

**FREQUENTLY ASKED QUESTIONS (FAQ)**  
**Blacknut Cloud Gaming & Logitech F710 Wireless Gamepad**  
(update version: 13/12/23)

NO	QUESTION	ANSWER								
<b>Blacknut Cloud Gaming offering</b>										
1.	<b>What is Blacknut Cloud Gaming?</b>	This Blacknut Cloud Gaming is brought to you by Unifi with a collaboration with Radiant Arc to offer Blacknut cloud gaming. Thus, making Blacknut cloud gaming the first Blacknut Cloud Gaming plan offered by Unifi.								
2.	<b>Who is eligible to subscribe to Blacknut Cloud Gaming?</b>	<ul style="list-style-type: none"> <li>▪ Blacknut Cloud Gaming's plan is exclusive offer to existing Unifi Home customers.</li> </ul>								
NO	QUESTION	ANSWER								
<b>Subscription of Blacknut Cloud Gaming</b>										
1.	<b>What is the available plan of Blacknut Cloud Gaming?</b>	<ul style="list-style-type: none"> <li>▪ Below is the available plan for Blacknut Cloud Gaming <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 50%;">Blacknut Cloud Gaming Plan</td> <td style="width: 50%;">RM35/month with 0 commitment month</td> </tr> <tr> <td>Pre- requisite Unifi Home speed eligibility</td> <td>Speed from 30Mbps and above (based on selected package)</td> </tr> <tr> <td>What you can enjoy?</td> <td>           Access to over 500 game titles            ✓ Zero month contract period            ✓ FREE 1 month waiver            ✓ Create profile up to 5 profiles         </td> </tr> <tr> <td>Add on controller</td> <td>Elevate gaming experience by adding on <b>Logitech F710 wireless gamepad</b> on top of your Blacknut Cloud Gaming subscription worth <b>RM9/month</b> for 24 months.</td> </tr> </table> </li> </ul>	Blacknut Cloud Gaming Plan	RM35/month with 0 commitment month	Pre- requisite Unifi Home speed eligibility	Speed from 30Mbps and above (based on selected package)	What you can enjoy?	Access to over 500 game titles ✓ Zero month contract period ✓ FREE 1 month waiver ✓ Create profile up to 5 profiles	Add on controller	Elevate gaming experience by adding on <b>Logitech F710 wireless gamepad</b> on top of your Blacknut Cloud Gaming subscription worth <b>RM9/month</b> for 24 months.
Blacknut Cloud Gaming Plan	RM35/month with 0 commitment month									
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What you can enjoy?	Access to over 500 game titles ✓ Zero month contract period ✓ FREE 1 month waiver ✓ Create profile up to 5 profiles									
Add on controller	Elevate gaming experience by adding on <b>Logitech F710 wireless gamepad</b> on top of your Blacknut Cloud Gaming subscription worth <b>RM9/month</b> for 24 months.									
2.	<b>Do I have a limit to subscribe to Blacknut Cloud Gaming?</b>	<ul style="list-style-type: none"> <li>▪ Yes, 1 Unifi Home customer is eligible to add on only 1 Blacknut Cloud Plan per Unifi service account with different billing email address.</li> </ul>								
3.	<b>What is the pre-requisite to sign up for Blacknut Cloud Gaming?</b>	<ul style="list-style-type: none"> <li>▪ Blacknut Cloud Gaming account must be registered using the same billing email address registered for your Unifi Home plan.</li> <li>▪ Each Unifi Home account with unique billing email address can subscribe to 1 Blacknut Cloud Gaming at one time.</li> </ul>								

<p>4.</p>	<p><b>I already have an active Blacknut account, can I subscribe again with Unifi?</b></p>	<p><b>If you are an existing Unifi Home customer</b></p> <ul style="list-style-type: none"> <li>▪ Yes, you may subscribe with Unifi to enjoy more benefits! Kindly terminate your current Blacknut subscription to avoid registration conflict. Hence, your current Unifi billing email address will be used to register your new Blacknut account.</li> </ul> <p><b>If you are new to Unifi</b></p> <ul style="list-style-type: none"> <li>▪ You must subscribe to any of our Unifi Home plan to make you eligible to add on the Blacknut Cloud Gaming.</li> </ul>
<p>5.</p>	<p><b>How can I subscribe the Blacknut Cloud Gaming?</b></p>	<ul style="list-style-type: none"> <li>▪ You can subscribe via below channels:</li> </ul> <p><b>1) Self add-on from Unifi self-care portal or via MyUnifi app</b></p> <ol style="list-style-type: none"> <li>a) Existing Unifi customer may subscribe via <a href="https://selfcare.unifi.com.my/">https://selfcare.unifi.com.my/</a> .</li> <li>b) Email displayed in the online form is your registered Unifi billing email address for Blacknut account registration.</li> </ol> <p>Note:</p> <ol style="list-style-type: none"> <li>1. For add on request, your pre-order application will be processed within 3-5 working days.</li> </ol> <p><b>2) Visit the nearest Unifi Store outlet nationwide</b></p>
<p>6.</p>	<p><b>How do I redeem my 1-month FREE waiver for my Blacknut Cloud Gaming subscription?</b></p>	<ul style="list-style-type: none"> <li>▪ Upon successful registration of Blacknut Cloud Gaming, you are entitled to enjoy a FREE 1-month waiver of your Blacknut Cloud Gaming subscription.</li> <li>▪ The 1-month waiver will be credited to your account and will be reflected in your Unifi Home bill.</li> </ul>
<p>7.</p>	<p><b>How can I activate my Blacknut Cloud Gaming subscription?</b></p>	<ul style="list-style-type: none"> <li>▪ You will receive the activation notification via email from Blacknut once your order is successfully completed.</li> <li>▪ Please use your Unifi billing email address during order submission to receive the email activation.</li> <li>▪ Then, please follow below guidelines:</li> </ul> <p><b>STEP1:</b></p> <ol style="list-style-type: none"> <li>1. Look for the activation email in your inbox. Click “Go to my account” in the email, in order to create your password prior to logging in to your Blacknut account.</li> </ol> <p><b>STEP 2:</b></p> <ol style="list-style-type: none"> <li>1. At Blacknut profile page (<a href="https://profile.blacknut.com/en/login?ae=1">https://profile.blacknut.com/en/login?ae=1</a>), please insert your registered billing email with Unifi for the login ID</li> <li>2. Create password for your Blacknut Cloud subscription</li> <li>3. Click login to start playing!</li> </ol> <ul style="list-style-type: none"> <li>▪ You can enjoy playing the games directly on any browser (Window and iOS) and any device (PC, Mac, and Unifi TV Box) or you can subscribe New Unifi TV Box from Unifi self-care portal at <a href="https://selfcare.unifi.com.my/">https://selfcare.unifi.com.my/</a></li> </ul>

<p>8.</p>	<p><b>How can I check my billing email address registered with Unifi?</b></p>	<ul style="list-style-type: none"> <li>▪ You can check your email address registered with us via Unifi self-care portal</li> </ul> <p><b>STEPS:</b></p> <ol style="list-style-type: none"> <li>1. Go to <a href="https://selfcare.unifi.com.my/login">https://selfcare.unifi.com.my/login</a></li> <li>2. Register/login to Digitalme</li> <li>3. Click My Profile settings</li> <li>4. Your email address is displayed under My Billing Profile.</li> </ol> <ul style="list-style-type: none"> <li>▪ Or via Myunifi app</li> </ul> <p><b>STEPS:</b></p> <ol style="list-style-type: none"> <li>1. Go to Myunifi app</li> <li>2. Register/login to Digitalme</li> <li>3. Click Account setting</li> <li>4. Choose the Unifi service that you subscribed your Blacknut Cloud Gaming plan.</li> <li>5. Click Account Details (at the top left of your screen).</li> <li>6. Kindly refer to your billing email address displayed at the account details information.</li> </ol> <ul style="list-style-type: none"> <li>▪ Kindly use this registered email address to login to your Blacknut Cloud subscription (refer to Question No 7)</li> </ul>
<p>9.</p>	<p><b>What if I did not receive any e-mail activation?</b></p>	<ul style="list-style-type: none"> <li>▪ You can contact us via our digital channels: <ul style="list-style-type: none"> <li>• Live Chat at <a href="https://maya.unifi.com.my">maya.unifi.com.my</a> or via MyUnifi app</li> <li>• Facebook at <a href="https://facebook.com/weareunifi">facebook.com/weareunifi</a></li> <li>• X (Twitter) at @Unifi</li> </ul> </li> <li>▪ Should you require a face-to-face interaction, you may visit any of our Unifi Store/TMpoint outlets nationwide for further assistance</li> </ul>
<p>10.</p>	<p><b>What can I do if I forgot my Blacknut Cloud password?</b></p>	<ul style="list-style-type: none"> <li>▪ You can request to set a new password from Blacknut Cloud app by performing the following steps: <ol style="list-style-type: none"> <li>1. Click "Forgot password" at the login page (<a href="https://profile.blacknut.com/en/login?plan">https://profile.blacknut.com/en/login?plan</a>).</li> <li>2. Enter your email address that you used to register the account.</li> <li>3. Check your email and follow the instructions to set up your new password.</li> </ol> </li> </ul>

**Subscription of Logitech F710 Wireless Gamepad**

<p>1</p>	<p><b>Can I subscribe to Logitech F710 Wireless Gamepad only?</b></p>	<ul style="list-style-type: none"> <li>▪ Sorry, Logitech F710 Wireless Gamepad must be subscribed together with the Blacknut Cloud Gaming plan.</li> </ul>
<p>2</p>	<p><b>Do I have a limit to subscribe to Logitech F710 Wireless Gamepad?</b></p>	<ul style="list-style-type: none"> <li>▪ Yes, currently you are eligible to add to max 2 Logitech F710 Wireless Gamepad per Unifi service account</li> </ul>

<p><b>3</b></p>	<p><b>How will the Logitech F710 Wireless Gamepad be delivered to me?</b></p>	<ul style="list-style-type: none"> <li>▪ Logitech F710 Wireless Gamepad will be couriered to your registered Unifi installation address within 14 working days upon successful Blacknut account activation.</li> <li>▪ Your Logitech F710 Wireless Gamepad will be delivered by our partner, i.e Line Clear Express. You may track the delivery status here <a href="http://lineclearexpress.com/my/tracking">http://lineclearexpress.com/my/tracking</a>.</li> </ul> <p>Please enter your Unifi order number (without "-") e.g. 141205393843 to track the delivery status.</p>
<p><b>4</b></p>	<p><b>Can I return the Logitech F710 Wireless Gamepad?</b></p>	<ul style="list-style-type: none"> <li>▪ No cancellation or return of device is allowed during the contract period.</li> <li>▪ You will be charged with a penalty calculated based on subscription fee multiplied by the remaining contract period, if you are still within the contract.</li> </ul>

**Uplift your gaming experience using New Unifi TV Box**

<p><b>1</b></p>	<p><b>Can I access and play Blacknut Cloud Gaming via New Unifi TV Box?</b></p>	<ul style="list-style-type: none"> <li>▪ Yes, you may access and play Blacknut Cloud Gaming via our New Unifi TV Box (Hybrid box) which supports both Wifi and IPTV connectivity.</li> <li>▪ There is a pre-installation Blacknut app in the New Unifi TV Box (Hybrid box) which you can immediately log in and start exploring the games!</li> <li>▪ Unifi TV Box (hybrid box) picture as below:</li> </ul> <div data-bbox="724 1272 1246 1552" data-label="Image"> </div>
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2

**How do I access the Blacknut Cloud Gaming via New Unifi TV Box?**

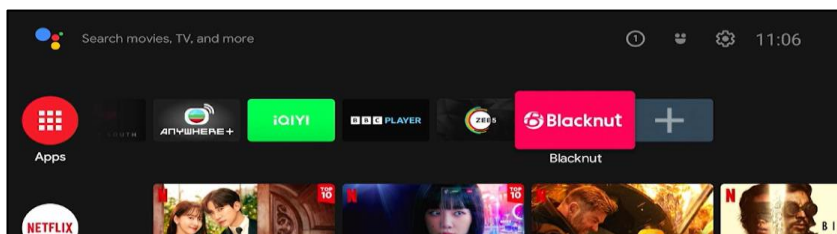
▪ You may follow below steps to begin:

**STEP 1:**

Look for the activation email in your inbox and click the link in the email to create password to log in to your Blacknut account.

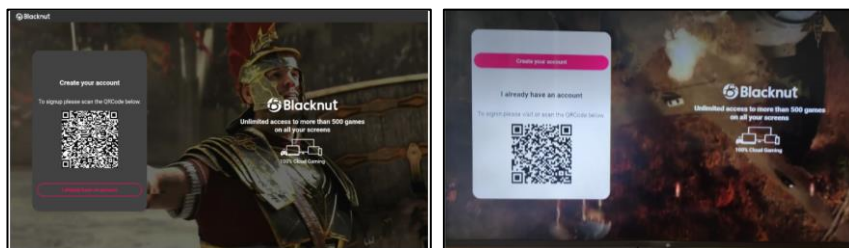
**STEP 2:**

Go to your New Unifi TV Box and search Blacknut app



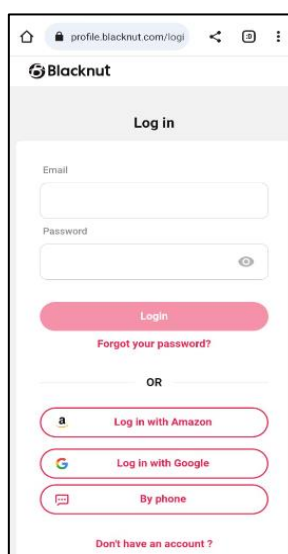
**STEP 3**

Choose **'I already have account'**. If you have not sign up, scan the QR Code to register.



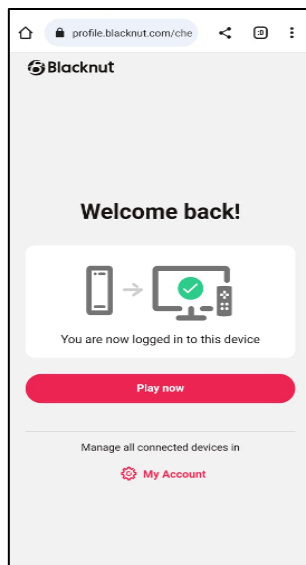
**STEP 4:**

Once you have scanned the QR code, it will direct you to the login page as below. Kindly insert your registered Unifi billing email address and create your password.



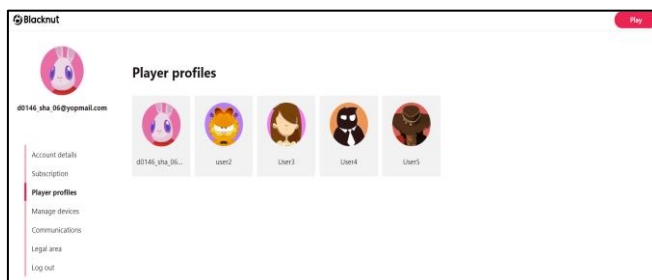
**STEP 5:**

Once you have successfully signed in, you will see below info.



**STEP 6:**

Simultaneously, your Blacknut Cloud Gaming at the New Unifi TV Box is ready to be played



**3. How do I can setup Logitech F710 wireless gamepad to enjoy play Blacknut from New Unifi TV box?**

Simple step to play online games streaming via your Unifi TV Box:

- Insert Logitech F710 wireless gamepads dongle receiver to Unifi TV Box's USB port.
- Press any button at controller to start auto connect.

**Billing payment**

**1. How can I make the payment for my Blacknut Cloud Gaming?**

- We recommend that you subscribed to TM Autopay Service for automatic monthly deduction from your preferred saving/current bank account or credit/debit card (Local Issued Bank only).
- You can also make the payments via below channels:
  - Unifi.com.my (Self-care or Live Chat)
  - MyUnifi app (Downloadable via Google PlayStore, Apple AppStore or Huawei App Gallery)
  - Log in to Unifi.com.my or MyUnifi app and pay using FPX or Credit/Debit Card (Local Issued Bank only)
  - JomPAY via Internet/Mobile Banking and ATM (Biller code:8888)

		<p>(Unifi))</p> <ul style="list-style-type: none"> <li>▪ Boost and Touch N Go eWallet</li> <li>▪ Alternatively, you can pay your bills through counter/kiosk as below: <ul style="list-style-type: none"> <li>• Unifi Store/TMpoint outlets – At the kiosk using Cash, Credit/DebitCard/Cheque</li> <li>• TMpoint Authorised Dealer (TAD) – At the counter using Cash, Credit/Debit Card/Cheque</li> <li>• PayQuik Kiosk – Cash only</li> <li>• Ejen Bank Berdaftar BSN (EBB) – Cash only</li> <li>• Epay – Cash only</li> <li>• ONEPAY (M1) – Cash only</li> <li>• 7-Eleven, 99 Speedmart, MyNEWS, KK Mart outlet – Cash only</li> </ul> </li> </ul>
2.	<b>How will I receive the bill for Blacknut Cloud Gaming service?</b>	<ul style="list-style-type: none"> <li>▪ You will receive a monthly e-bill from Unifi. Please check your registered email address with TM to view the monthly e-bill (softcopy) or simply login to Unifi selfcare portal or MyUnifi app.</li> </ul>
3.	<b>Is there a bill payment cut-off period?</b>	<ul style="list-style-type: none"> <li>▪ Please pay your monthly bill promptly to avoid account suspension due to late or no payment.</li> </ul>
4.	<b>When will I receive my Blacknut Cloud Gaming bill?</b>	<ul style="list-style-type: none"> <li>▪ Your Blacknut Cloud Gaming charges will be included in your Unifi Home Bill.</li> </ul>
5.	<b>If I subscribe to Blacknut Cloud Gaming prior to, or after the billing period, will the charges be prorated?</b>	<ul style="list-style-type: none"> <li>▪ No, the charges will be not prorated.</li> </ul>
<b>Termination</b>		
7.	<b>Can I deactivate/ terminate my subscription via Blacknut app?</b>	<ul style="list-style-type: none"> <li>▪ You can deactivate or terminate your Blacknut subscription via live chat at maya.unifi.com.my or MyUnifi app, or visit the nearest Unifi Store/TMpoint.</li> </ul>
8.	<b>What will happen if I terminate the Blacknut Cloud Gaming/ Logitech F710 Wireless Gamepad within the contract period?</b>	<ul style="list-style-type: none"> <li>▪ For <b>Blacknut Cloud Gaming</b> - No penalty will be imposed</li> <li>▪ For <b>Logitech F710 Wireless Gamepad</b> - You will be charged with the early termination penalty (remaining month (s) x package price)</li> </ul> <p>Example:</p> <ol style="list-style-type: none"> <li>1. Device with RRP= RM216</li> <li>2. 5 months remaining contract</li> <li>3. (RM9 ÷ 24 months) x 5 months = RM45</li> </ol> <ul style="list-style-type: none"> <li>▪ There will be no penalty charges for termination made after the contract period ends.</li> </ul>

9.	<b>If I terminate the Blacknut Cloud Gaming, will I still be able to continue playing the games?</b>	Yes, you may continue to play the games in the entire month as the subscription for the current month has been paid earlier
10.	<b>If my Unifi Home account is suspended e.g. due to late payment, can I still use and access to Blacknut Cloud Gaming app?</b>	Sorry, you may need to pay the minimum amount of your Unifi Home bill to continue enjoying the internet and Wifi connection to access to the games via Blacknut Cloud Gaming app.

### Assurance

1.	<b>If I face any problems with Blacknut Cloud Gaming, whom do I reach out to for assistance?</b>	<p>You may reach out to us via below channels:</p> <ol style="list-style-type: none"> <li>1. Our Digital Platforms: <ul style="list-style-type: none"> <li>✓ Email – help@tm.com.my</li> <li>✓ Facebook - <a href="https://www.facebook.com/weareunifi/">https://www.facebook.com/weareunifi/</a></li> <li>✓ X (Twitter) @Unifi</li> <li>✓ Live chat (maya.tm.com.my)</li> </ul> </li> <li>2. Call Unifi Contact Centre (100) and press 3.</li> <li>3. Visit our nearest Unifi Store/TMpoint outlet nationwide.</li> </ol>
2.	<b>If I face any problems with my Logitech F710 Wireless Gamepad, whom do I reach out to for assistance?</b>	<p>You can contact the manufacturer via below channels:</p> <ol style="list-style-type: none"> <li>1. Hunting Line: 03-61430888; or</li> <li>2. Website: <a href="http://www.mlink.com.my">www.mlink.com.my</a></li> </ol>

**For more info on Blacknut Cloud Gaming features, please visit : <https://www.blacknut.com/en/support>**

1.	<b>What controller devices are compatible with Blacknut Cloud Gaming service?</b>	<ul style="list-style-type: none"> <li>▪ Blacknut Cloud Gaming service is compatible with most Android devices and are ready for PCs, Mac, and iOS platforms.</li> <li>▪ A minimum internet speed of 6 Mbps is recommended for the best experience. The service experience may differ depending on the device used.</li> </ul>
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2.	<b>Is multiplayer mode supported by the service?</b>	<ul style="list-style-type: none"> <li>▪ Blacknut Cloud Gaming supports local multiplayer for certain games. Multiplayer games that can be played cooperatively or competitively on the same screen are given their own section in the library.</li> <li>▪ However, online multiplayer gaming which lets you compete against players worldwide using the Blacknut app, is currently under development and will be released soon.</li> </ul>
3.	<b>How do I save the game data?</b>	<ul style="list-style-type: none"> <li>▪ Every game manages its' save function automatically, so based on the player profile you used, you can continue playing where you left off. As a result, you don't need to manage anything; the cloud takes care of it.</li> </ul>
4.	<b>Do I have to download the games?</b>	<ul style="list-style-type: none"> <li>▪ No. Your games are streamed directly to any device you are using when you access Blacknut Cloud Gaming. You can start the games without downloading or installing them.</li> </ul>
5.	<b>What is the minimum internet speed required for Blacknut Cloud Game?</b>	<ul style="list-style-type: none"> <li>▪ An efficient internet network is required to ensure a stable connection for the best gaming experience. The recommended minimum internet speed is 6Mbps.</li> <li>▪ Slow internet connections can cause data loss or audio/video distortion, so for the best gaming experience, please use WIFI internet connectivity.</li> <li>▪ It is important to use a connection with a latency of less than 30ms to ensure that the connection between your device and the server for fast response time.</li> </ul>
6.	<b>In case a game is not correctly displayed and there is a problem, how should this be solved?</b>	<ul style="list-style-type: none"> <li>▪ Connect your device to a 5Ghz network router. Place your devices close to your router.</li> <li>▪ Disconnect any devices you are not using and avoid downloading a program or using two streaming services at the same time while playing the cloud game to keep your bandwidth available for playing.</li> </ul>
7.	<b>Is it possible to create different profiles for different players?</b>	<ul style="list-style-type: none"> <li>▪ Yes, it is possible to create numerous profiles on the application.</li> <li>▪ As the primary account holder, you can add up to 4 player profiles in addition to your own profile. Each profile contains different favorites and saved games.</li> </ul>
8.	<b>Is parental control possible?</b>	<ul style="list-style-type: none"> <li>▪ Yes. Blacknut Cloud Gaming provides parental control function.</li> <li>▪ You can create "kids" profiles for younger players that are age-appropriate and secure your profile with a PIN code to prevent them from playing inappropriate games.</li> </ul>

9	<b>What languages are available in Blacknut Cloud Gaming?</b>	The service is available in English, Germany, Spain, Poland and France.
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**For more info on Logitech F710 wireless gamepad features, please visit : <https://www.logitechg.com/en-my/products/>**

1.	<b>What is the Logitech F710 wireless gamepad?</b>	<ul style="list-style-type: none"> <li>▪ Blacknut Cloud Gaming is offering Logitech F710 Wireless Gamepad for a better gaming experience.</li> <li>▪ List of features:             <ol style="list-style-type: none"> <li><b>1. 2.4 GHz Wireless Connection</b> Plug and forget. Cut the cord and enjoy the freedom—gaming without wires.</li> <li><b>2. Dual Vibration Feedback Motors</b> Feel the game. Discover a new level of feedback you can feel with every hit, crash and explosion in games that support vibration feedback.</li> <li><b>3. Extensive Game Support</b> F710 is easy to set up and use with your favorite games, thanks to XInput/DirectInput—the two most common input standards.</li> <li><b>4. Steam Big Picture</b> Play on your TV. Pair your F710 with Big Picture and navigate Steam, surf the web, play games and more from the comfort of your couch.</li> <li><b>5. Exclusive 4-Switch D-Pad</b> Roll the D-pad. The D-pad glides over four individual switches for a more responsive, tactile feel.</li> <li><b>6. Familiar Console-Like Layout</b> Crafted for a console-like controlling experience and innovated from traditional design, F710 fits like a glove.</li> <li><b>7. Works With Android TV</b> Our game controllers work with Sony Android TVs. With the controller switch in XID mode, our console-like layout will give you the edge as you compete. Standard Android TV controls - provided through the Logitech Logo button on the gamepad together with the Back key on the controller - allow you to navigate your Android TV seamlessly.</li> <li><b>8. Easy To Setup And Use</b> Change the standard commands or adapt F710 for play with an unsupported title, using Logitech's profiler software. Buttons and controls are programmable and can even mimic keyboard and mouse commands.</li> <li><b>9. Comfortable Grip</b> Easy on the hands. Enjoy long, comfortable play sessions,</li> </ol> </li> </ul>
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		thanks to smooth curves and contoured rubber grips.
2.	<b>What are the Logitech F710 wireless gamepad technical specifications?</b>	<ul style="list-style-type: none"> <li>▪ Logitech F710 wireless gamepad technical specifications are as below:               <ol style="list-style-type: none"> <li>1. Wireless Connection : 2.4GHz</li> <li>2. Feedback: Dual Vibration</li> <li>3. D-Pad: 4 Switch</li> </ol> </li> </ul>
3.	<b>What is the warranty of Logitech F710 wireless gamepad?</b>	<ul style="list-style-type: none"> <li>▪ Logitech offers 3-year limited hardware warranty for this product.</li> </ul>
4.	<b>What is the system requirement for Logitech F710 wireless gamepad?</b>	<ul style="list-style-type: none"> <li>▪ System requirement for Logitech F710 wireless gamepad:               <ol style="list-style-type: none"> <li>1. Windows® 11, Windows 10, Windows 8, Windows 7, or Windows Vista, ChromeOS™</li> <li>2. Internet connection for optional software download.</li> <li>3. Requires software installation for DirectInput mode.</li> </ol> </li> </ul>

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