

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*
- 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

- 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”.

Corresponding SD-HD channels

	SD Channels	Channel Number	HD Channels	Channel 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	Phoenix Chinese	312	Phoenix Chinese HD	318
11	TVB Xing HE HD	314	TVB Xing HE HD	319
12	TVBS Asia	317	TVBS Asia HD	320
13	CEL	322	CEL HD	309
14	SHX	324	SHX HD	307
15	XTY	325	XTY HD	304
16	HHD SD	333	HHD HD	332
17	CCTV4	334	CCTV4 HD	335
18	KBSW	391	KBSW HD	392
19	HBO	411	HBO HD	431
20	Cinemax	412	Cinemax HD	432
21	FMP	413	FMP HD	433
22	CNN	511	CNN HD	531
23	BBC World News	512	BBC World News HD	534

24	Al Jazeera	513	Al Jazeera HD	535
25	NGW	550	NGW HD	570
26	Discovery	551	Discovery HD	572
27	NGEO SD	553	NAT GEO HD	573
28	Discovery Science	554	Discovery Science HD	574
29	HIST	555	HiST HD	575
30	Animal Planet	556	Animal Planet HD	576
31	CERIA	611	CERIA HD	631
32	NICK	612	NICK HD	632
33	DISNEY	615	DISNEY HD	635
34	CTWK	616	CTWK HD	636
35	AXN	701	AXN HD	721
36	AFN	703	AFN HD	730
37	TLC	707	TLC HD	728
38	FOXLIFE	711	FOXLIFE HD	722
39	CI	732	CI HD	716
40	DMAX	734	DMAX HD	717
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