FREQUENTLY ASKED QUESTIONS (FAQ)
Blacknut Cloud Gaming & Logitech F710 Wireless Gamepad
(Updated version: 27/09/2024)

NO.	QUESTION	ANSWER
		Blacknut Cloud Gaming Offering
1.	What is Blacknut Cloud Gaming?	▪ Blacknut Cloud Gaming is a service offered by Unifi in collaboration with Radiant Arc, making it the first Blacknut Cloud Gaming plan provided by Unifi.
2.	Who is eligible to subscribe to Blacknut Cloud Gaming?	▪ The Blacknut Cloud Gaming plan is exclusively available to both new and existing Unifi Home customers.

NO.	QUESTION	ANSWER
		Subscription of Blacknut Cloud Gaming
1.	What plan is available for Blacknut Cloud Gaming?	▪ Below is the plan available for Blacknut Cloud Gaming:

	Add-on Offerings	Bundle Offerings
Blacknut Cloud Gaming Plan	RM35/month with zero '0' commitment month	Unifi Gaming bundle plans: a) Unifi Home 500Mbps Gaming Bundle (RM254) b) Unifi Home 1Gbps Gaming Bundle (RM384) c) Unifi Home 2Gbps Gaming Bundle (RM414)
Pre-requisite: Unifi Home speed eligibility	Speed from 30Mbps and above (based on the selected package)	Speed from 500Mbps and above (based on the selected package)
What can you enjoy?	Enjoy Blacknut Cloud Gaming with the following benefits: ✓ Access to over 500 game titles ✓ Zero commitment period ✓ FREE one (1)-month waiver ✓ Create up to five (5) profiles	Enjoy the Unifi Gaming bundle, which includes: • Unifi Home (selected plan) • Unifi TV Family Pack • Blacknut Cloud Gaming with: ✓ Access to over 500 game titles ✓ FREE one (1)-month waiver ✓ Create up to five (5) profiles ✓ Includes 1 Logitech Wireless Gamepad

		Add-on controller	Elevate gaming experience by adding on **Logitech F710 wireless gamepad** on top of your Blacknut Cloud Gaming subscription worth **RM9/month** for 24 months.	Eligible to add on ONE **Logitech F710 wireless gamepad** on top of your Unifi Gaming Bundle subscription worth **RM9/month** for 24 months.	
2.	**Is there a limit to subscribing to Blacknut Cloud Gaming?**	▪ Yes, each Unifi Home customer is eligible to subscribe to only one (1) Blacknut Cloud Gaming plan per Unifi service account (through Add- On or Unifi Gaming Bundle), using a different billing email address.			
3.	**What is the pre-requisite to sign up for Blacknut Cloud Gaming?**	▪ Signing up for Blacknut Cloud Gaming is easy! Just keep these few things in mind:			

Add-On Offering

▪ The Blacknut Cloud Gaming account must be registered using the same billing email address as your Unifi Home plan.

▪ Each Unifi Home account with a unique billing email address can subscribe to one (1) Blacknut Cloud Gaming plan at a time.

Bundle Offering

▪ The Blacknut Cloud Gaming order will be processed after the Unifi Home order is completed.

▪ The Blacknut Cloud Gaming account must be registered using the same billing email address as your Unifi Home plan.

▪ Each Unifi Home account with a unique billing email address can subscribe to one (1) Blacknut Cloud Gaming plan at a time.

4.	**I already have an active Blacknut account. Can I subscribe again with Unifi?**	**If you are an existing Unifi Home customer** ▪ Yes, you can subscribe with Unifi to enjoy even more benefits! However, please terminate your current Blacknut subscription first to avoid any registration conflicts. Your Unifi billing email address will then be used to register your new Blacknut account.

		If you are new to Unifi ▪ You will need to subscribe to one of our Unifi Home plans to be eligible to add on the Blacknut Cloud Gaming service.
5.	**How can I subscribe to Blacknut Cloud Gaming?**	You can subscribe through the following channels: 1) Visit https://unifi.com.my/cloud-gaming for more information and to subscribe. 2) Existing Unifi customers can subscribe via https://selfcare.unifi.com.my/. 3) Visit the nearest Unifi Store outlet nationwide.
6.	**How do I redeem my one-month FREE waiver for my Blacknut Cloud Gaming subscription?**	▪ Once you've successfully registered for Blacknut Cloud Gaming, you'll automatically receive a FREE one-month waiver for your subscription. ▪ The one-month waiver will be credited to your account and will appear on your Unifi Home bill.
7.	**How can I activate my Blacknut Cloud Gaming subscription?**	▪ You will receive an activation email from Blacknut once your order is successfully completed. ▪ Please ensure you use your Unifi billing email address during order submission to receive the email activation. ▪ Then, kindly refer to these following steps: **STEP 1:** 1. Check your inbox for the activation email. Click on "Go to my account" in the email to create your password before logging in to your Blacknut account. **STEP 2:** 1. On the Blacknut profile page (https://profile.blacknut.com/en/login?ae=1), enter your registered Unifi billing email as the login ID. 2. Create a password for your Blacknut Cloud account. 3. Then, proceed to the next step to start playing! ▪ You can enjoy playing the games directly on any browser (Window and iOS) and any device (PC, Mac and Unifi TV Box). If you need a new UnifiTV Box, you can subscribe via the Unifi Selfcare portal at https://selfcare.unifi.com.my/
8.	**How can I check the billing email address registered with Unifi?**	▪ You can check your Unifi billing email address registered with us via Unifi Selfcare portal: **STEPS:** 1. Go to https://selfcare.unifi.com.my/login.

		2. Register or log in to Digitalme. 3. Click on "My Profile" settings. 4. Your email address will be displayed under "My Billing Profile". ▪ Or via Myunifi app: **STEPS:** 1. Open the Myunifi app. 2. Register or log in to Digitalme. 3. Tap on "Account" menu. 4. Choose the Unifi service associated with your Blacknut CloudGaming plan. 5. Tap on "More" to view your billing email address displayed in the"Account Info". ▪ Important: Please use this registered email address to log in to your Blacknut Cloud subscription (refer to Question No. 7).
9.	**What if I did not receive any email activation?**	▪ You can contact us via our digital channels: • Live Chat at maya.unifi.com.my or via the MyUnifi app. • Facebook at facebook.com/weareunifi • X (Twitter) at @Unifi ▪ If you prefer face-to-face interaction, you may visit any of our UnifiStore/TMpoint outlets nationwide for further assistance.
10.	**What can I do if Iforgot my Blacknut Cloud password?**	▪ You can request to set a new password from Blacknut Cloud app byfollowing these steps: 1. Click "Forgot password" on the login page(https://profile.blacknut.com/en/login?plan). 2. Enter the email address you used to register the account. 3. Check your email and follow the instructions to set up your newpassword.
11.	**When I subscribeto the bundle offering, can I remove or terminate Blacknut?**	▪ Please be informed that Blacknut/Logitech cannot be removed orterminated when subscribing to the bundle offering.
12.	**Am I eligible to get the controllerwhen I subscribeto the bundle offering if I already have a Blacknut subscription with two (2) controllers?**	▪ In this particular situation, eligibility does not apply. To receive a controller under the bundle offering, you must first terminate one of your existing controllers. Please note that a penalty will be imposed if the termination happens within the contract period.

![Unifi logo]

Subscription of Logitech F710 Wireless Gamepad		
1.	**Can I subscribe to the Logitech F710 Wireless Gamepad only?**	The availability of the Logitech F710 Wireless Gamepad depends on howyou're subscribing.

		From Add-on Offering	**From Bundle Offering**
		Sorry, the Logitech F710 Wireless Gamepad must be subscribed together with the Blacknut Cloud Gaming plan.	One controller is included for free. You can add on an additional controller if desired.

2.	**Do I have a limit to subscribe to the Logitech F710 Wireless Gamepad?**	▪ Yes, you are currently eligible to add up to a maximum of two (2)Logitech F710 Wireless Gamepads per Unifi service account.
3.	**How will the Logitech F710 Wireless Gamepad be delivered to me?**	▪ The Logitech F710 Wireless Gamepad will be couriered to your registered Unifi installation address within 14 working days upon successful Blacknut account activation, subject to device stock availability. ▪ Your Logitech F710 Wireless Gamepad will be delivered by our partner, Line Clear Express. You can track the delivery status here http://lineclearexpress.com/my/tracking. Please enter your Unifi order number (without "-") e.g. 141205393843to track the delivery status.
4.	**Can I return theLogitech F710 Wireless Gamepad?**	▪ No cancellation or return of device is allowed during the contract period. ▪ If you are still within the contract, you will be charged a penalty calculated based on the subscription fee multiplied by the remaining contract period.
5.	**When I subscribeto the bundle offering, can I remove or terminate Logitech?**	▪ Please be informed that Logitech cannot be removed or terminatedwhen subscribing to bundle offering.

Elevate your gaming experience with the New Unifi TV Box		
1.	**Can I access and play Blacknut CloudGaming via the New Unifi TV Box?**	▪ Yes, you can access and play Blacknut Cloud Gaming via our NewUnifi TV Box (Hybrid box), which supports both Wi-Fi and IPTV connectivity. ▪ The New Unifi TV Box (hybrid box) comes with the Blacknut app pre-installed, allowing you to log in and start exploring games immediately! ▪ A picture of the Unifi TV Box (hybrid box) is provided below:

| 2. | How do I access Blacknut Cloud Gaming via the New Unifi TV Box? | ▪ You may follow these steps to begin:

STEP 1:
Look for the activation email in your inbox and click the linkto create a password to log in to your Blacknut account.

STEP 2:
Go to your New Unifi TV Box and search for the Blacknut app.
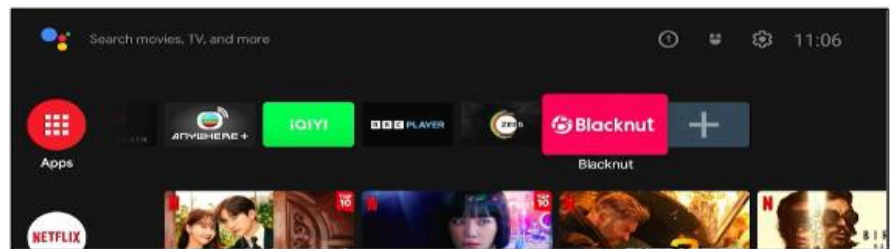
STEP 3:
Select **"I already have an account".** If you haven't signed up, scan the QR code to register.
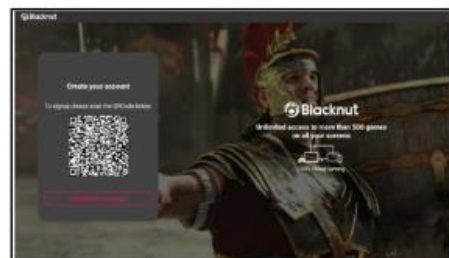
STEP 4:
After scanning the QR code, you'll be directed to the login page. Enter your registered Unifi billing email address and create your password. |
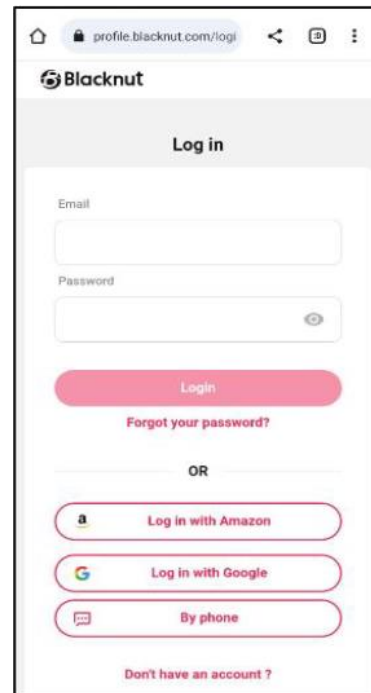
STEP 5:
Once you've successfully signed in, this confirmation screen will appear.

STEP 6:
Your Blacknut Cloud Gaming on the New Unifi TV Box is now ready tobe played!

3.	How can I set up the Logitech F710 Wireless Gamepad to play Blacknut on the New Unifi TV box?	Simple steps to start playing online games via your Unifi TV Box: • Insert the Logitech F710 Wireless Gamepad's dongle receiver into the USB port of your Unifi TV Box. • Press any button on the controller to start the auto-connect process.

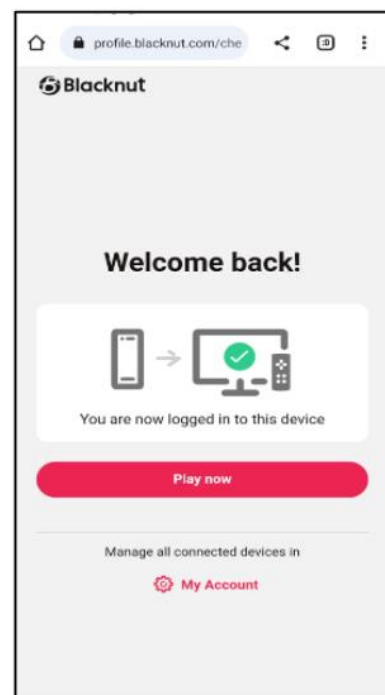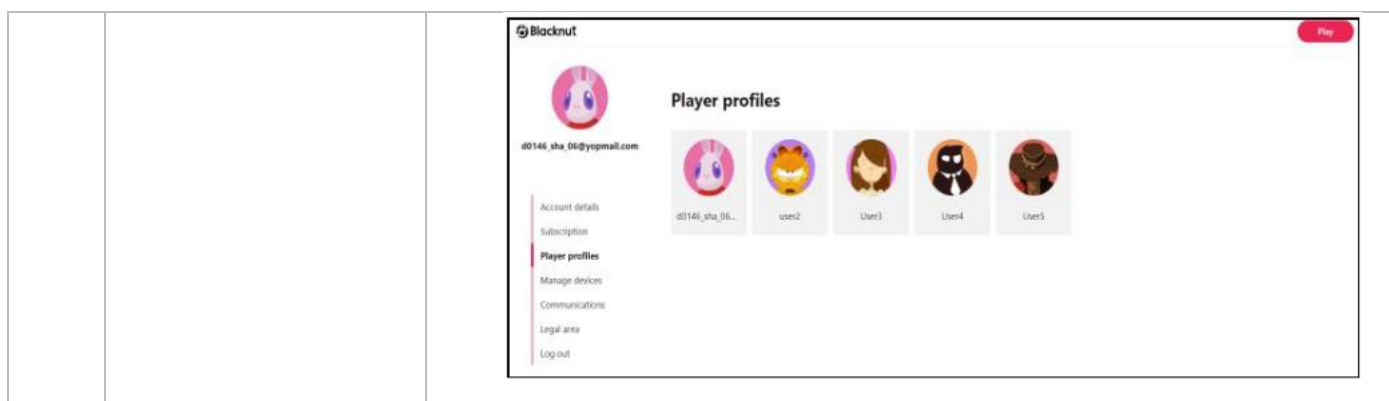| **Billing Payment**		
1.	How can I make the payment for my Blacknut Cloud Gaming?	▪ We recommend subscribing to TM Autopay service for automatic monthly deductions from your preferred savings/current account or credit/debit card (Local Issued Banks only). ▪ You can also make payments through the following channels: • Unifi Selfcare portal at https://selfcare.unifi.com.my/ using FPX or Credit/Debit Card (Local Issued Banks only). • MyUnifi app (*available on Google Play Store, Apple AppStore or Huawei AppGallery*) using FPX or Credit/Debit Card (Local Issued Banks only). • JomPAY: Use Internet/Mobile Banking or an ATM (Biller code: 8888 for Unifi). • eWallets: Pay via Boost or Touch 'n Go eWallet. • In-Person: Unifi Store/TMpoint outlets using cash, credit/debit card or cheque at the kiosk. ▪ For more payment options, visit https://i.unifi.my/paymentchannel.
2.	How will I receive the bill for Blacknut Cloud Gaming service?	▪ You will receive a monthly e-bill from Unifi. Please check your registered email address with TM to view the e-bill (softcopy), or simply log in to the Unifi Selfcare portal or MyUnifi app.
3.	Is there a bill payment cut-off period?	▪ Yes, please pay your monthly bill promptly to avoid account suspension due to late or missed payments.
4.	When will I receive my Blacknut Cloud Gaming bill?	▪ Your Blacknut Cloud Gaming charges will be included in your Unifi Home Bill.

5.	If I subscribe to Blacknut Cloud Gaming before or after the billing period, will the charges be prorated?	▪ No, the charges will be not prorated.
	Termination	
6.	Can I deactivate or terminate my subscription via the Blacknut app?	▪ No, you cannot deactivate or terminate your Blacknut subscription through the Blacknut app. To do so, please use live chat at maya.unifi.com.my or the MyUnifi app, or visit the nearest Unifi Store/TMpoint.
7.	What will happen if I terminate the Blacknut Cloud Gaming or Logitech F710 Wireless Gamepad within the contract period?	▪ For **Blacknut Cloud Gaming**: No penalty will be imposed. ▪ For **Logitech F710 Wireless Gamepad:** You will be charged an early termination penalty, calculated as the remaining month (s) x package price. Example: 1. Device (At RRP) = RM216 2. Five (5) months remaining in the contract 3. RM9 x 5 months = RM45 ▪ There will be no penalty charges for termination after the contract period ends.
8.	If I terminate Blacknut Cloud Gaming, will I still be able to continue playing the games?	▪ Yes, you may continue playing the games for the entire month, as the subscription for the current month has already been paid.
9.	If my Unifi Home account is suspended e.g. due to late payment, can I still use and access to Blacknut Cloud Gaming app?	Sorry, you will need to pay the minimum amount of your Unifi Home bill to restore internet and Wi-Fi access, which is required to use the Blacknut Cloud Gaming app.

		Assurance	

1.	**If I face any problems with Blacknut Cloud Gaming, who do I reach out to for assistance?**	You can reach out to us through the following channels:
		
		1. Our Digital Platforms:
		  ✓ Email: help@tm.com.my
		  ✓ Facebook: https://www.facebook.com/weareunifi/
		  ✓ X (Twitter) @Unifi: https://x.com/unifi
		  ✓ Live chat: https://maya.unifi.com.my/
		
		2. Call Unifi Contact Centre by dialling 100 and press 3.
		
		3. Visit the nearest Unifi Store/TMpoint outlet nationwide.	

2.	**If I face any problems with my Logitech F710 Wireless Gamepad, whom do I reach out to for assistance?**	You can contact the manufacturer via below channels: 1. Hunting Line: 03-61430888; or 2. Website: www.mlink.com.my	

	For more information on Blacknut Cloud Gaming features,please visit: https://www.blacknut.com/en/support	
1.	**Which controller devices are compatible with Blacknut Cloud Gaming service?**	▪ The Blacknut Cloud Gaming service is compatible with most Android devices and is also ready for PCs, Macs and iOS platforms. ▪ A minimum internet speed of 6 Mbps is recommended for the best experience. Please note that the quality of the service may vary depending on the device used.
2.	**Is multiplayer mode supported by the service?**	▪ Blacknut Cloud Gaming supports local multiplayer for certain games. Games that can be played cooperatively or competitively on the same screen are given their own section within the library. ▪ However, online multiplayer gaming, which allows you to compete against players worldwide via the Blacknut app, is currently under development and will be released soon.
3.	**How do I save the game data?**	▪ Each game manages its' save function automatically. Based on the player profile you use, you can continue playing where you left off. There's no need for you to manage this manually, the cloud handlesit for you.
4.	**Do I have to download the games?**	▪ No. Your games are streamed directly to any device you use to access Blacknut Cloud Gaming. You can start playing without needing to download or install them.
5.	**What is the minimum internet speed required for Blacknut Cloud Gaming?**	▪ A stable and efficient internet connection is required to ensure thebest gaming experience. The recommended minimum internet speed is 6Mbps. ▪ Slow internet connections can lead to data loss or audio/video distortion, so for the best gaming experience, please use a Wi-Fi connection. ▪ To ensure fast response times, it is important to use a connection witha latency of less than 30ms for the connection between your deviceand the server.
6.	**In case a game is not displaying correctly or there is a problem, how should this be solved?**	▪ Connect your device to a 5Ghz network router and place your device close to the router. ▪ Disconnect any devices you are not using and avoid downloading programmes or using multiple streaming services simultaneously to keep your bandwidth available for gaming.

7.	**Is it possible to create different profiles for different players?**	▪ Yes, it is possible to create numerous profiles within the application. ▪ As the primary account holder, you can add up to four (4) additional player profiles in addition to your own profile. Each profile contains itsown favourites and saved games.
8.	**Is parental control possible?**	▪ Yes, Blacknut Cloud Gaming offers a parental control feature. ▪ You can create "kids" profiles for younger players that are age-appropriate and secure your profile with a PIN code to prevent them from accessing inappropriate games.
9.	**What languages are available in Blacknut Cloud Gaming?**	The service is available in English, German, Spanish, Polish and French.

For more information on the Logitech F710 Wireless Gamepad features,please visit: https://www.logitechg.com/en-my/products/		
1.	**What is the Logitech F710 Wireless Gamepad?**	▪ Blacknut Cloud Gaming offers the Logitech F710 Wireless Gamepad to enhance your gaming experience. ▪ List of features: 1. **2.4 GHz Wireless Connection** Plug and forget. Cut the cord and enjoy the freedom—gaming without wires. 2. **Dual Vibration Feedback Motors** Feel the game. Discover a new level of feedback you can feel with every hit, crash and explosion in games that support vibration feedback. 3. **Extensive Game Support** F710 is easy to set up and use with your favourite games, thanks to XInput/DirectInput—the two most common input standards. 4. **Steam Big Picture** Play on your TV. Pair your F710 with Big Picture and navigate Steam, surf the web, play games and more from the comfort ofyour couch. 5. **Exclusive 4-Switch D-Pad** Roll the D-pad. The D-pad glides over four individual switches for a more responsive, tactile feel. 6. **Familiar Console-Like Layout** Crafted for a console-like controlling experience and innovated from traditional design, F710 fits like a glove. 7. **Works With Android TV** Our game controllers work with Sony Android TVs. With the controller switch in XID mode, our console-like layout will give

you the edge as you compete. Standard Android TV controls - provided through the Logitech Logo button on the gamepad together with the Back key on the controller - allow you to navigate your Android TV seamlessly.

8. **Easy to Set Up and Use**

   Change the standard commands or adapt F710 for play with an unsupported title, using Logitech's profiler software. Buttons and controls are programmable and can even mimic keyboard and mouse commands.

9. **Comfortable Grip**

   Easy on the hands. Enjoy long, comfortable play sessions, thanks to smooth curves and contoured rubber grips.

2.	**What are the technical specifications of the Logitech F710 Wireless Gamepad?**	▪ The Logitech F710 Wireless Gamepad technical specifications are as follows: 1. Wireless Connection: 2.4GHz 2. Feedback: Dual Vibration 3. D-Pad: 4 Switch
3.	**What is the warranty for the Logitech F710 Wireless Gamepad?**	▪ Logitech offers a 3-year limited hardware warranty for this product.
4.	**What is the system requirement for the Logitech F710 Wireless Gamepad?**	▪ System requirement for the Logitech F710 Wireless Gamepad: 1. Windows® 11, Windows 10, Windows 8, Windows 7 or Windows Vista, ChromeOS™ 2. Internet connection for optional software download. 3. Requires software installation for DirectInput mode.

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