FREQUENTLY ASKED QUESTIONS (FAQ)
ON UNIFI TV BOX

NO	QUESTIONS	ANSWER
		GENERAL INFO
1.	**What is Unifi TV Box?**	Unifi TV Box is Unifi TV's media box (Android TV Box), which supports Wi-Fi and IPTV connectivity. It is introduced to maximise the viewing experience of our Unifi Home customers. Unifi TV Box comes with the following features: • Direct access to TV content via Live Channels, Catch p or U PICK. • An interactive and immersive viewing experience. • Enjoy your content in full High Definition (HD). Supports 4K as well. • Use Google Assistant on your remote control for voice control • Cast content from your smart devices to your TV via Unifi TV Box.
2.	**What are the streaming apps available in Unifi TV Box?**	As part of its continuous effort to bring world-class streaming apps to our customers on Unifi TV Box and smart devices, below is the latest list:

No.	App	Offering
1.	HBO GO	HBO GO includes instant access to Hollywood movies, all HBO & HBO Asia shows and new HBO Originals series released at the same time as the US.
2.	Netflix	Netflix is a streaming service that offers a wide variety of award-winning TV programmes, films, anime, documentaries, games and more on thousands of internet-connected devices. You can watch as much as you want, whenever you want. There's always something new to discover, and new TV programmes and films are added every week!
3.	SIAR (Coming soon to Unifi TV Box)	SIAR offers classic local films, spanning a variety of genres throughout the ages. Various movie releases can be enjoyed anytime and anywhere.
4.	MangoTV	MangoTV gives access to the unlimited high-quality videos of exclusive programs, original Chinese variety

				shows, reality shows, TV series and films. Enjoy all on MangoTV!
		5.	Disney+ Hotstar	Disney+ Hotstar is the streaming home of global and local hits. With endless entertainment from Disney, Pixar, Marvel, Star Wars, National Geographic and many more, there is something for everyone.
		6.	beIN SPORTS CONNECT	Stream all beIN SPORTS content on beIN SPORTS CONNECT, a multi-device player accessible on the app or web. Catch every minute of every match across the UEFA Champions League, UEFA Europa League, LaLiga, Serie A, Ligue 1 & more LIVE and on demand – anywhere, anytime.
		7.	SPOTV NOW (Coming soon to Unifi TV Box)	SPOTV NOW provides you with access to live sports streaming services, video on demand options and curated exclusive contents of premier Asian and International events, including MotoGP, The Open Championship, US Open and Wimbledon, World Table Tennis, and as well as Asian events such as Korean Baseball League (KBO) and V.League Japan competition. Also comes with Bahasa Melayu commentary for MotoGP live.
		8.	WeTV	Enjoy premium entertainment on WeTV's on demand streaming platform and bump up to VIP for more cool features. Watch the best ad-free local and Asian dramas, shows and anime.
		9.	Amazon Prime Video	Watch movies, TV, and sports, including Amazon Originals like The Boys, The Marvelous Mrs. Maisel, and Tom Clancy's Jack Ryan as well as recommendations just for you.
		10.	TVBAnywhere+	The most comprehensive Chinese entertainment platform published by TVB and delivers the latest & greatest content from TVB anytime, anywhere.
		11.	iQIYI	Home to Asia's hottest entertainment. Bringing you the best of local, Korean and Chinese dramas, movies, variety shows and anime.
		12.	Viu	Gives you instant access to all your favourite dramas, comedies, horror and more! Watch hit TV shows from Korea, Japan, China, Thailand, Indonesia, Malaysia, Myanmar, Turkey, the Middle East and India as well as our own Viu Originals.
		13.	ZEE5	The only streaming app that offers content in 18 languages. Home to 170,000+ hours of On Demand Content. The platform brings together the best of Originals, Movies & TV Shows, Music, Cineplays and Health & Lifestyle content all in one single destination.
		14.	Simply South	Your one-stop destination for the best of all things entertainment! Pick from a collection of the newest Tamil,

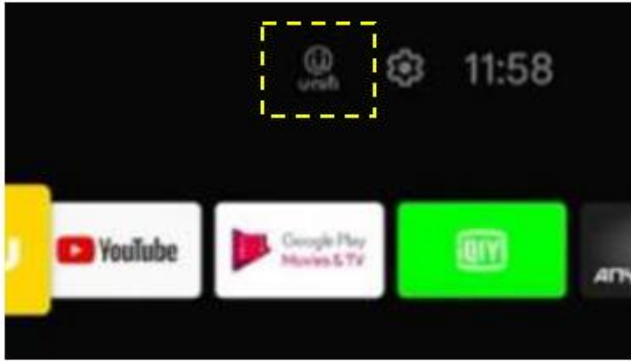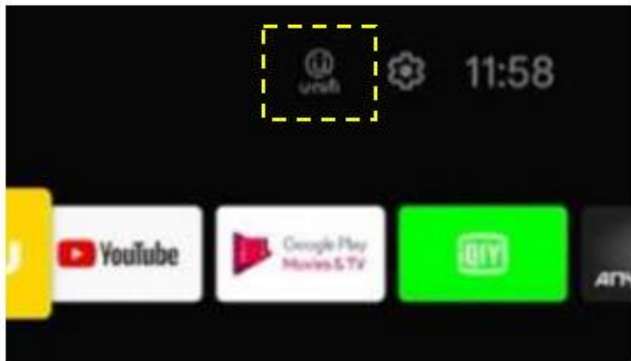|		15.	YuppTV	YuppTV is one of the largest online TV platform with over 200+ Live Indian TV Channels, 7 days of catch-up TV, Latest Regional and Bollywood/Hindi Movies.
		16.	BBC Player	BBC Player is an authenticated multi-genre SVOD (Subscription Video On Demand) service that allows viewers to watch the very best BBC programmes anytime, anywhere. It is available online (www.bbcplayer.com), and as an app on Apple App Store for iOS devices and Google Play Store for Android devices.

For the latest app offerings and info, visit our website at https://www.unifi.com.my/tv

3.	**How can I get the Unifi TV Box?**	Unifi TV Box comes with Unifi Home plans. For the latest offerings, kindly visit https://www.unifi.com.my/ngam

Customers who subscribe to only broadband plans can add-on Unifi TV Packs with Unifi TV Box as follows:

a) RM134.90/month for Ultimate Max Pack with Unifi TV Box included; or
b) RM99.90/month for Ultimate Plus Pack with Unifi TV Box included; or
c) RM60/month for Family Pack with Unifi TV Box included; or
d) RM60/month for Ultimate Pack with Unifi TV Box included; or
e) RM69.90/month (Promo price RM55.90/month) for Movies Pack with Unifi TV Box included; or
f) RM46.90/month (Promo price RM39.90/month) for Kids Pack with Unifi TV Box included; or
g) RM39.90/month (Promo price RM29.90/month) for Sports Pack with Unifi TV Box included; or
h) RM30/month for Varnam Plus, Aneka Plus, Ruby Plus Pack with Unifi TV Box included (limited time offer)

However, if you are already subscribing to any of the Unifi TV Pack, you have an option to add-on additional Unifi TV Box for multi-room entertainment.

Details are as per below table:

Add-On	Description	Price	Contract
a) Ultimate Max Pack with Unifi TV Box	70+ channels & 10 streaming apps via Unifi TV Box	RM134.90 monthly	24 months
b) Ultimate Plus Pack	70+ channels & 8 streaming	RM99.90 monthly	24 months

			with Unifi TV Box	apps via Unifi TV Box		
		c)	Family Pack with Unifi TV Box	70+ channels & 6 streaming apps via Unifi TV Box	RM60 monthly	24 months
		d)	Ultimate Pack with Unifi TV Box	70+ channels & 6 streaming apps via Unifi TV Box	RM60 monthly	24 months
		e)	Movies Pack with Unifi TV Box	30+ channels & 3 streaming apps via Unifi TV Box	RM69.90 monthly	24 months
		f)	Kids Pack with Unifi TV Box	20+ channels & 2 streaming apps via Unifi TV Box	RM46.90 monthly	24 months
		g)	Sports Pack with Unifi TV Box	20+ channels & 3 streaming apps via Unifi TV Box	RM39.90 monthly	24 months
		h)	Varnam Plus Pack with Unifi TV Box (limited time offer)	40+ channels & 2 streaming apps via Unifi TV Box	RM30 monthly	24 months
		i)	Aneka Plus Pack with Unifi TV Box (limited time offer)	40+ channels & 3 streaming apps via Unifi TV Box	RM30 monthly	24 months
		j)	Ruby Plus Pack with Unifi TV Box (limited time offer)	40+ channels & 2 streaming app via Unifi TV Box	RM30 monthly	24 months
		Unifi TV Box		Multi-room entertainment with	RM20 monthly for 24 months	24 months

		additional Unifi TV Box		

		Alternatively, you can subscribe to Unifi Home plans with Unifi TV Box via:
		  a) TMpoint
		  b) TM Authorised Dealer
		  c) Reseller
		  d) Call 100 and press 4
		  e) MyUnifi app - download from AppStore on iOS, Google PlayStore on Android and AppGallery on Huawei
		
		Unifi TV Box only add-on subscription are available on all channels except Reseller.		

4.	**Can I subscribe to Unifi TV Box without subscribing to Unifi TV service?**	You will need to subscribe to any Unifi Home plan with Unifi TV Pack in order for you to enjoy the Unifi TV Box.		
5.	**I am a Unifi Lite/Streamyx customer, can I also subscribe the Unifi TV Box?**	Unfortunately, you will need a high-speed broadband connection to enjoy a good viewing experience with Unifi TV Box. Hence, it is not advisable for you to take up this offering.		
6.	**I'm an existing user with the previous version of Unifi TV Box. Can I request to change to the latest Unifi TV Box?**	You have an option to add-on the new box for RM20 for 24 months or you can upgrade your Unifi Home plan subscription.		
7.	**How do I sign in at Unifi TV app in Unifi TV Box?**	Launch Unifi TV app and login using your existing Unifi TV ID (example@iptv) and password.		
8.	**How many additional boxes that I can Add-on?**	Subscribers of Unifi TV Box will have an option to add a maximum of three (3) additional media Boxes. To ensure better user experience, we recommend you to subscribe to Unifi 300Mbps plan. To subscribe the plan, please visit https://unifi.com.my		
9.	**I am already a Unifi TV Pack subscriber with Unifi TV Box (Android TV Box). If I change my TV Pack, will I**	You are only entitled to the bundled Unifi TV Box (Android TV box) once with the same account. If you already enjoy the bundled Unifi TV Box with your current TV Pack subscription, you will not get an additional Unifi TV Box when you change your TV Pack.		

	get another Unifi TV Box?	
**FEATURES, FUNCTIONS & QUICK TROUBLESHOOT**
10.	**What is the technical specs of Unifi TV Box?**	The technical specs of the Unifi TV Box are as below: • Processor: Quad-core • GPU: OpenGL ES 2.0 • RAM: 2GB DDR4 • Flash: 16GB eMMC • System: Android TV 10
11.	**What are the video formats that Unifi TV Box supports?**	The Unifi TV Box supports up to 4K2K, MPEG-2/ MPEG4/ VP8/ VP9/ H.264/ H.265 video formats.
12.	**What is the minimum required internet speed for me to run the Unifi TV Box?**	For best streaming quality, we recommend a minimum broadband speed of 30Mbps. 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/ngam
13.	**Can Unifi TV Box be connected via both IPTV and Wi-Fi connection?**	Yes. Unifi TV Box supports both Wi-Fi and IPTV connectivity. For uninterrupted Unifi TV (Live TV, Catch Up and U PICK) viewing experience, you have an option to connect via IPTV - Ethernet Cable to Port 4 (TM Router). Follow the steps below to experience Unifi TV Box: 1. Connect Unifi TV Box to TV 2. Pair the remote control with Unifi TV Box 3. Connect Internet via Wi-Fi 4. Connect VLAN600 via Ethernet cable 5. Setup Google Account & accept Google's terms and conditions 6. Login to Unifi TV service using your Unifi TV ID and password
14.	**How do I switch my Unifi TV service from using Wi-Fi connection (VLAN500/Port1, 2,3) to using to IPTV connection (VLAN600/Port 4)?**	To switch your connection from Wi-Fi to IPTV, kindly follow these steps: 1. You need to ensure that your account has access to Unifi TV service via VLAN600 (Port 4) 2. Plug in a LAN cable (RG45) in between your router (Port 4) and your New Unifi TV Box 3. Click on the Unifi TV logo on the standard launcher to reopen the apps / refresh session via VLAN600 connection

		4. If the authentication process is successful, your Unifi TV Box will automatically reboot again and you will enjoy the Unifi TV service via IPTV.
15.	**How do I switch my Unifi TV service from using IPTV connection (VLAN600/Port 4) to Wi-Fi connection (VLAN500/Port1, 2,3)?**	To switch your connection from IPTV to Wi-Fi, kindly follow these steps: 1. You need to ensure that your account has access to Unifi TV service 2. Remove the LAN cable (RG45) in between your router (Port 4) and your Unifi TV Box. 3. Click on the Unifi TV logo on the standard launcher to reopen the apps / refresh session via Wi-Fi connection 4. If the authentication process is successful, your Unifi TV Box will automatically reboot again and you will enjoy the Unifi TV service via IPTV.
16.	**I'm using Wi-Fi 6 FiberHome SR-1041Y Wireless Router. How to stream Unifi TV via VLAN600 (IPTV) connection?**	To stream Unifi TV via VLAN600 (IPTV) connection, simply plug in LAN cable (RG45) in between your router (Port 3) with your Unifi TV Box.
17.	**I'm using 30Mbps VDSL but having trouble watching**	We would like to inform that the Unifi TV Box is running as OTT (over-the-top) box.

	Unifi TV via Unifi TV Box. What should I do?	To enjoy the best streaming quality for 30Mbps VDSL, we recommend you to connect your Unifi TV 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. It is also advisable to keep the number of connected devices to the minimum to ensure you have sufficient bandwidth for Unifi TV streaming via Unifi TV Box. If Unifi fibre service is already available at your area, we highly recommend you to upgrade to the plan that suits your broadband needs. However, if you are using the older version of Unifi TV Box, simply connect via IPTV using Ethernet Cable to Port 4-TM Router (if applicable) to enjoy uninterrupted Unifi TV (Live TV, Catch Up and U PICK) viewing experience.
18.	Is there any difference in the streaming quality between the current Unifi TV Box and the new Unifi TV Box?	The latest Unifi TV Box is supports both Wi-Fi and IPTV connectivity. For uninterrupted Unifi TV (Live TV, Catch Up and U PICK) viewing experience, you have an option to connect via IPTV using Ethernet Cable to Port 4 (TM Router).
19.	I noticed that my Unifi TV Box picture quality is lower as compared to my previous Android box (V8 box). Why is that so?	The latest Unifi TV Box is running as OTT (over-the-top) box. Hence, the connectivity is via Wi-Fi. In the case of wired connectivity via LAN cable, it is on the shared bandwidth with your internet browsing activity. Thus, the quality might 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><tr><td>Type of box</td><td>Picture Quality</td><td>Mobility</td><td>Download Apps</td></tr><tr><td>Unifi TV Box</td><td>Compromised (WiFi connectivity)</td><td>YES</td><td>YES</td></tr><tr><td>Android V8 Box</td><td>Sustainable (Wired Connectivity)</td><td>NO</td><td>NO</td></tr></table>
20.	Can I watch 4K UHD content with Unifi TV Box?	Unifi TV 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.

21.	**If I am using a 4K TV, do I need to do any configuration on my TV and Unifi TV Box to enjoy 4K quality?**	If you are already using a 4K TV, you can watch 4K UHD content using Unifi TV Box without any configuration.
22.	**How do I use the multiple subtitle / audio feature while playing U PICK content?**	The multiple subtitle / audio feature are available for selected U PICK content. While playing U PICK content, follow the simple steps as below: 1. Press "Up" button on your remote control 2. Choose subtitle icon [CC] , or Choose audio icon [(o)] 3. Select your preferred subtitle / audio language
23.	**How do I use the TV Guide, Multiple Subtitle / Audio Feature for Live Channels?**	Please make sure to download the latest version of the app. Simply, press the "Up" button on your remote control to enjoy these features available.
24.	**What is the function of Parental Lock?**	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. Note: Parental PIN is similar to Purchase PIN (6 digits, default PIN : 123456)
25.	**I forgot my Purchase PIN. What should I do?**	Your default purchase PIN is 123456. If you have forgotten your purchase PIN, you may reset the PIN via Unifi TV app. Simply go to: Profile > View My Profile > PIN > Reset PIN. Please follow the steps below: 1. Enter your Unifi TV password 2. Enter a new PIN 3. Confirm PIN
26.	**How do I use the Parental Lock feature on Unifi TV Box?**	To use the Parental Lock feature, follow these steps: 1. Press 'Up' on your remote and select Parental 2. Press 'Down' to select Lock Channel 3. Enter the Parental PIN (6 digits) and press the 'Confirm' button
27.	**Can I remove/ turn off the Parental Lock feature?**	Yes, you can. To turn off the Parental Lock feature, follow these steps: 1. Open the locked channel

		2. Press OK on your remote 3. Enter the Parental PIN (6 digits) and press the 'Confirm' button You also have an option to remove/turn off the Parental Lock permanently by following these steps: 1. Open the locked channel 2. Press 'Up' on your remote and select Parental 3. Press 'Down' to select Unlock Channel 4. Enter the Parental PIN (6 digits) and press the 'Confirm' button
28.	**Why do I see this message, "Are you still watching" on my TV screen?**	You will see a prompt message after four (4) hours of continuous playback without any user activity. 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 direct back to Home screen.
29.	**Why does my Unifi TV Box unable to access the network?**	Simply follow the configuration checklist as below: 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 TV Box. 3. Check the network link indicator at the front panel of the box. Blue light means it is connected to a network and if the light turns Blue/Orange (alternate blink), it means that the device is not connected to a network. 4. Should you need further assistance on network connectivity, reach out to us via our digital platforms: Live Chat on https://maya.unifi.com.my or MyUnifi app.
30.	**My remote control is not responding / intermittently responding. What should I do?**	First, please make sure that you have paired your remote with the Unifi TV Box and the batteries are correctly in place. Follow the below steps to pair a Bluetooth device: 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/tv/offerings/devices/unifi-tv-box for step-by-step installation and setup video guide. As an alternative, you can also download the Android TV Remote Control app from Google Play Store on your smart devices.

31.	**I'm facing channel glitch/ channel not viewable and sometimes bad picture quality. What should I do?**	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 TV Box nearer to your Wi-Fi router to ensure maximum connectivity. Alternatively, you may connect your Unifi TV Box with a wired LAN connection (port 1, 2 or 3). Kindly note that this wired connection will be running on shared bandwidth with your internet browsing.
32.	**I received error message – "Oops! something went wrong. An unexpected error has occurred. Press OK to reload app". What should I do?**	Simply press the "Home" button and re-launch Unifi TV app. Please follow these steps to force stop the Unifi TV app: 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" If the problem still persists, reach out to us via our digital platforms: Live Chat on https://maya.unifi.com.my or MyUnifi app.
33.	**Why am I experiencing intermittent audio issue?**	Please make sure that you have updated to the latest firmware by following the below steps: **Go to Settings > Device Preference > About > System Update**
34.	**How do I access my Unifi TV account if I've forgotten the password?**	You can reset your password through your Unifi TV app from your mobile device, by following the below steps: 1. Open your Unifi TV app 2. Select forgot password 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
35.	**How do I use the Unifi TV Box as my 2ⁿᵈ media box to enjoy Unifi TV content?**	You can use the Unifi TV Box as your 2ⁿᵈ Unifi media box by connecting via Wi-Fi and login using your existing Unifi TV ID. To enjoy Unifi TV content on your 2ⁿᵈ media box (multi-room), you must maintain your current subscription of Unifi TV pack.
	LINKING GOOGLE ACCOUNT	
36.	**Can I skip the configuration of the Google account during**	You may skip the configuration of the Google account during the setup of your Unifi TV Box. However, it is recommended for you to create/register your Google account to get the most out of your

	the setup of my Unifi TV Box?	Unifi TV Box features such as enjoying the latest apps from Google Play Store. Go to https://unifi.com.my/tv/offerings/devices/unifi-tv-box for step-by-step installation and setup video guide.
37.	**How do I configure my Google account on the Unifi TV Box?**	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.
38.	**Are there any other apps that we can access via Unifi TV Box?**	Yes, you may download your favourite TV apps from Google Play Store into the Unifi TV Box.
39.	**Will it consume my broadband bandwidth if I use the apps in the Unifi TV Box?**	Yes, you will need Internet connection to run the apps in the Unifi TV 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
40.	**How do I use the Google Assistant on the remote control?**	Press the Google Assistant button on the remote control and speak close to the remote control to use the feature. Currently, the Google Assistant only works in the Google world. To use it, you will need to configure your Google account on the Unifi TV Box.
	DELIVERY OF UNIFI TV BOX	
41.	**How are you going to deliver the Unifi TV Box to me?**	For New Installation, there will be a Unifi installer to help you set up the Unifi TV Box (together with other TM's CPE) at your premise. For change plan/upgrade plan or add-on subscription, Unifi TV Box will be delivered via courier within 7 working days (upon successful order)
42.	**Why do I receive SMS on Unifi TV Box delivery?**	Once your order is successful, you will receive an SMS on the notification of Unifi TV Box delivery tracking reference number (within 7 working days) together with your Unifi TV ID. Sample of SMS: **RM0 Unifi: You'll receive your Unifi TV Box in 7 working days. Self-track via SKYNET bit.ly/3B0fZYe XXXXXXXXXX. Installation guide i.unifi.my/UTB & login ID xxxxxx@iptv.**
43.	**How to track my order?**	You will receive an SMS with your delivery tracking number and you can check via SKYNET portal at https://www.skynet.com.my/track

44.	I'm not available to receive the box during the delivery. What should I do?	If the courier delivery is not successful, you may collect your Unifi TV Box at the nearest SKYNET collection hub.Check here for the list of SKYNET collection hub: https://www.skynet.com.my/branch However, if you don't collect the box after 14 days for West Malaysia or 30 days for East Malaysia, the box will be returned to TM. You can contact us via Live Chat - https://maya.unifi.com.my or MyUnifi app, if you wish to request for 2nd delivery attempt or request for installer assistance with RM80 charges with RM80 charges (including installation) and we will proceed with the next delivery for you as soon as possible.
45.	I already check the delivery status in SKYNET portal, however my Unifi TV Box is no longer in their outlet. What can I do?	This may due to the 14 days for West Malaysia or 30 days for East Malaysia time frame for you to collect your Unifi TV Box has already expired. You can contact us via Live Chat on https://maya.unifi.com.my or MyUnifi app, if you wish to request 2nd delivery attempt or request for Unifi installer assistance with RM80 charges (including installation) and we will proceed with the next delivery / installation for you as soon as possible.
46.	Will I be charged for the delivery of Unifi TV Box via SKYNET in my Unifi bill?	There will be no additional charge imposed to customer for Unifi TV Box add-on via courier.
47.	How to do the self-installation for Unifi TV Box?	Kindly refer to the Unifi TV Quick Start guide provided in the box or go to https://unifi.com.my/tv/offerings/devices/unifi-tv-box for step-by-step installation and setup video guide.
48.	I'm still having difficulty to self-configure my Unifi TV Box. May I request for technical assistance to perform the installation?	Yes, you can. Should you wish to have this done by our Unifi team, there will be a charge of RM80 (*excluding tax*) for the delivery and installation.
49.	I did not receive any SMS on my Unifi TV ID. What should I do?	You may get assistance through our Live Chat on https://maya.unifi.com.my or MyUnifi app.
50.	I received an SMS but still did	Make sure that you have provided the correct address for your Unifi TV Box delivery.

	not receive my Unifi TV Box.	There may be some delay in delivering your Unifi TV Box. We seek your patience and understanding as we are working on fulfilling your Unifi TV Box request soonest possible.
		You can also check and track your Unifi TV Box delivery via SKYNET portal – https://www.skynet.com.my/
51.	Whom should I contact if I need any assistance or inquiry?	Should you have any enquiries or require any assistance, you can get in touch with TM through our Live Chat on https://maya.unifi.com.my or MyUnifi app.
	UNIFI TV QR SCANNER	
52.	What is the Unifi TV QR scanner feature?	The Unifi TV QR scanner is the latest feature available for all Unifi Home customers with Unifi TV. The QR scanner feature on Unifi TV will help simplify the login method for Unifi TV Box.
		It is also eases customers to participate in the latest contest and stand a chance to win exclusive prizes with Unifi TV.
		Unifi TV Box users can start viewing Unifi TV on Unifi TV Box by scanning the QR code on their TV screen using their Unifi TV app.
		With this function, Unifi TV Box users have another option to login to their Unifi TV Box without using Unifi TV Box remote control and keypad from their TV screen.
53.	How does the QR scanner work?	Just download the latest Unifi TV app on your device -mobile, tablet or iPad (downloadable from App Store on iOS, Google Play Store on Android and AppGallery on Huawei) and follow these simple steps:
		1. Launch Unifi TV app and login using your Unifi TV login ID on your device 2. Go to "Profile" and choose "QR scan"
		How to login to Unifi TV Box using QR Scanner?
		1. Launch Unifi TV app from your Unifi TV Box 2. Use the "QR Scan" feature in Unifi TV app to scan the QR code on your TV screen to authorise login 3. All done, now you can enjoy watching!
		How to join the contest via QR Scanner?
		1. Use the "QR Scan" feature in Unifi TV app to scan the QR code that appear on your TV screen 2. Join the contest and stand a chance to win attractive prizes!

54.	I'm not a Unifi subscriber but I've logged in to Unifi TV app using my mobile/ Facebook account. Can I use the QR scanner to login to Unifi TV Box or my Android TV box?	The service is available only to Unifi Home subscribers with Unifi TV subscription.
55.	Is the QR Scanner feature available on Unifi TV (web version)?	We are sorry. This feature is only available on Unifi TV app on Android and iOS (mobile, tablet and iPad).
56.	Can I scan the QR code using my phone's camera or any third party QR scanner app?	Yes, you can still use your phone's camera or any third party QR scanner app. 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 TV app. Simply key-in your Unifi TV username and password on Unifi TV app and scan the QR code again using the QR scanner on the app to start viewing.
57.	I'm a Unifi Home customer without Unifi TV / Unifi TV login ID. How do I enjoy the QR scanner function?	To enjoy the QR scanner function for Unifi TV customer you need to subscribe or upgrade your Unifi Home with Unifi TV subscription.
OTHER MATTERS		
58.	Is there a warranty for the Unifi TV Box?	Yes, the Unifi TV Box comes with a warranty for a period of 12 months from the date of installation. Please visit https://unifi.com.my/tv/offerings/devices/unifi-tv-box for details of the warranty policy.
59.	I would like to cancel the Unifi Home plan with Unifi TV Box within the contract period. Is there any penalty charged?	Yes. The penalty charge is the remaining months of the monthly subscription fee (price before discount) of the subscribed package and Unifi TV pack.

60.	**Who should I contact if I need any assistance on Unifi TV or service inquiry?**	Feel free to reach out to us via our digital platforms: Live Chat on https://maya.unifi.com.my or MyUnifi app.