

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 123 (Astro Ria HD) instead of Channel 104 (Astro Ria). Please see table below for the corresponding HD channel number of your favourite channels.

Due to limitation of content rights, some channels cannot be recorded, while some recordings will only be valid for a limited time.

The following channels are unavailable for recording

- HBO*
- Cinemax*
- CNBC Asia
- 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*

Recordings from the following channels will be stored for a limited time:

One-year validity:

- Comedy Central Asia
- MTV
- Nickelodeon
- IQiyi

9-month validity

- Disney Channel
- Disney Junior
- Disney XD

3-month validity

- DIVA
- E!
- 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

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”.

Corresponding SD-HD channels

	SD Channels	Chanel Number	HD Channels	Chanel Number
1	RIA	104	RIA HD	123
2	PRIMA	105	PRIMA HD	121
3	OASIS	106	OASIS HD	122
4	Citra	131	Citra HD	126
5	WARNA	132	WARNA HD	124
6	SUN TV	211	SUN TV HD	234
7	STVJ	224	StarVijay HD	232
8	AEC	301	AEC HD	306
9	WAH LAI TOI	311	WAH LAI TOI HD	310
10	CEL	322	CEL HD	309
11	SHX	324	SHX HD	307
12	XTY	325	XTY HD	304
13	HHD SD	333	HHD HD	332
14	KBSW	391	KBSW HD	392
15	HBO	411	HBO HD	431
16	Cinemax	412	Cinemax HD	432
17	FMP	413	FMP HD	433
18	CNN	511	CNN HD	531
19	BBC	512	BBC HD	534
20	Al Jazeera	513	Al Jazeera HD	535
21	NGW	550	NGW HD	570
22	Discovery	551	Discovery HD	572
23	NGEO SD	553	NAT GEO HD	573
24	Discovery Science	554	Discovery Science HD	574
25	HIST	555	HIST HD	575
26	Animal Planet	556	Animal Planet HD	576
27	CERIA	611	CERIA HD	631

28	NICK	612	NICK HD	632
29	DISNEY	615	DISNEY HD	635
30	CTWK	616	CTWK HD	636
31	AXN	701	AXN HD	721
32	DIVA	702	DIVA HD	723
33	AFC	703	AFC HD	730
34	TLC	707	TLC HD	728
35	FOXLIFE	711	FOXLIFE HD	722
36	E!	712	E! HD	718
37	CI	732	CI HD	716
38	DMAX	734	DMAX HD	717
39	ARENA	801	ARENA HD	802
40	ASSP	831	ASSP HD	811
41	ASP2 SD	832	ASSP2 HD	812
42	ASP3 SD	833	ASSP3 HD	813
43	ASSP4	834	ASSP4 HD	814
44	FOX SPORTS	835	FOX SPORTS HD	815
45	FOX SPORTS 2	836	FOX SPORTS 2HD	816
46	FOXSP3	837	FOXSP3 HD	817
47	Eurosport	840	Eurosport HD	820
48	WWE	841	WWE HD	821