FREQUENTLY ASKED QUESTIONS (FAQ)
ON
UNIFI TV APP

NO.	QUESTION	ANSWER
1.	**What is the Unifi TV app?**	▪ The Unifi TV app lets you stream and enjoy all 70+ premium channels and access up to 20+ streaming apps on Unifi TV. From entertainment shows and blockbuster movies to live sports, kids' favourite animations and global news, you can watch them all here. ▪ You can download the Unifi TV app for free on your Unifi TV Box, Android TV boxes, mobile phones, tablets and smart TVs. ▪ The app is available on the Google Play Store (for Android), App Store (for iOS) and Huawei AppGallery (for Huawei). ▪ From 3 July 2025 onwards, you will see two (2) Unifi TV apps on the app stores: 　▪ **Unifi TV app:** For **existing Unifi TV subscribers** (before 3 July 2025)**.** Continue using this version until further notice. 　▪ **Unifi TV 2.0 app:** For **new Unifi TV subscribers** (after 3 July 2025). If you are an existing subscriber, you will receive a notification from Unifi TV in phases **starting July 2025** once your account is ready to upgrade and start streaming on the Unifi TV 2.0 app.
2.	**Why am I unable to log in to the Unifi TV app?**	▪ If you are having trouble logging in, here are a few things to check: 　▪ **Incorrect login ID** – Make sure you are using the right Unifi TV ID (e.g. example@iptv) or your registered email address. 　▪ **Network or connectivity issues** – Check if your mobile data or Wi-Fi connection is stable. 　▪ **Too many devices** – You might have reached the maximum number of devices. Try logging out from other devices. 　▪ **App version mismatch** – From July 2025, we are upgrading Unifi TV customers to the new Unifi TV 2.0 app. Make sure you are using the correct version: 　　○ If you have already upgraded, download and log in to the Unifi TV 2.0 app. 　　○ If you have not been upgraded yet, reinstall and use the previous Unifi TV app.

3.	What can I watch on the Unifi TV app? What are the benefits?	- Here is what you can stream on the Unifi TV app: **TV Guide/Channels** – 70+ live channels with scheduled programming **Streaming Apps** – Access up to 20+ local and regional streaming apps **Catch Up** – Extra on-demand programmes included with your channel subscriptions **U PICK** – Straight-from-cinema blockbuster movies you can rent - Benefits of the Unifi TV app: **All-in-one access** – Explore and access everything, from 70+ premium Unifi TV channels and over 20+ streaming apps—no need to switch between apps. **Easy search** – Find content across all other streaming apps using universal search by your favourite actor, title or genre. **Personalised profiles** – Get tailored recommendations for every viewer profile under your account. **Watch anytime, anywhere** – On Android TV boxes, mobile phones, tablets or smart TVs—your shows sync instantly across all devices.
4.	How do I download the Unifi TV app?	- You can download the Unifi TV app from your device's app store. - Here is the list of supported platforms and versions:

CATEGORY	PLATFORM	VERSION
Mobile/Tablet	iOS	iOS 14.0+
	iPad	iPad OS 14.0+
	Android Mobile/Tablet	Android 7.1+
	Huawei	GMS (Android Variant)
Web Browsers (Windows OS & MacOS)	Web Chrome	Latest 3 major versions
	Web Firefox	Latest 3 major versions
	Web Edge	Latest 3 major versions
	Web Safari	12+
Mobile Browsers	Android Chrome	Latest 3 major versions
	Mobile Safari	iOS 14+

			Android Firefox	Latest 3 major versions
		Smart TVs	Android TV (Retail STB & CTV)	Android 7.1+
			Samsung Tizen	Tizen (2021+)
			LG WebOS	LG (2020+)
		Android Operator Tier Launcher	Android OS	OS 10+
		Casting	Apple AirPlay	iOS 14.0+
		Chromecast	Google Chromecast	Cast V3

5.	**How do I watch Unifi TV using a website or web browser on my mobile phone or computer?**	- You can stream Unifi TV via your browser at https://unifitv.com.my using the following supported browsers: **Google Chrome** – Version 99.0.4844.82 (Official Build) and above (*recommended*) **Mozilla Firefox** – Version 98.0.1 and above **Microsoft Edge** – Version 99.0.1150.46 (Official Build) and above **Safari** – Version 12 and above
6.	**How do I reset my password?**	- Here is how you can reset your password on the **Unifi TV** app: Before logging in 1. Tap the **Profile** button at the bottom right. 2. On the login page, select **Forgot Password**. 3. Enter your login ID and confirm. 4. Select your preferred option to receive the One-Time Password (OTP). 5. Follow the on-screen steps to reset your password. If you are already logged in 1. Tap the **Profile** button at the bottom right. 2. Select **View My Profile**. 3. Tap **Change Password**. 4. Follow the on-screen steps to complete your password reset. - Here is how you can reset your password on the **Unifi TV 2.0** app: Before logging in 1. On the login page, enter your login ID. 2. Tap **Forgot Password**. 3. Select your preferred option to receive the OTP. 4. Follow the on-screen steps to reset your password. If you are already logged in

		1. Tap the **Menu** icon at the top right.
		2. Select **My Account**.
		3. Tap **Change Password**.
		4. Follow the on-screen steps to complete your password reset.
7.	**I am not a Unifi Home or Unifi TV customer. Can I still use the Unifi TV app?**	▪ Yes, you can! Just download the Unifi TV app and sign up for a free Unifi TV account using your email address. ▪ You will be able to stream a selection of free TV channels. ▪ To unlock access to premium channels or streaming apps, you can subscribe to Unifi TV Packs or select a la carte options. ▪ Explore our latest Unifi TV Packs and broadband deals at https://unifi.com.my/universe

8.	**How do I log in to the Unifi TV app?**	▪ If you are a Unifi Home customer with a Unifi TV Pack, you can sign in using your Unifi TV ID (e.g. example@iptv or example@tvos). You can find your Unifi TV ID via:
		    ▪ Your monthly Unifi bill
		    ▪ MyUnifi or Unifi UniVerse app
		    ▪ A confirmation email from Unifi after successful installation
		
		▪ If you are not a Unifi customer, you can sign in with your email address for free.

9.	**Why can't I find the Unifi TV app on the Google Play Store?**	▪ You may not be able to find or download the Unifi TV app if your Android device is not Google-certified or if it does not run on Android TV OS.
10.	**What is a PIN, and how do I reset it?**	▪ Your Unifi TV PIN is used to manage your subscriptions and parental control settings. ▪ Your default PIN is 123456. ▪ Here is how you can reset your PIN on the **Unifi TV** app: 1. Tap the **Profile** button at the bottom right. 2. Select **View My Profile**. 3. Tap **Reset PIN**. 4. Follow the on-screen steps to reset your PIN. ▪ Here is how you can reset your PIN on the **Unifi TV 2.0** app: 1. Tap the **Menu** icon at the top right. 2. Select **My Account**. 3. Tap **Reset PIN**. 4. Follow the on-screen steps to complete your PIN reset.
11.	**How do I watch programmes that I have downloaded, favourited or subscribed to?**	▪ This feature is available on the Unifi TV 2.0 app only. To view your downloaded, favourite or subscribed content: 1. Go to **My Library**. 2. Browse through the tabs to quickly access everything you have saved or subscribed to

12.	**Can I download content for offline viewing?**	▪ Yes, but only selected titles under the U PICK category are available for download, and only if the download icon appears next to them. ▪ Downloaded movies for offline viewing will appear in **My Library** and can only be watched on the device where they were downloaded. Even if you log in on another device with the same account, those downloads will not be visible. ▪ Downloads for offline viewing are only valid while your subscription is active. If your subscription ends or is terminated, the downloaded content will no longer appear in **My Library**.
13.	**How do I use the Parental Control feature?**	▪ Parental Control helps you manage what younger viewers can access by filtering content based on age ratings and locking certain programmes or channels. ▪ To update this Parental Control setting on the Unifi TV 2.0 app, follow these simple steps: 1. Tap the **Menu** icon at the top right. 2. Select **Parental Control**. 3. Use the toggle to turn it on or off. 4. Enter your PIN to save your changes.
14.	**How do I link and log in to the Unifi TV app on a Unifi TV Box or smart TV?**	▪ There are four (4) ways to log in to your Unifi TV account on your TV: **Using Unifi TV ID** 1. Tap **Unifi TV ID or Email** on the login page. 2. Enter your Unifi TV ID and tap **Continue**. 3. Enter your password and tap **Sign In**. 4. You will be directed to the Unifi TV homepage. **Using Email** 1. Tap **Unifi TV ID or Email** on the login page. 2. Enter your registered email address and tap **Continue**. 3. An OTP will be sent to your email. 4. Enter the OTP and tap **Confirm OTP**. 5. You will be directed to the Unifi TV homepage. **Using QR Code** 1. Open the Unifi TV 2.0 mobile app and sign in. 2. Tap the **Menu** icon at the top right. 3. Select **Manage Device**. 4. Tap **Link New Device**. 5. Scan the QR code shown on your TV or device screen. 6. You will be directed to the Unifi TV homepage. **Using Enter Code** 1. Open the Unifi TV 2.0 mobile app and sign in. 2. Tap the **Menu** icon at the top right. 3. Select **Manage Device**. 4. Tap **Link New Device**. 5. Enter the code shown on your TV or device screen. 6. You will be directed to the Unifi TV homepage.

15.	**How do I subscribe to a channel or rent U PICK on the Unifi TV app?**	▪ To subscribe to a channel or rent a U PICK title: 1. Log in to your Unifi TV account using your Unifi TV ID or email address. 2. Choose the channel or title you want. 3. Confirm with your PIN. 4. Select your preferred payment method to complete the purchase. ▪ **Important:** If you are using the Unifi TV app on iOS devices, please complete your subscription through the Unifi TV Box or the Unifi TV website at https://unifitv.com.my. Your subscription will be reflected and synced across all your connected devices.
16.	**What payment options are available on the Unifi TV app?**	▪ For Unifi Home customers, your subscriptions and rentals will be charged to your monthly Unifi bill. ▪ For non-Unifi customers, you can pay your subscriptions and rentals using the following options: ▪ Voucher ▪ Credit/Debit Card (via TM payment gateway) ▪ FPX (online banking via TM payment gateway)
17.	**I have subscribed to a channel or U PICK title on the Unifi TV app, but I cannot watch it right away. Why?**	▪ It may take up to three (3) minutes for your subscription to appear on the Unifi TV app after successful payment. ▪ This short wait could be due to the payment method you used or the stability of your internet connection at the time.
18.	**Why am I unable to stream or experiencing buffering issues?**	▪ If you are unable to stream or facing buffering, here are a few things to check: ▪ **Device or Operating System compatibility** – Make sure your device and operating system meet the supported requirements (refer to Q4). ▪ **Internet speed** – We recommend at least 30Mbps for smooth streaming and video quality. ▪ **App version** – Ensure you are using the latest version of the Unifi TV app ▪ **Virtual Private Network (VPN)** – Disable any VPN connection. ▪ **Reinstallation** – Try uninstalling and reinstalling the Unifi TV app.
19.	**I made a payment, but I still cannot stream. What should I do?**	▪ We are sorry for the inconvenience. If this happens, please contact us right away through any of the following channels: ▪ **Email:** help@tm.com.my ▪ **Live Chat:** via the MyUnifi app or Unifi UniVerse app ▪ **Chat with Maya:** at https://maya.unifi.com.my.
20.	**Can I use the Unifi TV app outside of Malaysia?**	▪ The Unifi TV app is only available for use within Malaysia. This is due to territorial viewing rights set by our content providers.

21.	**How do I cancel my subscription on the Unifi TV app?**	▪ To cancel your active subscription, just reach out to us through any of our digital channels:
		    ▪ Live Chat via the MyUnifi app or Unifi UniVerse app
		    ▪ Chat with Maya at https://maya.unifi.com.my.

22.	**Do I need to be present when the Unifi installer sets up the Unifi TV Box and Unifi TV 2.0 app?**	▪ Yes, as the account owner, you need to be present during installation because the installer will require a One-Time Password (OTP) to complete the setup. ▪ The OTP will be sent to your registered mobile number or email address. ▪ If you are unable to be there, please ensure your authorised representative can contact you to retrieve and provide the OTP.