

FREQUENTLY ASKED QUESTIONS (FAQ)
Unifi Smart Home: Home Shield

NO.	QUESTION	ANSWER												
General														
1.	What’s included in this offer?	Unifi Smart Home: Home Shield provides a complete smart home service that includes subscription-based plans, professional installation, technical support, and device warranties linked to your subscription.												
2.	Who is eligible to subscribe to the Unifi Smart Home: Home Shield plan?	- This offer is exclusively for new and existing Unifi Home customers on 100Mbps plans and above. Customers on lower-speed plans (below 100Mbps) must upgrade their subscription to qualify. - The plan is available to both Malaysians and non-Malaysians (foreigners).												
N O.	QUESTION	ANSWER												
Product Offerings														
1.	What plans are available?	- Here’s what the Unifi Smart Home: Home Shield plan offers: 1) Smart Home plan:<table><tr><th>Package Type</th><th>What’s Included</th><th>Monthly Charges</th></tr><tr><td>Smart Home Essential</td><td> - Unifi Smart Home app 1 x AI Indoor Camera 7 days video cloud storage </td><td>RM15/month</td></tr><tr><td>Smart Home Advance</td><td> - Unifi Smart Home app 1 x AI Indoor Camera 1 x Solar Outdoor Camera 7 days video cloud storage 1 x Smart Hub 1 x Door & Window Sensor 1 x Motion Sensor </td><td>RM35/month</td></tr><tr><td>Smart Home Premium</td><td> - Unifi Smart Home app 1 x AI Indoor Camera 2 x Solar Outdoor Camera 7 days video cloud storage 1 x Smart Hub 2 x Door & Window Sensor 1 x Motion Sensor </td><td>RM55/month</td></tr></table>	Package Type	What’s Included	Monthly Charges	Smart Home Essential	- Unifi Smart Home app 1 x AI Indoor Camera 7 days video cloud storage	RM15/month	Smart Home Advance	- Unifi Smart Home app 1 x AI Indoor Camera 1 x Solar Outdoor Camera 7 days video cloud storage 1 x Smart Hub 1 x Door & Window Sensor 1 x Motion Sensor	RM35/month	Smart Home Premium	- Unifi Smart Home app 1 x AI Indoor Camera 2 x Solar Outdoor Camera 7 days video cloud storage 1 x Smart Hub 2 x Door & Window Sensor 1 x Motion Sensor	RM55/month
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2) Unifi Smart Home with Broadband plan		
Package Type	What's Included	Monthly Charges
Unifi Home Shield Essential		
Unifi Home Shield Essential 100Mbps	• Unifi Home Shield Essential • 100Mbps high-speed internet • Wi-Fi 6 Combo Box • 24 -hour service guaranteed	RM104/month
Unifi Home Shield Essential 300Mbps	• Unifi Home Shield Essential • 300Mbps high-speed internet • Wi-Fi 6 Combo Box • 24-hour service guaranteed	RM144/month
Unifi Home Shield Essential 500Mbps	• Unifi Home Shield Essential • 500Mbps high-speed internet • Wi-Fi 6 Combo Box • 24-hour service guaranteed	RM164/month
Unifi Home Shield Essential 1Gbps	• Unifi Home Shield Essential • 1Gbps high-speed internet • Wi-Fi 7 Combo Box • 12 business hours service restoration	RM264/month
Unifi Home Shield Essential 2Gbps	• Unifi Home Shield Essential • 2Gbps high-speed internet • Wi-Fi 7 Combo Box • 12 business hours service restoration	RM334/month
Smart Home Shield Advance		
Unifi Home Shield Advance 100Mbps	• Unifi Home Shield Advance • 100Mbps high-speed internet • Wi-Fi 6 Combo Box • 24-hour service guaranteed	RM124/month
Unifi Home Shield Advance 300Mbps	• Unifi Home Shield Advance • 300Mbps high-speed internet • Wi-Fi 6 Combo Box • 24-hour service guaranteed	RM164/month
Unifi Home Shield Advance 500Mbps	• Unifi Home Shield Advance • 500Mbps high-speed internet • Wi-Fi 6 Combo Box • 24-hour service guaranteed	RM184/month
Unifi Home Shield Advance 1Gbps	• Unifi Home Shield Advance • 1Gbps high-speed internet • Wi-Fi 7 Combo Box • 12 business hours service restoration	RM284/month
Unifi Home Shield Advance 2Gbps	• Unifi Home Shield Advance • 2Gbps high-speed internet • Wi-Fi 7 Combo Box • 12 business hours service restoration	RM354/month
Smart Home Shield Premium		
Unifi Home Shield Premium 100Mbps	• Unifi Home Shield Premium • 100Mbps high-speed internet • Wi-Fi 6 Combo Box • 24-hour service guaranteed	RM144/month

		<table> <tr> <td>Unifi Home Shield Premium 300Mbps</td><td> • Unifi Home Shield Premium • 300Mbps high-speed internet • Wi-Fi 6 Combo Box • 24-hour service guaranteed </td><td>RM184/month</td></tr> <tr> <td>Unifi Home Shield Premium 500Mbps</td><td> • Unifi Home Shield Premium • 500Mbps high-speed internet • Wi-Fi 6 Combo Box • 24-hour service guaranteed </td><td>RM204/month</td></tr> <tr> <td>Unifi Home Shield Premium 1Gbps</td><td> • Unifi Home Shield Premium • 1Gbps high-speed internet • Wi-Fi 7 Combo Box • 12 business hours service restoration </td><td>RM304/month</td></tr> <tr> <td>Unifi Home Shield Premium 2Gbps</td><td> • Unifi Home Shield Premium • 2Gbps high-speed internet • Wi-Fi 7 Combo Box • 12 business hours service restoration </td><td>RM374/month</td></tr> </table>	Unifi Home Shield Premium 300Mbps	• Unifi Home Shield Premium • 300Mbps high-speed internet • Wi-Fi 6 Combo Box • 24-hour service guaranteed	RM184/month	Unifi Home Shield Premium 500Mbps	• Unifi Home Shield Premium • 500Mbps high-speed internet • Wi-Fi 6 Combo Box • 24-hour service guaranteed	RM204/month	Unifi Home Shield Premium 1Gbps	• Unifi Home Shield Premium • 1Gbps high-speed internet • Wi-Fi 7 Combo Box • 12 business hours service restoration	RM304/month	Unifi Home Shield Premium 2Gbps	• Unifi Home Shield Premium • 2Gbps high-speed internet • Wi-Fi 7 Combo Box • 12 business hours service restoration	RM374/month
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2.	What is the contract duration for my plan package?	▪ This plan comes with a 24-month contract.												
3.	How many Smart Home plans can I subscribe to?	▪ Each account is limited to one (1) Smart Home package. ▪ However, you may add as many a la carte devices as you like.												
4.	How do I subscribe to this plan?	▪ You can subscribe through the following channels: Unifi UniVerse app Unifi website: https://shop.unifi.com.my/personal/home/fibre-broadband/installation-address Unifi Selfcare portal / MyUnifi app • Existing Unifi customers may subscribe at https://selfcare.unifi.com.my/ • We will process your plan change request within 3–5 working days. • An SMS TAC will be required for verification before submitting your order. Any TMpoint / Unifi Store outlet nationwide												
5.	Is there any supporting document required for subscription?	▪ Yes, a copy of your NRIC or passport is required for new broadband subscriptions.												

6.	Can I add more smart home devices to my plan?	- Yes. You can subscribe to additional Smart Home devices as add-ons, subject to stock availability. - A la carte devices and charges:<table><tr><th>Device</th><th>Charges</th></tr><tr><td>AI Indoor Camera</td><td>RM12/month</td></tr><tr><td>Solar Outdoor Camera</td><td>RM18/month</td></tr><tr><td>Smart Hub</td><td>RM79 (one-time charge)</td></tr><tr><td>Door & Window Sensor</td><td>RM59 (one-time charge)</td></tr><tr><td>Motion Sensor</td><td>RM69 (one-time charge)</td></tr></table> Please note: You must subscribe to a Smart Home plan before purchasing any a la carte smart home devices.	Device	Charges	AI Indoor Camera	RM12/month	Solar Outdoor Camera	RM18/month	Smart Hub	RM79 (one-time charge)	Door & Window Sensor	RM59 (one-time charge)	Motion Sensor	RM69 (one-time charge)
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7.	How long is the contract for a la carte device add-ons?	- The contract details for a la carte device add-ons are as follows: - Devices with monthly recurring charges come with a 24-month contract. - Devices with a one-time charge have no contract commitment. - A la carte devices and contract terms:<table><tr><th>Device</th><th>Contract</th></tr><tr><td>AI Indoor Camera</td><td>24 months</td></tr><tr><td>Solar Outdoor Camera</td><td>24 months</td></tr><tr><td>Smart Hub (OTC)</td><td>No contract</td></tr><tr><td>Door & Window Sensor (OTC)</td><td>No contract</td></tr><tr><td>Motion Sensor (OTC)</td><td>No contract</td></tr></table>	Device	Contract	AI Indoor Camera	24 months	Solar Outdoor Camera	24 months	Smart Hub (OTC)	No contract	Door & Window Sensor (OTC)	No contract	Motion Sensor (OTC)	No contract
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Door & Window Sensor (OTC)	No contract													
Motion Sensor (OTC)	No contract													
8.	What is the delivery method for my Smart Home devices?	For new subscribers, the devices will be couriered to your address within 14 calendar days in Peninsular Malaysia and within 21 calendar days in Sabah and Sarawak, through TM’s appointed delivery partner after successful broadband installation. For existing customers, devices will be couriered to your registered address within 14–21 calendar days. - You will receive an SMS notification once your device is out for delivery. - You can track your delivery status via the Unifi UniVerse app.												
9.	Will I be charged continuously for my Smart Home device?	Yes. Your Smart Home device will be billed monthly as part of your subscription, for as long as you keep the service active.												
10.	How do I install my Smart Home devices?	- Once you receive your device, you can install it yourself by following the step-by-step guides available on our Smart Home website: https://unifi.com.my/smarthome - Click on “How to setup” and select your Smart Home device to watch the installation video.												
11.	Can I request Unifi to install my Smart Home devices for me?	- Yes, you may request installation by a TM Installer by calling the Unifi Contact Centre (UCC) at 100. An installation fee of RM120 will apply and will be reflected in your next Unifi bill. - Please note: Installation by our team covers only the Smart Home device(s) purchased and does not include any electrical work or additional wiring.												

12.	Can I use my Home Shield devices at a different address?	No. Home Shield devices must remain at your registered broadband service address, as they are linked to your account for service, support and warranty purposes. Moving them elsewhere will void the warranty.
13.	What should I do with my Smart Home devices if I'm moving to a new home?	- If you're relocating, here's what you should do with your Smart Home devices: Carefully dismantle your devices from your current premises. Be sure to keep all parts, including power adapters and mounting accessories. Bring the devices with you to your new location. Reinstall the devices by following the step-by-step installation guide available on our Smart Home website: https://unifi.com.my/smarthome - If you need installation assistance at your new premises, please call 100 for Smart Home device support.

Billing and Payment

1.	How can I pay for my subscription?	- We recommend subscribing to the TM Autopay Service for automatic monthly deductions from your preferred savings/current bank account or locally issued credit/debit card. - You can also make payments through the following channels: Online Platforms - Log in to the Unifi UniVerse app and pay via FPX or locally issued credit/debit card (available on Google Play Store, Apple App Store, and Huawei AppGallery) - JomPAY via internet banking, mobile banking or ATM – Biller Code: 8888 (Unifi) - Boost and Touch 'n Go eWallet Physical Outlets & Kiosks - Unifi Store/TMpoint outlets – Kiosk (Cash, Credit/Debit Card or Cheque) - For the full list of payment channels, visit: https://unifi.com.my/sites/default/files/html/List-FAQ/others/faq-page/FAQ-Bill-Payment_Payment-Channel-2022.pdf
2.	How will my bill be delivered to me?	You will receive a monthly e-bill. Please check your registered email address with Unifi to view the soft copy, or simply log in to the Unifi UniVerse app.
	Do I need to pay my bill by a certain date?	Yes, kindly ensure timely bill payments to avoid service suspension.

Change of Plan / Termination		
1.	How do I terminate my Unifi Smart Home subscription?	You may request to terminate your Smart Home plan through any of the following channels: • Visit the nearest Unifi Store or TM Point outlet • Call us at 100
2.	Can I terminate my Smart Home package during the contract period?	Yes, you can terminate at any time. However, if termination occurs within the 24-month contract period, an early termination penalty will apply. The penalty will be calculated as follows: <i>Package Price × Remaining Months</i> <i>Example: If you subscribe to Home Shield Essential at RM15/month and terminate in month 12, the Early Termination Penalty (ETP) will be: $RM15 \times 12 = RM180$.</i>
3.	Can I upgrade or downgrade my Smart Home package during the contract?	▪ Upgrade: Yes, you can upgrade at any time. A new 24-month contract will apply, and you'll receive a new set of devices (excluding your current ones). ▪ Downgrade: Sorry, downgrades are not allowed during the 24-month contract period.
4.	If I terminate my subscription, can I still use the Smart Home devices?	Yes, you can continue using your Smart Home devices through the Unifi Smart Home app after termination. However: ▪ The 7-day video cloud storage feature for the AI Indoor Camera and Solar Outdoor Camera will no longer be available. ▪ The device warranty from TM will no longer apply. ▪ TM will no longer provide after-sales support for technical issues related to the Smart Home devices
5.	If my Unifi Home account is suspended (e.g. due to late payment), can I still use the Home Shield service?	▪ Unfortunately, no. To continue using the Home Shield service, your internet/Wi-Fi must remain active. Please pay at least the minimum amount on your Unifi Home bill to avoid service suspension.
Device Warranty		
1.	How long is my Smart Home device covered by warranty?	▪ Your devices are covered under warranty for as long as your subscription remains active and your payments are up to date.
2.	What does the warranty cover?	▪ The warranty includes: i. Manufacturer defects ii. Normal wear and tear iii. Hardware malfunctions under normal usage conditions

3.	What is not covered by the warranty?	▪ The warranty does not cover: i. Physical damage, misuse, negligence, modifications or unauthorized repairs ii. Damage caused by accidents, fire, water, lightning, power surges or other external factors iii. Issues related to software, apps or third-party services ▪ The warranty will also immediately cease and become void if: i. You terminate your Smart Home package ii. The device is relocated outside of your registered broadband service address (for broadband-linked packages).
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Support & Assistance

1.	Who can I contact for assistance?	▪ You may reach us through the following digital channels: ▪ Email – help@unifi.com.my ▪ Facebook – https://www.facebook.com/weareunifi ▪ X (Twitter) – @Unifi ▪ Live Chat with Maya at https://maya.unifi.com.my/ or via the Unifi UniVerse app ▪ You can also call the Unifi Contact Centre by dialing 100, then select option 3. ▪ <i>Please note: You may lodge a complaint via the channels above without needing to bring your device to a Unifi Store or TMpoint outlet.</i>
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Smart Home App

1.	How do I log in to the Smart Home app?	▪ The Unifi Smart Home app offers a simplified login process using your existing Google or Apple account. i. Download the app from the Google Play Store, Apple App Store or Huawei AppGallery. ii. Open the Unifi Smart Home app on your mobile device. iii. On the login screen, accept the user agreement and select "Sign in with Google" or "Sign in with Apple." iv. You'll be securely redirected to Google or Apple's login page to authorize the app. v. Follow the on-screen prompts to complete the login. You may need to enter your password and approve a Two-Factor Authentication (2FA) request on a trusted device. vi. Once authorized, you'll be redirected back to the Unifi Smart Home app and logged in successfully.
2.	How many devices can be linked to the same account for login?	▪ Only one (1) device can be logged in with a single account at any given time. If the same login ID is used on another device, the first device will be automatically logged out.

3.	I'm unable to log in because I'm not receiving the Two-Factor Authentication (2FA) request.	- This may happen when using Google or Apple login, usually due to your device settings or a temporary network issue. Please take the following steps: i. Check your internet connection: A stable Wi-Fi or mobile data connection is required to receive the 2FA prompt. ii. Try an alternative sign-in method: If the prompt doesn't appear, look for an option like "Try another way" on the login screen. You may be offered options such as: a) Receiving a verification code via SMS to your registered phone number b) Using backup code saved when you first set up 2FA c) Using code from an authenticator app (e.g. Google Authenticator) iii. Check that you're signed in on your device: Ensure that you're already signed in to your Google account or Apple ID on the device you're using. 2FA prompts are only sent to trusted devices. iv. Check your notification settings: Go to your phone's notification settings and ensure that system notifications for Google Play Services (on Android) or Apple ID (on iOS) are enabled. Also check that your phone is not in "Do Not Disturb" mode. v. Update your device's software: Make sure your phone's operating system (OS) and relevant apps (e.g. Google Play Services, etc.) are up to date, as outdated software may affect prompt delivery.																																																															
4.	What should I do if my phone is lost or stolen and I can't receive the Two-Factor Authentication (2FA) prompt?	- If you've lost access to your primary device, you'll need to use one of the backup methods set up during your 2FA activation. These may include: - A trusted phone number to receive a verification code via SMS - Backup codes saved during 2FA setup - For recovery: - Google users – Visit the Google account recovery page - Apple users – Visit the Apple ID account recovery page																																																															
5.	How many members can I add?	- You can add up to 20 members to a single home setup: 1 <i>Homeowner</i> and 19 <i>Administrators/Common Members</i>. Each member must be assigned a role. - Refer to the table below for a breakdown of user roles: <table><tr><th rowspan="2">User Rights</th><th colspan="3">User Roles</th></tr><tr><th>Owner</th><th>Administrator</th><th>Common Member</th></tr><tr><td>Create home</td><td>Yes</td><td>Yes</td><td>Yes</td></tr><tr><td>Remove home</td><td>Yes</td><td>-</td><td>-</td></tr><tr><td>Add member</td><td>Yes</td><td>Yes</td><td>-</td></tr><tr><td>Change member role</td><td>Yes</td><td>-</td><td>-</td></tr><tr><td>Add device</td><td>Yes</td><td>Yes</td><td>-</td></tr><tr><td>Modify device settings</td><td>Yes</td><td>Yes</td><td>Yes</td></tr><tr><td>Remove device</td><td>Yes</td><td>Yes</td><td>-</td></tr><tr><td>Create automation tasks</td><td>Yes</td><td>Yes</td><td>-</td></tr><tr><td>Modify automation tasks</td><td>Yes</td><td>Yes</td><td>-</td></tr><tr><td>Remove automation tasks</td><td>Yes</td><td>Yes</td><td>-</td></tr><tr><td>View live view</td><td>Yes</td><td>Yes</td><td>Yes</td></tr><tr><td>Download event recording</td><td>Yes</td><td>Yes</td><td>Yes</td></tr><tr><td>Delete event recording</td><td>Yes</td><td>Yes</td><td>Yes</td></tr><tr><td>Delete event message (individual user account)</td><td>Yes</td><td>Yes</td><td>Yes</td></tr></table>	User Rights	User Roles			Owner	Administrator	Common Member	Create home	Yes	Yes	Yes	Remove home	Yes	-	-	Add member	Yes	Yes	-	Change member role	Yes	-	-	Add device	Yes	Yes	-	Modify device settings	Yes	Yes	Yes	Remove device	Yes	Yes	-	Create automation tasks	Yes	Yes	-	Modify automation tasks	Yes	Yes	-	Remove automation tasks	Yes	Yes	-	View live view	Yes	Yes	Yes	Download event recording	Yes	Yes	Yes	Delete event recording	Yes	Yes	Yes	Delete event message (individual user account)	Yes	Yes	Yes
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Download event recording	Yes	Yes	Yes																																																														
Delete event recording	Yes	Yes	Yes																																																														
Delete event message (individual user account)	Yes	Yes	Yes																																																														

6.	How do I share my Smart Home devices with another user?	▪ The invited user must download and sign up for the Unifi Smart Home app. ▪ The homeowner will need to obtain the Account ID from the other user. They can find this by going to the “Me” tab > tap the “Settings” icon (top right) > select “Account and Security” > press and hold to copy their Account ID. ▪ The homeowner can add another user by entering their name and Account ID. ▪ The invited user will receive a notification. To accept the invitation, they must go to the “Me” tab and look under “Home Management” for pending requests.
7.	Why am I unable to add a member to my home and receiving the error: ‘Unable to add the account. Verify the account info and try again’?	▪ The person you’re trying to add must download and sign up for the Unifi Smart Home app to become a valid user. ▪ Ensure they’ve followed the steps correctly to find and share their Account ID with you.
8.	What are the minimum requirements to install the Unifi Smart Home app?	▪ The app requires a mobile device running: • iOS 11 or later • Android 6 or later ▪ <i>Please note: If the app isn’t appearing in the Apple App Store or Google Play Store, it may be due to your device no longer being supported under Apple or Google’s latest policies.</i>
9.	What should I do if the app keeps crashing?	▪ App crashes may occur due to outdated data or device issues. Try the following steps: i. Clear the app’s cache ii. Force close and reopen the app iii. If the issue continues, uninstall and reinstall the app iv. Ensure you have a stable internet connection
10.	What should I do if the app is running slowly?	▪ You’ll need to clear the app’s cache; force close the app and then reopen it. ▪ If the issue continues, try to uninstall and reinstall the app. ▪ Ensure your mobile device has a stable internet connection.
11.	How do I get the latest firmware for my device?	▪ Firmware updates are delivered automatically to your device. ▪ You’ll receive a notification once an update is available. ▪ To enable automatic updates, go to “Device Settings” > “Device Update” and turn on “Auto Upgrade”. ▪ Make sure notifications are enabled on your device so you don’t miss important updates.
12.	How do I stop receiving notifications?	▪ You can disable notifications for specific devices directly from within the app: • Tap on the device (e.g., Contact Sensor) • Go to “Settings”

		• Turn off the relevant detection alerts. • Alternatively, you can turn off all app notifications via your phone's system settings. <i>Please note: We don't recommend disabling all notifications, as it defeats the main purpose of your Smart Home system — providing real-time alerts and security updates for your home and devices. For the best experience, customize your notifications in-app to only receive the alerts that matter most to you.</i>
13.	Why can't I see my list of Smart Home devices?	▪ Make sure you've selected the correct virtual home in the app. Tap the home management selection at the top left of the home screen. ▪ Then go to the "All Devices" tab to view your paired devices. ▪ If a device isn't paired yet, you'll need to pair it first. ▪ If already paired, pull down the screen to refresh. ▪ You should also try clearing the app's cache, force-closing the app, and checking your network connection.
14.	Why is my device showing offline?	▪ First, ensure your smart device is switched on and properly connected. ▪ Then, check your Wi-Fi connection using a speed test. ▪ If Wi-Fi is working, try restarting the device and then pull down the app's main screen to refresh. ▪ If the issue continues: • Android: Clear the app's cache, force it close and reopen the app, and ensure your mobile network is working. • iOS: Force close and reopen the app, and ensure your mobile network is working. ▪ If your Wi-Fi isn't working, please refer to Unifi's home troubleshooting guide.
15.	Why can't I connect to my MESH Wi-Fi?	▪ Move near the MESH unit and connect your smartphone to your Unifi Home Broadband SSID. ▪ Run a speed test to check for internet connectivity. • If there's no internet, proceed with standard Unifi Home troubleshooting. • If internet is available, try to restart your Smart Home device, restart the MESH unit or reset the Smart Home device and re-pair it.
16.	Why is my device not receiving AI Detection alerts?	▪ Ensure AI Detection is enabled in the app settings for the specific device. ▪ For cameras, go to "Settings" (the three-dot icon) > "Detection Alarm Settings" to enable it and receive the notifications alert. • Indoor Camera: Pet Detection, Sound Detection, Motion Detection • Outdoor Camera: Vehicle Detection, Human Detection ▪ For motion sensors, go to the menu in the settings and adjust the Passive Infrared (PIR) sensitivity accordingly.
17.	How do I check the signal strength of my Zigbee devices?	• Open the app and select your Smart Hub device. • Go to "Zigbee Sub-Device" and tap the three-dot icon next to the desired sensor. • Select "Device signal detect" and follow the on-screen instructions.

18.	Why isn't the Pan/Tilt function working?	▪ The Pan/Tilt feature is only supported by the AI Indoor Camera. ▪ In the app's camera view, expand the bottom tab to find the directional controls. ▪ To enable automatic tracking, make sure "<i>Motion Tracking</i>" is enabled in the device settings. • Viewing angle: 102° • Rotation angle: Pan 0° – 355°; Tilt -10° ~40°
19.	What are the recommended speeds for video streaming?	▪ To ensure smooth streaming, check your Wi-Fi connection speed on your 2.4GHz Wi-Fi SSID or Unifi Home SSID at the camera's location. The recommended minimum speeds are: • Indoor Camera (HD): 3 Mbps • Indoor Camera (SD): 1 Mbps • Outdoor Solar Camera (HD): 4 Mbps • Outdoor Solar Camera (SD): 2 Mbps
20.	Why is my video streaming poor?	▪ Start by checking your Wi-Fi connection speed. ▪ If the speed is low, try switching the camera's streaming quality from HD to SD in the device's settings. ▪ You may also need to move the camera closer to your router or MESH unit to improve the signal.
21.	Why is my cloud storage missing?	▪ This may happen if: • You (or another user) changed houses (home profile) in the app • The device was removed from the current home • The account login ID was changed ▪ Any of these actions will remove access to previously recorded videos.
22.	Why can't I see my cloud recordings?	▪ Check that the AI detection settings are properly configured and enabled for the device in the app. • If no events are detected, no clips will be uploaded. • For cameras, check the "<i>Detection Alarm Settings</i>" in the device's settings. ▪ Continuous recording is only available via microSD card. If you've enabled this, recordings must be viewed directly from the microSD card, not the cloud playback section of the app.
23.	How does recording work on the app?	▪ Recordings are stored automatically in the app based on your device settings. ▪ You can view, play back and download the recordings directly from the app.
24.	Why is my Automation Scene failing?	▪ Open the "<i>Scene</i>" tab in the app. ▪ Ensure all devices involved in your "<i>Automation</i>" or "<i>Tap-to-Run</i>" scene are online. ▪ Check the logic or trigger for the automation to ensure they are configured correctly.
25.	Is my existing TP-Link or Tapo smart home device compatible	▪ No. The new Unifi Smart Home app is designed exclusively for use with the latest range of Unifi Smart Home devices.

	with the new Unifi Smart Home app?	Any existing smart home devices from TP-Link or Tapo that you previously purchased are not compatible and cannot be managed using the Unifi Smart Home app. These devices must continue to be managed via the separate Tapo app.
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