

FREQUENTLY ASKED QUESTIONS (FAQ)

Unifi Home Shield Exclusive Campaign

(update version: 6/10/25)

Unifi Home Shield Exclusive Campaign																																																										
1.	What is Unifi Home Shield Exclusive Campaign all about?	Unifi Home Shield Exclusive Campaign is introduced to provide consumers with the next generation of home automation and security services catered to their specific needs, fulfilling their perceptions of what is safe enough for their household.																																																								
2.	Who is eligible to subscribe to Unifi Home Shield Exclusive Campaign ?	- This Unifi Home Shield Exclusive Campaign offering is exclusively available to new and existing Unifi Home customers. - It is applicable to both Malaysians and non-Malaysians (foreigners).																																																								
3	What is the Unifi Home Shield Exclusive Campaign's eligibility? Who is eligible for the Unifi Home Shield Exclusive Campaign?	- Campaign's eligibility as below: a) New-new customer i) Entitle to subscribe campaign package and add on ala carte devices. b) Existing Unifi customers: i) Only entitled upgrade to campaign package with higher or lateral speed. - ii)Entitle to subscribe campaign package and add on ala carte devices.																																																								
Subscription of Unifi Home Shield Exclusive Campaign																																																										
1.	What is the available plan?	Here's what the Unifi Home Shield Exclusive Campaign plan offers:<table><tr><th colspan="5">Choose Bundle plan</th></tr><tr><td rowspan="2">Retail price (exclude tax)</td><td>Unifi Home Shield Exclusive Essential 100Mbps (24M)</td><td>Unifi Home Shield Exclusive Essential 300Mbps 24M)</td><td>Unifi Home Shield Exclusive Essential 500Mbps (24M)</td><td>Unifi Home Shield Exclusive Advance 1Gbps (24M)</td></tr><tr><td>RM104</td><td>RM144</td><td>RM164</td><td>RM284</td></tr><tr><td>Discounted Price (exclude tax)</td><td>RM89</td><td>RM129</td><td>RM149</td><td>RM249</td></tr><tr><td>Complementary Home Shield package</td><td colspan="3">Home Shield Essential Plan</td><td>Home Shield Advance Plan</td></tr><tr><td>Contract period</td><td colspan="4">24months Notes: Discounted price is only for 24 months contract period. After 24months, Retail Price is applied.</td></tr><tr><td>Installation</td><td colspan="4">Self-installation by customer</td></tr><tr><th colspan="5">Add any -On Home Shield package</th></tr><tr><td colspan="5">Not allowed. Only one (1) Home Shield Package is allowed within the bundle plan.</td></tr><tr><th colspan="5">Add any -On ala carte devices</th></tr><tr><td colspan="2">Ala-carte devices</td><td colspan="2">Contract</td><td>Price</td></tr></table>			Choose Bundle plan					Retail price (exclude tax)	Unifi Home Shield Exclusive Essential 100Mbps (24M)	Unifi Home Shield Exclusive Essential 300Mbps 24M)	Unifi Home Shield Exclusive Essential 500Mbps (24M)	Unifi Home Shield Exclusive Advance 1Gbps (24M)	RM104	RM144	RM164	RM284	Discounted Price (exclude tax)	RM89	RM129	RM149	RM249	Complementary Home Shield package	Home Shield Essential Plan			Home Shield Advance Plan	Contract period	24months Notes: Discounted price is only for 24 months contract period. After 24months, Retail Price is applied.				Installation	Self-installation by customer				Add any -On Home Shield package					Not allowed. Only one (1) Home Shield Package is allowed within the bundle plan.					Add any -On ala carte devices					Ala-carte devices		Contract		Price
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2.	What is the duration of my contract period?	All campaign plan comes with a 24-month contract.															
3.	How will my device be delivered?	- For new subscribers, the Home Shield device will be delivered to your address within 14–21 working days after broadband installation is completed. - 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.															
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 (via Sales Leads Online Form) - Existing Unifi customers may subscribe at https://selfcare.unifi.com.my/ - Your plan change request will be processed by TM within 3–5 working days. - An SMS TAC will be required for verification before submitting your order. Any TMpoint/Unifi Store outlet nationwide															
5.	Can I request Unifi to install the camera for me?	Yes, you may request installation by our Unifi Elite Crew via call to Unifi Contact Centre (100), subject to an additional installation charge of RM120.															
6.	Is any supporting document required for subscription?	Yes, a copy of your NRIC or passport is required for new broadband subscriptions.															
Billing Payment																	

1.	How can I make payment?	- We recommend subscribing to the TM Autopay Service for automatic monthly deductions from your preferred savings/current bank account or credit/debit card (locally issued banks only). - You can also make payments through the following channels: Online Platforms Log in to Unifi Selfcare portal or the MyUnifi app and pay using FPX or credit/debit card (locally issued banks only) - Unifi Selfcare portal: https://selfcare.unifi.com.my/login - MyUnifi app (Downloadable via Google Play Store, AppleAppStore or Huawei AppGallery) - JomPAY via internet/mobile banking or ATM – Biller Code: 8888 (Unifi) - Boost and Touch ‘n Go eWallet Physical Outlets & Kiosks You may also pay your bills at the following locations: - Unifi Store/TMpoint outlets – Kiosk (Cash, Credit/Debit Card or Cheque) - For more 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 I receive my bill?	You will receive a monthly e-bill. Please check your registered email address with Unifi to view the softcopy, or simply log in to the Unifi Selfcare portal or the MyUnifi/Unifi UniVerse app.															
3.	Is there a bill payment cut-off period?	Yes, kindly ensure timely bill payments to avoid service suspension.															
4.	Will charges be prorated if I subscribe before or after the billing cycle?	Yes, the charges will be prorated.															
Change of Plan / Termination																	
1.	How can I terminate my subscription?	- You can request for termination through any of the following channels: - Live chat at https://maya.unifi.com.my/ - MyUnifi or Unifi UniVerse app - Visit the nearest Unifi Store or TMpoint outlet															
2.	What happens if I terminate or change my plan within the contract period?	The table below shows the applicable penalty charges: <table><tr><th colspan="5">Terminate bundle</th></tr><tr><th>Scenarios</th><th>Broadband</th><th>Home Shield</th><th>Rules</th><th>Penalty</th></tr><tr><td></td><td></td><td></td><td></td><td></td></tr></table>	Terminate bundle					Scenarios	Broadband	Home Shield	Rules	Penalty					
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				speed	Package		treatment
				Terminate	Terminate	Allowed	Broadband based on remaining months x package price
			Change of plan to Non Campaign package				
			Scenarios	Broadband speed	Home Shield Package	Rules	Penalty treatment
				Upgrade/downgrade	Terminate	Allowed	Broadband based on remaining months x package price
			Change of plan of Bundle with Home Shield package				
			Home Shield Package COP scenarios	Broadband speed	Home Shield Package	Rules	Penalty treatment
				Upgrade /Downgrade /Maintain	Upgrade	Allowed	The customer will be entitled to receive the new additional device. No ETP
				Upgrade /Downgrade /Maintain	Downgrade	Not Allowed	Not Allowed
				Upgrade /Downgrade /Maintain	Terminate <i>Notes: the devices may still be used; however, the 7-day video cloud storage feature for the AI Indoor Camera and Solar Outdoor Camera will be discontinued.</i>	Allowed	The customer shall be liable to pay the penalty. ETP: Bundle Package Price × Remaining Months.
3.	If I terminate my subscription, do I need to return Home Shield devices?	▪ No, you may continue using the Home Shield devices.					
4.	If my Unifi Home account is suspended (e.g. due to late payment), can I still use Unifi Home Shield Exclusive campaign?	▪ Unfortunately, no. You will need to pay at least the minimum amount of your Unifi Home bill to continue enjoying internet access/Wi-Fi connection to use the Home Shield devices.					
For more information on the Home Shield Devices Please visit: https://unifi.com.my/smarthome							
1.	What is the Home Shield Devices?	▪ The Unifi Home Shield Exclusive Campaign plan is inclusive Home Shield Devices as below:					

		Unifi Home Shield Essential plan	Unifi Home Shield Advance plan
		Offer with broadband speed Unifi Home 100/300/500 Mbps	1gbps
		List of devices • Unifi Smart Home app • 1 x AI Indoor Camera • 7 days video cloud storage	• 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
2.	Where can I find installation guides for the Home Shield devices?	▪ Please refer to the links below for the installation guide: a. Quick Installation Guide: https://www.youtube.com/watch?v=eUGQ28teUOs For more info of Home Shield devices and app guide installation video kindly visit https://unifi.com.my/smarthome/devices-specs	
3.	How can I set up and control my Unifi Home Shield or home security camera?	▪ Yes, you can. Simply download the Unifi Smart Home app from Google Play or the App Store. ▪ Through the Unifi Smart Home app, you can set up, manage and control your home security camera.	
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: a) Manufacturer defects b) Normal wear and tear c) Hardware malfunctions under normal usage conditions	
3	What is not covered by the warranty?	▪ The warranty does not cover: a) Physical damage, misuse, negligence, modifications or unauthorized repairs b) Damage caused by accidents, fire, water, lightning, power surges or other external factors c) Issues related to software, apps or third-party services ▪ The warranty will also immediately cease and become void if: a) You terminate your Smart Home package b) The device is relocated outside of your registered broadband service address (for broadband-linked packages).	
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>
Smart Home Apps		
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. a) Download the app from the Google Play Store, Apple App Store or Huawei AppGallery. b) Open the Unifi Smart Home app on your mobile device. c) On the login screen, accept the user agreement and select "Sign in with Google" or "Sign in with Apple." d) You'll be securely redirected to Google or Apple's login page to authorize the app. e) 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. ▪ 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: a) Check your internet connection: A stable Wi-Fi or mobile data connection is required to receive the 2FA prompt. b) 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: i. Receiving a verification code via SMS to your registered phone number ii. Using backup code saved when you first set up 2FA iii. Using code from an authenticator app (e.g. Google Authenticator) c) 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. d) 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. ▪ 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	▪ 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

	Authentication (2FA) prompt?	○ 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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View live view	Yes	Yes	Yes																																																														
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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 “<i>Me</i>” tab > tap the “<i>Settings</i>” icon (top right) > select “<i>Account and Security</i>” > 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 “<i>Me</i>” tab and look under “<i>Home Management</i>” 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: - Clear the app’s cache - Force close and reopen the app - If the issue continues, uninstall and reinstall the app - 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: i. Tap on the device (e.g., Contact Sensor) ii. Go to "Settings" iii. Turn off the relevant detection alerts. iv. 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 "Motion Tracking" 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 "Detection Alarm Settings" 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 "Scene" tab in the app. - Ensure all devices involved in your "Automation" or "Tap-to-Run" 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 with the new Unifi Smart Home app?	▪ No. The new Unifi Smart Home app is designed exclusively for use with the latest range of Unifi Smart Home devices. ▪ 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.

-END OF DOCUMENT-