



**FREQUENTLY ASKED QUESTIONS (FAQ)  
ON  
THE NEW UNIFI TV 2.0 APP**

NO.	QUESTION	ANSWER
1.	<b>Can you tell me more about the new Unifi TV experience?</b>	<ul style="list-style-type: none"> <li>▪ Starting 3 July 2025, all new Unifi TV customers will enjoy an upgraded entertainment experience through the latest Unifi TV platform, accessed via the brand-new Unifi TV app, “<b>Unifi TV 2.0</b>”.</li> <li>▪ With this upgrade, you will enjoy the following exciting benefits: <ul style="list-style-type: none"> <li>▪ <b>All-in-one access:</b> Explore and access everything, from 70+ premium Unifi TV channels and over 20+ streaming apps—no need to switch between apps.</li> <li>▪ <b>Easy search:</b> Find content across all other streaming apps using universal search by your favourite actor, title or genre.</li> <li>▪ <b>Personalised profiles:</b> Get tailored recommendations for every viewer profile under your account.</li> <li>▪ <b>Watch anytime, anywhere:</b> On Android TV boxes, mobile phones, tablets or smart TVs—your shows sync instantly across all devices.</li> </ul> </li> </ul>
2.	<b>When will the new Unifi TV experience be available?</b>	<ul style="list-style-type: none"> <li>▪ You will get to enjoy the new Unifi TV experience starting 3 July 2025. It will be rolled out in phases, so keep an eye out for it!</li> </ul>
3.	<b>Who will be affected?</b>	<ul style="list-style-type: none"> <li>▪ This update applies to new Unifi TV customers only—that is, those who do not have an existing Unifi TV ID before 3 July 2025, as follows: <ul style="list-style-type: none"> <li>▪ New Unifi Home customers who subscribe to Unifi TV offerings.</li> <li>▪ Existing Unifi Home customers who add on Unifi TV for the first time (excluding Unifi TV Pack upgrades or downgrades).</li> <li>▪ Existing Unifi Home customers upgrading or downgrading their broadband plan and opting in to Unifi TV.</li> </ul> </li> </ul>
4.	<b>What is the difference between the Unifi TV app and the new Unifi TV 2.0 app?</b>	<ul style="list-style-type: none"> <li>▪ From 3 July 2025 onwards, you will see two (2) Unifi TV apps on the app stores: <ul style="list-style-type: none"> <li>▪ <b>Unifi TV app:</b> For <b>existing Unifi TV subscribers</b> (before 3 July 2025). Continue using this version until further notice.</li> <li>▪ <b>Unifi TV 2.0 app:</b> For <b>new Unifi TV subscribers</b> (after 3 July 2025). If you are an existing subscriber, you will receive a notification from Unifi TV in phases <b>starting July 2025</b> once your account is ready to upgrade and start streaming on the Unifi TV 2.0 app.</li> </ul> </li> </ul>

5.	<b>Will there be any service interruption?</b>	<ul style="list-style-type: none"> <li>No, none at all. If you're on the new platform, you simply need to:               <ol style="list-style-type: none"> <li>Download the <b>Unifi TV 2.0</b> app</li> <li>Log in using your Unifi TV ID (e.g. example@iptv).</li> </ol> </li> </ul> <p>That's it—you're good to go!</p>
6.	<b>Will my login ID remain the same?</b>	<ul style="list-style-type: none"> <li>Yes, your Unifi TV ID (example@iptv) stays the same. You can find it via:               <ul style="list-style-type: none"> <li>Your monthly Unifi bill</li> <li>MyUnifi or Unifi UniVerse app</li> <li>A confirmation email from Unifi after successful installation</li> </ul> </li> </ul>
7.	<b>What are the main features of the new Unifi TV app?</b>	<ul style="list-style-type: none"> <li>Here's why the new Unifi TV 2.0 app is such a game-changer:               <ul style="list-style-type: none"> <li><b>All-in-one access:</b> Explore and access everything, from 70+ premium Unifi TV channels and over 20+ streaming apps—no need to switch between apps.</li> <li><b>Easy search:</b> Find content across all other streaming apps using universal search by your favourite actor, title or genre.</li> <li><b>Personalised profiles:</b> Get tailored recommendations for every viewer profile under your account.</li> <li><b>Watch anytime, anywhere:</b> On Android TV boxes, mobile phones, tablets or smart TVs—your shows sync instantly across all devices.</li> </ul> </li> </ul>
8.	<b>Will my bill or subscription change?</b>	<ul style="list-style-type: none"> <li>Not at all. Your current Unifi TV subscription fees will remain the same—there will be no changes to your monthly charges or subscription.</li> </ul>
9.	<b>How do I download the new Unifi TV 2.0 app?</b>	<ul style="list-style-type: none"> <li>From 3 July 2025, just follow these simple steps:               <ol style="list-style-type: none"> <li>Search for "<b>Unifi TV 2.0</b>" in the Google Play Store (Android), App Store (iOS) or Huawei AppGallery, and download the app.</li> <li>Select the app with the name and icon labelled "<b>Unifi TV 2.0</b>" shown below:                   <div data-bbox="630 1339 769 1478" data-label="Image">  </div> </li> <li>Sign in with your Unifi TV ID (example@iptv) and password. You can find your Unifi TV ID in your monthly Unifi bill, the MyUnifi or Unifi UniVerse app, or in the email notification from Unifi.</li> <li>To complete your first-time login, you will be prompted to update your password.</li> </ol> </li> </ul>
10.	<b>I am an existing Unifi TV customer (subscribed before 3 July 2025). Why can't I log in to the new Unifi TV 2.0 app?</b>	<ul style="list-style-type: none"> <li>At the moment, the new Unifi TV 2.0 app is only available to new customers who subscribed from 3 July 2025.</li> <li>If you are an existing Unifi TV customer, you are not recommended to use the new app just yet. You will receive an official notification from Unifi once your account is ready to be upgraded to the new platform. Until then, please continue using the current Unifi TV app.</li> </ul>

		<ul style="list-style-type: none"> <li>If you are an existing Unifi TV customer, you can reinstall the current Unifi TV app and sign in using your Unifi TV ID (example@iptv).</li> <li>If you are an existing Unifi TV standalone customer (non-Unifi broadband), please reinstall the Unifi TV app and log in with your registered mobile number.</li> </ul>								
11.	<b>I am not a Unifi customer. Can I download and sign up to the new Unifi TV 2.0 app starting 3 July 2025?</b>	<ul style="list-style-type: none"> <li>Yes! Starting 3 July 2025, you can download and sign up as a new user to the new Unifi TV 2.0 app using your email address and enjoy 16 free channels.</li> <li>Here's how you can get started:               <ol style="list-style-type: none"> <li>Search for "<b>Unifi TV 2.0</b>" in the Google Play Store (Android), App Store (iOS) or Huawei AppGallery, and download the app.</li> <li>Select the app with the name and icon labelled "<b>Unifi TV 2.0</b>" shown below:                   <div data-bbox="630 779 767 918" data-label="Image">  </div> </li> <li>As a new Unifi TV customer, sign up using your email address.</li> <li>Enter the One-Time Password (OTP) sent to your email.</li> <li>Update your mobile number.</li> <li>Start streaming instantly!</li> </ol> </li> <li>To enjoy the full range of Unifi TV channels and streaming apps, explore the Unifi TV Packs and broadband offerings at <a href="https://unifi.com.my/universe">https://unifi.com.my/universe</a>.</li> </ul>								
12.	<b>Do I need to be present when the Unifi installer sets up the Unifi TV Box and Unifi TV 2.0 app?</b>	<ul style="list-style-type: none"> <li>Yes, as the account owner, you need to be present during installation because the installer will require a One-Time Password (OTP) to complete the setup.</li> <li>The OTP will be sent to your registered mobile number or email address.</li> <li>If you are unable to be there, please ensure your authorised representative can contact you to retrieve and provide the OTP.</li> </ul>								
13.	<b>I have tried the new Unifi TV 2.0 app. Can I switch back to the old Unifi TV app?</b>	<ul style="list-style-type: none"> <li>Your Unifi TV account is now powered by the latest platform, so going back to the older version is not possible. But rest assured—the new experience is designed to give you everything you love, and more!</li> </ul>								
14.	<b>What devices support the new Unifi TV 2.0 app?</b>	<ul style="list-style-type: none"> <li>Here's a detailed list of supported devices and platforms:               <table border="1" data-bbox="566 1767 1426 1989"> <thead> <tr> <th>CATEGORY</th><th>PLATFORM</th><th>VERSION</th></tr> </thead> <tbody> <tr> <td rowspan="2">Mobile/Tablet</td><td>iOS</td><td>iOS 14.0+</td></tr> <tr> <td>iPad</td><td>iPad OS 14.0+</td></tr> </tbody> </table> </li> </ul>	CATEGORY	PLATFORM	VERSION	Mobile/Tablet	iOS	iOS 14.0+	iPad	iPad OS 14.0+
CATEGORY	PLATFORM	VERSION								
Mobile/Tablet	iOS	iOS 14.0+								
	iPad	iPad OS 14.0+								

			Android Mobile/Tablet	Android 7.1+
			Huawei	GMS (Android Variant)
		<b>Web Browsers (Windows OS &amp; MacOS)</b>	Web Chrome	Latest 3 major versions
			Web Firefox	Latest 3 major versions
			Web Edge	Latest 3 major versions
			Web Safari	12+
		<b>Mobile Browsers</b>	Android Chrome	Latest 3 major versions
			Mobile Safari	iOS 14+
			Android Firefox	Latest 3 major versions
		<b>Smart TVs</b>	Android TV (Retail STB & CTV)	Android 7.1+
			Samsung Tizen	Tizen (2021+)
			LG WebOS	LG (2020+)
		<b>Android Operator Tier Launcher</b>	Android OS	OS 10+
		<b>Casting</b>	Apple AirPlay	iOS 14.0+
		<b>Chromecast</b>	Google Chromecast	Cast V3