# FREQUENTLY ASKED QUESTIONS (FAQ)
## ON
## UNIFI PLAYTV APP

| NO | QUESTION | ANSWER |
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| | | **GETTING STARTED** |
| 1. | **What is unifi PlayTV app?** | ▪ unifi PlayTV is an app that can be downloaded from Google Play Store on Android, Apple App Store on iOS and AppGallery on Huawei.<br><br>▪ unifi PlayTV enables you to stream and watch live TV channels and On-demand content on Android (Android Mobile and certified Android TV devices), iOS (iPhone and iPad) and web browser. This is in addition to watch unifi TV via your unifi TV Box and unifi Plus Box on your television set. |
| 2. | **What is unifi TV (as part of unifi PlayTV app)?** | ▪ unifi TV is an IPTV service offered by Telekom Malaysia Berhad (TM) through unifi, as part of unifi Home and Business packages.<br><br>▪ You can watch variety of Live TV channels by subscribing to unifi TV packs or you can subscribe to any channels via ala-carte. There are also selections of On Demand movies from Hollywood, Local, Asian and Europe that you can purchase per title. |
| 3. | **What is Live TV Channels?** | ▪ The Live TV Channels can be subscribed individually at any time. You can also subscribe to more than one pack with various channels for more value of your money. |
| 4. | **What is On-Demand content?** | ▪ On-Demand allows the subscribers to watch the selected movies or TV content at their convenience. Customers can enjoy the content within 48 hours from the time of purchase. |
| 5. | **What is Catch-Up TV?** | ▪ Catch-up TV is a feature that allows you to watch the programmes you have missed. The programmes are available for your viewing for seven (7) days from the moment you've downloaded them.<br><br>*Note: Due to content rights and licensing, the availability of the feature may vary. Click https://unifi.com.my/tv to view the full list of available channels.* |
| 6. | **How to use Parental Control function?** | ▪ Parental Control function allows you to restrict viewing and purchases of inappropriate TV programmes based on your preference by locking the channel using the Parental PIN. |

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| | | *Note: Parental PIN is similar to Purchase PIN.* |
| 7. | **What is Purchase PIN?** | Purchase PIN will enable you to subscribe Live Channels or buy On-Demand movies.<br><br>*Note: Purchase PIN is only available for unifi TV subscribers* |
| 8. | **How to use the Time Shift function?** | ▪ The Time Shift function allows you to watch the recording of a programme within a time frame period to be viewed later at your convenience.<br><br>▪ The steps are simple: just moves the slider backwards to watch the recorded programme on the selected channels. You can view up to two (2) hours of recorded content. |
| | **HOW TO DOWNLOAD UNIFI PLAYTV** | |
| 9. | **How to download unifi PlayTV on an Android device?** | ▪ For Android Mobile, kindly download the latest app version into the compatible devices running on Lollipop (5.0) or any latest Android version. |
| 10. | **How to download unifi PlayTV on iPhone or iPad?** | ▪ For iPhone and iPad, kindly download the latest app version with the compatible devices running on iOS 11 to the latest iOS version. |
| 11. | **How to watch unifi PlayTV through web browser?** | ▪ Log on to https://playtv.unifi.com.my and watch unifi PlayTV from recommended web browser as below:<br><br>▪ Supported web browsers:<br>✓ Google Chrome - Version 99.0.4844.82 (Official Build) (64-bit) (recommended)<br>✓ Mozilla Firefox - version (98.0.1 (64-bit) and above)<br>✓ Microsoft Edge - Version 99.0.1150.46 (Official build) (64-bit) and above.<br><br>▪ unifi PlayTV player is currently not supported on Safari browsers or any Apple devices. |
| | **UNIFI PLAYTV APP**<br>**(for unifi TV subscribers)** | |
| 12. | **How to register for unifi PlayTV?** | ▪ For unifi TV pack subscribers, you will be able to enjoy a complementary user ID, depending on your unifi broadband plan. Minimum complementary ID given can be used on two (2) concurrent devices.<br><br>▪ All you need to do is download the unifi PlayTV and login using your unifi TV ID. |

| | | • You can also upgrade to a plan that enables five (5) devices sharing at only RM10 monthly.<br><br>*Note: For unifi TV subscribers, your login ID will be* ***xxx@iptv or xxx@tvos.*** |
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| 13. | **How to subscribe to Live Channels or buy On-Demand movies?** | • To subscribe, please key in your Purchase PIN and your purchase will be reflected together in your unifi bill. |
| 14. | **I forgot my unifi PlayTV password. What should I do?** | • If you have forgotten your password, just reset through your unifi PlayTV app from your mobile device, by following this steps:<br><br>1. Launch your unifi PlayTV app<br>2. Select "Forgot password"<br>3. Key-in your login ID<br>4. Select your preferred option to receive the verification code (the code will be sent to your registered mobile number or email). For unifi customers, please verify your mobile number, you may need to contact us if you have recently updated your mobile number.<br>5. Key-in verification code<br>6. Key-in new password |
| 15. | **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 by using unifi PlayTV app.<br><br>• Simply go to: Profile > View My Profile > PIN > Reset PIN.  Please follow the steps as below :<br>1) Enter your unifi PlayTV password<br>2) Enter new PIN<br>3) Confirm PIN |
| | **UNIFI PLAYTV APP**<br>**(for Non-unifi TV Subscribers / Non-unifi broadband subscribers)** | |
| 16. | **Can I use the service if I am not subscribed to unifi TV pack?** | • Yes you can, simply register using your Facebook ID or mobile number.<br><br>• This method will allow you to login via two (2) devices simultaneously. |
| 17. | **What is 30 Days Unlimited Access?** | • For new registration via mobile & Facebook, you can enjoy an unlimited access to all premium channels.<br><br>• You are required to re-subscribe to the content or any preferred package upon the expiry of the unlimited access. |

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| | | ▪ You can pick and choose any three (3) premium channels according to the pricing below:<br>1. Daily Pack for RM1<br>2. Weekly Pack for RM5<br>3. Monthly Pack for RM15.<br><br>*Note: TM reserves the right to add, delete or make any changes to the content offerings. Log on to: https://unifi.com.my/tv to view the full list of available channels.* |
| 18. | **What is the payment method available for unifi PlayTV subscription?** | ▪ Starting 31$^{st}$ March 2022, subscription is only available via web browser. Please log on to https://playtv.unifi.com.my<br><br>▪ You can subscribe to any channels via a-la carte or by subscribing to VOD through any of these methods:<br>    1. Voucher<br>    2. Credit Card / Debit Card*<br>    3. FPX*<br>    4. Others** - FPX, Credit Card/Debit Card & eWallet (TnGo, GrabPay and Boost)<br><br>*via TM payment gateway*<br>***via ipay88 payment gateway* |
| 19. | **How do I terminate auto subscriptions or content?** | ▪ There are two (2) ways to terminate the auto subscriptions.<br><br>*1) Via App :*<br>• Go to Profile<br>• Click Purchased<br>• Choose Channels/Pack to terminate<br>• Click Unsubscribe<br><br>*2) Via SMS (only for unifi Mobile users):*<br>• Go to SMS (received when you bought the channel)<br>• Click at the given link<br>• Click Cancel Subscription |

![unifi tv logo]

| BASIC TROUBLESHOOTING | | |
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| 20. | **Unable to install App** | ▪ Check your Android or iOS version. Please note that the app can only with compatible versions of operating system.<br><br>▪ The app also does not work with jailbroken iOS and rooted Android devices. |
| 21. | **Unable to Login** | ▪ This may be due to the following reasons :<br><br>a) Incorrect user ID and password - Make sure that you typed in the correct ID and password.<br><br>  **For unifi TV subscribers** - please use the pre-defined ID : xxx@iptv OR xxx@tvos. Your ID is stated on your unifi bill and myunifi app<br>  **For non-unifi TV and non-unifi broadband subscribers -** your user ID can be your mobile number or Facebook ID.<br><br>  If you have forgotten your password, just reset through your unifi PlayTV app from your mobile device, by following this steps:<br><br>  1) Launch your unifi PlayTV app<br>  2) Select "Forgot password"<br>  3) Key-in your login ID<br>  4) Select your preferred option to receive the verification code (the code will be sent to your registered mobile number or email). For unifi customers, please verify your mobile number, you may need to contact us if you have recently updated your mobile number.<br>  5) Key-in verification code<br>  6) Key-in new password<br><br>*Note: If you failed to login using Facebook ID - Clear the app cache and re-login or re-install the app.*<br><br>b) Possible connectivity error - check your data or Wi-Fi connection, ensure that you are connected to the Internet<br><br>c) Maximum device login reached - try to logout from other device that is currently running the app. |
| 22. | **Payment successful but unable to watch the content.** | ▪ Our system might not be able to process the transaction. Email us immediately at help@tm.com.my or contact us via unifi's social |

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| | | media account and share the details of your transactions. |
| 23. | **How do I stop from receiving the notification message?** | ▪ On your device settings:<br>1) For Android device: Go to Settings > Application manager > playtv@unifi > tap on notifications > then turn off the notifications.<br>2) For iOS device: Go to Profile> Settings> turnOFF "Get Push Notifications". |
| 24. | **Streaming Issues** | ▪ If you're having problem to stream unifi PlayTV from your iOS device:<br><br>Step 1: Check if Private Relay is On or Off<br>1. On iPhone or iPad, open the *Settings*<br>2. Tap *your name* at the top > choose *iCloud*<br>3. View the status label on the right side of the *Private Relay*. If the label displayed *On*, it means the *Private Relay* function is enable. If the label displayed other than *On*, it means the *Private Relay* function is disable.<br><br>Step 2: Turn off Private Relay feature<br>4. On iPhone or iPad, open the *Settings*<br>5. Tap *your name* at the top > choose *iCloud*<br>6. Tap *Private Relay*<br>7. Tap the toggle to turn iCloud Private Relay off<br>8. When turned off, you will notify again with another popup. Just choose *Turn Off Private Relay*. |
| | **OTHERS** | |
| 25. | **Watch unifi PlayTV app from outside of Malaysia** | ▪ unifi PlayTV app can only be viewed within Malaysia. This is due to restriction of the content viewing rights as stated by the content providers. |
| 26. | **Casting with Chromecast** | ▪ Currently unifi PlayTV app does not support casting using Chromecast or other similar casting sticks. |
| 27. | **Offline Viewing** | ▪ We are sorry, offline viewing feature is not available at the moment. |
| 28. | **Multiple Subtitles & audio** | ▪ At this moment, multiple subtitles/audio function is only available for selected Live TV Channels & On-Demand titles. |
| 29. | **Purchase Content on unifi PlayTV via iOS app** | ▪ We're sorry, content cannot be purchased via an iOS app at the moment. However, you can purchase it from your Set-Top Box or from playtv.unifi.com.my and view it later on the iOS app with the same user account. |

| | UNIFI PLAYTV APP ON CERTIFIED ANDROID TV DEVICES | |
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| | **GETTING STARTED** | |
| 30. | **What is unifi PlayTV on Android TV OS?** | ▪ Good news! Now you can download unifi PlayTV from Google Play Store on your Android device (running on Android TV OS only) |
| 31. | **What is the requirement to download the unifi PlayTV?** | ▪ The device must be Google certified and running on Android TV OS. |
| 32. | **What is Android TV OS?** | ▪ Android TV OS is a version of the Android operating system, certified by Google for digital media players, set-top boxes, sound bars, and TVs. |
| 33. | **What is the different between Android TV and Android TV OS?** | ▪ The difference between Android TV and Android TV OS is in the operating system itself. Android TV has a special user interface and services that are specifically designed for TV only. |
| | **DOWNLOAD & REGISTRATION** | |
| 34. | **How to download unifi PlayTV through Android device?** | ▪ Follow these simple steps to download unifi PlayTV:<br><br>1. Open Google Play Store and search for "unifi TV"<br>2. Install the unifi PlayTV<br>3. Key-in your unifi PlayTV ID and password<br>4. Enjoy watching! |
| 35. | **I can't find the unifi PlayTV from Google Play Store. What should I do?** | ▪ You might not be able to download unifi PlayTV if:<br><br>1. Your Android device is not Google certified<br>2. Your Android device is not running on Android TV OS |
| 36. | **How to stream unifi PlayTV from my Android TV device?** | ▪ At this moment, unifi PlayTV via Android TV OS is only available for unifi TV pack subscribers.<br><br>▪ As unifi TV pack subscribers, you will be able to enjoy a complimentary user ID that can be used on two (2) concurrent devices. |
| 37. | **I already registered for the account using my Facebook / mobile number. Can I use this account to login on unifi PlayTV on Android TV device?** | ▪ No, you can't. However, you may continue to enjoy unifi TV via unifi PlayTV from your mobile device or tablets using your Facebook/mobile number account. |

| BASIC TROUBLESHOOTING | | |
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| 38. | **Unable to Login** | ▪ Make sure that you provide the correct ID (e.g.: susan@iptv) password. If you forgot your password, you can reset your password from unifi PlayTV using your mobile device by selecting the Forgot Password button on the login page.<br><br>▪ However, if you are still having problem on:<br><br>1. Connectivity Error<br>   o Kindly check your data or Wi-Fi connection.<br><br>2. Reached Maximum Device Login<br>   o Kindly logout from the other device that is currently running the unifi TV app (maximum is on 2 concurrent devices)<br><br>3. Account not migrated.<br>   o We seek your patience, as unifi TV customers are currently being migrated in phases and expected to be completed by end of September 2020.<br><br>▪ Should you require further assistance, kindly reach us at unifi.com.my/chat |
| 39. | **Watch unifi TV from outside of Malaysia** | ▪ unifi TV can only be viewed within Malaysia only. This is due to the territorial restriction of the content viewing rights as stated by the content providers. |
| 40. | **Streaming Issues** | ▪ If you're having problem to stream unifi TV from your Android device:<br><br>1. Please ensure that you are watching on the latest certified Android TV OS device.<br>2. Please ensure that you have sufficient download speed. The recommended minimum download speed is 30Mbps. The streaming quality will be based on the bandwidth speed available to ensure good video stream experience.<br><br>▪ However, if the problem still persists, try resolving the issue with these steps:<br>1. Check your internet connection by improving your Wi-Fi signal:<br>   a. Move your router to a new location to improve the signal strength<br>   b. To check any wireless interference from other devices such as cordless phone or microwave |

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| | | c. It is also advisable to keep the number of connected devices minimal to ensure that you have sufficient bandwidth for streaming unifi TV via your Android device<br><br>2. Restart your Android device and run unifi TV app<br><br>3. Clear the unifi TV data<br>   a. Go to Settings > Apps > unifi TV<br>   b. Search for Clear Data menu, then press OK<br><br>▪ If you have completed the steps as above but still unable to stream unifi TV, contact us via Live Chat and share your error code or issues that you are facing. |

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<tr><td colspan="3" align="center"><strong>UNIFI PLAYTV QR SCANNER</strong></td></tr>
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<td>41.</td>
<td><strong>What is the unifi PlayTV QR scanner feature?</strong></td>
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▪ The unifi PlayTV QR scanner is the latest feature available for 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.

▪ 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.

▪ With this function unifi Plus Box customer have the flexibility to login to their unifi Plus Box without using unifi Plus Box remote control and your TV screen keyboard.

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<td>42.</td>
<td><strong>How does the QR scanner work?</strong></td>
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▪ 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:

   1) Launch unifi PlayTV app and login using your unifi play TV login ID on your device<br>
   2) Go to "Profile" and choose "QR scan"

How to login to unifi Plus Box using QR Scanner?<br>
   1) Launch unifi TV app from your unifi Plus Box<br>
   2) Use the "QR Scan" feature in unifi PlayTV app to scan the QR code on your TV screen to authorise login<br>
   3) All done, now you can enjoy watching!

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| | | How to join the contest via QR Scanner?<br>1) Use the "QR Scan" feature in unifi PlayTV app to scan the QR code that will appear on your TV screen<br>2) Join the contest and stand a chance to win attractive prizes. Kindly note, the contest will be based on campaign basis and we will announce it from time to time. |
| 43. | **I'm not a unifi subscriber but I've logged in to unifi PlayTV app using my mobile/ Facebook account. Can I use the QR scanner to login to unifi Plus Box or my Android TV box?** | ▪ The service is available only to unifi Home subscribers with unifi TV subscription. |
| 44. | **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.<br>▪ Upon scanning, you will be directed to the App Store on iOS, Google Play Store on Android or AppGallery on Huawei to install or launch the unifi PlayTV app.<br>▪ Simply key-in your unifi PlayTV ID and password on unifi PlayTV app and scan the QR code again using the QR scanner on the app to start viewing. |
| 45. | **I'm a unifi Home customer that have subscribed to unifi TV but forgotten the password. How to retrieve my password?** | ▪ If you have forgotten your password, just reset through your unifi PlayTV app from your mobile device, by following this steps:<br><br>1) Launch your unifi PlayTV app<br>2) Select "Forgot password"<br>3) Key-in your login ID<br>4) Select your preferred option to receive the verification code (the code will be sent to your registered mobile number or email). For unifi customers, please verify your mobile number, you may need to contact us if you have recently updated your mobile number.<br>5) Key-in verification code<br>6) Key-in new password |
| 46. | **I'm a unifi Home customer without unifi TV / unifi PlayTV plan. How do I enjoy the QR scanner function?** | ▪ To enjoy the QR scanner function you need to be a unifi TV customer or upgrade your unifi Home with unifi TV subscription to enjoy the new QR scanner feature. |

| | CONTACT US | |
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| 47. | **Who do I contact if I need further info or should I face any unifi TV service issue?** | <ul><li>For fast feedback and solution, you may visit https://community.unifi.com.my/ for self-troubleshooting guide, tips and tricks.</li><li>Alternatively, you may contact us via our digital channels below:<ul><li>Live Chat via myunifi app or www.unifi.com.my</li><li>Facebook via facebook.com/weareunifi</li><li>Twitter @helpmeunifi</li><li>Email to help@tm.com.my</li></ul></li></ul> |