

# UNIFI TV BOX

Quick Start Guide



## WHAT IS INSIDE THE BOX:



Unifi TV Box



Power Adapter



Remote Control



HDMI Cable



Ethernet Cable



Mini AV Cable

Also comes with:

Quick Start Guide  
2x AAA Batteries

## SETTING UP

Unifi TV Box front panel



LED light

- 1. Power Indicator**
  - BLUE** - Active mode
  - ORANGE** - Standby mode
- 2. Network Link Indicator**
  - BLUE** - Connected to network
  - BLUE/ORANGE** (alternate blink) - Not connected to network
- 3. Remote Control Signal Indicator**
  - BLUE-ORANGE-BLUE** - upon receiving signal from Remote Control

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## SETTING UP

Unifi TV Box rear panel



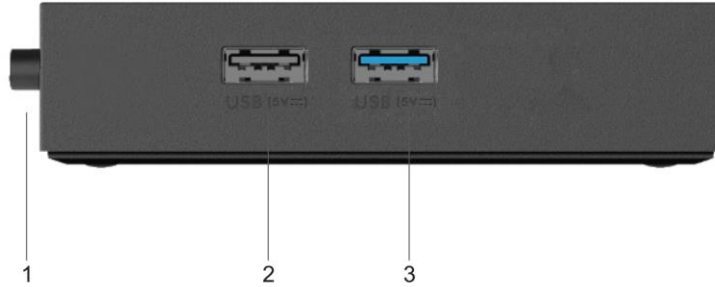
1 2 3 4 5

- 1. SPDIF: SPDIF port**
- 2. AV: SD video interface**
- 3. HDMI: HD video interface**
- 4. LAN: Ethernet interface**
- 5. Power interface**

3

# SETTING UP

Unifi TV Box left panel

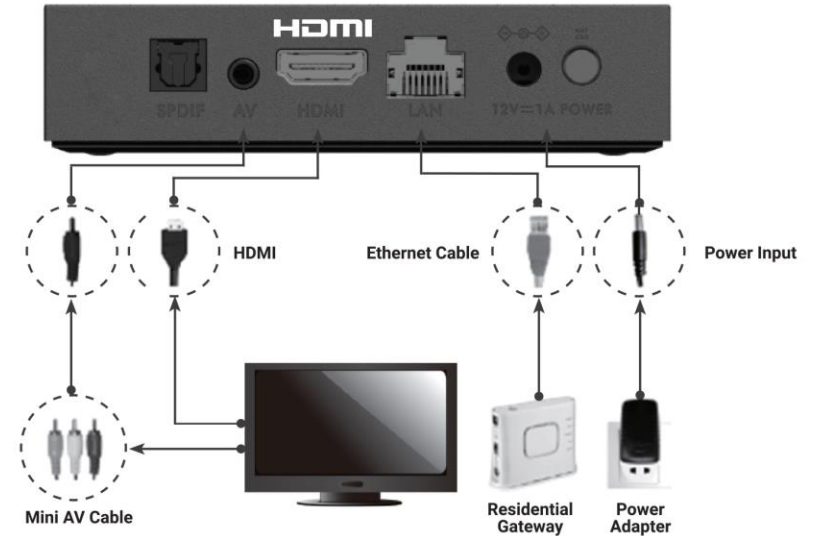


1. Power button
2. USB 2.0 500mA
3. USB 3.0 1A

## STEP 1

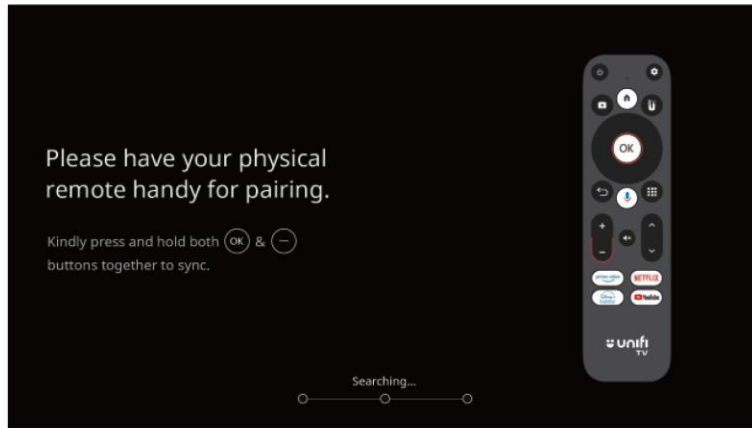
### Connecting Unifi TV Box to the TV

1. Ensure the TV power is on
2. Connect the Unifi TV Box to the TV with the HDMI cable provided
3. Press the ON/OFF switch at the back of the Unifi TV Box. The BLUE LED light on the front panel will appear.
4. Select the correct TV input that is connected to the Unifi TV Box. Once the connection is successful, the welcome wizard screen will be displayed on the TV.



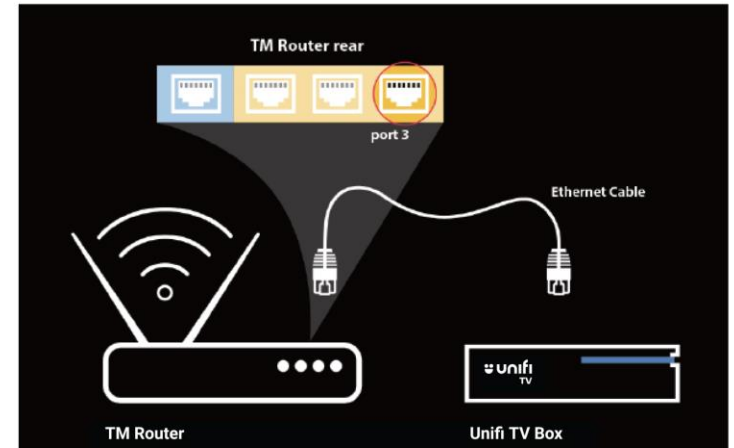
## STEP 2 First time installation wizard

1. Select the preferred language
2. Pairing your remote to your Unifi TV Box  
On your remote, push the "OK" button and "⏻" button (simultaneously), while holding the remote near the box until the remote connection is successfully connected



## STEP 3 Set up your Google Account and network connection

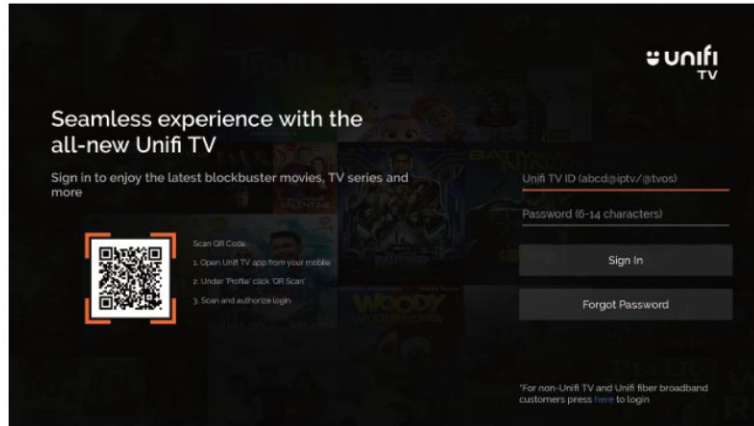
1. Follow the instruction guide on your TV screen to set up your Google Account
2. Then, set up your Wi-Fi connection, OR
3. For Unifi broadband subscribers, set up your network connection by connecting the Ethernet cable to Port 3 (TM Router) to watch uninterrupted Live TV and On Demand viewing experience via IPTV



4. Go to [unifi.com.my/tvbox](http://unifi.com.my/tvbox) for step-by-step installation and set up guide

## STEP 4 Log in to Unifi TV

1. For new Unifi TV user  
Key in the login ID and password as provided through your email/SMS stated at the bottom of your Unifi TV Box
2. For existing Unifi TV user  
Log in using your Unifi TV ID and password



## DISCOVER UNIFI TV

### Reset/Forgot password

You can reset your password through your Unifi TV app from your mobile device by following these 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

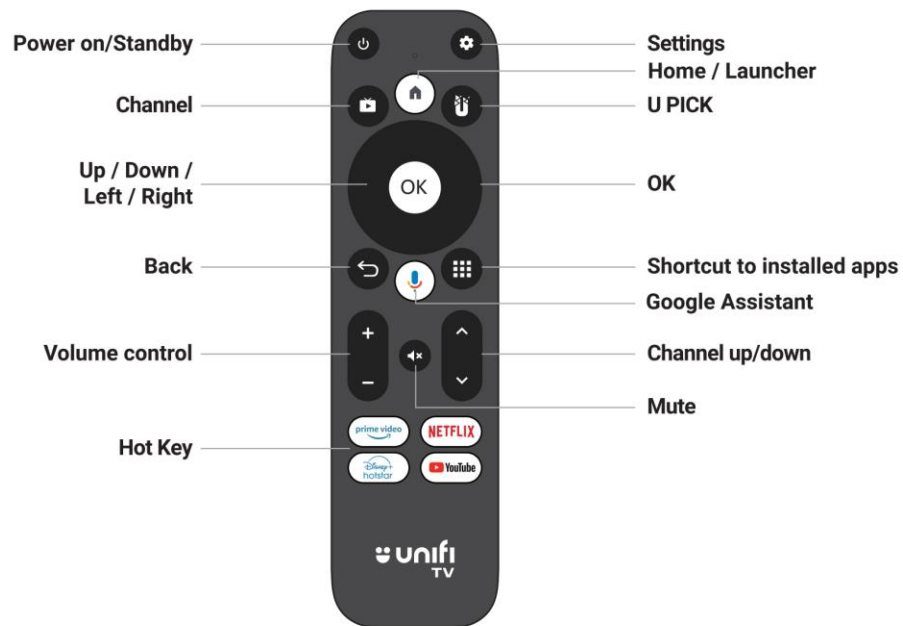
### Purchase PIN

Use it to subscribe Channel or buy U PICK (On Demand)

- The default purchase PIN is 123456 (for new registration)
- If you forgot your purchase PIN, you can reset through your Unifi TV app from your mobile device by following these steps:
  1. Open your Unifi TV app
  2. Go to your Profile and select "View My Profile"
  3. Select PIN to reset PIN
  4. Enter Unifi TV password
  5. Key in your new PIN (6 digits)
  6. Confirm your PIN and select "Save"

For more information, kindly visit [unifi.com.my/tvbox](http://unifi.com.my/tvbox)

## YOUR REMOTE CONTROL



## SAFETY AND HANDLING

- In order to prevent unnecessary damage, please avoid plugging in the HDMI cord and external hard disk when the power is on
- To prevent overheating, do not block vent of the fan

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HIGH-DEFINITION MULTIMEDIA INTERFACE

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# BASIC TROUBLESHOOTING

Problem	Solution
Unifi TV Box cannot be powered on after pressing the ON/OFF switch	The LED on the box will display a blue light if it's ON. If not, ensure that the power cord is connected properly, and the power supply is switched on and functioning.
Blank or irregular screen displayed on the TV screen	Check that the HDMI cable is connected properly to the TV and the signal source of the TV is switched to the correct HDMI input
Download applications on Google Play	There are many applications such as media player, file manager and games available on Google Play. Choose your preferred application and click to install.
My remote control is not responding/intermittently responding. What should I do?	<ul style="list-style-type: none"> <li>First, please make sure that you have paired your remote with the Unifi TV Box and the batteries are correctly in place</li> <li>Follow the steps below to pair a Bluetooth device               <ol style="list-style-type: none"> <li>Go to the Home screen</li> <li>Select "Settings"</li> <li>Under "Remote and accessories" select "Add accessory". You will see a list of nearby devices.</li> <li>Put your device in pairing mode. Your device will be added to the on-screen list.</li> <li>Select your device</li> </ol> </li> <li>Kindly refer to the Unifi TV Quick Start guide provided in the box or go to <a href="http://unifi.com.my/tvbox">unifi.com.my/tvbox</a> for step-by-step installation and set up guide</li> <li>As an alternative, if your problem persists, you may download the Android TV™ Remote Control app on Google Play on your smart devices</li> </ul>

For enquiries or further assistance, connect with us at:

- Live chat - Visit [maya.unifi.com.my](http://maya.unifi.com.my) or download MyUnifi app
- [help@tm.com.my](mailto:help@tm.com.my)
- [@weareunifi](https://www.facebook.com/weareunifi)
- [@helpmeunifi](https://twitter.com/helpmeunifi)

For self-troubleshooting guide, tips and tricks, please check via MyUnifi app or visit [unifi.com.my](http://unifi.com.my)



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