

**FREQUENTLY ASKED QUESTIONS (FAQ)
ON
UNIFI PLAYTV**

NO	QUESTION	ANSWER
GETTING STARTED		
1	What is unifi playTV?	<ul style="list-style-type: none"> ▪ unifi playTV is an app that can be downloaded from Google Play Store or Apple App Store. ▪ unifi playTV enables you to stream and watch live TV channels and On-demand movies on Android (Android Mobile and certified Android TV devices), iOS (iPhone and iPad) and computer's browser. This is in addition to watching 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)?	<ul style="list-style-type: none"> ▪ unifi TV is an IPTV service offered by Telekom Malaysia Berhad (TM) through unifi, as part of unifi Home and Business packages. ▪ 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	How do I subscribe to Live TV Channels?	<ul style="list-style-type: none"> ▪ Live TV Channels can be subscribed via unifi TV pack or ala-carte at any time. You can also subscribe to more than one pack with various channels for more value for your money.
4	What is On Demand content?	<ul style="list-style-type: none"> ▪ On Demand content allows subscribers to watch the selected movies or content at their convenience. Customers can enjoy the content within 48 hours from the time of purchase.
5	How to use the Parental Control function?	<ul style="list-style-type: none"> ▪ 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. <i>(Note: Parental PIN will be the same as Purchase PIN)</i>
6	How to use the Time Shift function?	<ul style="list-style-type: none"> ▪ 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. ▪ The steps are simple: just move the slider backwards to watch the recorded programme on the selected channels. You can view up to two (2) hours of recorded content.

7.	I forgot my unifi playTV password. What should I do?	<ul style="list-style-type: none"> ▪ You can reset your password through your unifi playTV on your mobile device, by following this steps: <ol style="list-style-type: none"> 1. Open your unifi playTV 2. Select “Forgot password” 3. Key-in your 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 the verification code 6. Key-in the new password
8.	I forgot my Purchase PIN. What should I do?	<ul style="list-style-type: none"> ▪ The Purchase PIN will enable you to subscribe Live Channels or buy On Demand movies. <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. Simply go to: Profile > View My Profile > PIN > Reset PIN. ➢ Please follow the steps as below: <ol style="list-style-type: none"> 1) Enter your unifi playTV password 2) Enter the new PIN 3) Confirm the new PIN
HOW TO DOWNLOAD unifi playTV		
9.	How to download unifi playTV on an Android device?	<ul style="list-style-type: none"> ▪ For Android Mobile and certified Android TV devices, 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?	<ul style="list-style-type: none"> ▪ For iPhone and iPad, kindly download the latest app version into the compatible devices running on iOS 10.0 or the latest iOS version.
11.	How to download through PC Browser?	<ul style="list-style-type: none"> ▪ At this moment, unifi playTV for PC Browser is available via subscription only. You may purchase any content and continue to watch on your mobile app or unifi Plus Box. ▪ Log on to https://playtv.unifi.com.my to subscribe to unifi playTV.

REGISTRATION AND LOGIN		
12.	How to register for unifi playTV?	<ul style="list-style-type: none"> ▪ For unifi TV pack subscribers, you will enjoy a complementary unifi TV ID and password that can be used on two (2) concurrent devices. ▪ All you need to do is download the unifi playTV and login using your unifi TV ID. ▪ You can also subscribe to a plan that enables sharing to five (5) devices for RM10.00 per month.
13.	I'm not a unifi TV pack subscribers, can I register using my Facebook ID or mobile number?	<ul style="list-style-type: none"> ▪ Yes, you can register for unifi playTV using Facebook ID or phone number and you will be able to login via two (2) devices simultaneously.
14.	What is the 30 Days Unlimited Access?	<ul style="list-style-type: none"> ▪ For new registrations via mobile and Facebook, you can enjoy an unlimited access to all premium channels except France 24 and NHK World Premium channel for 30 days. ▪ Please note that TM reserves the right to add, delete or make any changes to the Content offering. ▪ You are required to re-subscribe to the content or any preferred package upon the expiry of the 30 days unlimited access. ▪ You can pick and choose any three (3) premium channels according to the pricing below: <ol style="list-style-type: none"> 1. Daily Pack for RM1 2. Weekly Pack for RM5 3. Monthly Pack for RM15. <p>For more information on the current channels and offerings, please visit https://unifi.com.my/tv</p>
PAYMENT METHODS		
15.	What is the payment method available for unifi playTV subscription?	<ul style="list-style-type: none"> ▪ You can subscribe to any channels via a-la carte or by subscribing to VOD through any of these methods: <ol style="list-style-type: none"> 1. Voucher 2. Credit Card / Debit Card* 3. FPX* 4. unifi Mobile bill 5. Digi bill 6. U Mobile bill 7. Others** - FPX, Credit Card/Debit Card & eWallet (TnGo, GrabPay and Boost) <p><i>*via TM payment gateway</i> <i>**via ipay88 payment gateway</i></p>

BASIC TROUBLESHOOTING		
16.	Unable to install app	<ul style="list-style-type: none"> ▪ Check your Android or iOS version. Please note that the app can only with compatible versions of operating system. ▪ The app also does not work with jailbroken iOS and rooted Android devices.
17	Unable to Login	<ul style="list-style-type: none"> ▪ Make sure that you typed in the correct ID. For example, “susan@iptv” or “susan@tvos” and entered the correct password. If you forgot the password, there are two (2) options for password recovery: <ul style="list-style-type: none"> a) Reset playTV password from unifi TV box: This method works if you login with unifi TV ID. Go to “Setting” page to reset. This is only applicable for users who have not migrated to the new interface. b) Reset playTV password from app: You can reset the password by clicking on “Forgot Password” button on the login page. ▪ Possibility of connection error, so please check your data or Wi-Fi connection. ▪ You have reached the maximum number of devices allowed to login. Try to logout from other device that is currently running the app. ▪ Failed to login using Facebook ID – Clear the app cache and re-login or re-install the app ▪ Failed to login using mobile number – make sure that you enter the correct registered mobile number and password.
18.	Payment Successful but the content is missing	<ul style="list-style-type: none"> ▪ Possibility of the transaction file is missing. ▪ Please email us at help@tm.com.my or send us a private message on our Social Media together with the details of the transactions.
19.	How to stop from receiving the notification message?	<ul style="list-style-type: none"> ▪ For Android device: Go to Settings > Application manager > playtv@unifi > tap on “Notifications” > then turn off the notifications ▪ For iOS device: Go to Settings > playtv@unifi > tap on “Notifications” > then turn off the notifications

OTHERS		
20.	Watch unifi playTV from outside of Malaysia	<ul style="list-style-type: none"> ▪ unifi playTV can only be viewed within Malaysia. This is due to the restriction of the content territorial viewing rights as stated by the content providers.
21.	Casting with Chromecast	<ul style="list-style-type: none"> ▪ Currently unifi playTV does not support casting using Chromecast or other similar casting sticks.
22.	Offline Viewing	<ul style="list-style-type: none"> ▪ We are sorry, offline viewing feature is not available right now.
23.	Multiple Subtitles / Audio	<ul style="list-style-type: none"> ▪ At this moment, multiple subtitles/audio function is only available for selected Channels and VOD titles.
24.	Purchase Content on unifi playTV via iOS	<ul style="list-style-type: none"> ▪ Currently, the option to buy contents for unifi playTV via the iOS is not available. ▪ However, you can buy the content from your Set-Top box and from our website which you can view it later on the iOS app using the same user account.
TERMINATION		
25.	How to terminate the auto subscriptions or content?	<p>1) <i>Via App (for Android and iOS):</i></p> <ul style="list-style-type: none"> • Go to Settings • Click Subscriptions • Click Channel/Packages • Pick channels to terminate • Click Unsubscribe <p>2) <i>Via SMS (only for unifi Mobile users):</i></p> <ul style="list-style-type: none"> • Go to SMS (the SMS that you received when you bought the channel) • Click at the given link • Click Cancel Subscription

unifi playTV APP ON CERTIFIED ANDROID TV DEVICES		
GETTING STARTED		
26.	What is unifi playTV on Android TV OS?	<ul style="list-style-type: none"> ▪ Good news! Now you can download unifi playTV from Google Play Store on your Android device (running on Android TV OS only)
27.	What is the requirement to download the unifi playTV?	<ul style="list-style-type: none"> ▪ The device must be Google certified and running on Android TV OS.
28.	What is Android TV OS?	<ul style="list-style-type: none"> ▪ 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.
29.	What is the different between Android TV and Android TV OS?	<ul style="list-style-type: none"> ▪ 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		
30.	How to download unifi playTV through Android device?	<ul style="list-style-type: none"> ▪ Follow these simple steps to download unifi playTV: <ol style="list-style-type: none"> 1. Open Google Play Store and search for “unifi TV” 2. Install the unifi playTV 3. Key-in your unifi playTV ID and password 4. Enjoy watching!
31.	I can't find the unifi playTV from Google Play Store. What should I do?	<ul style="list-style-type: none"> ▪ You might not be able to download unifi playTV if: <ol style="list-style-type: none"> 1. Your Android device is not Google certified 2. Your Android device is not running on Android TV OS
32.	How to stream unifi playTV from my Android TV device?	<ul style="list-style-type: none"> ▪ At this moment, unifi playTV via Android TV OS is only available for unifi TV pack subscribers. ▪ As unifi TV pack subscribers, you will be able to enjoy a complimentary user ID that can be used on two (2) concurrent devices.
33.	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?	<ul style="list-style-type: none"> ▪ 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		
34.	Unable to Login	<ul style="list-style-type: none"> ▪ 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. ▪ However, if you are still having problem on: <ol style="list-style-type: none"> 1. Connectivity Error <ul style="list-style-type: none"> ○ Kindly check your data or Wi-Fi connection. 2. Reached Maximum Device Login <ul style="list-style-type: none"> ○ Kindly logout from the other device that is currently running the unifi TV app (maximum is on 2 concurrent devices) 3. Account not migrated. <ul style="list-style-type: none"> ○ We seek your patience, as unifi TV customers are currently being migrated in phases and expected to be completed by end of September 2020. ▪ Should you require further assistance, kindly reach us at unifi.com.my/chat
35.	Watch unifi TV from outside of Malaysia	<ul style="list-style-type: none"> ▪ 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.
36.	Streaming Issues	<ul style="list-style-type: none"> ▪ If you're having problem to stream unifi TV from your Android device: <ol style="list-style-type: none"> 1. Please ensure that you are watching on the latest certified Android TV OS device. 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. ▪ However, if the problem still persists, try resolving the issue with these steps: <ol style="list-style-type: none"> 1. Check your internet connection by improving your Wi-Fi signal: <ol style="list-style-type: none"> a. Move your router to a new location to improve the signal strength b. To check any wireless interference from other devices such as cordless phone or microwave c. It is also advisable to keep the number of connected devices minimal to ensure that

		<p>you have sufficient bandwidth for streaming unifi TV via your Android device</p> <ol style="list-style-type: none"> 2. Restart your Android device and run unifi TV app 3. Clear the unifi TV data <ol style="list-style-type: none"> a. Go to Settings > Apps > unifi TV b. Search for Clear Data menu, then press OK <ul style="list-style-type: none"> ▪ 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.
CONTACT US		
37.	General Inquiries, TM Billing and Technical Assistance	<ul style="list-style-type: none"> ▪ For fast feedback and solution, you may visit https://community.unifi.com.my/ for self-troubleshooting guide, tips and tricks. ▪ Alternatively, you may contact us via our digital channels below: <ol style="list-style-type: none"> 1. Live Chat via myunifi app or www.unifi.com.my 2. Facebook via facebook.com/weareunifi 3. Twitter @helpmeunifi 4. Email to help@tm.com.my
38.	Digi Billing Inquiries	<ul style="list-style-type: none"> ▪ If you are Digi subscribers, please call Digi Customer Service Helpline at 016-2211800 or email help@digicom.my (Monday – Friday)
39.	U Mobile Billing Inquiries	<ul style="list-style-type: none"> ▪ For U Mobile subscribers, please call U Mobile Customer Service Helpline at 1318 or email to customer.service@u.com.my.