

**FREQUENTLY ASKED QUESTIONS (FAQ)
ON
unifi PLUS BOX**

| NO | QUESTIONS | ANSWER | | | | | | | | | | | | | | | | | | | | | |
|------------------------------------|--|---|----|---------------|-----------|----|-------|--|----|--------|---|----|------------|---|----|--------|--|----|-----|--|----|-------|---|
| unifi PLUS BOX GENERAL INFO | | | | | | | | | | | | | | | | | | | | | | | |
| 1. | What is unifi Plus Box? | <ul style="list-style-type: none"> ▪ unifi Plus Box is the new media box (Android TV Box) introduced to maximise the viewing experience of our unifi customers. ▪ unifi Plus Box comes with the following features: <ul style="list-style-type: none"> • Direct access to contents from unifi TV and partners. • An interactive and immersing viewing experience. • Enjoy your content in full High Definition (HD). • Voice Search using Google Assistant on your remote control. • Cast Content from your smart devices to your unifi Plus Box. • Subscribe to premium unifi TV content via remote control. | | | | | | | | | | | | | | | | | | | | | |
| 2. | What is the technical specs of the unifi Plus Box? | <ul style="list-style-type: none"> ▪ The technical specs of the unifi Plus Box are as below: <ul style="list-style-type: none"> • Processor: Quad-core • GPU: OpenGL ES 2.0 • RAM: 2GB DDR4 • Flash: 8GB eMMC • System: Android TV 9. | | | | | | | | | | | | | | | | | | | | | |
| 3. | What are the apps pre-installed in the unifi Plus Box? | <ul style="list-style-type: none"> ▪ Your unifi Plus Box will come with pre-installed apps from unifi TV app and our partners such as BBC Player, dimsum, iflix, Viu, YuppTV and FOX + (coming soon). ▪ Check out the latest app available on our website at https://unifi.com.my/plusbox | | | | | | | | | | | | | | | | | | | | | |
| 4. | How do I watch the content from the pre-installed apps? Do I need to subscribe? | <ul style="list-style-type: none"> ▪ Great news for you! We have secured a great deal with our partners for you to enjoy. The subscription details of each app are as below:- <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: center;">No</th> <th style="text-align: center;">Partner's app</th> <th style="text-align: center;">Offerings</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">1.</td> <td>iflix</td> <td> <ul style="list-style-type: none"> • Freemium </td> </tr> <tr> <td style="text-align: center;">2.</td> <td>dimsum</td> <td> <ul style="list-style-type: none"> • Add-on subscription at RM10 </td> </tr> <tr> <td style="text-align: center;">3.</td> <td>BBC Player</td> <td> <ul style="list-style-type: none"> • Complimentary for Ultimate TV pack subscribers • Add-on subscription at RM10 </td> </tr> <tr> <td style="text-align: center;">4.</td> <td>YuppTV</td> <td> <ul style="list-style-type: none"> • Add-on subscription based on packages starting from RM10 </td> </tr> <tr> <td style="text-align: center;">5.</td> <td>Viu</td> <td> <ul style="list-style-type: none"> • Free viewing for 6 months • Opt-in to subscribe at RM10 </td> </tr> <tr> <td style="text-align: center;">6.</td> <td>FOX +</td> <td> <ul style="list-style-type: none"> • Coming soon </td> </tr> </tbody> </table> | No | Partner's app | Offerings | 1. | iflix | <ul style="list-style-type: none"> • Freemium | 2. | dimsum | <ul style="list-style-type: none"> • Add-on subscription at RM10 | 3. | BBC Player | <ul style="list-style-type: none"> • Complimentary for Ultimate TV pack subscribers • Add-on subscription at RM10 | 4. | YuppTV | <ul style="list-style-type: none"> • Add-on subscription based on packages starting from RM10 | 5. | Viu | <ul style="list-style-type: none"> • Free viewing for 6 months • Opt-in to subscribe at RM10 | 6. | FOX + | <ul style="list-style-type: none"> • Coming soon |
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| | | <ul style="list-style-type: none"> For more information on the subscription, please visit https://unifi.com.my/plusbox | | | | | | | | | | | | |
|-------------------------------------|---|--|-----------------|------------|----------|-------------------------------------|---|-----------|-------------------------------------|---|-----------|-------------------|-------|-----------|
| 5. | Can I watch Netflix on unifi Plus Box? | <ul style="list-style-type: none"> The access to Netflix service is currently not available. | | | | | | | | | | | | |
| 6. | Fox+ is pre-installed on the unifi Plus Box, but why am I unable to play it? | <ul style="list-style-type: none"> We would like to apologise that the access to FOX+ service is currently not available. Stay tuned for more updates from us. | | | | | | | | | | | | |
| 7. | How do I install an app into the unifi Plus Box? | <ul style="list-style-type: none"> Step 1: Please ensure that you are signed in to your Google account Step 2: Press shortcut button on the remote and choose “get more apps” Step 3: Select your preferred app and press “Install” | | | | | | | | | | | | |
| 8. | What are the required internet speed for me to run the unifi Plus Box? | <ul style="list-style-type: none"> For best streaming quality, we recommend a minimum broadband speed of 5Mbps. To ensure better user experience, we recommend you to subscribe to unifi 300Mbps plan. To buy the plan, please visit https://unifi.com.my/personal/home/fibre-broadband | | | | | | | | | | | | |
| 9. | What are the video formats that unifi Plus Box support? | <ul style="list-style-type: none"> The unifi Plus Box supports up to 4K2K, MPEG-2/ MPEG4/ VP8/ VP9/ H.264/ H.265 video formats. | | | | | | | | | | | | |
| 10. | This is interesting! How can I get the unifi Plus Box? | <ul style="list-style-type: none"> Due to popular demand, we are sorry to inform that the unifi Plus Box is currently out-of-stock. Fret not, if you subscribe now, you will enjoy a RM60/month rebate and you can still enjoy premium entertainment via unifi play TV app until we complete the installation of the unifi Plus Box. For Add-On box, do drop your interest at TMpoint, 100 or livechat so we could get in touch with you once the unifi Plus Box is back in stock. We expect the supply of unifi Plus Box to be back in stock by April 2020 <table border="1" data-bbox="671 1688 1283 2040"> <thead> <tr> <th>unifi Home Plan</th> <th>Promo plan</th> <th>Contract</th> </tr> </thead> <tbody> <tr> <td>unifi 300Mbps with Ultimate TV pack</td> <td>RM199 RM139 <i>*Discount RM60</i></td> <td>24-months</td> </tr> <tr> <td>unifi 100Mbps with Ultimate TV pack</td> <td>RM189 RM129 <i>*Discount RM60</i></td> <td>24-months</td> </tr> <tr> <td>unifi 30Mbps with</td> <td>RM149</td> <td>24-months</td> </tr> </tbody> </table> | unifi Home Plan | Promo plan | Contract | unifi 300Mbps with Ultimate TV pack | RM199 RM139 <i>*Discount RM60</i> | 24-months | unifi 100Mbps with Ultimate TV pack | RM189 RM129 <i>*Discount RM60</i> | 24-months | unifi 30Mbps with | RM149 | 24-months |
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| 11. | Can I subscribe to unifi Plus Box without subscribing to unifi TV service? | <ul style="list-style-type: none"> ▪ We are sorry, you will need to subscribe to unifi TV service in order for you to enjoy the unifi Plus Box. | | | | | | | | | | | | | | | | |
| 12. | Where can I get this unifi Plus Box? | <ul style="list-style-type: none"> ▪ New unifi Home plans can be subscribed via the following touchpoints: <ul style="list-style-type: none"> ▪ myunifi app (available in both Google Playstore and Apple Appstore) ▪ unifi.com.my ▪ Live Chat ▪ Any TMpoint Outlets / TM Authorised Dealers nationwide ▪ Resellers nationwide | | | | | | | | | | | | | | | | |


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| | | <ul style="list-style-type: none"> ▪ TM Staff <p>Existing unifi Home customers may subscribe to this promotion via self-care portal, TMpoint outlet nationwide or by contacting TM100.</p> |
| 13. | Can the unifi Plus Box be connected to Wi-Fi? | <ul style="list-style-type: none"> ▪ unifi Plus Box supports both WiFi and LAN connectivity. |
| 14. | Can I have the unifi Plus Box and unifi TV Media box (white media box) plugged into the same TV? | <ul style="list-style-type: none"> ▪ Yes, as they are both HDMI enabled. Simply connect the unifi Plus Box and Media Box to your TV's HDMI ports, then select the HDMI source via your TV remote. |
| 15. | Why does my unifi Plus Box unable to access the network? | <ul style="list-style-type: none"> ▪ Simply follow the configuration checklist as below: <ol style="list-style-type: none"> 1. Go to "Settings" and select "Network & Internet" to ensure that the Wi-Fi is enabled. 2. Choose the available network to connect (for Wi-Fi user) or check if LAN cable is properly connected to the unifi Plus Box. 3. Check the network link indicator at the front panel of the unifi Plus Box. Green light means it is connected to a network and if the light turns red, it means that the device is not connected to a network. 4. Should you need further assistance on network connectivity, please contact : <ul style="list-style-type: none"> • Live Chat via myunifi app or www.unifi.com.my • Facebook via facebook.com/weareunifi • Twitter @helpmeunifi • Email to help@tm.com.my |
| 16. | Is there warranty for the unifi Plus Box? | <ul style="list-style-type: none"> ▪ Yes, the unifi Plus Box comes with a warranty for a period of 12 months from the date of installation. ▪ Please visit https://unifi.com.my/plusbox for details of the warranty policy |
| 17. | Is there any installation fee for unifi Plus Box? | <ul style="list-style-type: none"> ▪ The standard installation fee is RM53, but during this campaign period (for a limited time only), the installation fee will be waived. |
| 18. | I am a unifi Lite/Streamyx customer, can I also enjoy the unifi Plus Box? | <ul style="list-style-type: none"> ▪ Unfortunately, you will need a high-speed broadband connection to enjoy a good viewing experience with unifi Plus Box. Hence, it is not advisable for you to take up this offering. |
| unifi TV packs | | |
| 19. | Will I be charged if I subscribe to a | <ul style="list-style-type: none"> ▪ No worries, you don't have to subscribe to additional unifi TV pack. You can watch your existing unifi TV pack via the unifi |

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| | unifi TV pack or VoD on my unifi Plus Box? | <p>Plus Box.</p> <ul style="list-style-type: none"> However, for VOD, there may be separate charges apply. |
| 20. | I am getting an error message on my unifi Plus Box and unable to view any of the unifi TV channels. What should I do? | <ul style="list-style-type: none"> For fast resolution, you may visit https://community.unifi.com.my/ for self-troubleshooting guide, tips and tricks. Alternatively, you may contact us via our digital channels below: <ul style="list-style-type: none"> Live Chat via myunifi app or www.unifi.com.my Facebook via facebook.com/weareunifi Twitter @helpmeunifi Email to help@tm.com.my |
| Google Account | | |
| 21. | Can I skip the configuration of the Google account during the setup of my unifi Plus Box? | <ul style="list-style-type: none"> You can skip the configuration of the Google account during the setup of your unifi Plus Box. However, it is recommended for you to create/register your Google account to get the most out of your unifi Plus Box features such as enjoying the latest apps from Google Play Store. Go to https://unifi.com.my/plusbox for step-by-step installation and setup guide. |
| 22. | How do I configure my Google account on the unifi Plus Box? | <ul style="list-style-type: none"> Press the Home button and go to 'Settings'. Scroll down to 'Accounts & Sign In', then select 'Add Account' and choose account type 'Google'. Follow the instruction guide on your TV screen to setup your Google account and continue to fill up your email and password accordingly. |
| 23. | Are there any other apps that we can access via unifi Plus Box? | <ul style="list-style-type: none"> Yes, you may download your preferred applications from Google Playstore into the unifi Plus Box. |
| 24. | How do I use the Google Assistant feature on the remote control? | <ul style="list-style-type: none"> Press the Google Assistant button on the remote control and speak close to the remote control to use the voice search feature. Currently, the Google Assistant feature only works in the Google world. To use it, you will need to configure your Google account on the unifi Plus Box. |
| 25. | How do I use the Google Assistant for unifi TV? | <ul style="list-style-type: none"> Push the Google Assistant voice search button and say "Open unifi" to activate the feature. |
| 26. | Will it consume my broadband bandwidth if I use | <ul style="list-style-type: none"> Yes, you will need Internet connection to run the apps in the unifi Plus Box. |

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| | <p>the apps in the unifi Plus Box?</p> | <ul style="list-style-type: none"> ▪ To ensure better user experience, we recommend you to subscribe to unifi 300Mbps plan. To buy the plan, please visit https://unifi.com.my/personal/home/fibre-broadband |
| <p>27.</p> | <p>Why am I not getting the internet connection after migrating to the unifi Plus Box?</p> | <ul style="list-style-type: none"> ▪ For quick resolution, you may visit https://community.unifi.com.my/ for self-troubleshooting guide, tips and tricks. ▪ Alternatively, you may contact us via our digital channels below: <ul style="list-style-type: none"> • Live Chat via myunifi app or www.unifi.com.my • Facebook via facebook.com/weareunifi • Twitter @helpmeunifi ▪ Email to help@tm.com.my |

Existing unifi Home customer

| <p>28.</p> | <p>I am an existing unifi customer, how do I get the unifi Plus Box?</p> | <ul style="list-style-type: none"> • Due to popular demand, we are sorry to inform that the unifi Plus Box is currently out-of-stock. • For Add-On box, do drop your interest at TMpoint, 100 or livechat so we could get in touch with you once the unifi Plus Box is back in stock. • We expect the supply of unifi Plus Box to be back in stock by April 2020 <table border="1" data-bbox="550 1167 1390 2020"> <thead> <tr> <th data-bbox="555 1173 758 1261">Existing unifi home subscriber</th> <th data-bbox="762 1173 1123 1261">Options to get unifi Plus Box</th> <th data-bbox="1128 1173 1385 1261">Contract</th> </tr> </thead> <tbody> <tr> <td data-bbox="555 1267 758 1626" rowspan="2">Subscriber with unifi TV pack (Varnam plus/ Aneka plus/ Ruby Plus/ Jumbo Lite/ Ultimate TV pack)</td> <td data-bbox="762 1267 1123 1447">Change plan to unifi 300Mbps with Ultimate TV pack at promotional price of RM199 RM139 (<i>Discount RM60</i>)</td> <td data-bbox="1128 1267 1385 1447">24-months</td> </tr> <tr> <td data-bbox="762 1453 1123 1626">Add RM10 per month to the monthly charges is currently disable until further notice</td> <td data-bbox="1128 1453 1385 1626">24-months</td> </tr> <tr> <td data-bbox="555 1632 758 1812" rowspan="2">Subscriber without unifi TV pack</td> <td data-bbox="762 1632 1123 1812">Change plan to unifi 300Mbps with Ultimate TV pack at promotional price of RM199 RM139 (<i>Discount RM60</i>)</td> <td data-bbox="1128 1632 1385 1812">24-months</td> </tr> <tr> <td data-bbox="762 1818 1123 2020"> Change plan to unifi 100Mbps with Ultimate TV Pack at RM189 RM 129 (<i>Discount RM60</i>) Or Change plan to unifi </td> <td data-bbox="1128 1818 1385 2020">24-months</td> </tr> </tbody> </table> | Existing unifi home subscriber | Options to get unifi Plus Box | Contract | Subscriber with unifi TV pack (Varnam plus/ Aneka plus/ Ruby Plus/ Jumbo Lite/ Ultimate TV pack) | Change plan to unifi 300Mbps with Ultimate TV pack at promotional price of RM199 RM139 (<i>Discount RM60</i>) | 24-months | Add RM10 per month to the monthly charges is currently disable until further notice | 24-months | Subscriber without unifi TV pack | Change plan to unifi 300Mbps with Ultimate TV pack at promotional price of RM199 RM139 (<i>Discount RM60</i>) | 24-months | Change plan to unifi 100Mbps with Ultimate TV Pack at RM189 RM 129 (<i>Discount RM60</i>) Or Change plan to unifi | 24-months |
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| | | 30Mbps with Ultimate TV Pack at RM149 RM89 (Discount RM60) |
| 29. | I would like to cancel the unifi plan with unifi Plus Box within the contract period, is there any penalty charge? | <ul style="list-style-type: none"> Yes. The penalty charge is the remaining months of the monthly subscription fee (price before discount) of the subscribed package and unifi TV pack. |
| 30. | How are you going to deliver the unifi Plus Box to me? | <ul style="list-style-type: none"> No worries, there will be a unifi installer to help you set up the unifi Plus Box at your premise. |
| unifi Plus Box Features & Function | | |
| 31. | Can I watch 4K UHD content with unifi Plus Box? | <ul style="list-style-type: none"> unifi Plus Box supports 4K UHD content. However, to access 4K UHD content, it is essential to have a compatible 4K TV. To watch 4K Ultra HD content, you'll need a 4K Ultra HD compatible TV |
| 32. | If I am using 4K TV, do I need to do any configuration on my TV and unifi Plus Box to enjoy 4K quality? | <ul style="list-style-type: none"> No, if you already using 4K TV you can watch 4K UHD content using unifi Plus Box. |
| 33. | How to use the subtitle function / multiple audio? | <ul style="list-style-type: none"> Currently subtitle function only available in on Demand. While playing your on demand content. <ol style="list-style-type: none"> Press down button on your remote control Choose subtitle icon  Select your preferred subtitle / audio |
| 34. | My remote control is not responding /intermittently responding. What should I do? | <ul style="list-style-type: none"> First, please make sure that you have pair your remote with the unifi Plus Box and the battery are correctly in placed. Follow this steps as below to pair a Bluetooth device <ol style="list-style-type: none"> Go to Home screen Select "Settings" Under "Remote and accessories" select Add accessory. You will see a list of nearby devices. Put your device in pairing mode. Your device will be added to the on-screen list Select your device Kindly refer to the unifi TV Quick Start guide provided in the box or go to https://unifi.com.my/plusbox for step-by-step installation and setup guide. As an alternative, if problem still persist, just download the Android TV Remote Control apps from the Google Play Store |

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| | | on your smart devices. |
| unifi TV Customer | | |
| 35. | I am an existing unifi TV customer via old media box. How do I sign up at unifi PlayTV app in unifi Plus Box? | <ul style="list-style-type: none"> ▪ Please login using your existing unifi playTV ID and password. |
| 36. | How to access unifi PlayTV account if I've forgotten the password? | <ul style="list-style-type: none"> ▪ You can reset your password through your unifi PlayTV app from your mobile device. |
| 37. | I am an existing unifi TV customer. I wish to take dual room services. Will I receive the new Unifi Plus Box? | <ul style="list-style-type: none"> ▪ Yes, you will receive a unifi Plus Box. However, due to popular demand, we are sorry to inform that the unifi Plus Box is currently out of stock. Do drop your interest at TM Point, 100 or livechat so we could get in touch with you once the unifi Plus Box is back in stock. ▪ We expect the supply of unifi Plus Box to be back in stock by April 2020. |
| 38. | I am an existing unifi TV customer. I wish to exchange my old Media Box to Unifi Plus Box. How do I proceed? | <ul style="list-style-type: none"> ▪ For existing customer, unifi Plus Box is offered as Add-On service. ▪ However, due to popular demand, we are sorry to inform that the unifi Plus Box is currently out of stock. Do drop your interest at TM Point, 100 or livechat so we could get in touch with you once the unifi Plus Box is back in stock. ▪ We expect the supply of unifi Plus Box to be back in stock by April 2020. |
| 39. | How to use the unifi Plus Box as 2nd media box to enjoy unifi TV content? | <ul style="list-style-type: none"> ▪ You can enjoy unifi Plus Box as your 2nd media box by connecting via Wi-Fi and login using your existing unifi playTV ID. ▪ To enjoy unifi TV content on your 2nd media box (multi-room), you must maintain your current subscription of unifi TV pack. ▪ However, due to popular demand, we are sorry to inform that the unifi Plus Box is currently out of stock. Do drop your interest at TM Point, 100 or livechat so we could get in touch with you once the unifi Plus Box is back in stock. ▪ We expect the supply of unifi Plus Box to be back in stock by April 2020. |
| 40. | How many additional boxes that I can add-on? | <ul style="list-style-type: none"> ▪ The subscriber of Ultimate Pack will have an option to add a maximum of three (3) additional Media Boxes. ▪ However, due to popular demand, we are sorry to inform that the unifi Plus Box is currently out of stock. Do drop your interest at TM Point, 100 or livechat so we could get in touch with you once the unifi Plus Box is back in stock. ▪ We expect the supply of unifi Plus Box to be back in stock by April 2020. |

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| | | <ul style="list-style-type: none">▪ To ensure better user experience, we recommend you to subscribe to unifi 300Mbps plan. To buy the plan, please visit https://unifi.com.my/personal/home/fibre-broadband |
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