

**FREQUENTLY ASKED QUESTIONS (FAQ)  
ON  
UNIFI PLUS BOX**

NO	QUESTIONS	ANSWER									
<b>unifi PLUS BOX GENERAL INFO</b>											
1.	<b>What is unifi Plus Box?</b>	<ul style="list-style-type: none"> <li>▪ unifi Plus Box is unifi TV's latest media box (Android TV Box) introduced to maximise the viewing experience of our unifi customers.</li> <li>▪ unifi Plus Box comes with the following features:               <ul style="list-style-type: none"> <li>• Direct access to contents from unifi TV and unifi content partners.</li> <li>• An interactive and immersing viewing experience.</li> <li>• Enjoy your content in full High Definition (HD).</li> <li>• Use Google Assistant on your remote control.</li> <li>• Cast Content from your smart devices to your unifi Plus Box.</li> </ul> </li> </ul>									
2.	<b>What is the technical specs of the unifi Plus Box?</b>	<ul style="list-style-type: none"> <li>▪ The technical specs of the unifi Plus Box are as below:               <ul style="list-style-type: none"> <li>• Processor: Quad-core</li> <li>• GPU: OpenGL ES 2.0</li> <li>• RAM: 2GB DDR4</li> <li>• Flash: 8GB eMMC</li> <li>• System: Android TV 9.</li> </ul> </li> </ul>									
3.	<b>What are the apps pre-installed in the unifi Plus Box?</b>	<ul style="list-style-type: none"> <li>▪ Your unifi Plus Box will come with pre-installed apps from unifi TV app and our partners such as BBC Player, Dimsum, Viu and YuppTV.</li> <li>▪ Check out the latest app available on our website at <a href="https://unifi.com.my/plusbox">https://unifi.com.my/plusbox</a></li> </ul>									
4.	<b>How do I watch the content from the pre-installed apps? Do I need to subscribe?</b>	<ul style="list-style-type: none"> <li>▪ 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:</li> </ul> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: center;">No</th> <th style="text-align: center;">Partner's app</th> <th style="text-align: center;">Offerings</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">1.</td> <td>Dimsum Entertainment</td> <td> <ul style="list-style-type: none"> <li>• Ala-carte subscription at RM10</li> </ul> <p><b>Note : This service will no longer be available starting <u>30 September 2021</u></b></p> </td> </tr> <tr> <td style="text-align: center;">2.</td> <td>BBC Player</td> <td> <ul style="list-style-type: none"> <li>• Complimentary for Ultimate TV pack subscribers</li> <li>• Ala-carte subscription at RM10</li> </ul> </td> </tr> </tbody> </table>	No	Partner's app	Offerings	1.	Dimsum Entertainment	<ul style="list-style-type: none"> <li>• Ala-carte subscription at RM10</li> </ul> <p><b>Note : This service will no longer be available starting <u>30 September 2021</u></b></p>	2.	BBC Player	<ul style="list-style-type: none"> <li>• Complimentary for Ultimate TV pack subscribers</li> <li>• Ala-carte subscription at RM10</li> </ul>
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5.	<p><b>How do I enjoy the 6 months complimentary Yuppflix voucher via unifi Plus Box?</b></p>	<ul style="list-style-type: none"> <li>▪ Starting 24<sup>th</sup> August 2020, customers who subscribe to unifi Home plan with unifi Plus Box (limited time offer) are entitled to get complimentary Yuppflix voucher for six (6) months.</li> <li>▪ Subscribers will receive the voucher code via SMS within five (5) working days upon successful unifi installation. Subscribers will need to follow these steps: <ol style="list-style-type: none"> <li>1. Visit <a href="https://www.yupptv.com">https://www.yupptv.com</a> or open YuppTV mobile app.</li> <li>2. If you are an existing YuppTV user, Sign into your account.</li> <li>3. If you are a new YuppTV user, Click Sign up button and complete your registration by entering Email Id, mobile number and password.</li> <li>4. After Sign up/Sign in is successful, visit <a href="https://www.yupptv.com/redeemVoucher">https://www.yupptv.com/redeemVoucher</a> (or) Redeem voucher option on our mobile app(From the side menu)</li> <li>5. Enter your voucher code and click Apply button. Select the package to redeem your voucher code.</li> <li>6. After voucher code is redeemed successfully, visit <a href="https://www.yupptv.com/movies">https://www.yupptv.com/movies</a> or “Movies” section at the top on YuppTV Home page/YuppTV app and start watching the movies.</li> </ol> </li> </ul>									

		<ul style="list-style-type: none"> <li>For more info, please refer : <a href="https://unifi.com.my/plus-box/yupptv">https://unifi.com.my/plus-box/yupptv</a></li> </ul> <p><b>Note: This promo will end on <u>30 June 2021</u>. Kindly redeem your voucher by <u>30 June 2021</u>.</b></p>
6.	<b>How do I enjoy the 6 months complimentary Viu Premium voucher via unifi Plus Box?</b>	<ul style="list-style-type: none"> <li>Starting 15<sup>th</sup> January 2020, customers who subscribe to unifi Home plan with unifi Plus Box (limited time offer) are entitled to get complimentary Viu Premium voucher for six (6) months.</li> <li>Subscribers will receive the voucher code via SMS within five (5) working days upon successful unifi installation. Subscribers will need to follow these steps: <ol style="list-style-type: none"> <li>1. Connect your unifi Plus Box to your unifi Home network for first time activation</li> <li>2. Go to Viu app, choose "Sign in" and a pairing code will appear on screen.</li> <li>3. Go to <a href="http://www.viu.com">www.viu.com</a> on your web browser or mobile browser</li> <li>4. Select the "Menu" icon on top left and select "Redeem" option</li> <li>5. Insert a valid promo code on the voucher screen, and sign up.</li> <li>6. Select the "Menu" icon on top left, insert the pairing code and you can enjoy your complimentary access to Viu!</li> </ol> </li> <li>For more info, please refer : <a href="https://unifi.com.my/plus-box/viu">https://unifi.com.my/plus-box/viu</a></li> </ul> <p><b>Note: This promo will end on <u>30 June 2021</u>. Kindly redeem your voucher by <u>31 July 2021</u>.</b></p>
7.	<b>Can I watch Netflix on unifi Plus Box?</b>	<ul style="list-style-type: none"> <li>The access to Netflix app on unifi TV plus Box is currently not available.</li> </ul>
8.	<b>How do I install an app into the unifi Plus Box?</b>	<ul style="list-style-type: none"> <li>Step 1: Please ensure that you are signed in to your Google account</li> <li>Step 2: Press shortcut button on the remote and choose "get more apps"</li> <li>Step 3: Select your preferred app and press "Install"</li> </ul>
9.	<b>What are the required internet speed for me to run the unifi Plus Box?</b>	<ul style="list-style-type: none"> <li>For best streaming quality, we recommend a minimum broadband speed of 30Mbps.</li> <li>We also recommend to connect your unifi Plus Box to your router using a LAN cable if the WiFi signal is weak.</li> <li>To ensure better user experience, we recommend you to</li> </ul>

		<p>subscribe to unifi 300Mbps plan. To subscribe to the plan, please visit <a href="https://unifi.com.my/personal/home/fibre-broadband">https://unifi.com.my/personal/home/fibre-broadband</a></p>																																				
10.	<b>What are the video formats that unifi Plus Box support?</b>	<ul style="list-style-type: none"> <li>The unifi Plus Box supports up to 4K2K, MPEG-2/ MPEG4/ VP8/ VP9/ H.264/ H.265 video formats.</li> </ul>																																				
11.	<b>This is interesting! How can I get the unifi Plus Box?</b>	<ul style="list-style-type: none"> <li>unifi Plus Box comes with the below unifi broadband plans, which entitle customer to enjoy 30 Days free trial.</li> </ul> <table border="1" data-bbox="550 600 1390 1261"> <thead> <tr> <th>unifi Home Plan</th> <th>Broadband with unifi TV Content Pack and Mesh Wi-Fi (Data + TV + Mesh )</th> <th>Broadband with unifi TV Content Pack ( Data + TV)</th> <th>Contract</th> </tr> </thead> <tbody> <tr> <td>unifi Home 800Mbps</td> <td>RM349</td> <td></td> <td>24 months</td> </tr> <tr> <td>unifi Home 500Mbps</td> <td>RM249</td> <td></td> <td>24 months</td> </tr> <tr> <td>unifi Home 300Mbps</td> <td></td> <td>RM199</td> <td>24 months</td> </tr> <tr> <td>unifi Home 100Mbps</td> <td></td> <td>RM189</td> <td>24 months</td> </tr> <tr> <td>unifi Home 30Mbps</td> <td></td> <td>RM149</td> <td>24 months</td> </tr> </tbody> </table> <ul style="list-style-type: none"> <li>Customer who are subscribing to bundle plan without Ultimate Pack/ Content Pack can Add-On RM60/month for Ultimate Pack with unifi Plus Box plan. However, if you already subscribe to any of unifi TV pack, you have an option for additional unifi Plus Box as Add-on.</li> <li>Details as per below table:</li> </ul> <table border="1" data-bbox="545 1532 1393 1906"> <thead> <tr> <th>Add On</th> <th>Description</th> <th>Price</th> <th>Contract</th> </tr> </thead> <tbody> <tr> <td>Ultimate pack with unifi Plus Box.</td> <td>Enjoy all channels via unifi Plus Box</td> <td>RM60 monthly</td> <td>24 months</td> </tr> <tr> <td>unifi Plus Box</td> <td>Multi room entertainment with additional unifi Plus Box</td> <td>RM20 for 24 months</td> <td>24 months</td> </tr> </tbody> </table> <p><i>Note : Add on subscription is not entitled for 30 days free trial.</i></p>	unifi Home Plan	Broadband with unifi TV Content Pack and Mesh Wi-Fi (Data + TV + Mesh )	Broadband with unifi TV Content Pack ( Data + TV)	Contract	unifi Home 800Mbps	RM349		24 months	unifi Home 500Mbps	RM249		24 months	unifi Home 300Mbps		RM199	24 months	unifi Home 100Mbps		RM189	24 months	unifi Home 30Mbps		RM149	24 months	Add On	Description	Price	Contract	Ultimate pack with unifi Plus Box.	Enjoy all channels via unifi Plus Box	RM60 monthly	24 months	unifi Plus Box	Multi room entertainment with additional unifi Plus Box	RM20 for 24 months	24 months
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12.	<b>Can I subscribe to unifi Plus Box without subscribing to unifi TV service?</b>	<ul style="list-style-type: none"> <li>▪ We are sorry, you will need to subscribe to unifi Home plan with unifi TV pack in order for you to enjoy the unifi Plus Box.</li> </ul>
13.	<b>Where can I get this unifi Plus Box?</b>	<ul style="list-style-type: none"> <li>▪ Customers can subscribe to unifi Home plan from any TMpoint outlets, Reseller, TM Authorised Dealer, TM Staff ,TM Sales Centre (TMSC) or visit <a href="http://www.unifi.com.my">www.unifi.com.my</a></li> <li>▪ For unifi Plus Box Add-on subscription is available via : <ul style="list-style-type: none"> <li>a) TM Point</li> <li>b) TM Authorised Dealer</li> <li>c) TMSC</li> <li>d) unifi portal - <a href="http://www.unifi.com.my">www.unifi.com.my</a></li> <li>e) myunifi app - download from AppStore on iOS, Google PlayStore on Android and AppGallery on Huawei.</li> </ul> </li> <li>▪ However, unifi Plus Box Add-on subscription is not available via Reseller</li> </ul>
14.	<b>Can the unifi Plus Box be connected to Wi-Fi?</b>	<ul style="list-style-type: none"> <li>▪ unifi Plus Box supports both WiFi and LAN connectivity.</li> </ul>
15.	<b>Can I have the unifi Plus Box and unifi TV Media box (white media box) plugged into the same TV?</b>	<ul style="list-style-type: none"> <li>▪ 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.</li> </ul>
16.	<b>Why does my unifi Plus Box unable to access the network?</b>	<ul style="list-style-type: none"> <li>▪ Simply follow the configuration checklist as below: <ol style="list-style-type: none"> <li>1. Go to "Settings" and select "Network &amp; Internet" to ensure that the Wi-Fi is enabled.</li> <li>2. Choose the available network to connect (for Wi-Fi user) or check if LAN cable is properly connected to the unifi Plus Box.</li> <li>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.</li> <li>4. Should you need further assistance on network connectivity, please contact: <ul style="list-style-type: none"> <li>• Live Chat via myunifi app or <a href="http://www.unifi.com.my">www.unifi.com.my</a></li> <li>• Facebook via <a href="https://facebook.com/weareunifi">facebook.com/weareunifi</a></li> <li>• Twitter @helpmeunifi</li> <li>• Email to <a href="mailto:help@tm.com.my">help@tm.com.my</a></li> </ul> </li> </ol> </li> </ul>
17.	<b>Is there a warranty for the</b>	<ul style="list-style-type: none"> <li>▪ Yes, the unifi Plus Box comes with a warranty for a period of 12 months from the date of installation.</li> </ul>

	<b>unifi Plus Box?</b>	<ul style="list-style-type: none"> <li>Please visit <a href="https://unifi.com.my/plusbox">https://unifi.com.my/plusbox</a> for details of the warranty policy.</li> </ul>
18.	<b>I am a unifi Lite/Streamyx customer, can I also enjoy the unifi Plus Box?</b>	<ul style="list-style-type: none"> <li>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.</li> </ul>
<b>unifi TV packs</b>		
19.	<b>Will I be charged if I subscribe to a unifi TV pack or VOD on my unifi Plus Box?</b>	<ul style="list-style-type: none"> <li>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.</li> <li>However, for VOD, separate charges may be applicable.</li> </ul>
20.	<b>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?</b>	<ul style="list-style-type: none"> <li>For fast resolution, you may visit <a href="https://community.unifi.com.my/">https://community.unifi.com.my/</a> for self-troubleshooting guide, tips and tricks.</li> <li>Alternatively, you may contact us via our digital channels below: <ul style="list-style-type: none"> <li>myunifi app (download from AppStore on iOS, Google PlayStore on Android and AppGallery on Huawei)</li> <li>unifi portal - <a href="http://www.unifi.com.my">www.unifi.com.my</a></li> <li>Live Chat - <a href="http://bit.ly/unifilivechat">http://bit.ly/unifilivechat</a></li> <li>Email – <a href="mailto:help@tm.com.my">help@tm.com.my</a></li> <li>Facebook - <a href="https://www.facebook.com/weareunifi/">https://www.facebook.com/weareunifi/</a></li> <li>Twitter - <a href="https://twitter.com/helpmeunifi/">https://twitter.com/helpmeunifi/</a> or</li> <li>Contact our helpline at 100</li> </ul> </li> <li>Should you require a face-to-face interaction, you may visit any of the TMpoint outlets nationwide for further assistance</li> </ul>
<b>Google Account</b>		
21.	<b>Can I skip the configuration of the Google account during the setup of my unifi Plus Box?</b>	<ul style="list-style-type: none"> <li>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.</li> <li>Go to <a href="https://unifi.com.my/plusbox">https://unifi.com.my/plusbox</a> for step-by-step installation and setup guide.</li> </ul>
22.	<b>How do I configure my</b>	<ul style="list-style-type: none"> <li>Press the Home button and go to 'Settings'. Scroll down to 'Accounts &amp; Sign In', then select 'Add Account' and choose</li> </ul>

	<b>Google account on the unifi Plus Box?</b>	<p>account type 'Google'.</p> <ul style="list-style-type: none"> <li>▪ Follow the instruction guide on your TV screen to setup your Google account and continue to fill up your email and password accordingly.</li> </ul>
23.	<b>Are there any other apps that we can access via unifi Plus Box?</b>	<ul style="list-style-type: none"> <li>▪ Yes, you may download your preferred applications from Google Playstore into the unifi Plus Box.</li> </ul>
24.	<b>How do I use the Google Assistant on the remote control?</b>	<ul style="list-style-type: none"> <li>▪ Press the Google Assistant button on the remote control and speak close to the remote control to use the feature.</li> <li>▪ Currently, the Google Assistant only works in the Google world. To use it, you will need to configure your Google account on the unifi Plus Box.</li> </ul>
25.	<b>Will it consume my broadband bandwidth if I use the apps in the unifi Plus Box?</b>	<ul style="list-style-type: none"> <li>▪ Yes, you will need Internet connection to run the apps in the unifi Plus Box.</li> <li>▪ To ensure better user experience, we recommend you to subscribe to unifi 300Mbps plan. To subscribe to the plan, please visit <a href="https://unifi.com.my/personal/home/fibre-broadband">https://unifi.com.my/personal/home/fibre-broadband</a>.</li> </ul>
26.	<b>Why am I not getting the internet connection on my unifi Plus Box?</b>	<ul style="list-style-type: none"> <li>▪ For quick resolution, you may visit <a href="https://community.unifi.com.my/">https://community.unifi.com.my/</a> for self-troubleshooting guide, tips and tricks.</li> <li>▪ Alternatively, you may contact us via our digital channels below: <ul style="list-style-type: none"> <li>• myunifi app (download from AppStore on iOS, Google PlayStore on Android and AppGallery on Huawei)</li> <li>▪ unifi portal - <a href="http://www.unifi.com.my">www.unifi.com.my</a></li> <li>▪ Live Chat - <a href="http://bit.ly/unifilivechat">http://bit.ly/unifilivechat</a></li> <li>▪ Email – <a href="mailto:help@tm.com.my">help@tm.com.my</a></li> <li>▪ Facebook - <a href="https://www.facebook.com/weareunifi/">https://www.facebook.com/weareunifi/</a></li> <li>▪ Twitter - <a href="https://twitter.com/helpmeunifi">https://twitter.com/helpmeunifi</a></li> <li>▪ Contact our helpline at 100</li> </ul> </li> <li>▪ Should you require a face-to-face interaction, you may visit any of the TMpoint outlets nationwide for further assistance.</li> </ul>

**Existing unifi Home customers**

27. **I am an existing unifi Home customer, how do I get the unifi Plus Box?**

- Existing unifi Home subscribers can upgrade their packages according to the plan below:



unifi Home Plan	Broadband with unifi TV Content Pack and Mesh Wi-Fi (Data + TV + Mesh )	Broadband with unifi TV Content Pack ( Data + TV)	Contract
unifi Home 800Mbps	RM349		24 months
unifi Home 500Mbps	RM249		24 months
unifi Home 300Mbps		RM199	24 months
unifi Home 100Mbps		RM189	24 months
unifi Home 30Mbps		RM149	24 months


- Customer who already subscribed to a bundle plan without Ultimate Pack/Content Pack can Add-On RM60/month for Ultimate Pack with unifi Plus Box plan.
- However, if you already subscribed to any of unifi TV pack, you have an option for additional unifi Plus Box as Add-on.
- Details as per below table:

Add On	Description	Price	Contract
Ultimate pack with unifi Plus Box.	Enjoy all channels via unifi Plus Box	RM60 monthly	24 months
unifi Plus Box	Multi room entertainment with additional	RM20 for 24 months	24 months



		<table border="1"> <tr> <td></td> <td>unifi Plus Box</td> <td></td> <td></td> </tr> </table> <p><i>Note : Add on subscription is not entitled for 30 days free trial.</i></p>		unifi Plus Box		
	unifi Plus Box					
28.	<b>I'm using 30Mbps VDSL but having trouble watching unifi TV via unifi Plus Box. What should I do?</b>	<ul style="list-style-type: none"> <li>▪ We would like to inform that the unifi Plus Box is running as OTT (over-the-top) box.</li> <li>▪ To enjoy the best streaming quality for 30Mbps VDSL, we recommended you to connect your unifi Plus Box with a wired LAN connection (port 1, 2 or 3). Kindly note that this wired connection is still running on shared bandwidth with your internet browsing.</li> <li>▪ It is also advisable to keep the number of connected devices to be minimal to ensure you have sufficient bandwidth for unifi TV stream via unifi Plus Box.</li> <li>▪ If unifi fibre service already available at your area, we highly recommend you upgrading to the plan that suits your broadband needs.</li> </ul>				
29.	<b>I would like to cancel the unifi plan with unifi Plus Box within the contract period, is there any penalty charge?</b>	<ul style="list-style-type: none"> <li>▪ Yes. The penalty charge is the remaining months of the monthly subscription fee (price before discount) of the subscribed package and unifi TV pack.</li> </ul>				
30.	<b>How are you going to deliver the unifi Plus Box to me?</b>	<ul style="list-style-type: none"> <li>▪ For New Installation, there will be a unifi installer to help you set up the unifi Plus Box (together with other TM's CPE) at your premise.</li> <li>▪ For change plan/upgrade plan or Add-On subscription, unifi Plus Box will be deliver via courier within 14 days (upon successful order)</li> </ul> <p><i>Note : More info on unifi Plus Box (Add-on) delivery via courier at section below.</i></p>				
<b>unifi Plus Box Features &amp; Function</b>						
31.	<b>Can I watch 4K UHD content with unifi Plus Box?</b>	<ul style="list-style-type: none"> <li>▪ 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.</li> <li>▪ 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.</li> </ul>				

32.	<b>If I am using a 4K TV, do I need to do any configuration on my TV and unifi Plus Box to enjoy 4K quality?</b>	<ul style="list-style-type: none"> <li>▪ If you already using a 4K TV, you can watch 4K UHD content using unifi Plus Box.</li> </ul>
33.	<b>How do I use the subtitle function / multiple audio while playing On Demand content?</b>	<ul style="list-style-type: none"> <li>▪ 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"> <li>1) Press “Up” button on your remote control</li> <li>2) Choose subtitle icon  , Or</li> <li>3) Choose audio icon </li> <li>4) Select your preferred subtitle / audio</li> </ol> </li> </ul>
34.	<b>My remote control is not responding / intermittently responding. What should I do?</b>	<ul style="list-style-type: none"> <li>▪ First, please make sure that you have pair your remote with the unifi Plus Box and the battery are correctly in placed.</li> <li>▪ Follow this steps as below to pair a Bluetooth device             <ol style="list-style-type: none"> <li>1. Go to Home screen</li> <li>2. Select “Settings”</li> <li>3. Under “Remote and accessories” select Add accessory. You will see a list of nearby devices.</li> <li>4. Put your device in pairing mode. Your device will be added to the on-screen list</li> <li>5. Select your device</li> </ol> </li> <li>▪ Kindly refer to the unifi TV Quick Start guide provided in the box or go to <a href="https://unifi.com.my/plusbox">https://unifi.com.my/plusbox</a> for step-by-step installation and setup guide.</li> <li>▪ As an alternative, if problem still persist, just download the Android TV Remote Control apps from the Google Play Store on your smart devices.</li> </ul>
35.	<b>I’m facing channel glitch/ channel not viewable and sometimes bad picture quality. What should I do?</b>	<ul style="list-style-type: none"> <li>▪ If you are facing channel glitch/not viewable – please press “Home” button and re-launch unifi TV app.</li> <li>▪ If you are facing bad picture quality – try moving your unifi Plus Box nearer to your WiFi router to ensure maximum connectivity.</li> <li>▪ Alternatively, you may connect your unifi Plus Box with a wired LAN connection (port 1, 2 or 3). Kindly note that this wired connection is still running on shared bandwidth with your internet browsing.</li> <li>▪ If the problem still persists, we seek your kind patience as we have scheduled a system upgrade soon to solve the issue.</li> </ul>

36.	<p><b>I received error message – “Oops! something went wrong. An unexpected error has occurred. Press OK to reload app”. What should I do?</b></p>	<ul style="list-style-type: none"> <li>▪ Simply press the “Home” button and re-launch unifi TV app.</li> <li>▪ If the problem still persists, please follow these steps to force stop the unifi TV app:             <ol style="list-style-type: none"> <li>1) Press the “Shortcut to installed apps” button  on your remote control</li> <li>2) Select unifi TV app</li> <li>3) Press and hold “OK” button</li> <li>4) Select “Info”</li> <li>5) Select “Force Stop”</li> </ol> </li> </ul>												
37.	<p><b>I reckoned that my unifi Plus Box picture quality is lower as compared to my previous Android box (V8 box). Why is that so?</b></p> <p><b>Any plan to improve the quality at least similar to the V8 quality or even better?</b></p>	<ul style="list-style-type: none"> <li>▪ 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.</li> <li>▪ 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.</li> <li>▪ The comparison for the two boxes is as per table below:             <table border="1" data-bbox="547 1167 1401 1440" style="width: 100%; border-collapse: collapse; text-align: center;"> <thead> <tr style="background-color: #cccccc;"> <th>Type of box</th> <th>Picture Quality</th> <th>Mobility</th> <th>Download Apps</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> </li> </ul>	Type of box	Picture Quality	Mobility	Download Apps	unifi Plus Box	Compromised (WiFi connectivity)	YES	YES	Andorid V8 Box	Sustainable (Wired Connectivity)	NO	NO
Type of box	Picture Quality	Mobility	Download Apps											
unifi Plus Box	Compromised (WiFi connectivity)	YES	YES											
Andorid V8 Box	Sustainable (Wired Connectivity)	NO	NO											
38.	<p><b>How to use the the TV Guide, Subtitle and Audio Feature for Live Channels?</b></p>	<ul style="list-style-type: none"> <li>▪ Please make sure to download our latest app version. Simply, press the “Up” button on your remote control to enjoy these features available.</li> </ul>												
39.	<p><b>What is the function of Parental Lock?</b></p>	<ul style="list-style-type: none"> <li>▪ Parental Lock allows you to restrict viewing and purchases of inappropriate TV programmes based on your preference by locking the channel using the Parental PIN.</li> </ul> <p>Note: Parental PIN is similar to Purchase PIN (6 digits)</p>												
40.	<p><b>I forgot my Purchase PIN. What should I do?</b></p>	<ul style="list-style-type: none"> <li>▪ Your default purchase PIN is 123456. If you have forgotten your purchase PIN, you may reset the PIN via unifi PlayTV app.</li> </ul>												

		<ul style="list-style-type: none"> <li>▪ Simply go to: Profile &gt; View My Profile &gt; PIN &gt; Reset PIN.</li> <li>▪ Please follow the steps below: <ol style="list-style-type: none"> <li>1) Enter your unifi PlayTV password</li> <li>2) Enter a new PIN</li> <li>3) Confirm PIN</li> </ol> </li> </ul>
41.	<b>How do I use the Parental Lock feature on unifi Plus Box?</b>	<ul style="list-style-type: none"> <li>▪ To use the Parental Lock feature : <ol style="list-style-type: none"> <li>1) Press 'Up' on your remote and select Parental</li> <li>2) Press 'Down' to select Lock Channel</li> <li>3) Enter the Parental PIN (6 digits) and press the 'Confirm' button</li> </ol> </li> </ul>
42.	<b>Can I remove/turn off the Parental Lock feature?</b>	<ul style="list-style-type: none"> <li>▪ Yes you can. To turn-off the Parental Lock feature : <ol style="list-style-type: none"> <li>1) Open the locked channel</li> <li>2) Press OK on your remote</li> <li>3) Enter the Parental PIN (6 digits) and press the 'Confirm' button</li> </ol> </li> <li>▪ You also have an option to remove/turn off the Parental Lock permanently by following these steps : <ol style="list-style-type: none"> <li>1) Open the locked channel</li> <li>2) Press 'Up' on your remote and select Parental</li> <li>3) Press 'Down' to select Unlock Channel</li> <li>3) Enter the Parental PIN (6 digits) and press the 'Confirm' button</li> </ol> </li> </ul>
43.	<b>Why do I see this message, "Are you still watching" on my TV screen?</b>	<ul style="list-style-type: none"> <li>▪ You will see a prompt message after eight (8) hours of continuous playback without any user activity.</li> <li>▪ If you'd like to continue watching, please confirm by pressing any key on your remote control. If there is no response, you will automatically exit to Home screen</li> </ul>
<b>unifi TV Customer</b>		
44.	<b>I am an existing unifi TV customer via old version of unifi media box. How do I sign in at unifi playTV app in unifi Plus Box?</b>	<ul style="list-style-type: none"> <li>▪ Launch unifi TV app and login using your existing unifi playTV ID and password.</li> </ul>

45.	<b>How do I access my unifi playTV account if I've forgotten the password?</b>	<ul style="list-style-type: none"> <li>▪ You can reset your password through your unifi playTV app from your mobile device, by following this steps : <ol style="list-style-type: none"> <li>1. Open your unifi playTV apps</li> <li>2. Select forgot password</li> <li>3. Key-in login ID</li> <li>4. Select preferred option to receive verification code (the verification code will be sent to your registered mobile number or email)</li> <li>5. Key-in verification code</li> <li>6. Key-in new password</li> </ol> </li> </ul>
46.	<b>I am an existing unifi TV customer. I'm, interested in dual room services. Will I receive a new unifi Plus Box?</b>	<ul style="list-style-type: none"> <li>▪ Starting 24<sup>th</sup> August 2020, unifi Plus Box is offered as Add-on service for RM20 monthly for 24 months.</li> </ul> <p><i>Note : Earlier price for Add-on was offered at RM10 monthly for 24 months as an early bird promo.</i></p>
47.	<b>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?</b>	<ul style="list-style-type: none"> <li>▪ Starting 24<sup>th</sup> August 2020, unifi Plus Box is offered as an Add-on service for RM20 monthly for 24 months.</li> </ul> <p><i>Note : Earlier price for Add-on was offered at RM10 monthly for 24 months as an early bird promo.</i></p>
48.	<b>How do I use the unifi Plus Box as my 2<sup>nd</sup> media box to enjoy unifi TV content?</b>	<ul style="list-style-type: none"> <li>▪ You can use the unifi Plus Box as your 2<sup>nd</sup> unifi media box by connecting via Wi-Fi and login using your existing unifi playTV ID.</li> <li>▪ To enjoy unifi TV content on your 2<sup>nd</sup> media box (multi-room), you must maintain your current subscription of unifi TV pack.</li> </ul>
49.	<b>How many additional boxes that I can Add-on?</b>	<ul style="list-style-type: none"> <li>▪ Subscribers of unifi Plus Box will have an option to add a maximum of three (3) additional media Boxes.</li> <li>▪ To ensure better user experience, we recommend you to subscribe to unifi 300Mbps plan. To buy the plan, please visit <a href="https://unifi.com.my/personal/home/fibre-broadband">https://unifi.com.my/personal/home/fibre-broadband</a></li> </ul>
50.	<b>Who should I contact if I need any assistance or service inquiry?</b>	<ul style="list-style-type: none"> <li>▪ 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: <ul style="list-style-type: none"> <li>• myunifi app (download from AppStore on iOS, Google PlayStore on Android and AppGallery on Huawei)</li> <li>• unifi portal - <a href="http://www.unifi.com.my">www.unifi.com.my</a></li> <li>• unifi online community forum at <a href="http://community.unifi.com.my">community.unifi.com.my</a></li> </ul> </li> </ul>

		<ul style="list-style-type: none"> <li>• Live Chat - <a href="http://bit.ly/unifilivechat">http://bit.ly/unifilivechat</a></li> <li>• Email – <a href="mailto:help@tm.com.my">help@tm.com.my</a></li> <li>• Facebook - <a href="https://www.facebook.com/weareunifi/">https://www.facebook.com/weareunifi/</a></li> <li>• Twitter - <a href="https://twitter.com/helpmeunifi">https://twitter.com/helpmeunifi</a></li> </ul> <ul style="list-style-type: none"> <li>▪ Customers can also refer to our unifi community forum at <a href="http://community.unifi.com.my">community.unifi.com.my</a>.</li> </ul>
<b>unifi Plus Box (Add-on) delivery via courier</b>		
51.	<b>Why do I receive SMS on unifi Plus Box delivery?</b>	<ul style="list-style-type: none"> <li>▪ Upon successful order (within 14 days), you will receive an SMS on the notification of unifi Plus Box delivery tracking reference number together with your unifi playTV ID.</li> </ul>
52.	<b>How to track my order?</b>	<ul style="list-style-type: none"> <li>▪ You will receive an SMS with your delivery tracking number and you can check via Pos Laju portal - <a href="https://track.pos.com.my/postal-services/quick-access/?track-trace">https://track.pos.com.my/postal-services/quick-access/?track-trace</a></li> </ul>
53.	<b>I'm not available to receive the box during the delivery. What should I do?</b>	<ul style="list-style-type: none"> <li>▪ If the courier delivery is not successful, you may collect your unifi Plus Box at nearest Pos Laju hub collection.</li> <li>▪ However after 21 days, the box will be returned to TM.</li> <li>▪ You can contact us via Live Chat - <a href="http://bit.ly/unifilivechat">http://bit.ly/unifilivechat</a>, if you wish to request for 2nd delivery attempt or request for truckroll with RM80 charges (including installation) and we will proceed with the next delivery for you as soon as possible.</li> </ul>
49.	<b>I already check the delivery status in Pos Laju portal, however my unifi Plus Box is no longer in their outlet. What can I do?</b>	<ul style="list-style-type: none"> <li>▪ This may due to 21 days timeframe for you to collect your unifi Plus Box is already expired.</li> <li>▪ You can contact us via Live Chat - <a href="http://bit.ly/unifilivechat">http://bit.ly/unifilivechat</a>, if you wish to request 2nd delivery attempt or request for truckroll with RM80 charges (including installation) and we will proceed with the next delivery / installation for you as soon as possible.</li> </ul>
50.	<b>Will I be charged for the delivery of unifi Plus Box via Pos Laju in my unifi bill?</b>	<ul style="list-style-type: none"> <li>▪ There will be no charge imposed to customer for unifi Plus Box Add-on via courier.</li> </ul>
51.	<b>How to do the self-installation for unifi Plus Box?</b>	<ul style="list-style-type: none"> <li>▪ The quick set-up guide is available inside the unifi Plus Box packaging.</li> <li>▪ For more information on how to set-up, please visit <a href="https://unifi.com.my/plusbox">https://unifi.com.my/plusbox</a></li> </ul>

52.	<b>I'm still having difficulty to self-configure my unifi Plus Box. May I request for technical assistance to perform the installation?</b>	<ul style="list-style-type: none"> <li>▪ Our technical assistance team is available to assist you with the installation. However, please note that RM80 will be charge for installation charges.</li> </ul>
53.	<b>How do I log in to unifi playTV app in unifi Plus Box?</b>	<ul style="list-style-type: none"> <li>▪ Please launch your unifi TV app and login using your unifi playTV ID and password.</li> </ul>
54.	<b>I forgot my unifi playTV password. What should I do?</b>	<ul style="list-style-type: none"> <li>▪ The unifi playTV ID will be sent to you via SMS upon successful order (within 14 days),</li> <li>▪ You can reset your password through your unifi playTV app from your mobile device, by following this steps: <ol style="list-style-type: none"> <li>1. Open your unifi playTV app</li> <li>2 Select "Forgot password"</li> <li>3. Key-in your login ID</li> <li>4. Select your preferred option to receive verification code (the verification code will be sent to your registered mobile number or email)</li> <li>5. Key-in verification code</li> <li>6. Key-in new password</li> </ol> </li> </ul>
55.	<b>I did not receive any SMS on my unifi playTV ID. What should I do?</b>	<ul style="list-style-type: none"> <li>• You may get assistance through our digital channel at Live Chat - <a href="http://bit.ly/unifilivechat">http://bit.ly/unifilivechat</a></li> </ul>
56.	<b>I received an SMS but still did not receive my unifi Plus Box.</b>	<ul style="list-style-type: none"> <li>▪ Make sure that you have given the correct address for your unifi Plus Box delivery.</li> <li>▪ There may be some delay in delivering your unifi Plus Box. We seek your patience and understanding as we are working on fulfilling your unifi Plus Box request soonest possible.</li> <li>▪ You can also check and track your unifi Plus Box delivery via Pos Laju portal - <a href="https://track.pos.com.my/postal-services/quick-access/?track-trace">https://track.pos.com.my/postal-services/quick-access/?track-trace</a></li> </ul>
57.	<b>Whom should I contact if I need any assistance or inquiry?</b>	<ul style="list-style-type: none"> <li>▪ Should you have any enquiries or require any assistance, you can get in touch with TM through our digital channels as below: <ul style="list-style-type: none"> <li>▪ Live Chat - <a href="http://bit.ly/unifilivechat">http://bit.ly/unifilivechat</a></li> </ul> </li> </ul>

<b>UNIFI PLAYTV QR SCANNER</b>		
58.	<b>What is the unifi playTV QR scanner feature?</b>	<ul style="list-style-type: none"> <li>▪ The unifi playTV QR scanner is the latest feature available for ALL unifi Home customers with unifi TV. The QR scanner feature on unifi playTV will help simplify the login method for unifi Plus Box and will also ease customers to participate in contests for unifi TV customers.</li> <li>▪ unifi Plus Box customers are now able to scan the QR code on their TV screen to start viewing unifi TV on unifi Plus Box by scanning QR code from their unifi playTV app.</li> <li>▪ With this function unifi Plus Box customer have another option to login to their unifi Plus Box without using unifi Plus Box remote control and keypad from their TV screen.</li> </ul>
59.	<b>How does the QR scanner work?</b>	<ul style="list-style-type: none"> <li>▪ Just download the latest unifi playTV app on your device - mobile, tablet or ipad (downloadable from AppStore on iOS, Google Playstore on Android and AppGallery on Huawei) and follow these simple steps: <ol style="list-style-type: none"> <li>1) Launch unifi playTV app and login using your unifi play TV login ID on your device</li> <li>2) Go to "Profile" and choose "QR scan"</li> </ol> <p><b>Note :</b>  <b>a) For unifi Plus Box – unifi playTV login ID will be xxx@iptv</b>  <b>b) For unifi TV subscriber – unifi playTV login ID will be xxx@iptv OR xxx@tvos</b></p> <p>How to login to unifi Plus Box using QR Scanner?</p> <ol style="list-style-type: none"> <li>1) Launch unifi TV app from your unifi Plus Box</li> <li>2) Use the "QR Scan" feature in unifi playTV app to scan the QR code on your TV screen to authorise login</li> <li>3) All done, now you can enjoy watching!</li> </ol> <p>How to join the contest via QR Scanner?</p> <ol style="list-style-type: none"> <li>1) Use the "QR Scan" feature in unifi playTV app to scan the QR code that will appear on your TV screen</li> <li>2) Join the contest and stand a chance to win attractive prizes!</li> </ol> </li> </ul>
60.	<b>I'm not a unifi subscriber but I've logged in to unifi playTV app</b>	<ul style="list-style-type: none"> <li>▪ The service is available only to unifi Home subscribers with unifi TV subscription.</li> </ul>



	<b>using my mobile/ Facebook account. Can I use the QR scanner to login to unifi Plus Box or my Android TV box?</b>	
61.	<b>Is the QR Scanner feature available on unifi playTV (web version)?</b>	<ul style="list-style-type: none"> <li>▪ We are sorry. This feature is only available on unifi playTV app on Android and iOS (mobile, tablet and ipad)</li> </ul>
62.	<b>Can I scan the QR code using my phone's camera or any third party QR scanner app?</b>	<ul style="list-style-type: none"> <li>▪ Yes, you can still use your phone's camera or any third party QR scanner app.</li> <li>▪ Upon scanning, you will be directed to the AppStore on iOS, Google Playstore on Android or AppGallery on Huawei to install or launch the unifi playTV app.</li> <li>▪ Simply key-in your unifi playTV username and password on unifi playTV app and scan the QR code again using the QR scanner on the app to start viewing.</li> </ul>
63.	<b>I'm a unifi Home customers that have subscribed to unifi TV but ive forget password. How do I get my password?</b>	<ul style="list-style-type: none"> <li>▪ You can reset your password through your unifi playTV app from your mobile device, by following this steps: <ol style="list-style-type: none"> <li>1. Open your unifi playTV app</li> <li>2. Select "Forgot password"</li> <li>3. Key-in your login ID</li> <li>4. Select your preferred option to receive verification code (the verification code will be sent to your registered mobile number or email)</li> <li>5. Key-in verification code</li> <li>6. Key-in new password</li> </ol> </li> </ul>
64.	<b>I'm a unifi Home customer without unifi TV / unifi playTV plan. How do I enjoy the QR scanner function?</b>	<ul style="list-style-type: none"> <li>▪ To enjoy the QR scanner function for unifi TV customer you have to subscribe or upgrade your unifi Home with unifi TV subscription.</li> </ul>
<b>OTHER MATTERS</b>		
65.	<b>Who do I contact if I need further info or should I face any unifi TV service issue?</b>	<ul style="list-style-type: none"> <li>▪ Feel free to contact us via Live Chat at <a href="https://unifi.com.my/chat">unifi.com.my/chat</a> or my unifi app, tweet us <a href="https://twitter.com/helpmeunifi">@helpmeunifi</a>, message us at <a href="https://facebook.com/weareunifi">facebook.com/weareunifi</a> or walk-in to any nearest TMpoint outlets nationwide.</li> </ul>
66.	<b>Who should I contact if I need any assistance or service inquiry?</b>	<ul style="list-style-type: none"> <li>▪ 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:</li> </ul>

		<ul style="list-style-type: none"><li>• myunifi app (download from AppStore on iOS, Google PlayStore on Android and AppGallery on Huawei)</li><li>• unifi portal - <a href="http://www.unifi.com.my">www.unifi.com.my</a></li><li>• unifi online community forum at <a href="http://community.unifi.com.my">community.unifi.com.my</a></li><li>• Live Chat - <a href="http://bit.ly/unifilivechat">http://bit.ly/unifilivechat</a></li><li>• Email – <a href="mailto:help@tm.com.my">help@tm.com.my</a></li><li>• Facebook - <a href="https://www.facebook.com/weareunifi/">https://www.facebook.com/weareunifi/</a></li><li>• Twitter - <a href="https://twitter.com/helpmeunifi">https://twitter.com/helpmeunifi</a></li></ul> <p>▪ Customers can also refer to our unifi community forum at <a href="http://community.unifi.com.my">community.unifi.com.my</a>.</p>
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