FREQUENTLY ASKED QUESTIONS (FAQ)
FOR
NEW OTT PARTNER (IFLIX)

NO	QUESTION	ANSWER
1.	**What is iFlix ?**	• Iflix is the world's leading entertainment service for emerging markets, offering users unlimited access to thousands of TV shows & movies - Plus local faves, iflix Originals, LIVE sports, Snackables and more. We're putting the entertainment that people want at their fingertips, with high quality streaming on any device. Users can enjoy a fully free version or unlock VIP to get EVERYTHING. (But enough about us, how you doing?
2.	**Where is iFlix available ?**	• iFlix is currently available in Bangladesh, Brunei, Cambodia , Indonesia, Malaysia, Maldives, Myanmar, Nepal, Pakistan, Philippines, Sri Lanka, Thailand, and Vietnam.
3.	**What kind of content are available in iFlix ?**	• A huge selection of everyone's favourite comedies, drama, K-drama, local drama, Movies, Live Sports and more ; from Hollywood, The UK and Asia! All ready to either to be streamed or downloaded. There's tens of thousands of hours of content available online for you to watch instantly via almost any device that connects to the interwebs. Go ahead, pause, rewind, fast forward or re-play as often as you like!
	GETTING STARTED	
1.	**What devices can I use to stream on iFlix ?**	• iflix is available on your phone, laptop, tablet, TV. You name it! For those of you who can't sit still, simply download the iflix app on the Google Play Store or Apple App Store and enjoy iflix on your mobile/tablet. Prefer binge-watching on a slightly bigger screen? Just go to iflix.com on your laptop/PC! OR… If you like your TV shows & movies reeeally big, you can even watch iflix on your Samsung and LG TV, your Android TV or on any TV using Chromecast or HDMI. You can also watch iflix via unifi plus box (latest set-top-box) using your Unifi home network or If you are using previous box, you can upgrade to unifi plus box
2.	**How to subscribe to iflix for New Subscribers via mobile app & web browser?**	• Connect your device to your Unifi home network for first time activation. Download iflix app via Google Playstore / Apple App Store or visit www. iflix.com. Sign up for free VIP acces or sign in to get free VIP access and enjoy iflix's content.
3.	**How to subscribe to YuppTV for New Subscribers via Unifi Plus Box?**	• Connect your Unifi Plus Box to your Unifi home network for first time activation. Go to iflix app,sign up and enjoy VIP access for iflix's content. You may also sign up via your Facebook account or preferred Gmail account.

NO	QUESTION	ANSWER
4.	**What are the minimum requirements for my devices?**	• We try really hard to make our technology as topnotch as possible. And on topnotch devices, this top-notch technology sings like a pretty little bird. Make sure you meet the following requirements or your mileage may vary: Apple devices: iPhone 6 and above, iOS10 or later Android devices: 4.4 and above PCs: Windows 7 and 8 Mac: OSX and above Supported browsers: Chrome 40+, Safari 7+ and IE11. (Do people still use Internet Explorer these days? Bless 'em) Some browsers may require Silverlight to be installed. It's easy. Just click "install".
5.	**I do not have an account with iFlix, could I still watch the contents?**	• Yes but what you can watch maybe limited. Sign up for free to watch everything on iflix. You can however browse our amazing catalogue before signing up, but trust us, you'll want to sign up for the coolest content.
6.	**How do I sign up?**	• You can sign up on our app or thru http://www.iflix.com, hit the green SIGN UP FOR FREE button at the bottom of the page. Then fill out the rest of the details below by entering your email and password or if you feel like signing up using Facebook or Google, you may do so as well. Click "Sign Up For Free" and you're good to go! Hope this helps! :)
7.	**How does the VIP trial work?**	• We offer new iflix members the VIP treatment for 30 days. Get unlimited access to our huge library of TV shows and movies and stream directly on your smartphone, tablet and laptop. The best part? No payment details required to sign up! Because great entertainment shouldn't be complicated. We want you to just play. • What is included in my VIP trial period ? • EVERYTHING! Seriously. During the trial period, you will be able to access every. Single. Piece of content and premium feature on iflix. Live TV and events? CHECK! Download and watch offline? CHECK! Local and popular Hollywood shows? CHECK AND CHECK!
8.	**What happens after my VIP trial period ends ?**	• Don't worry, after your VIP trial ends you can still enjoy plenty of FREE content on iflix. • How do I sign out from iFlix ? • Leaving already? :(That's okay. We're pretty sure we'll see you again real soon. To sign-out, just navigate your way to the homepage, head to the menu bar on the top left. Click on your profile name and you should see a logout option. Then, just erm... log out.
9.	**What is the required Internet speed?**	• In short, Fast wins. Faster wins more. Typically we require at least some form of broadband, but the flavour you rock is the flavour we'll cop. We try to ensure that even on lameband you will have a great experience. Of course, faster is always going to be better, but we should have you covered, so long as you

NO	QUESTION	ANSWER
		pay them bills.
	USING IFLIX	
1.	**Is there a limit to how much I can watch on iFlix ?**	• To quote one of our favourite Eurodance bands ever, “No no, no no no no, no no no no. No no there's no limit!”. • Can I watch iFlix contents when I am offline ? Drum Rolls please • YES. Even when you’re on a plane, out of town, in a cave surrounded by bats. You can continue watching iflix with our ‘Download & Watch Offline’ feature (Only available on the iflix app for mobile/tablets)! Here’s how: - Make sure you are connected to the Internet. - Locate THIS icon on the show you want and click the magical button. - Pick your preferred resolution. * You can download a MAXIMUM of 10 shows in total (TV episodes and movies) per device at any one time It’s yours for 30 days after downloading and/or 48 hours upon viewing, after which it self-destructs. But don’t worry, there’s unlimited re downloads available!
2.	**Where can I see my viewing history?**	• **Some things are too good not to repeat.** To access your viewing history, you'll just need to do sign in, go to Account and select “Watch History”. You can now view a list of shows and movies that you've recently watched. Replay away, my friend! • **Where can I find kid- friendly contents on iFlix?** You can find all kinds of fun stuff under the “Kids” section on iflix! Everything from cartoon shows to the latest animation films. All content are of course, appropriate for kids 12 and under. You’re welcome! • **How many devices can I use to stream iFlix at the same time?** You can connect up to 5 devices and stream up to 2 at the same time, as long as their operating systems are supported by iflix. If you want to register a 6th device, tough luck… you can’t. Joking! (Well, actually we’re not) You need to remove 1 device that is registered to make way for the new one you intend to connect.
3.	**Can I stream iFlix on HD?**	• H to the E to the L-L YES! We do have contents that you may already enjoy in HD -- too bad they don’t come with a tub of popcorn.
	ACCOUNT & BILLING	
1.	**How do I change my password?**	• Want to update your password? EZ PZ, buddy! Simply follow these steps: - Sign in to your account on the iflix website with your current email address and password. - Click on My Account. - Click on Change Password under Profile. - Fill in the required details and click Reset Password. [* Or, for quicker access, head on to THIS LINK to get

NO	QUESTION	ANSWER
		redirected.](https://iflix.com/profile/edit)
2.	**I've forgotten my password, how do I recover it?**	• Users can use the 'forgot password' recovery feature on login pages, just enter the email address you signed up with and we will send you a recovery email. Help! I'm from Malaysia and I forgot my login email, what should I do ? Ok, don't panic. It happens even to the best of us. To retrieve your forgotten login email, please support+my@iflix.com
PAYMENTS		
1.	**My 30 days of trial for VIP is almost up! Can I pay to stay VIP before it expires?**	• Yes, you can! Go to the 'VIP Plans' section in the menu of your Android and iOS apps or on iflix.com to continue your VIP journey.
2.	**Are there hidden charges ? What if I don't intend to continue my VIP subscription ?**	• There are no hidden charges! If you get through the trial and decide that you don't want to subscribe just yet, you will still be able to enjoy our FREE content on iflix. Feel like going back to #betterliving? Just unlock VIP to get all-access again.
3.	**What credit cards or debit cards do you accept?**	• Good news ladies and gents, any international bank is acceptable! Just make sure your card has the "Mastercard" or "Visa" logo on it and you're good to go!
4.	**How to redeem voucher codes ?**	• First, you have to sign in to your iflix app or a browser on a PC/laptop (preferably Google Chrome or Safari) to be able to redeem your coupon/voucher, then choose "Redeem Voucher" from the main menu. Afterwards, proceed to enter the voucher code (but please make sure to type it down as it appears!) • What are the payment options available in Malaysia? Wanna pay to play? We've got you covered in lotsa ways: - VISA or MASTER credit / debit card - Mobile Banking - Google In-App Billing - Mobile Billing.
5.	**What banks in Malaysia offer the option of online banking with iFlix?**	• Online banking is our coolest payment feature. If you're lucky enough to live in Malaysia, you'll have this option available to you with the help of any of these: - Affin Bank - Alliance Bank - AmBank - Bank Islam - Bank Rakyat - Hong Leong Bank - BSN - Kuwait Finance House - Maybank - HSBC Bank - OCBC Bank - Public Bank - RHB - Standard Chartered – UOB
TROUBLESHOOTING		

NO	QUESTION	ANSWER
1.	**What should I do when I see the "Well this is embarrassing… "error message? I am in Malaysia by the way! Having video playback problems?**	• Binge-watching came to a screeching halt? No worries, we'll help you get through it. Some tips: First, we'll need to see if there's something up with your connection and/or your player and we can't do that unless you PLAY. First, play another iflix TV show or movie on your laptop. If that works, see if you can still play a video when you connect to a different network. And if that works, try streaming other videos and see how that pans out. Have you been keeping up with the latest version of iflix? Be sure that your app has been updated to the latest version, that might just work out all the kinks. • If all else fails, give our specialists a holler at support+MY@iflix.com. They're going to need your sign-in email and screenshots of your "About" page in the "My Account" menu. Plus, go ahead and send them the make and model of your device too.
2.	**You can also reach us thru our social networks below for faster responses**	a. Facebook Messenger: m.me/iflixMY b. Facebook: facebook.com/iflixMY c. Twitter: twitter.com/iflixMY