

**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 unifi TV's latest 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 unifi content 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 coming soon; FOX + ▪ 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! As unifi customers, you can subscribe to the pre-installed apps from our partner with an additional monthly subscription for you to enjoy even more content at your own convenience. The subscription details of each app are as below: <table border="1" data-bbox="555 394 1318 786"> <thead> <tr> <th>No</th> <th>Partner's app</th> <th>Offerings</th> </tr> </thead> <tbody> <tr> <td>1.</td> <td>iflix</td> <td> <ul style="list-style-type: none"> • Freemium </td> </tr> <tr> <td>2.</td> <td>dimsum</td> <td> <ul style="list-style-type: none"> • Add-on subscription at RM10 </td> </tr> <tr> <td>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>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>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>6.</td> <td>FOX +</td> <td> <ul style="list-style-type: none"> ▪ Coming soon </td> </tr> </tbody> </table> <ul style="list-style-type: none"> ▪ For more information on the subscription, please visit https://unifi.com.my/plusbox 	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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5.	Can I watch Netflix on unifi Plus Box?	<ul style="list-style-type: none"> ▪ The pre-installed Netflix app on unifi TV plus Box 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 yet 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 30Mbps. ▪ We also recommend to connect your unifi Plus Box to your router using a LAN cable if the WiFi signal is weak. ▪ To ensure better user experience, we recommend you to subscribe to unifi 300Mbps plan. To subscribe to 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. 																					

<p>10.</p>	<p>This is interesting! How can I get the unifi Plus Box?</p>	<ul style="list-style-type: none"> ▪ unifi Plus Box comes with the below unifi broadband plans:- <table border="1" data-bbox="603 259 1382 517"> <thead> <tr> <th>unifi Home Plan</th> <th>Promotional price/month</th> <th>Contract</th> </tr> </thead> <tbody> <tr> <td>unifi 300Mbps with Ultimate TV pack</td> <td>RM199</td> <td>24-months</td> </tr> <tr> <td>unifi 100Mbps with Ultimate TV pack</td> <td>RM189</td> <td>24-months</td> </tr> <tr> <td>unifi 30Mbps with Ultimate TV pack</td> <td>RM149</td> <td>24-months</td> </tr> </tbody> </table> <ul style="list-style-type: none"> ▪ By subscribing to unifi 100Mbps and 30Mbps with Ultimate TV pack, customer will only enjoy the 1month waiver on the broadband price. Customer will still have to pay RM60 for the Ultimate pack with unifi Plus Box as stated in the bill. ▪ Existing unifi Home customer can enjoy unifi Plus Box according to the plan below: <table border="1" data-bbox="592 824 1358 1570"> <thead> <tr> <th>Existing unifi home subscriber</th> <th>Options to get unifi Plus Box</th> <th>Contract</th> </tr> </thead> <tbody> <tr> <td>Subscriber with unifi TV pack (Varnam plus/ Aneka plus/ Ruby Plus/ Jumbo Lite/ Ultimate TV pack)</td> <td>unifi 300Mbps with Ultimate TV pack at promotional price of RM199</td> <td>24-months</td> </tr> <tr> <td rowspan="3">Subscriber without unifi TV pack</td> <td>unifi 300Mbps with Ultimate TV pack at promotional price of RM199</td> <td>24-months</td> </tr> <tr> <td>unifi 100Mbps with Ultimate TV Pack at RM189</td> <td>24-months</td> </tr> <tr> <td>unifi 30Mbps with Ultimate TV Pack at RM149</td> <td>24-months</td> </tr> </tbody> </table>	unifi Home Plan	Promotional price/month	Contract	unifi 300Mbps with Ultimate TV pack	RM199	24-months	unifi 100Mbps with Ultimate TV pack	RM189	24-months	unifi 30Mbps with Ultimate TV pack	RM149	24-months	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)	unifi 300Mbps with Ultimate TV pack at promotional price of RM199	24-months	Subscriber without unifi TV pack	unifi 300Mbps with Ultimate TV pack at promotional price of RM199	24-months	unifi 100Mbps with Ultimate TV Pack at RM189	24-months	unifi 30Mbps with Ultimate TV Pack at RM149	24-months
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<p>11.</p>	<p>Can I subscribe to unifi Plus Box without subscribing to unifi TV service?</p>	<ul style="list-style-type: none"> ▪ We are sorry, you will need to subscribe to unifi Home plan with unifi TV package in order for you to enjoy the unifi Plus Box. 																									
<p>12.</p>	<p>Where can I get this unifi Plus Box?</p>	<ul style="list-style-type: none"> ▪ Starting 1st June, customers can subscribe unifi plan from any TMpoint outlets, Reseller, TM Authorized Dealer, TM Staff or via TM Sales Centre (TMSC). ▪ Customer can subscribe via online at unifi.com.my starting 9th June 2020. 																									

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 a 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 unifi TV pack or VOD on my unifi Plus Box?	<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 Plus Box. ▪ However, for VOD, separate charges may be applicable.



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"> ▪ myunifi app (available for Android and iOS) ▪ unifi portal - unifi.com.my ▪ Live Chat - http://bit.ly/unifilivechat ▪ Email – help@tm.com.my ▪ Facebook - https://www.facebook.com/weareunifi/ ▪ Twitter - https://twitter.com/helpmeunifi or ▪ Contact our helpline at 100 ▪ Should you require a face-to-face interaction, you may visit any of the TMpoint outlets nationwide for further assistance
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	<ul style="list-style-type: none"> ▪ Push the Google Assistant voice search button and say


	Google Assistant for unifi TV?	“Open unifi” to activate the feature.
26.	Will it consume my broadband bandwidth if I use the apps in the unifi Plus Box?	<ul style="list-style-type: none"> ▪ Yes, you will need Internet connection to run the apps in the unifi Plus Box. ▪ To ensure better user experience, we recommend you to subscribe to unifi 300Mbps plan. To subscribe to the plan, please visit https://unifi.com.my/personal/home/fibre-broadband.
27.	Why am I not getting the internet connection after migrating to the unifi Plus Box?	<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"> ▪ myunifi app (available for Android and iOS) ▪ unifi portal - unifi.com.my ▪ Live Chat - http://bit.ly/unifilivechat ▪ Email – help@tm.com.my ▪ Facebook - https://www.facebook.com/weareunifi/ ▪ Twitter - https://twitter.com/helpmeunifi or ▪ Contact our helpline at 100 ▪ Should you require a face-to-face interaction, you may visit any of the TMpoint outlets nationwide for further assistance.

Existing unifi Home customers

28.	I am an existing unifi Home customer, how do I get the unifi Plus Box?	<ul style="list-style-type: none"> ▪ Existing unifi Home subscribers can upgrade their packages according to the plan below: <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: center;">Existing unifi home subscriber</th> <th style="text-align: center;">Options to get unifi Plus Box</th> <th style="text-align: center;">Contract</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">Subscriber with unifi TV pack (Varnam plus/ Aneka plus/ Ruby Plus/ Jumbo Lite/ Ultimate TV pack)</td> <td style="text-align: center;">unifi 300Mbps with Ultimate TV pack at promotional price of RM199</td> <td style="text-align: center;">24-months</td> </tr> <tr> <td rowspan="3" style="text-align: center;">Subscriber without unifi TV pack</td> <td style="text-align: center;">unifi 300Mbps with Ultimate TV pack at promotional price of RM199</td> <td style="text-align: center;">24-months</td> </tr> <tr> <td style="text-align: center;">unifi 100Mbps with Ultimate TV Pack at RM189</td> <td style="text-align: center;">24-months</td> </tr> <tr> <td style="text-align: center;">unifi 30Mbps with</td> <td style="text-align: center;">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)	unifi 300Mbps with Ultimate TV pack at promotional price of RM199	24-months	Subscriber without unifi TV pack	unifi 300Mbps with Ultimate TV pack at promotional price of RM199	24-months	unifi 100Mbps with Ultimate TV Pack at RM189	24-months	unifi 30Mbps with	24-months
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			Ultimate TV Pack at RM149	
29.	I am an existing unifi Home customer, however I'm getting a notification that my account yet to be migrated. What should I do?	<ul style="list-style-type: none"> Existing customer who are still on the old platform need to be migrated before login to unifi Plus Box. TM will communicate once the migration process is successful (once your order is completed) and you may enjoy unifi TV via unifi Plus Box. 		
30.	I am an existing unifi Home customer, can I use the existing media box to watch unifi TV content once I upgrade my unifi package with unifi Plus Box?	<ul style="list-style-type: none"> Legacy media box (silver) is a discontinued model. Existing customers with this box may face service interruptions. Furthermore, please be informed the replacement parts for the discontinued model are no longer in production, and our technicians are unable to perform any maintenance for this box. As such, please use unifi Plus Box for your best viewing experience. Customer with white media box (V8) can still enjoy unifi TV services until further announcement from TM. 		
31.	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. 		
32.	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				
33.	Can I watch 4K UHD content with unifi Plus Box?	<ul style="list-style-type: none"> unifi Plus Box supports 4K UHD content. However, there are three (3) essential requirements that must be fulfilled before you can enjoy the best of 4K quality i.e. – a compatible 4K UHD TV, 4K Android box and 4K UHD content. At this moment, unifi TV has yet to launch any channel with 4K UHD content, however you may be able to view 4K UHD content from YouTube. 		
34.	If I am using a 4K TV, do I need to do any configuration on	<ul style="list-style-type: none"> If you already using a 4K TV, you can watch 4K UHD content using unifi Plus Box. 		

	my TV and unifi Plus Box to enjoy 4K quality?	
35.	How do I use the subtitle function / multiple audio while playing On Demand content?	<ul style="list-style-type: none"> ▪ The subtitle / multiple audio functions is available for selection On Demand content. While playing your On Demand content, follow the simple steps as below: <ol style="list-style-type: none"> 1) Press “Up” button on your remote control 2) Choose subtitle icon  , Or 3) Choose audio icon  4) Select your preferred subtitle / audio
36.	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"> 1. Go to Home screen 2. Select “Settings” 3. Under “Remote and accessories” select Add accessory. You will see a list of nearby devices. 4. Put your device in pairing mode. Your device will be added to the on-screen list 5. 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 on your smart devices.
37.	I’m facing channel glitch/channel not viewable and sometimes bad picture quality. What should I do?	<ul style="list-style-type: none"> ▪ If you are facing channel glitch/not viewable – please press “Home” button and re-launch unifi TV app. ▪ If you are facing bad picture quality – try moving your unifi Plus Box nearer to your WiFi router to ensure maximum connectivity. ▪ Alternatively, you may connect your unifi Plus Box with a wired LAN connection. Kindly note that this wired connection is still running on shared bandwidth with your internet browsing. ▪ If the problem still persists, we seek your kind patience as we have scheduled a system upgrade soon to solve the issue.
38.	I received error message – “Oops! An error occurred.	<ul style="list-style-type: none"> ▪ Simply press the “Home” button and re-launch unifi TV app. ▪ If the problem still persists, please follow these steps to force stop the unifi TV app:

	<p>Refresh the app”. What should I do?</p>	<ol style="list-style-type: none"> 1) Press the “Shortcut to installed apps” button  on your remote control 2) Select unifi TV app 3) Press and hold “OK” button 4) Select “Info” 5) Select “Force Stop” 												
<p>39.</p>	<p>I reckoned that my unifi Plus Box picture quality is lower as compared to my previous Android box (V8 box). Why is that so?</p> <p>Any plan to improve the quality at least similar to the V8 quality or even better?</p>	<ul style="list-style-type: none"> ▪ We would like to inform that the new unifi Plus Box is running as OTT (over-the-top) box. Hence currently the connectivity is via WiFi. ▪ In the case of wired connectivity via LAN cable, it is still on the shared bandwidth with your internet browsing activity. Thus, the quality will be compromised. This is in contrast with the V8 Android box whereby it is running on purely IPTV service with wired dedicated bandwidth supporting the picture quality. ▪ The comparison for the two boxes is as per table below: <table border="1" data-bbox="552 893 1404 1167"> <thead> <tr> <th>Type of box</th> <th>Picture Quality</th> <th>Mobility</th> <th>Application</th> </tr> </thead> <tbody> <tr> <td>unifi Plus Box</td> <td>Compromised (WiFi connectivity)</td> <td>YES</td> <td>YES</td> </tr> <tr> <td>Andorid V8 Box</td> <td>Sustainable (Wired Connectivity)</td> <td>NO</td> <td>NO</td> </tr> </tbody> </table>	Type of box	Picture Quality	Mobility	Application	unifi Plus Box	Compromised (WiFi connectivity)	YES	YES	Andorid V8 Box	Sustainable (Wired Connectivity)	NO	NO
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<p>40.</p>	<p>Why the TV Guide, Subtitle and Audio Feature are unavailable for Live Channels?</p>	<ul style="list-style-type: none"> ▪ Good news, these features are now available starting from 30th March 2020. Please download our latest app. ▪ Simply, press the “Up” button on your remote control to enjoy these features 												
<p>unifi TV Customer</p>														
<p>41.</p>	<p>I am an existing unifi TV customer via old version of unifi media box. How do I sign up at unifi playTV app in unifi Plus Box?</p>	<ul style="list-style-type: none"> ▪ Launch unifi TV app and login using your existing unifi playTV ID and password. 												
<p>42.</p>	<p>How do I access my unifi playTV account if I've forgotten the</p>	<ul style="list-style-type: none"> ▪ You can reset your password through your unifi playTV app from your mobile device, by following this steps : <ol style="list-style-type: none"> 1. Open your unifi playTV apps 2. Select forgot password 												

	password?	<ol style="list-style-type: none"> 3. Key-in login ID 4. Select preferred option to receive verification code (the verification code will be sent to your registered mobile number or email) 5. Key-in verification code 6. Key-in new password
43.	I am an existing unifi TV customer. I'm, interested in dual room services. Will I receive a new unifi Plus Box?	<ul style="list-style-type: none"> ▪ Yes, you will receive another set of unifi Plus Box. ▪ However, at this moment Add-On service is discontinued until further notice. ▪ Stay tuned and check out our official social media pages for any updates.
44.	I am an existing unifi TV customer. I wish to exchange my old version of unifi Media Box to unifi Plus Box. What should I do?	<ul style="list-style-type: none"> ▪ For existing customers, unifi Plus Box is offered as an Add-On service. ▪ However, at this moment Add-On service is discontinued until further notice. ▪ Stay tuned and check out our official social media pages for any updates.
45.	How do I use the unifi Plus Box as my 2nd media box to enjoy unifi TV content?	<ul style="list-style-type: none"> ▪ You can use the unifi Plus Box as your 2nd unifi 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, at this moment Add-On service is discontinued until further notice. ▪ Stay tuned and check out our official social media pages for any updates.
46.	How many additional boxes that I can add-on?	<ul style="list-style-type: none"> ▪ Subscribers of Ultimate Pack will have an option to add a maximum of three (3) additional Media Boxes. ▪ However, at this moment Add-On service is discontinued until further notice. ▪ Stay tuned and check out our official social media pages for any updates.
47.	Who should I contact if I need any assistance or service	<ul style="list-style-type: none"> ▪ TM has various digital channels for its customers to interact with us. Should the customers have any enquiries or require any assistance, they can get in touch with TM through our digital channels as below:

	inquiry?	<ul style="list-style-type: none">• myunifi app (available for Android and iOS)• unifi portal - unifi.com.my• unifi online community forum at community.unifi.com.my• Live Chat - http://bit.ly/unifilivechat• Email – help@tm.com.my• Facebook - https://www.facebook.com/weareunifi/• Twitter - https://twitter.com/helpmeunifi <p>▪ Customers can also refer to our unifi community forum at community.unifi.com.my.</p>
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