD and Channel Zone) worth RM39.90/month.

**If you not a Dynasty Pack Astro subscriber, you may opt to sign up for any Dynasty Pack (Value Pack 3, Value Plus Pack 3, Super Pack Lite 3, Super Pack 3 and Super Pack Plus 3) to enjoy free access to TVBAnywhere+ Premium Service.*

12. Is the App available in other countries?

It is available in all countries worldwide (except Hong Kong, Mainland China, Vietnam and USA). Global functioning is not accessible in Macau.

Access to the App

1. How can I access/download the app?

You may download it from Google Play Store or Apple App Store by searching for keyword "tvbanywhere":

Android	: https://play.google.com/store/apps/details?id=com.tvb.ott.overseas.sg
iOS	: https://apps.apple.com/us/app/tvbanywhere/id1404301815?ls=1
Huawei	: https://appgallery1.huawei.com/app/C102124967

Or visit

Website : <https://www.tvbanywhere.com/#download-app>

For Android TV app, you can download it from Google Play Store at your Android TV by searching for keyword “*tvbanywhere*”:

Android TV: <https://play.google.com/store/apps/details?id=com.tvb.ott.atv.overseas.global>

2. How can I login the app as an Astro Customer?

For Astro Subscribers, you would need:

- An Active Astro Account with Dynasty Pack
- An Astro ID linked with Active Residential Astro Account

To login, follow the below steps:

1. Open TVBAnywhere+ App
2. Click on “Login via Astro”
3. Key in login credentials
4. Link your Astro ID with Astro Account if you have not done so.
5. Enjoy!

If you do not have Astro Login,

1. Open TVBAnywhere+ App
2. Click on “Login via Astro”
3. Click on “Create Astro ID”
4. Complete the steps
5. Enjoy!

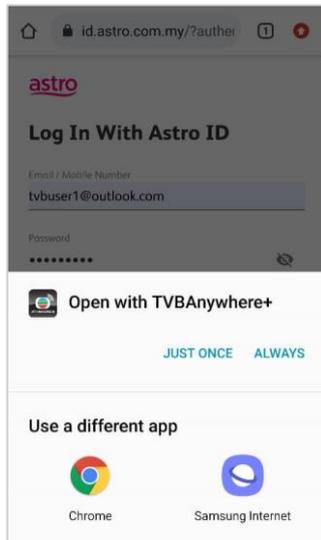
3. I am an Android phone user, and I am prompted to open the app on different browsers after logging in with my Astro ID. How do I fix this ?

Here are some ways you can fix this issue.

Scenario 1: If Chrome is your default browser.

When you click the Astro login button at TVBAnywhere+, it will

1. Pop up your default browser (i.e. Chrome) with the Astro Login page.
2. After login your Astro ID successfully, it will prompt you to open with TVBAnywhere+ or use different app. (Image below)



3. Please choose TVBAnywhere+ and it will login to TVBAnywhere+ automatically.

Scenario 2: If your default browser leads to Samsung Internet automatically.

If you are automatically directed to Samsung Internet browser after logging in with your Astro ID, please follow these steps.

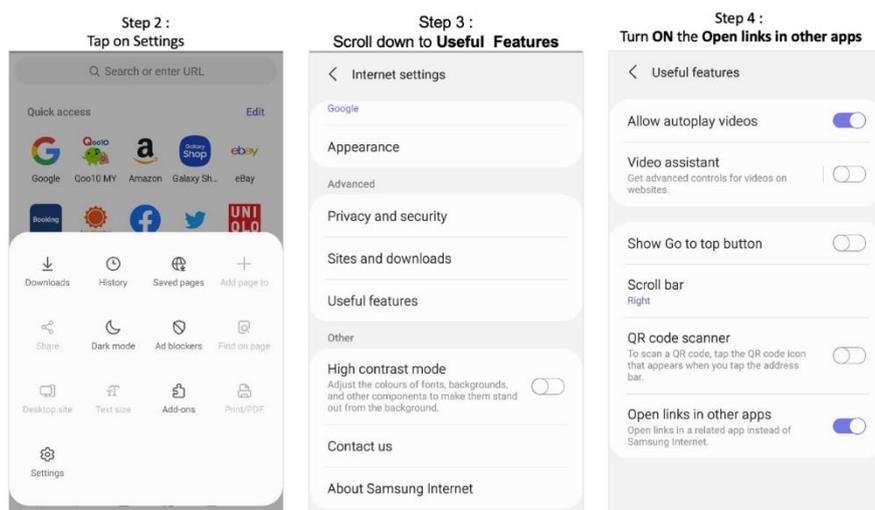
Step 1: Open the **Samsung Internet** app on your phone.

Step 2: Tap on **“Settings”**

Step 3: Scroll down to **“Useful Features”**

Step 4: Turn **ON** the **Open links in other apps**

Step 5: Go back to TVBAnywhere+ App again and try to login with your Astro ID.



Step 6: Please choose **“TVBAnywhere+”** and it will login to TVBAnywhere+ app.

Scenario 3: I am directed to the TVBAnywhere+ web browser instead of the app after logging in with my Astro ID.

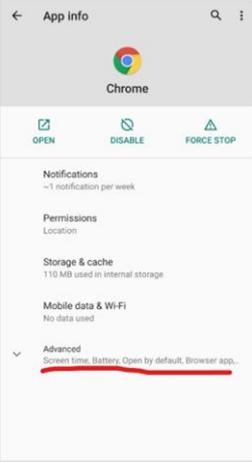
Please follow the steps below and try to login again.

4. I' k

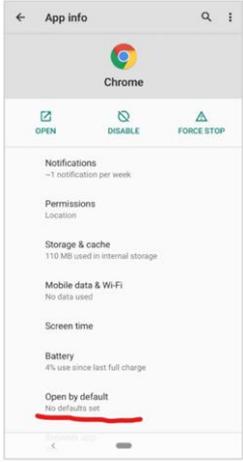
Step 1 :
Go to Settings, and click Applications



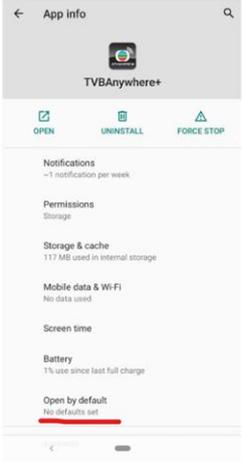
Step 2 :
Find Chrome or your default browser and click Advanced



Step 3 :
Check Chrome settings and ensure "No default sets" to open link.



Step 4:
Check TVBAnywhere+ settings and ensure "No default sets" to open link.



Step 1: After clicking the **Astro Login** button in TVBAnywhere+ App, your default browser (i.e. Safari) will pop up with the **Astro Login** page.

Step 2: After logging in with your Astro ID successfully, it will bring you back to **TVBAnywhere+ App**.

For Troubleshooting (especially iOS 14 with Chrome as the default browser or iOS10)

Step 1: After clicking the **Astro Login** button in TVBAnywhere+ App, your default browser will pop up with the Astro Login page.

Step 2: After logging in with your Astro ID successfully, it will bring you to the following page.

Please click the  and it will bring you to **TVBAnywhere+ App**.



Open TVBAnywhere+ App



OK



For further assistance, please contact cs@tvbanywhere.com.

Account, Profile & Device Management

1. Can I update my email address for my App profile?

For TVBAnywhere+ email registered customer, you will not be able to update.

2. I am an Astro customer; can I update my email address/ mobile number?

Yes, you can. Please visit <https://selfservice.astro.com.my> to update your personal details.

3. What happens if I forgot my password?

For Astro customers, click on Forget Password on Astro Login page.

For TVBAnywhere+ email registered customer, you can reset your password via the login page on the app. Click "Forget Password" and follow the instruction to reset the information.

4. How many devices can I link to my app account?

There is no limit on linking to devices. Customer can use the same account on different devices. The maximum concurrent video playing quota for free member is 1 and for paid subscriber is 2.

5. How can I manage (add/edit/remove) my registered devices?

Customer do not need to manage registered devices as we allow same account login for multiple devices. We only limit the number of concurrent videos playing.

6. Can I choose to opt-in/opt-out to receive communications from the App?

There will be push notification from TVBAnywhere+ App. You can choose to turn OFF notification settings with your mobile device.

Parental Control & Content Classification

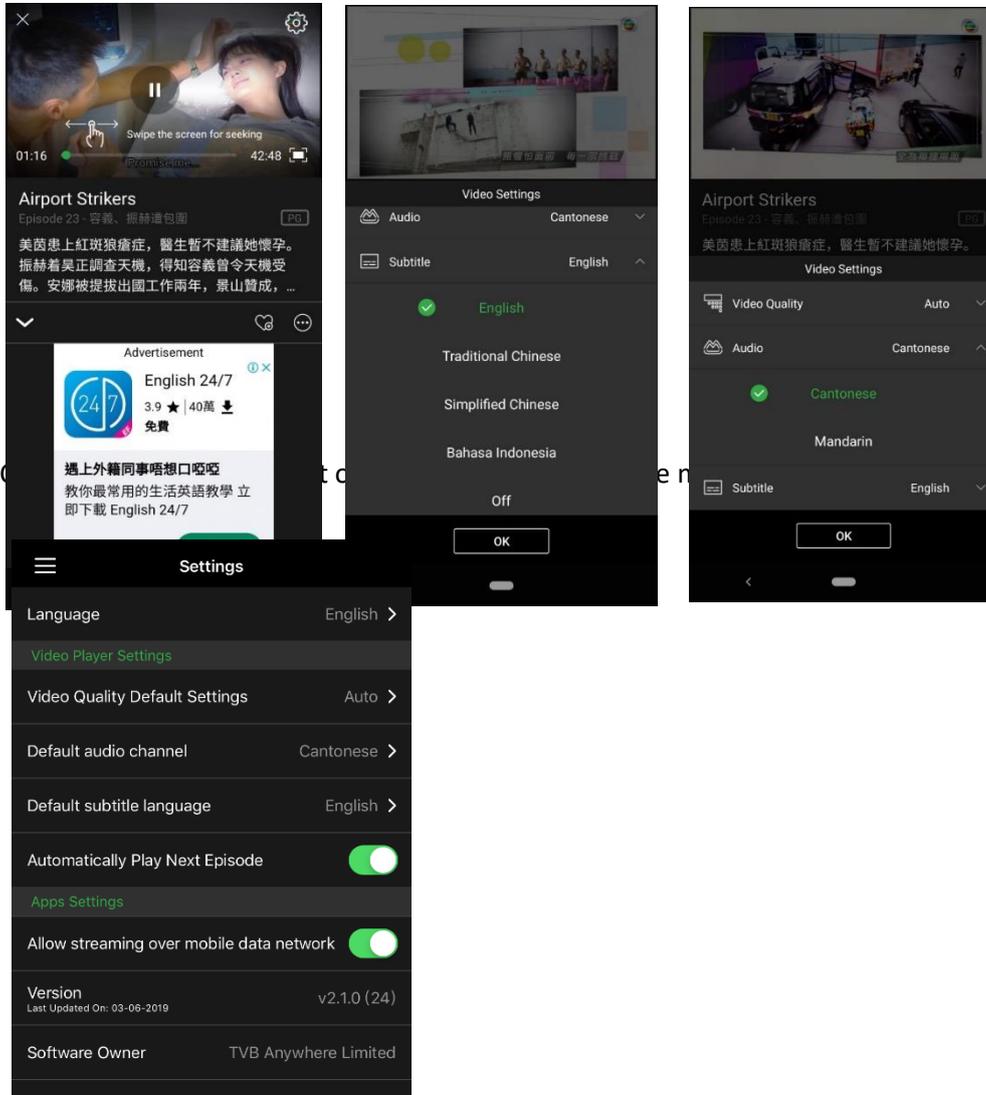
1. Is all the content on the App rated, and what are the content advisories available?

Most of the dramas are 13+.

Platform Features

1. Are subtitles or dubbing offered on the app?

Dubbed version of major drama titles will be available in Cantonese, Mandarin Chinese, Vietnamese and Thai. Subtitles will also be available in Chinese, English and Bahasa Indonesia. Customer can change the subtitle or dubbing in the player by clicking the settings at the top right.



2. Can I watch shows and movies on the App in HD?

The highest video quality is 720p.

3. Is it possible to watch app content on one device and then continue viewing the same content on another device?

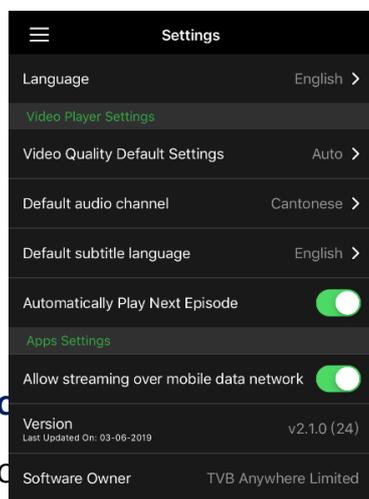
Yes, we have “recently watch” / “view history” functions which keeps tracks of your activity and will prompt whether you want to continue watching from your last viewing point when you switch to play at another device.

4. How does the watchlist work?

We have a “favorites” function that you could add all your favorites drama with a maximum of 30 dramas. Besides, you could also get the “recently watch” / “viewing history” for any drama you have viewed, and there is also with a limit of 30 episodes.

5. Can I change the interface language of the app?

Under side menu “settings”, you could change your desired “language” at the first item.



6. Can I watch on different devices at the same time?

Each account can watch on different devices. The maximum concurrent video playing quota for free member is 1 and for paid subscriber is 2.

7. How do I download content offline on TVBAnywhere+?

Under settings (from bottom menu “Me” > “Settings”), there is a new option for download over mobile data, else it will be over Wi-Fi only.

On the video page, click the ‘Download’ sign on the right of each episode in the episode list, and start downloading.

Each account has 100 download quota / episodes.

When go to the download page (‘Download’ button from the homepage or click on ‘Me’ tab from the menu bar), customer could see the boxset(s) that they have downloaded (no matter in this device or other device). At the bottom of the download page, it will show the available quota left.

8. How long my download content expires on the App?

A downloaded video will normally have 30 days for viewing or when the video is off-the-shelf, whichever is earlier.

9. Where can I browse the downloaded video?

You may click on the ‘Download’ button from the homepage or click on ‘Me’ tab from the menu bar, then click on ‘Downloads’ to browse all your downloaded video.

10. How to remove the downloaded video?

From the ‘Download’ page, click on the ‘Delete’ sign from the top-right corner, then select the title or specific episode(s) to be removed.

11. Where are all the downloaded video saved and can they being store in any SD card?

All the downloaded video will be stored within the device (Mobile / Tablet) and it is not supported to be stored on the SD card.

12. Any of the downloaded video will be stored on my other device?

If you have 2 devices logged into a same TVBAnywhere+ account, you will need to download the video separately on both devices but the both devices will be sharing a same download quota.

13. May I change the video resolution for the download video?

No, currently we only support video download in 720P.

14. Where can I check the quota for download and expiry date of the downloaded video?

You may check this information directly from the 'Download' page.

15. How to pair TVBAnywhere+ Android TV App via TVBAnywhere+ mobile app?

If customer has TVBAnywhere+ Android TV app, then customer could make use the TVBAnywhere+ mobile app to pair the Android TV. Customer could go to the bottom menu "Me" and the 4th menu will be the "Pair with TV app". Then customer could input the pairing code (shown in Android TV app login screen) at the "Pair with TV app" page.

Supported Devices and Technical Information

1. What are the supported web browsers for the website account page?

Internet Browser:

- Internet Explorer 11.0 or above
- Safari 8 or above
- Chrome 59.0 or above
- Microsoft Edge 38 to 40 and 42

2. What are the supported devices and operating systems for the app?

Android : Android 5.0 or above
iOS : iOS 10.1 or above
Huawei : HMS core 4.0 with Android 10.1 or above

3. What is the minimum speed of internet connectivity required for the app?

1.5Mbps

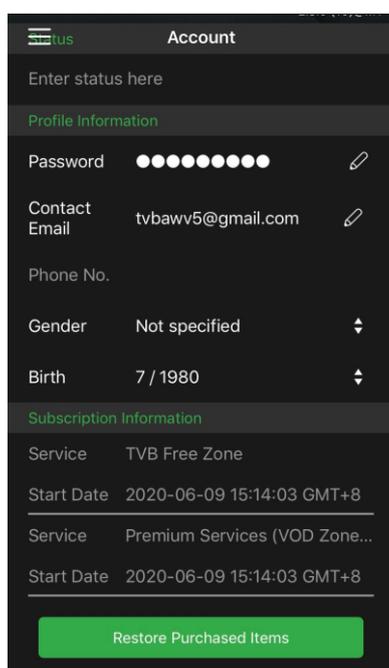
Other Information

1. Who may I contact if I encounter problems with the app?

For Astro customer, if you are not able to login TVBAnywhere+ app, please submit your report at <https://www.astro.com.my/contactus/form.aspx>

For TVBAnywhere+ app functionality, please contact at cs@tvbanywhere.com or via the Live Chat within TVBAnywhere+ app. Please help to provide the following information;

- a. Handset model and OS version
You could capture the version (iOS > Settings > General > About, Android: Settings > About this phone)
- b. TVBAnywhere+ App version
- c. Your **contact email address** at side menu of Account's email field



2. Does the app or Astro use or share my account information?

Astro does not share any personal data to TVBAnywhere+ and vice versa. TVBAnywhere+ gets authenticated via Astro as well as entitlement checking only.