


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

| NO | QUESTIONS | ANSWER |
|------------------------------------|---|---|
| unifi PLUS BOX GENERAL INFO | | |
| 1. | What is unifi Plus Box? | <ul style="list-style-type: none"> ▪ unifi Plus Box is unifi TV's media box (Android TV Box) which can be connected via WiFi, introduced to maximise the viewing experience of our unifi customers. ▪ unifi Plus Box comes with the following features: <ul style="list-style-type: none"> • Direct access to contents from unifi TV and unifi content partners. • An interactive and immersing viewing experience. • Enjoy your content in full High Definition (HD). • Use Google Assistant on your remote control. • Cast Content from your smart devices to your unifi Plus Box. <div style="text-align: center;">  </div> |
| 2. | What is the technical specs of the unifi Plus Box? | <ul style="list-style-type: none"> ▪ The technical specs of the unifi Plus Box are as below: <ul style="list-style-type: none"> • Processor: Quad-core • GPU: OpenGL ES 2.0 • RAM: 2GB DDR4 • Flash: 8GB eMMC • System: Android TV 10. |
| 3. | What are the streaming apps available in unifi Plus Box? | <ul style="list-style-type: none"> ▪ Your unifi Plus Box comes with our partners' streaming apps such as Lionsgate Play, Viu, TVBAnywhere+, iQiyi, Simply South, ZEE5, BBC Player, Amazon Prime and more to come! ▪ For the latest app offerings and info, visit our website at www.unifi.com.my/tv |
| 4. | Can I watch Netflix on unifi Plus Box? | <ul style="list-style-type: none"> ▪ The access to Netflix app on unifi Plus Box is currently not available. |

| 5. | What are the video formats that unifi Plus Box supports? | <ul style="list-style-type: none"> ▪ The unifi Plus Box supports up to 4K2K, MPEG-2/ MPEG4/ VP8/ VP9/ H.264/ H.265 video formats. | | | | | | | | | | | | | | | | |
|--------------------------------------|---|---|-----------|-------------|-------|----------|--------------------------------------|---------------------------------------|--------------|-----------|-----------------------------------|-------------------------------------|--------------|-----------|----------------|---|--------------------|-----------|
| 6. | How can I get the unifi Plus Box? | <ul style="list-style-type: none"> ▪ unifi Plus Box comes with unifi Home plans. For the latest offerings, kindly visit www.unifi.com.my ▪ Customers who subscribe to bundled plans without unifi TV Pack can add on: <ul style="list-style-type: none"> i) RM60/month for Ultimate Pack with unifi Plus Box. ii) RM30/month for VAR Pack with unifi Plus Box ▪ However, if you are already subscribing to any of the unifi TV Pack, you have an option to add on unifi Plus Box. ▪ Details are as per below table: <table border="1" data-bbox="539 869 1385 1379"> <thead> <tr> <th data-bbox="539 869 751 936">Add On</th> <th data-bbox="751 869 963 936">Description</th> <th data-bbox="963 869 1176 936">Price</th> <th data-bbox="1176 869 1385 936">Contract</th> </tr> </thead> <tbody> <tr> <td data-bbox="539 936 751 1070">i) Ultimate pack with unifi Plus Box</td> <td data-bbox="751 936 963 1070">Enjoy all channels via unifi Plus Box</td> <td data-bbox="963 936 1176 1070">RM60 monthly</td> <td data-bbox="1176 936 1385 1070">24 months</td> </tr> <tr> <td data-bbox="539 1070 751 1205">ii) VAR+ Pack with unifi Plus Box</td> <td data-bbox="751 1070 963 1205">Select Aneka or Varnam or Ruby pack</td> <td data-bbox="963 1070 1176 1205">RM30 monthly</td> <td data-bbox="1176 1070 1385 1205">24 months</td> </tr> <tr> <td data-bbox="539 1205 751 1379">unifi Plus Box</td> <td data-bbox="751 1205 963 1379">Multi room entertainment with additional unifi Plus Box</td> <td data-bbox="963 1205 1176 1379">RM20 for 24 months</td> <td data-bbox="1176 1205 1385 1379">24 months</td> </tr> </tbody> </table> | Add On | Description | Price | Contract | i) Ultimate pack with unifi Plus Box | Enjoy all channels via unifi Plus Box | RM60 monthly | 24 months | ii) VAR+ Pack with unifi Plus Box | Select Aneka or Varnam or Ruby pack | RM30 monthly | 24 months | unifi Plus Box | Multi room entertainment with additional unifi Plus Box | RM20 for 24 months | 24 months |
| Add On | Description | Price | Contract | | | | | | | | | | | | | | | |
| i) Ultimate pack with unifi Plus Box | Enjoy all channels via unifi Plus Box | RM60 monthly | 24 months | | | | | | | | | | | | | | | |
| ii) VAR+ Pack with unifi Plus Box | Select Aneka or Varnam or Ruby pack | RM30 monthly | 24 months | | | | | | | | | | | | | | | |
| unifi Plus Box | Multi room entertainment with additional unifi Plus Box | RM20 for 24 months | 24 months | | | | | | | | | | | | | | | |
| 7. | Where can I get this unifi Plus Box? | <ul style="list-style-type: none"> ▪ Customers can subscribe to unifi Home plan from any TMpoint outlets, Reseller, TM Authorised Dealer, TM Staff, TM Sales Centre (TMSC) or visit www.unifi.com.my ▪ unifi Plus Box Add-on subscription is available via: <ul style="list-style-type: none"> a) TMpoint b) TM Authorised Dealer c) TMSC d) unifi portal - www.unifi.com.my e) myunifi app - download from AppStore on iOS, Google PlayStore on Android and AppGallery on Huawei. ▪ However, unifi Plus Box Add-on subscription is not available via Reseller. | | | | | | | | | | | | | | | | |

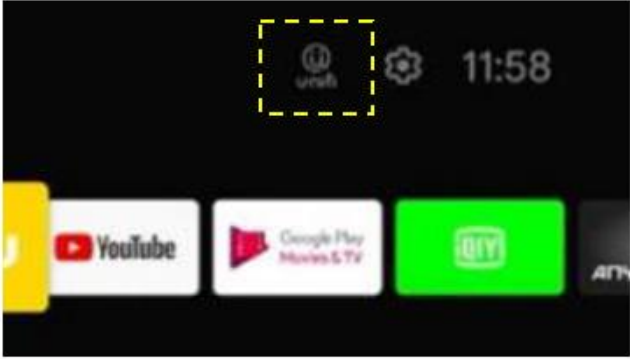
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| 8. | What are the minimum required internet speed for me to run the unifi Plus Box? | <ul style="list-style-type: none"> ▪ For best streaming quality, we recommend a minimum broadband speed of 30Mbps. ▪ To ensure better user experience, we recommend you to subscribe to unifi 300Mbps plan. To subscribe to the plan, please visit https://unifi.com.my |
| 9. | Can I subscribe to unifi Plus Box without subscribing to unifi TV service? | <ul style="list-style-type: none"> ▪ 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. |
| 10. | Is there a warranty for the unifi Plus Box? | <ul style="list-style-type: none"> ▪ Yes, the unifi Plus Box comes with a warranty for a period of 12 months from the date of installation. ▪ Please visit https://unifi.com.my/tv/devices/unifi-plus-box for details of the warranty policy. |
| 11. | I am a unifi Lite/Streamyx customer, can I also enjoy the unifi Plus Box? | <ul style="list-style-type: none"> ▪ 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. |

NEW UNIFI PLUS BOX

(Note: The service offerings, terms & condition will be the same as unifi Plus Box)

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| 12. | What is the NEW unifi Plus Box? | <ul style="list-style-type: none"> ▪ New unifi Plus Box is unifi TV's latest media box (Android TV Box), which supports both WiFi and IPTV connectivity introduced to maximise the viewing experience of our unifi customers, starting 1st May 2022. <div style="text-align: center;">  </div> |
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| 13. | What are the technical specs of the NEW unifi Plus Box? | <ul style="list-style-type: none"> ▪ The technical specs of the New unifi Plus Box are as below: <ul style="list-style-type: none"> • Processor: Quad-core • GPU: OpenGL ES 2.0 • RAM: 2GB DDR4 • Flash: 16GB eMMC • System: Android TV 10 |
| 14. | Can the NEW unifi Plus Box be connected via both IPTV and WiFi connection? | <ul style="list-style-type: none"> ▪ Yes. The New unifi Plus Box supports both WiFi and IPTV connectivity. ▪ For uninterrupted unifi TV (Live TV and On Demand) viewing experience, you have an option to connect via IPTV - Ethernet Cable to Port 4 (TM Router). ▪ Follow the steps below to experience the New unifi Plus Box: <ul style="list-style-type: none"> Step 1: Connect New unifi Plus Box to TV Step 2: Pairing remote with New unifi Plus Box Step 3: Connect Internet via WiFi Step 4: Connect VLAN600 via Ethernet cable Step 5: Setup Google Account & accept Google's terms and conditions Step 6: Login to unifi TV service using your unifi PlayTV ID and password |
| 15. | How do I switch my unifi TV service from using WiFi connection (VLAN500/Port1, 2,3) to using to IPTV connection (VLAN600/Port 4)? | <ul style="list-style-type: none"> • To switch your connection from WiFi to IPTV, kindly follow these steps: <ol style="list-style-type: none"> 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 Plus Box 3. Click on the unifi TV logo on the standard launcher to reopen the apps / refresh session via VLAN600 connection <div data-bbox="588 1469 1222 1827" data-label="Image"> <p>The image shows a screenshot of the unifi TV home screen. At the top, there is a status bar with the unifi logo, a gear icon for settings, and the time 11:58. Below the status bar, there is a row of application icons: YouTube, Google Play Movies & TV, and unifi TV. The unifi TV icon is highlighted with a dashed yellow box, indicating it is the focus of the instruction.</p> </div> <ol style="list-style-type: none"> 4. If the authentication process is successful, your New unifi Plus Box will automatically reboot again and you will enjoy the unifi TV service via IPTV. |

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| 16. | <p>How do I switch my unifi TV service from using IPTV connection (VLAN600/Port 4) to WiFi connection (VLAN500/Port1, 2,3)?</p> | <ul style="list-style-type: none"> • To switch your connection from IPTV to WiFi, kindly follow these steps: <ol style="list-style-type: none"> 1. You need to ensure that your account has access to unifi PlayTV service 2. Remove the LAN cable (RG45) in between your router (Port 4) and your New unifi Plus Box. 3. Click on the unifi TV logo on the standard launcher to reopen the apps / refresh session via WiFi connection  <ul style="list-style-type: none"> 4. If the authentication process is successful, your New unifi Plus Box will automatically reboot again and you will enjoy the unifi TV service via IPTV. |
| 17. | <p>I'm using WiFi 6 FiberHome SR-1041Y Wireless Router. How to stream unifi TV via VLAN600 (IPTV) connection?</p> | <ul style="list-style-type: none"> ▪ To stream unifi TV via VLAN600 (IPTV) connection, simply plug in LAN cable (RG45) in between your router (Port 3) with your New unifi Plus Box. |
| 18. | <p>Is the pricing of this new box still the same as the previous box?</p> | <ul style="list-style-type: none"> ▪ Yes, the price is still the same as the previous box. |
| 19. | <p>I'm an existing user with the previous version of unifi Plus Box. Can I request to change to the New unifi Plus Box?</p> | <ul style="list-style-type: none"> ▪ You have an option to add-on the new box for RM20 for 24 months or you can upgrade your unifi Home plan subscription. |
| Google Account | | |
| 20. | <p>Can I skip the configuration of the Google</p> | <ul style="list-style-type: none"> ▪ 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 |

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| | account during the setup of my unifi Plus Box? | <p>out of your unifi Plus Box features such as enjoying the latest apps from Google Play Store.</p> <ul style="list-style-type: none"> Go to https://unifi.com.my/tv/devices/unifi-plus-box for step-by-step installation and setup guide. |
| 21. | How do I configure my Google account on the unifi Plus Box? | <ul style="list-style-type: none"> 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. |
| 22. | Are there any other apps that we can access via unifi Plus Box? | <ul style="list-style-type: none"> Yes, you may download your preferred applications from Google Playstore into the unifi Plus Box. |
| 23. | Will it consume my broadband bandwidth if I use the apps in the unifi Plus Box? | <ul style="list-style-type: none"> Yes, you will need Internet connection to run the apps in the unifi Plus 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/personal/home/fibre-broadband. |
| 24. | How do I use the Google Assistant on the remote control? | <ul style="list-style-type: none"> 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 Plus Box. |

Existing unifi Home customers

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

- Existing unifi Home subscribers can upgrade their plan to enjoy unifi Plus Box. For the latest offerings, kindly visit www.unifi.com.my
- Customers who are subscribing to bundle plans without unifi TV Pack can add on:
 - i) RM60/month for Ultimate Pack with unifi Plus Box.
- 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 unifi Plus Box | RM20 for 24 months | 24 months |



26. **I'm using 30Mbps VDSL but having trouble watching unifi TV via unifi Plus Box. What should I do?**

- We would like to inform that the unifi Plus Box is running as OTT (over-the-top) box.
- To enjoy the best streaming quality for 30Mbps VDSL, we recommend 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.
- 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 Plus 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 New unifi Plus Box, simply connect via IPTV using Ethernet Cable to Port 4-TM Router (if applicable) to enjoy uninterrupted unifi TV (Live TV and On Demand) viewing experience.

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| 27. | I would like to cancel the unifi plan with unifi Plus Box within the contract period, is there any penalty charge? | <ul style="list-style-type: none"> ▪ Yes. The penalty charge is the remaining months of the monthly subscription fee (price before discount) of the subscribed package and unifi TV pack. |
| 28. | How are you going to deliver the unifi Plus Box to me? | <ul style="list-style-type: none"> ▪ 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. ▪ For change plan/upgrade plan or Add-On subscription, unifi Plus Box will be deliver via courier within 7 working days (upon successful order) <p><i>Note : More info on unifi Plus Box (Add-on) delivery via courier at section below.</i></p> |

unifi Plus Box Features & Function


| 29. | Is there any difference in the streaming quality between the current unifi Plus Box and the new unifi Plus Box? | <ul style="list-style-type: none"> ▪ We would like to inform that the unifi Plus Box is running on WiFi connectivity. ▪ However for the New unifi Plus Box, it supports both WiFi and IPTV connectivity. ▪ For uninterrupted unifi TV (Live TV and On Demand) viewing experience, you have an option to connect via IPTV using Ethernet Cable to Port 4 (TM Router). ▪ The comparison for the two boxes is as per table below: <table border="1" data-bbox="539 1332 1393 1637"> <thead> <tr> <th data-bbox="539 1332 746 1400">Type of box</th> <th data-bbox="746 1332 1002 1400">Picture Quality</th> <th data-bbox="1002 1332 1185 1400">Mobility</th> <th data-bbox="1185 1332 1393 1400">Download Apps</th> </tr> </thead> <tbody> <tr> <td data-bbox="539 1400 746 1503">unifi Plus Box</td> <td data-bbox="746 1400 1002 1503">Compromised (WiFi connectivity)</td> <td data-bbox="1002 1400 1185 1503">YES</td> <td data-bbox="1185 1400 1393 1503">YES</td> </tr> <tr> <td data-bbox="539 1503 746 1637">New unifi Plus Box</td> <td data-bbox="746 1503 1002 1637">Streaming stability over IPTV connectivity</td> <td data-bbox="1002 1503 1185 1637">YES</td> <td data-bbox="1185 1503 1393 1637">YES</td> </tr> </tbody> </table> | Type of box | Picture Quality | Mobility | Download Apps | unifi Plus Box | Compromised (WiFi connectivity) | YES | YES | New unifi Plus Box | Streaming stability over IPTV connectivity | YES | YES |
|--------------------|--|---|---------------|-----------------|----------|---------------|----------------|---------------------------------|-----|-----|--------------------|--|-----|-----|
| Type of box | Picture Quality | Mobility | Download Apps | | | | | | | | | | | |
| unifi Plus Box | Compromised (WiFi connectivity) | YES | YES | | | | | | | | | | | |
| New unifi Plus Box | Streaming stability over IPTV connectivity | YES | YES | | | | | | | | | | | |

| 30. | I reckoned that my unifi Plus Box picture quality is lower as compared to my previous Android box (V8 box). Why is that so? | <ul style="list-style-type: none"> ▪ We would like to inform that the unifi Plus Box is running as OTT (over-the-top) box. Hence currently the connectivity is via WiFi. ▪ 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. ▪ The comparison for the two boxes is as per table below: <table border="1" data-bbox="539 595 1390 869"> <thead> <tr> <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>Android V8 Box</td> <td>Sustainable (Wired Connectivity)</td> <td>NO</td> <td>NO</td> </tr> </tbody> </table> | Type of box | Picture Quality | Mobility | Download Apps | unifi Plus Box | Compromised (WiFi connectivity) | YES | YES | Android V8 Box | Sustainable (Wired Connectivity) | NO | NO |
|----------------|--|---|---------------|-----------------|----------|---------------|----------------|---------------------------------|-----|-----|----------------|----------------------------------|----|----|
| Type of box | Picture Quality | Mobility | Download Apps | | | | | | | | | | | |
| unifi Plus Box | Compromised (WiFi connectivity) | YES | YES | | | | | | | | | | | |
| Android V8 Box | Sustainable (Wired Connectivity) | NO | NO | | | | | | | | | | | |
| 31. | Can I watch 4K UHD content with unifi Plus Box? | <ul style="list-style-type: none"> ▪ 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. ▪ 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. | | | | | | | | | | | | |
| 32. | 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? | <ul style="list-style-type: none"> ▪ If you are already using a 4K TV, you can watch 4K UHD content using unifi Plus Box. | | | | | | | | | | | | |
| 33. | How do I use the subtitle function / multiple audio while playing On Demand content? | <ul style="list-style-type: none"> ▪ The subtitle / multiple audio functions are available for selection On Demand content. While playing your On Demand content, follow the simple steps as below: <ol style="list-style-type: none"> 1) Press “Up” button on your remote control 2) Choose subtitle icon  , Or 3) Choose audio icon  4) Select your preferred subtitle / audio | | | | | | | | | | | | |
| 34. | How to use the TV Guide, Subtitle and Audio Feature | <ul style="list-style-type: none"> ▪ 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. | | | | | | | | | | | | |

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| | for Live Channels? | |
| 35. | What is the function of Parental Lock? | <ul style="list-style-type: none"> ▪ 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. <p>Note: Parental PIN is similar to Purchase PIN (6 digits)</p> |
| 36. | I forgot my Purchase PIN. What should I do? | <ul style="list-style-type: none"> ▪ Your default purchase PIN is 123456. If you have forgotten your purchase PIN, you may reset the PIN via unifi PlayTV app. ▪ Simply go to: Profile > View My Profile > PIN > Reset PIN. ▪ Please follow the steps below: <ol style="list-style-type: none"> 1) Enter your unifi PlayTV password 2) Enter a new PIN 3) Confirm PIN |
| 37. | How do I use the Parental Lock feature on unifi Plus Box? | <ul style="list-style-type: none"> ▪ To use the Parental Lock feature: <ol style="list-style-type: none"> 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 |
| 38. | Can I remove/turn off the Parental Lock feature? | <ul style="list-style-type: none"> ▪ Yes, you can. To turn-off the Parental Lock feature: <ol style="list-style-type: none"> 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: <ol style="list-style-type: none"> 1) Open the locked channel 2) Press 'Up' on your remote and select Parental 3) Press 'Down' to select Unlock Channel 3) Enter the Parental PIN (6 digits) and press the 'Confirm' button |
| 39. | Why do I see this message, "Are you still watching" on my TV screen? | <ul style="list-style-type: none"> ▪ 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 directed back to Home screen. |

Quick troubleshooting Guide

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| 40. | Why does my unifi Plus Box unable to access the network? | <ul style="list-style-type: none"> ▪ Simply follow the configuration checklist as below: <ol style="list-style-type: none"> 1. Go to “Settings” and select “Network & Internet” to ensure that the WiFi is enabled. 2. Choose the available network to connect (for WiFi user) or check if LAN cable is properly connected to the unifi Plus Box. 3. a) For unifi Plus Box Check the network link indicator at the front panel of the 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. b) For New unifi Plus Box 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, please contact: <ul style="list-style-type: none"> • Live Chat via myunifi app or www.unifi.com.my • Facebook via facebook.com/weareunifi • Twitter @helpmeunifi • Email to help@tm.com.my 5. For quick resolution, you may visit https://community.unifi.com.my for self-troubleshooting guide, tips and tricks. |
| 41. | My remote control is not responding / intermittently responding. What should I do? | <ul style="list-style-type: none"> ▪ First, please make sure that you have paired your remote with the unifi Plus Box and the batteries are correctly in place. ▪ Follow the below steps to pair a Bluetooth device <ol style="list-style-type: none"> 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/devices/unifi-plus-box for step-by-step installation and setup guide. ▪ As an alternative, if problem still persist, just download the Android TV Remote Control app from Google Play Store on your smart devices. |
| 42. | I’m facing channel glitch/ channel not viewable and sometimes bad | <ul style="list-style-type: none"> ▪ 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 Plus Box nearer to your WiFi router to ensure maximum |

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| | picture quality. What should I do? | <p>connectivity.</p> <ul style="list-style-type: none"> 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. |
| 43. | I received error message – “Oops! something went wrong. An unexpected error has occurred. Press OK to reload app”. What should I do? | <ul style="list-style-type: none"> Simply press the “Home” button and re-launch unifi TV app. Please follow these steps to force stop the unifi TV app: <ol style="list-style-type: none"> 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, please contact: <ul style="list-style-type: none"> • Live Chat - http://bit.ly/unifilivechat • Contact our helpline at 100 |
| 44. | Why am I experiencing intermittent audio issue? | <ul style="list-style-type: none"> Please make sure that you have updated to the latest firmware by following the below steps: Go to settings > Device Preference > About > System update |
| Existing unifi TV Customer | | |
| 45. | How do I sign in at unifi TV app in unifi Plus Box? | <ul style="list-style-type: none"> Launch unifi TV app and login using your existing unifi PlayTV ID and password. |
| 46. | How do I access my unifi PlayTV account if I've forgotten the password? | <ul style="list-style-type: none"> You can reset your password through your unifi PlayTV app from your mobile device, by following the below steps: <ol style="list-style-type: none"> 1. Open your unifi PlayTV 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 |
| 47. | How do I use the unifi Plus Box as my 2nd media box to enjoy unifi TV content? | <ul style="list-style-type: none"> You can use the unifi Plus Box as your 2nd unifi media box by connecting via WiFi and login using your existing unifi PlayTV ID. To enjoy unifi TV content on your 2nd media box (multi-room), you must maintain your current subscription of unifi TV pack. |

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| 48. | How many additional boxes that I can Add-on? | <ul style="list-style-type: none"> ▪ Subscribers of unifi Plus 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 buy the plan, please visit https://unifi.com.my/personal/home/fibre-broadband |
| unifi Plus Box (Add-on) delivery via courier | | |
| 49. | Why do I receive SMS on unifi Plus Box delivery? | <ul style="list-style-type: none"> ▪ Once your order is successful order, you will receive an SMS on the notification of unifi Plus Box delivery tracking reference number (within 7 working days) together with your unifi PlayTV ID. <p>Sample of SMS :</p> <p>unifi TV: U will receive yr unifi Plus Box in 7 working days. ABX bit.ly/3CaiBA4 TMBXXXXXXXXXXXXX. Installation guide bit.ly/3cFJ7EJ & login ID xxxxx@iptv.TQ</p> |
| 50. | How to track my order? | <ul style="list-style-type: none"> ▪ You will receive an SMS with your delivery tracking number and you can check via ABX Express portal - https://abxexpress.com.my/Home/Tracking |
| 51. | I'm not available to receive the box during the delivery. What should I do? | <ul style="list-style-type: none"> ▪ If the courier delivery is not successful, you may collect your unifi Plus Box at the nearest ABX Express collection hub. Check here for the list of ABX Express collection hub: https://www.abxexpress.com.my/Home/Location ▪ However, if you don't collect the box after 21 days, the box will be returned to TM. ▪ You can contact us via Live Chat - http://bit.ly/unifilivechat, 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. |
| 52. | I already check the delivery status in ABX Express portal, however my unifi Plus Box is no longer in their outlet. What can I do? | <ul style="list-style-type: none"> ▪ This may due to the 21 days timeframe for you to collect your unifi Plus Box has already expired. ▪ You can contact us via Live Chat - http://bit.ly/unifilivechat, 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. |

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| 53. | Will I be charged for the delivery of unifi Plus Box via ABX Express in my unifi bill? | <ul style="list-style-type: none"> ▪ There will be no additional charge imposed to customer for unifi Plus Box add-on via courier. |
| 54. | How to do the self-installation for unifi Plus Box? | <ul style="list-style-type: none"> ▪ The quick set-up guide is available inside the unifi Plus Box packaging. ▪ For more information on how to set-up, please visit https://unifi.com.my/tv/devices/unifi-plus-box |
| 55. | I'm still having difficulty to self-configure my unifi Plus Box. May I request for technical assistance to perform the installation? | <ul style="list-style-type: none"> ▪ Our technical assistance team is available to assist you with the installation. However, please note that RM80 will be charge for installation charges. |
| 56. | How do I log in to unifi TV app in unifi Plus Box? | <ul style="list-style-type: none"> ▪ Please launch your unifi TV app and login using your unifi PlayTV ID and password. |
| 57. | I forgot my unifi PlayTV password. What should I do? | <ul style="list-style-type: none"> ▪ The unifi PlayTV ID will be sent to you via SMS upon successful order (within 7 working days), ▪ You can reset your password through your unifi PlayTV app from your mobile device, by following the below steps: <ol style="list-style-type: none"> 1. Open your unifi PlayTV app 2. Select "Forgot password" 3. Key-in your login ID 4. Select your 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 |
| 58. | I did not receive any SMS on my unifi PlayTV ID. What should I do? | <p>You may get assistance through our Live Chat - http://bit.ly/unifilivechat</p> |
| 59. | I received an SMS but still did not receive my unifi Plus Box. | <ul style="list-style-type: none"> ▪ Make sure that you have provided the correct address for your unifi Plus Box delivery. ▪ 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. ▪ You can also check and track your unifi Plus Box delivery via ABX Express portal – |

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| | | https://abxexpress.com.my/Home/Tracking |
| 60. | Whom should I contact if I need any assistance or inquiry? | <ul style="list-style-type: none"> ▪ Should you have any enquiries or require any assistance, you can get in touch with TM through our Live Chat http://bit.ly/unifilivechat |
| UNIFI PLAYTV QR SCANNER | | |
| 61. | What is the unifi PlayTV QR scanner feature? | <ul style="list-style-type: none"> ▪ 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 ease customers to participate in contests. ▪ unifi Plus Box users can start viewing unifi TV on unifi Plus Box by scanning the QR code on their TV screen using their unifi PlayTV app. ▪ With this function, unifi Plus Box users have another option to login to their unifi Plus Box without using unifi Plus Box remote control and keypad from their TV screen. |
| 62. | How does the QR scanner work? | <ul style="list-style-type: none"> ▪ 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"> 1) Launch unifi PlayTV app and login using your unifi Play TV login ID on your device 2) Go to "Profile" and choose "QR scan" <p>How to login to unifi Plus Box using QR Scanner?</p> <ol style="list-style-type: none"> 1) Launch unifi TV app from your unifi Plus Box 2) Use the "QR Scan" feature in unifi PlayTV app to scan the QR code on your TV screen to authorise login 3) All done, now you can enjoy watching! <p>How to join the contest via QR Scanner?</p> <ol style="list-style-type: none"> 1) Use the "QR Scan" feature in unifi PlayTV app to scan the QR code that appear on your TV screen 2) Join the contest and stand a chance to win attractive prizes! |
| 63. | I'm not a unifi subscriber but I've logged in to unifi PlayTV app using my mobile/ | <ul style="list-style-type: none"> ▪ The service is available only to unifi Home subscribers with unifi TV subscription. |

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| | Facebook account. Can I use the QR scanner to login to unifi Plus Box or my Android TV box? | |
| 64. | Is the QR Scanner feature available on unifi PlayTV (web version)? | <ul style="list-style-type: none"> ▪ We are sorry. This feature is only available on unifi PlayTV app on Android and iOS (mobile, tablet and iPad). |
| 65. | Can I scan the QR code using my phone's camera or any third party QR scanner app? | <ul style="list-style-type: none"> ▪ 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 PlayTV app. ▪ 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. |
| 66. | I'm a unifi Home customer without unifi TV / unifi PlayTV login ID. How do I enjoy the QR scanner function? | <ul style="list-style-type: none"> ▪ 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 | | |
| 67. | Who do I contact if I need further info or should I face any unifi TV service issue? | <ul style="list-style-type: none"> ▪ Feel free to contact us via Live Chat at unifi.com.my/chat or my unifi app, tweet us @helpmeunifi, message us at facebook.com/weareunifi or walk-in to any nearest TMpoint outlets nationwide. |
| 68. | Who should I contact if I need any assistance or service inquiry? | <ul style="list-style-type: none"> ▪ 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"> • myunifi app (download from AppStore on iOS, Google PlayStore on Android and AppGallery on Huawei) • unifi portal - www.unifi.com.my • unifi online community forum at community.unifi.com.my • Live Chat - http://bit.ly/unifilivechat • Email – help@tm.com.my • Facebook - https://www.facebook.com/weareunifi/ • Twitter - https://twitter.com/helpmeunifi |

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| | | <ul style="list-style-type: none">▪ Customers can also refer to our unifi community forum at community.unifi.com.my. |
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