# CX Responses

## Response 1

No.: 1.0

Category: Help with your account (11-17)

Question: Why can't I log in to my hoichoi account?

Answer: If you're having trouble logging in, give these troubleshooting steps a try:  
  
  
  
Incorrect OTP:  
  
If you're logging in with mobile OTP, ensure you're entering the correct code. If you've made multiple unsuccessful attempts, wait for a few minutes before trying again.  
  
  
  
Incorrect Login Method:  
  
If you initially signed up with 'FACEBOOK' but are trying to log in with 'GOOGLE' or another method, you might encounter an error. Ensure you're using the correct login method associated with your hoichoi account. Trying a different method may result in a login error. Also, make sure that your Google or Facebook account is synced on the browser or device you are using to log in.  
  
  
  
Incorrect Email or Password:  
  
If you're logging in with an email ID, make sure that you're entering the correct email ID and password. If you've forgotten your password, click on "Login with Email" → "Forgot Password" to reset it.  
  
  
  
Exceeded Device Limit:  
  
If you've reached the maximum number of devices allowed by your subscription, you may need to log out from one or more devices. You can do this by visiting www.hoichoi.tv and managing your devices from the settings page.  
  
  
  
If you're still having trouble logging in, don't hesitate to drop an email to support@hoichoi.tv, and we’ll be glad to help you out!

## Response 2

No.: 2.0

Category: Help with your account

Question: Why am I getting an error – Google/Facebook login failed?

Answer: If you are experiencing an error when trying to log in using Google or Facebook, there are a few things you can check to troubleshoot the issue:  
  
  
  
Make sure you are using the correct login method associated with your hoichoi account. For example, if you signed up with Facebook initially, trying to log in with Google or another method may result in an error.  
  
  
Ensure that your Google or Facebook account is synced on the browser or device you are using to log in. Sometimes, a simple sync issue can cause login errors.  
  
  
If you are still encountering issues, please reach out to our Customer Happiness team at support@hoichoi.tv. Our team is available to assist you with any login issue you may be experiencing.

## Response 3

No.: 3.0

Category: Help with your account

Question: How do I create a new hoichoi account?

Answer: You can create a hoichoi account with your mobile number by following these simple steps:  
  
For Mobile App Users:  
  
Open the hoichoi app  
Launch the hoichoi app on your mobile device  
Go to the Sign-Up screen  
Tap on Account at the bottom right corner  
Select LOGIN/SIGN UP, then click on 'Create a new Account'  
Enter Your Mobile Number  
Input your phone number in the provided field and click on Send OTP  
Verify the OTP  
Enter the OTP sent to your mobile number to complete the sign-up process  
  
For Website Users:  
  
Open www.hoichoi.tv on your mobile browser  
Click on Login button at the top right corner on the home page  
Click on Sign-up  
Enter Your mobile number and click on Get OTP  
Enter the OTP received on your phone to successfully create your account.  
  
Once your account is created, you can start streaming on hoichoi. If you need any further assistance or have any questions, please do not hesitate to contact our Customer Happiness team at support@hoichoi.tv. We are here to help you with any issues or concerns you may have.

## Response 4

No.: 4.0

Category: Help with your account

Question: On how many devices can hoichoi be accessed at the same time?

Answer: The plan you're subscribed with will determine the number of devices you can be logged into and stream content on at the same time. You can check your plan details in the Account section of the hoichoi app or website.  
  
Managing Device Limits:  
If you receive a login limit exceeded error, you can manage your devices by logging into your hoichoi account on the website and navigating to the Device Management section. From there, you can remove any unwanted devices.  
If you are streaming on multiple devices and exceed your plan's limit, you will need to pause playback on one device before continuing on another.  
For any additional help, don’t hesitate to contact us at support@hoichoi.tv. We’re here to assist you with any questions or concerns you might have!

## Response 5

No.: 5.0

Category: Help with your account

Question: How do I change the email address or phone number on my account?

Answer: For security and account protection, hoichoi does not allow users to update their email address, phone number, or name directly through the app or website. This is to prevent unauthorized changes that could compromise account access and security.  
  
If you need to update these details, please send us an email to support@hoichoi.tv. Kindly attach a transaction receipt from your UPI or banking app that corresponds to your hoichoi subscription payment.  
  
Our Customer Happiness team may request additional details if necessary.  
  
Once your request is reviewed and verified, our team will update your account information accordingly.

## Response 6

No.: 6.0

Category: Help with your account

Question: How do I login to my hoichoi account?

Answer: You can access hoichoi by logging in with the method associated with your account—whether it's your phone number, Google, Facebook, or email ID. Just follow the steps below according to your device:  
  
  
  
From the hoichoi App:  
  
  
  
Open the hoichoi app.  
Tap on Account and select Login/Signup.  
Choose your login method:  
  
  
Phone Number: Enter your number and verify with the OTP.  
  
Google or Facebook: Select LOGIN with GOOGLE or LOGIN with FACEBOOK.  
  
Email ID: Click LOGIN with EMAIL, then enter your email ID and password.  
  
  
From a Laptop/Desktop:  
  
Open a browser and go to www.hoichoi.tv.  
Select your login method:  
  
  
Phone Number: Enter your number and verify with the OTP.  
  
Google or Facebook: Click LOGIN with GOOGLE or LOGIN with FACEBOOK.  
  
Email ID: Click LOGIN with EMAIL, then enter your email ID and password.  
  
  
  
From a Mobile Browser:  
  
  
  
Open a browser and visit www.hoichoi.tv.  
Tap on the menu icon (☰) in the top left corner.  
Select LOGIN and follow the same steps as the desktop login process.  
  
  
Should you require further assistance, please feel free to contact our Customer Happiness team at support@hoichoi.tv

## Response 7

No.: 7.0

Category: Help with your account

Question: How do I delete my hoichoi account?

Answer: Deleting your hoichoi account will permanently remove your mobile number, email address, and profile name from our platform. All other account-related attributes will be anonymized and will no longer be linked to your phone number.  
  
  
  
⚠ Important Note: Account deletion is irreversible. If you have an active subscription, you will lose access to your subscription and will no longer be able to watch premium content on hoichoi unless you resubscribe.  
  
  
  
Before proceeding, you may consider these alternatives:  
  
  
  
Cancel auto-renewal: If you only wish to stop auto-renewals,   
 Or,  
  
Change your mobile number: If you need to update your registered number, please write to us at support@hoichopi.tv and we'll proceed with your request accordingly.  
  
  
If you still want to delete your hoichoi account, please follow the steps below:  
  
  
  
Log in to your hoichoi account  
Click on the "Account" option and select "My Account"  
Scroll down and you'll find "Delete Your Account" at the bottom  
Click on it, tick the checkbox in the confirmation dialog, and select "Yes" to confirm  
  
  
Things to keep in mind before deleting your account:  
  
Once deleted, your account cannot be recovered.  
This action is not eligible for refunds.  
  
  
If you purchased your hoichoi subscription via Apple In-App Purchase or through a local partner, deleting your account will not cancel your subscription. Please cancel it separately with the respective provider before deleting your account.  
  
  
  
If you require any help, don’t hesitate to contact us at support@hoichoi.tv. We'll be more than happy to assist you.

## Response 8

No.: 8.0

Category: Help with your account

Question: How to log out of all devices?

Answer: To log out of all devices, you need to de-register them from the Device Management section of your account. Follow these steps:  
  
Log in to your hoichoi account via the app or a web browser at www.hoichoi.tv.  
Go to Settings and select "Device Management."  
You will see a list of devices linked to your account.  
Remove the devices you want to log out from. This action will automatically log them out instantly.  
If you need further assistance, feel free to contact us at support@hoichoi.tv.

## Response 9

No.: 9.0

Category: Help with your account

Question: I've changed my mobile number. How can I access my hoichoi subscription?

Answer: Users cannot update the phone number linked to their hoichoi subscription directly using the hoichoi app or website.  
  
  
  
However, if you have lost access to your registered mobile number or wish to change it, we can help transfer your subscription to your new number.  
  
  
  
To proceed, please have the following details ready:  
  
  
  
Your current registered mobile number  
Your new mobile number  
The reason for the mobile number change  
Proof of payment\*  
\*Proof of payment should be from the original payment method used to purchase the subscription.  
  
  
  
Once you have these details, please email us at support@hoichoi.tv, and our Customer Happiness team will be happy to assist you.

## Response 10

No.: 10.0

Category: Help with your account

Question: I want to change my login method from mobile number to email ID & password.

Answer: Currently, there is no option to change your login method directly from the hoichoi app or website. However, our Customer Happiness team can assist you with this request.  
  
  
  
If you would like to switch your login method from phone number to email ID, please send an email to support@hoichoi.tv with the following details:  
  
  
  
Your registered mobile number  
The email ID you wish to use for login  
The reason for changing the login method  
Proof of payment\*  
\*Proof of payment must be from the original payment method used to purchase the subscription.  
  
  
  
Once we receive your details, our team will verify them and assist you with updating your login method.

## Response 11

No.: 11.0

Category: Help with your account

Question: Can I change my login method from GOOGLE/FACEBOOK to email id and password?

Answer: Currently, there is no option to change your login method directly from the hoichoi app or website. However, our Customer Happiness team can assist you with this request.  
  
  
  
If you would like to switch your login method from social login to email ID, please send an email to support@hoichoi.tv with the following details:  
  
  
  
The email ID you wish to use for login  
The reason for changing the login method  
Proof of payment\*  
\*Proof of payment must be from the original payment method used to purchase the subscription.  
  
  
Once we receive your details, our team will verify them and assist you with updating your login method.

## Response 12

No.: 12.0

Category: Help with your account

Question: I paid for a subscription via iTunes, but I'm unable to login to my subscribed account.

Answer: You might experience the scenario with subscriptions bought via iTunes/iOS. You can quickly restore your purchase by following these simple steps:  
  
  
  
Log in to your hoichoi account  
Go to the "Subscribe" page  
Click on "Restore Purchase"  
If you’re logged in with the correct Apple ID and the same credentials used for the purchase, your subscription will be restored instantly  
  
  
If your subscription is not detected:  
  
​  
  
- Ensure you are logged in with the same Apple ID used for the purchase.  
  
- If prompted, log in with the correct credentials.  
  
  
  
If the problem continues, feel free to reach out to us at support@hoichoi.tv along with your purchase receipt for additional help.

## Response 13

No.: 13.0

Category: Help with your account

Question: I am getting an error - "You have exceeded the maximum login limit"

Answer: This error indicates that you have reached the maximum number of logged-in devices allowed under your current subscription plan. To continue streaming, you can manage your devices by following these steps:  
  
1️. Open a web browser and visit www.hoichoi.tv  
2️. Log in to your hoichoi account  
3️. The list of registered devices will appear automatically after login  
4️. Remove any devices you no longer need  
  
Once you have removed the excess devices, you should be able to stream content without interruption.  
  
If you require further assistance, please reach out to us at support@hoichoi.tv.

## Response 14

No.: 14.0

Category: Help with your account

Question: How do I reset my password?

Answer: If you have forgotten your password or want to reset the existing password, please follow these steps:  
  
1️. Open the hoichoi app or visit www.hoichoi.tv.  
2️. Click on Login/Sign Up from the menu.  
3️. Select Login with Email  
4️. Click on Forgot Password and enter your registered email ID.  
5️. Click Continue to receive a password reset email.  
6️. Open the email and click on the Reset Password link to create a new password.  
  
If you need any further assistance, feel free to reach out to us at support@hoichoi.tv.

## Response 15

No.: 15.0

Category: Help with your account

Question: I'm getting an error when I clicked on the reset password link in the email.

Answer: This error occurs when the password reset link in your email gets expired. For security reasons, the reset link remains valid for one hour from the time the email is sent. If you attempt to use the link after this period, you will need to request a new password reset email.  
  
  
  
To generate a new password reset email, follow these steps:  
  
  
  
1️. Click on "Login with Email and Password"  
  
2️. Select "Forgot Password"  
  
3️. Enter your registered email ID and submit the request  
  
  
  
A new password reset email will be sent to your inbox. If you do not receive the email or need further assistance, please reach out to us at support@hoichoi.tv.

## Response 16

No.: 16.0

Category: Help with your account

Question: I am not getting an OTP to login

Answer: In most instances, it is observed that non receipt of OTP is usually caused due to the network issues.  
  
Please follow the below steps which can help resolve this issue:  
  
1. Check your mobile number – Ensure that you have entered the correct mobile number while logging in.  
  
2️. Resend OTP – If you have entered the correct number but didn’t receive the OTP, click on "Resend OTP."  
  
3️. Refresh your mobile network – Turn Airplane Mode on and off to refresh your network connection.  
  
If you require further assistance, please feel free to reach out to us at support@hoichoi.tv.

## Response 17

No.: 17.0

Category: Help with your account

Question: I've changed my password, but my account is still logged in on other devices.

Answer: Changing your password does not automatically log you out from all registered devices. To log out from other devices, you’ll need to remove them from the Device Management section of your account.  
  
  
  
Steps to log out from all devices:  
  
​  
  
1️. Log in to your hoichoi account via the app or any web browser at www.hoichoi.tv  
  
2️. Go to Settings and select Device Management  
  
3️. You'll find the list of devices currently linked to your account  
  
4️. Remove the devices you no longer want to stay logged in. They will be logged out automatically.  
  
  
  
If you require additional help, don't hesitate to reach out to us at support@hoichoi.tv.

## Response 18

No.: nan

Category: nan

Question: nan

Answer: nan

## Response 19

No.: 1.0

Category: Subscription & Billing(16-20)

Question: How to subscribe on the hoichoi Android App or Website?

Answer: Subscribing to hoichoi is simple. Please follow these steps to get started:  
  
  
  
Visit www.hoichoi.tv or download the hoichoi app from the Google Play Store.  
Sign up using your phone number to create an account or log in if you already have one.  
Click on the "Subscribe" button to view the available plans.  
Select your preferred plan and proceed with the payment.  
Complete the payment using your preferred payment method.  
  
  
Once your payment is successful, your subscription will be activated, and you can start streaming instantly.  
  
  
  
If you need any assistance, feel free to reach out to us at support@hoichoi.tv.

## Response 20

No.: 2.0

Category: Subscription, Plans & Billing

Question: How to subscribe on hoichoi iOS app?

Answer: Subscribing to hoichoi on your iPhone or iPad is quick and easy. Please follow these steps to get started:  
  
  
  
Install the hoichoi app from the iOS app store.  
Sign up using your phone number to create an account or log in if you already have one.  
Click on Subscribe to view the available plans.  
Choose your preferred plan.  
Complete the payment through the Apple Pay (ensure you're signed in with your Apple ID).  
  
  
Once the payment is successful, your subscription will be activated immediately, and you can start streaming.  
  
  
  
If you need any assistance, feel free to reach out to us at support@hoichoi.tv.

## Response 21

No.: 3.0

Category: Subscription, Plans & Billing

Question: Which payment methods does hoichoi accept?

Answer: hoichoi offers multiple payment options to ensure a smooth subscription experience. Here’s a list of accepted payment methods based on your location:  
  
  
  
For Users in India:  
  
Debit Cards  
Credit Cards  
UPI  
Google Play  
iTunes (for Apple users)  
For Users in Bangladesh:  
  
Mobile Banking & Wallets: BKash, Nagad, Upay, OK Wallet, iPay, Dmoney  
Banking & Cards: VISA, MasterCard, AMEX, DBBL Mobile Banking, Nexus, City Bank Internet Banking (CITYBANKIB), Islami Bank Bangladesh Limited (IBBL), Bank Asia, AB Bank Internet Banking  
For Users Outside India & Bangladesh (Other Countries):  
  
Google Play  
iTunes  
Credit Cards  
International Debit Cards  
  
  
If you need any help with payments, feel free to contact us at support@hoichoi.tv.

## Response 22

No.: 4.0

Category: Subscription, Plans & Billing

Question: What should I do if my payment fails?

Answer: If your payment didn’t go through, it could be due to a temporary issue with your bank or payment provider. Here are a few steps to resolve it:  
  
  
  
Retry the Payment: Visit hoichoi.tv, log in to your account, and attempt the payment again.  
Try a Different Payment Method: If the issue persists, consider using an alternative payment mode.  
Wait and Retry: If the failure is due to a temporary banking issue, waiting a while before trying again may help.  
​  
  
If the issue continues, please reach out to us at support@hoichoi.tv, and our team will be happy to assist you.

## Response 23

No.: 5.0

Category: Subscription, Plans & Billing

Question: What subscription plans does hoichoi offer?

Answer: hoichoi offers flexible subscription plans tailored to different regions, ensuring the best viewing experience for our audience.  
  
  
  
For India:  
  
  
  
 1. Annual Plan – ₹999 (12 months)  
  
Access on up to 5 devices  
Stream on 2 devices at a time  
Unlimited downloads  
​  
  
 2. Quarterly Plan – ₹499 (3 months)  
  
Access on up to 3 devices  
Stream on 1 device at a time  
Unlimited downloads  
  
  
Both plans offer unlimited access to hoichoi’s vast library of Bengali movies, web series, and exclusive originals.  
  
  
  
For Other Regions:  
  
  
  
Subscription pricing and plans vary depending on your country. To check the available plans in your region, please visit: www.hoichoi.tv/subscribe.  
  
  
  
If you need any assistance choosing a plan, feel free to reach out to us at support@hoichoi.tv—we’re happy to help!

## Response 24

No.: 6.0

Category: Subscription, Plans & Billing

Question: How do I renew my hoichoi subscription?

Answer: Most hoichoi subscriptions renew automatically at the end of your billing period unless you have turned off auto-renewal.  
  
  
  
If your subscription has expired or auto-renewal is disabled, you can renew it manually by following these steps:  
  
  
  
Log in to your hoichoi account using your registered login method.  
Click on "Subscribe".  
Choose your preferred subscription plan.  
Proceed with the payment method of your choice.  
  
  
Once the payment is successful, your subscription will be reactivated instantly!  
  
  
  
If you need any help, feel free to reach out to us at support@hoichoi.tv.

## Response 25

No.: 7.0

Category: Subscription, Plans & Billing

Question: Will I be charged again after cancelling my subscription?

Answer: No, once you cancel your subscription or disable auto-renewal, you will not be charged again. Here’s what you can expect after cancellation:  
  
  
  
Your subscription will remain active until the end of your current billing period.  
You will not be charged when your current subscription period ends.  
A reminder notification will be sent before your access expires.  
  
  
If you change your mind after cancelling, you can reactivate your subscription anytime once the current plan expires.  
  
  
  
Important: If you subscribed through the Apple App Store or Google Play, please manage your cancellation through these platforms to avoid any future deductions.

## Response 26

No.: 8.0

Category: Subscription, Plans & Billing

Question: Why are the subscription plans different for different countries?

Answer: hoichoi subscription plans vary by country based on extensive market research. Pricing is determined by factors such as regional content licensing, currency exchange rates, and market conditions to ensure the most cost-effective plans for each region.  
  
Our goal is to offer the best value while making hoichoi accessible to audiences worldwide.

## Response 27

No.: 9.0

Category: Subscription, Plans & Billing

Question: Can I upgrade my hoichoi subscription?

Answer: Unfortunately, upgrading your current subscription directly through the hoichoi app or website is not available at the moment. However, we can disable the auto-renewal on your existing plan, and once it expires, you can subscribe to an upgraded plan of your choice.  
  
If you'd like us to disable auto-renewal or need any assistance, feel free to reach out to us at support@hoichoi.tv—we’re happy to help!

## Response 28

No.: 10.0

Category: Subscription, Plans & Billing

Question: How do I check the validity of my subscription?

Answer: You can easily check your subscription details by following these steps:  
  
  
  
For Mobile App Users:  
  
Log in to your hoichoi account.  
Click on the Account icon at the bottom right corner, on the navigation bar.  
Select My Account to view your plan details.  
  
  
For Website Users:  
  
Log in to your hoichoi account.  
Click on Menu (three-bar/hamburger icon) at the top right corner.  
Go to Settings and select Subscription.  
Here, you'll find your current subscription details along with your billing history.  
  
  
If you need any assistance, feel free to reach out to us at support@hoichoi.tv—we’re happy to help!

## Response 29

No.: 11.0

Category: Subscription, Plans & Billing

Question: How do I check my billing history?

Answer: You can easily view your billing history through the hoichoi website. Please follow these steps:  
  
  
  
Open www.hoichoi.tv on your browser.  
Log in to your subscribed hoichoi account.  
Click on the Menu icon (three-bar/hamburger icon) at the top right corner.  
Go to Settings and select Subscription.  
Here, you will find the current subscription details along with your billing history.  
  
  
If you need any assistance, feel free to reach out to us at support@hoichoi.tv—we’re always happy to help!

## Response 30

No.: 12.0

Category: Subscription, Plans & Billing

Question: I just made a payment, money has been deducted but payment shows failed.

Answer: Don't worry! This may occasionally happen due to an issue with the bank or payment gateway, where we don’t receive a successful payment confirmation immediately.  
  
  
  
Here’s what you can do:  
  
  
  
Check Your Payment Status:  
  
​  
  
You can check the status of your transaction on your banking/UPI app or respective payment platform:  
  
If the payment status is "Failed", the bank automatically refunds such charges within 2-3 business days.  
If the payment status is "Initiated" or "Processing", the transaction is still being processed and may take some time to reflect as "Success". You can either wait for an update or proceed with a new payment to access content immediately.  
If the payment status is "Success", but your subscription has not been activated, proceed to the next steps.  
  
  
Try an Alternative Payment:  
  
​  
  
To enjoy uninterrupted access to hoichoi, you can try making a fresh payment using a different method. If both transactions are processed successfully, don’t worry—please let us know the same at support@hoichoi.tv and we will refund one of the payments.  
  
  
  
Contact Us:  
  
​  
  
If your payment status shows as "Success", but your subscription is still inactive, please reach out to us at support@hoichoi.tv with the following details:  
  
Your registered mobile number or email ID  
A screenshot of the transaction showing the deducted amount and other details (Transaction ID/Payment Reference Number)  
  
  
We will check the status and assist you at the earliest.

## Response 31

No.: 13.0

Category: Subscription, Plans & Billing

Question: I've already paid for a subscription; why am I being asked to subscribe again?

Answer: If you're seeing a prompt to subscribe despite having a subscription, try these steps to resolve the issue:  
  
  
  
Refresh Your Subscription: Log out of your account and log back in to sync your subscription status.  
Verify Your Account: Ensure you're logged in with the correct email or mobile number linked to your subscription.  
Check Subscription Status: Visit the "My Account" section on the hoichoi app or website (www.hoichoi.tv) to confirm whether your plan is active.  
Update the App: Ensure you're using the latest version of the hoichoi app for optimal performance.  
Confirm Payment Status: If you recently renewed, check if the payment was successful and your plan is still valid.  
  
  
If the issue persists, feel free to contact our support team by dropping an email to support@hoichoi.tv, and we’ll be happy to assist you.

## Response 32

No.: 14.0

Category: Subscription, Plans & Billing

Question: I paid for a subscription via iTunes, but it's not working.

Answer: You might experience the scenario with subscriptions bought via iTunes/iOS. You can quickly restore your purchase by following these simple steps:  
  
  
  
Log in to your hoichoi account.  
Go to the "Subscribe" page.  
Click on "Restore Purchase".  
If you’re logged in with the correct Apple ID and the same credentials used for the purchase, your subscription will be restored instantly.  
  
  
If your subscription is still not detected:  
  
Ensure you are logged in with the same Apple ID used for the purchase.  
If prompted, log in with the correct credentials.  
  
  
If the problem continues, feel free to reach out to us at support@hoichoi.tv along with your purchase receipt and we'll be happy to solve this for you.

## Response 33

No.: 15.0

Category: Subscription, Plans & Billing

Question: How am I billed for my Subscription?

Answer: hoichoi operates on a recurring subscription model, meaning your membership fee is automatically charged at the beginning of each billing cycle unless auto-renewal is turned off. Please note that all plans are non-refundable, and active subscriptions will continue to be billed as per the renewal dates.  
  
  
  
To check your billing cycle or payment history, please follow these steps:  
  
​  
  
Log in to your account on www.hoichoi.tv ➡ Go to Menu ➡ Settings ➡ Subscription.  
Subscribers with in-app purchases on iTunes or Google Play may check the billing details and renewal dates directly on Apple App Store or Google Play Store.  
  
  
If you need any further assistance, feel free to reach out to us at support@hoichoi.tv—we’re happy to help!

## Response 34

No.: 16.0

Category: Subscription, Plans & Billing

Question: How do I cancel my subscription?

Answer: Here are a few important points to note before canceling your subscription:  
  
  
  
Subscriptions are non-refundable.  
Cancellation does not result in a refund but ensures that your subscription will not renew after the current billing cycle.  
Even if you cancel mid-way, your access will remain active until the end of your current billing period.  
For iTunes purchases, subscriptions can be canceled via your iOS device or iTunes account.  
  
  
To request cancellation, please email to support@hoichoi.tv with the reason for your request, and our Customer Happiness team will assist you accordingly.

## Response 35

No.: 17.0

Category: Subscription, Plans & Billing

Question: How do I cancel auto-renewal?

Answer: If you wish to cancel auto-renewal of your hoichoi subscription, please drop an email to support@hoichoi.tv with the reason for your request, and our Customer Happiness team will assist you in disabling auto-renewal. We also recommend canceling the auto-pay mandate from your UPI or net banking app to prevent any future deductions.  
  
  
  
For in-app purchases (Google Play, iTunes, Amazon - Fire TV, etc.):  
  
  
  
Auto-renewal settings are managed directly by these platforms. You can cancel your subscription auto-renewal by following these steps:  
  
  
  
Google Play (Android users):  
  
Open the Google Play Store  
Tap on your profile icon (top-right)  
Go to "Payments & Subscriptions" > "Subscriptions"  
Select hoichoi and tap "Cancel Subscription"  
iTunes (iOS users):  
  
Open the Settings app on your iPhone/iPad  
Tap your Apple ID > "Subscriptions"  
Select hoichoi and tap "Cancel Subscription"  
Amazon (for Fire TV):  
  
Go to amazon.com/appstoresubscriptions  
Sign in to your Amazon account  
Find hoichoi and click "Cancel Subscription"  
  
  
Please note, turning off auto-renewal will not initiate a refund. Your subscription will remain active until the end of your current billing cycle, and no further charges will be applied after that.  
  
  
  
If you face any issues or need further assistance, feel free to contact us—we’re happy to help!

## Response 36

No.: 18.0

Category: Subscription, Plans & Billing

Question: How do I apply a discount/promo code?

Answer: You can easily apply your discount or promo code while subscribing to hoichoi. Please follow these steps:  
  
  
  
For Website & Android App Users:  
  
Log in to your hoichoi account on the Android app or visit www.hoichoi.tv via a web browser.  
Click on "Subscribe" and select a subscription plan that is eligible for the promo code.  
Scroll down and select "Apply Promo Code".  
Enter the promo code exactly as provided (usually in uppercase letters) and click "Apply".  
Once the promo code is successfully applied, the discounted price will be displayed.  
Proceed with the payment using your preferred method to activate your subscription at the discounted rate.  
  
  
Important Notes:  
  
Promo codes are not applicable for iTunes or Google Play purchases due to platform restrictions.  
Ensure that the promo code is entered correctly, as they are case-sensitive and may have specific terms and conditions.  
If a promo code is expired or not applicable to your selected plan, you will receive an error message.  
  
  
If you experience any issues or need assistance, feel free to reach out to us at support@hoichoi.tv. We’re happy to help!

## Response 37

No.: 19.0

Category: Subscription, Plans & Billing

Question: How do I redeem a subscription code?

Answer: To redeem your hoichoi subscription code, follow these simple steps:  
  
​  
  
Step 1: Create or log in to Your hoichoi Account  
Visit www.hoichoi.tv or download the hoichoi app from the Google Play Store or Apple App Store.  
  
Sign up with your mobile number to create an account or log in if you already have one.  
  
​  
  
Step 2: Redeem Your Code  
  
  
For Android App Users:  
  
Tap on the Account icon at the bottom right corner of the navigation bar  
Select "Redeem Code"  
Enter your subscription code and click "Apply"  
Your subscription will be activated instantly  
  
  
For Website and iOS Users:  
  
Open www.hoichoi.tv and log in to your account  
Click on the menu icon (three-bar/hamburger icon) at the top right corner.  
Select "Redeem Code"  
Enter your subscription code and click "Apply"  
Your subscription will be activated instantly.  
  
  
Additional Notes:  
  
Ensure you enter the subscription code exactly as provided (case-sensitive).  
If you receive an error message, double-check for any typos or code expiration.  
Once redeemed, your subscription activates immediately, giving you access to unlimited entertainment.  
  
  
If you encounter any issues while redeeming your code, please reach out to us at support@hoichoi.tv—we’re happy to help!

## Response 38

No.: 20.0

Category: Subscription, Plans & Billing

Question: I am an iOS app user, but I do not want to pay using iTunes

Answer: Payments made through the hoichoi iOS app are processed via iTunes by default. However, if you prefer an alternative payment method, you can subscribe directly through our website.  
  
  
  
Please follow these steps:  
  
Visit www.hoichoi.tv on your browser.  
Sign up using your mobile number or log in if you already have an account.  
Click on the "Subscribe" button to view available plans.  
Choose your preferred plan and proceed with the payment.  
Complete the transaction using your preferred payment method.  
  
  
Once your subscription is activated, simply log in to the hoichoi iOS app using the same mobile number or email id and start streaming seamlessly!  
  
  
  
If you need any assistance, please feel free to reach out to us at support@hoichoi.tv.

## Response 39

No.: 21.0

Category: Subscription, Plans & Billing

Question: How can I get my invoice?

Answer: Feature not available

## Response 40

No.: nan

Category: nan

Question: nan

Answer: nan

## Response 41

No.: 1.0

Category: Streaming and Quality

Question: Why are my videos buffering or not playing smoothly?

Answer: If you are experiencing buffering or playback issues, try the following troubleshooting steps:  
  
  
  
Restart Your Device: Turn off your device, wait for 30 seconds, and then turn it back on.  
Check for Updates: Ensure that both your device and the hoichoi app are updated to the latest version. Visit the iOS App Store or Google Play Store to check for updates.  
Clear Cache: If you are using the hoichoi app or website, clearing the cache may help resolve streaming issues.  
Check Your Internet Connection: Make sure your internet connection is stable and has a strong signal. Try opening a webpage or streaming a video on another platform. If the connection is weak, restart your router or contact your internet service provider.  
Try a Different Device: If possible, check if the issue persists on another device to determine if it is device related.  
  
  
If the issue continues, contact support@hoichoi.tv with the following details:  
  
Device type (Android, iOS, Smart TV)  
Internet speed  
Screenshot of the error (if applicable)  
  
  
Our team will thoroughly investigate the issue and provide you with the necessary assistance to resolve it as quickly as possible.

## Response 42

No.: 2.0

Category: Streaming and Quality

Question: How can I improve video quality or change resolution?

Answer: The quality of your video playback depends on your internet connection, device, and playback settings. Please follow these steps to adjust the video quality:  
  
  
  
To Manually Change Video Quality:  
  
Start playing a video  
Click on the screen to bring up the player controls  
Click on "Quality"  
Select your preferred resolution  
  
  
For the Best Video Quality:  
  
Ensure you have a strong and stable internet connection.  
Use Wi-Fi instead of mobile data when possible.  
Close other apps or browser tabs that may be consuming bandwidth.  
Make sure your device supports HD playback.  
Set the quality to "Auto" for an optimized experience based on your connection.  
  
  
If Video Quality Is Consistently Poor:  
  
Check your internet speed using an online speed test.  
Restart your router or modem.  
Update the hoichoi app to the latest version.  
Try watching on a different device.  
  
  
For further assistance, please feel free to contact us at support@hoichoi.tv.

## Response 43

No.: 3.0

Category: Streaming and Quality

Question: Why isn't my video playing at all?

Answer: If your video isn't playing, the issue could be related to network problems, device settings, or account configurations. Try the following steps to troubleshoot and resolve the problem:  
  
  
  
1. Check Your Internet Connection  
  
Ensure your device is connected to a stable internet connection.  
Try opening another website or streaming app to confirm connectivity.  
If possible, switch between Wi-Fi and mobile data to see if that helps.  
  
  
2. Refresh and Restart  
  
Refresh the page or restart the hoichoi app.  
Clear the app’s cache and cookies.  
Ensure your hoichoi app is updated to the latest version.  
If using a web browser, clear browsing history or try switching to a different browser.  
Restart your device and try again.  
  
  
3. Verify Your Subscription and Access  
  
Check if your subscription is active under ""My Account"".  
Ensure the content is available in your region.  
If you’ve reached the maximum number of devices allowed for streaming, try logging out from other devices and playing the video again.  
  
  
4. Disable VPN or Proxy Services (If Applicable)  
  
If you are using a VPN or proxy, please disable it and check if the issue persists.  
  
  
If only audio is playing without any video:  
  
This issue may occur if your device doesn't support DRM content. To resolve it, try searching for the content by name and select the file with a dot (.) at the end of the name, then attempt to play it again.  
  
  
If the issue continues, please contact us at support@hoichoi.tv with your device details and a screenshot of any error messages you notice. We’ll be happy to assist you!

## Response 44

No.: 4.0

Category: Streaming and Quality

Question: I'm getting an error - "You've exceeded the number of permissible streaming limit. Please stop watching in any of the devices to continue streaming"

Answer: This error occurs when you are streaming on multiple devices at the same time, exceeding the allowed limit based on your subscription plan. Here's how you can solve this quickly:  
  
​  
  
1. Stop Streaming on Other Devices:  
  
If you are watching on multiple devices, pause or stop playback on one of them and try again.  
Wait a few minutes before retrying to allow the system to refresh your session.  
  
  
2. Manage Devices in Your Account:  
  
If you are unsure which devices are currently streaming, you can check the logged in devices under Device Management section in the hoichoi website or app.  
Review and remove any unnecessary or inactive devices linked to your account.  
  
  
3.Subscription Plan Limitations:  
  
Different hoichoi plans come with specific device limits. Ensure that you are within the allowed number of concurrent streams.  
If you need to watch on multiple devices at the same time, you may consider upgrading your plan.  
  
  
If you continue to face issues or believe this is an error, please contact our support team at support@hoichoi.tv with details of your account and a screenshot of the error message.

## Response 45

No.: 5.0

Category: Streaming and Quality

Question: How do I turn on subtitles?

Answer: hoichoi provides subtitles to enhance your viewing experience. Follow these steps to turn them on:  
  
Start playing any video  
Tap on the screen to bring up player controls  
Click on the "CC" or Subtitle icon  
Choose your preferred subtitle language from the available options  
​  
  
Subtitle Availability:  
  
Subtitle options may vary depending on the title.  
Most hoichoi Originals offer subtitles in English, while some also include Bengali.  
  
  
If subtitles are not appearing or functioning correctly:  
  
Update the hoichoi app to the latest version.  
Refresh your browser if watching on a web browser.  
Restart your device and try again.  
​  
  
If you need further assistance, please reach out to support@hoichoi.tv. We'll be happy to help.

## Response 46

No.: 6.0

Category: Streaming and Quality

Question: Why am I seeing a black screen when trying to play videos?

Answer: This issue appears to be related to Digital Rights Management (DRM). DRM is a technology used to protect copyrighted content from unauthorized copying, transferring, or modification. Most of our content is DRM-protected, ensuring a secure streaming experience.  
  
  
  
You can try a quick workaround: Try searching for the content by name and from the search results - select the file with a dot (.) at the end of the content name, then attempt to play it again.  
  
​  
  
To watch DRM-protected videos, you need:  
  
A valid hoichoi subscription  
A device that supports DRM contents  
​  
  
If you're still experiencing issues, please share the following details with us at support@hoichoi.tv so we can assist you better:  
  
Device brand name (e.g., Samsung, OnePlus)  
Model number (found in device settings)  
Software version (OS version your device is running)  
hoichoi app version (latest installed version)  
​  
  
These details will help us resolve the issue quickly and restore your streaming experience.

## Response 47

No.: 7.0

Category: Streaming and Quality

Question: Videos in hoichoi drains out mobile data very fast.

Answer: Streaming high-quality videos can use a significant amount of mobile data. If you want to optimize data usage while watching content on hoichoi, you can manually adjust the video resolution to a lower setting.  
  
  
  
Here's how you can reduce data consumption:  
  
​  
  
Lower the video quality  
Start playing any video  
Tap on the screen to access player controls  
Click on the "Quality" option  
Select a lower resolution (e.g., 360p or 480p) to use less data  
  
  
Use Wi-Fi whenever possible  
Streaming over Wi-Fi instead of mobile data can help avoid excessive data usage.  
  
​  
  
Enable "Auto" quality setting  
The "Auto" setting adjusts the video quality based on your internet speed, optimizing data usage while maintaining smooth playback.  
  
​  
  
Download content for offline viewing  
If you're on a limited data plan, consider downloading your favorite content over Wi-Fi and watching it later without using additional mobile data.  
  
​  
  
By following these steps, you can control data consumption while continuing to enjoy your favorite content on hoichoi.   
  
  
  
If you need any further assistance, feel free to reach out to us at support@hoichoi.tv.

## Response 48

No.: 8.0

Category: Streaming and Quality

Question: Why is playback speed option unavailable?

Answer: The playback speed feature may not be available due to device limitations or content restrictions. Here are a few possible reasons:  
  
Possible Causes:  
Content Restrictions: Some titles may not support playback speed adjustments.  
Device Compatibility: Older devices or certain smart TVs may not have this feature enabled.  
App Version: Using an outdated version of the hoichoi app might prevent access to playback speed controls. Try updating to the latest version.  
  
We understand how useful this feature can be. If you need further assistance, feel free to contact us at support@hoichoi.tv.

## Response 49

No.: 9.0

Category: Streaming and Quality

Question: Why am I getting a 404 error?

Answer: A 404-error means that the page or content you are trying to access is unavailable. This can happen for several reasons:  
  
​  
  
1. The URL is incorrect:   
  
Double-check if the link is typed correctly or if any characters are missing.  
If you clicked on a link, try reloading the page or accessing it from the hoichoi homepage.  
  
  
2. The content has been removed:  
  
The video or page you’re looking for may no longer be available. You can browse our latest content at www.hoichoi.tv.  
  
  
3. Network or cache issues:  
  
Clear your browser cache and cookies, then try again.  
If you're using the app, restart it and check if the issue persists.  
  
  
4. App or website issues:  
  
Make sure your hoichoi app is updated to the latest version.  
If the issue occurs on a web browser, try switching to a different one.  
  
  
5. Content restrictions in Bangladesh:  
  
As per the broadcasting rules and regulations of Bangladesh, we are unable to feature certain content on hoichoi in your region. The content available to our viewers in Bangladesh is curated to comply with the country’s guidelines. As a result, some titles including Charitraheen, Mis Match, Dupur Thakurpo, Holy Faak, Japani Toy, Dhanbaad Blues, and Mouchaak, are not accessible in Bangladesh.  
​  
  
If the problem continues, please contact us at support@hoichoi.tv with details of the issue, including the page URL or a screenshot of the error message. We’ll be happy to assist you!

## Response 50

No.: 10.0

Category: Streaming and Quality

Question: Unable to watch from a different country

Answer: This happens due to geo-restrictions, as hoichoi subscriptions are region-specific. A subscription purchased in one country can only be accessed from that country.  
  
  
  
Why Can’t I Watch hoichoi in Another Country?  
  
hoichoi content is licensed for specific regions, meaning that a subscription purchased in one country can only be accessed from that same country. If you’re trying to stream hoichoi from a different location, your current subscription may not be valid there.  
  
  
  
How Can I Watch hoichoi in My New Location?  
  
The good news is, you can still continue enjoying your favorite Bengali content! Here’s what to do:  
  
Create a New Account: You’ll need to sign up with a different phone number that belongs to the country you’re in.  
Check Available Plans: Visit www.hoichoi.tv/viewplans to see the subscription options available in your current region.  
Subscribe to a Local Plan: Choose a plan that works best for you and complete the payment to start streaming.  
  
  
Need Help?  
  
If you need assistance with your account or subscription, feel free to reach out to us. We’re here to help!

## Response 51

No.: nan

Category: nan

Question: nan

Answer: nan

## Response 52

No.: 1.0

Category: Download

Question: How do I download contents to watch offline?

Answer: You can download hoichoi content for offline viewing using the hoichoi mobile app:  
  
  
  
Open the hoichoi app on your Android or iOS device  
Find the movie or show you want to download and open it  
Click on the Download button next to the play button  
Select your preferred video quality  
The download will begin and can be accessed in the "Downloads" section  
  
  
Important Notes:  
  
Downloaded content remains available in the app for 7 days.  
Downloads are supported only on mobile devices (not on website or TV).  
The highest available download quality is 720p.  
  
  
For web series, you can download an entire season or individual episodes by tapping the download icon next to the episode title.  
  
  
  
Please feel free to reach out to us at support@hoichoi.tv if you require any assistance.

## Response 53

No.: 2.0

Category: Download

Question: For how long can I access downloaded content on hoichoi?

Answer: Downloaded content on hoichoi will be available for 7 days from the time of download. After this period, the content will expire, and you may need to download it again if you haven't watched it yet.  
  
Please note that if a title is removed from hoichoi during this time, it will no longer be accessible.  
  
If you need any help or have any questions, feel free to reach out to us at support@hoichoi.tv—we’re happy to assist you!

## Response 54

No.: 3.0

Category: Download

Question: Can I transfer downloaded content to another device?

Answer: Content downloaded from hoichoi can only be viewed within the app on the device where it was downloaded. It cannot be transferred to or accessed from any other device or external source. If you wish to watch on another device, you'll need to download the content again from the hoichoi app on that device.

## Response 55

No.: 4.0

Category: Download

Question: How do I download content on my SD Card?

Answer: Content downloaded from hoichoi is stored within the app on your device's internal storage by default. Downloading directly to an SD card is not supported. To manage storage space, you can delete watched downloads or adjust the video quality before downloading to reduce file size.

## Response 56

No.: 5.0

Category: Download

Question: How do I change the download quality?

Answer: You can change the download quality in the hoichoi app to balance storage space, data usage, and viewing experience. Please follow these steps:  
  
  
  
Open the hoichoi app and log in to your subscribed account  
Tap on "Account" at the bottom right corner, on the navigation bar  
Select "Download Settings"  
Choose your preferred Download Quality from the available options  
  
  
Please note, higher quality downloads provide a better viewing experience but require more storage space, while lower quality options help save space and data.

## Response 57

No.: 6.0

Category: Download

Question: How do I download content using Mobile data?

Answer: If you see the message "Waiting for Wi-Fi" while trying to download content, it means the "Download on Wi-Fi only" setting is enabled, restricting downloads over mobile data.  
  
  
  
To allow downloads using mobile data, please follow these steps:  
  
Open the hoichoi app  
Tap on "Account" at the bottom right corner of the navigation bar  
Select "Download Settings"  
Turn off the "Download on Wi-Fi only" option  
  
  
Once disabled, you'll be able to download content using your mobile data. However, please note that downloading over mobile data may use a significant amount of data, depending on the selected video quality.

## Response 58

No.: 7.0

Category: Download

Question: Can I download content from the website?

Answer: Currently, downloading content from the hoichoi website is not supported. Downloads are only available through the hoichoi mobile app on Android and iOS devices.  
  
  
  
To watch offline, you can download content using the hoichoi app by following these steps:  
  
  
  
Open the hoichoi app on your Android or iOS device  
Find the movie or show you want to download and open it  
Tap the Download button next to the Play button  
Select your preferred video quality (higher quality requires more storage)  
The download will begin and can be accessed in the "Downloads" section  
  
  
For web series, you can download an entire season or individual episodes by tapping the download icon next to the episode title.  
  
  
  
Please feel free to reach out to us at support@hoichoi.tv if you require any assistance.

## Response 59

No.: 8.0

Category: Download

Question: Why am I not able to download content?

Answer: If you're unable to download content on hoichoi, please try the following steps:  
  
  
  
Ensure You're Using the hoichoi Mobile App: Downloads are only available through the hoichoi mobile app on Android and iOS. Downloads are not supported on the website or TV apps.  
  
  
Check Storage Availability: Ensure your device has enough free space for downloads. If storage is full, try deleting unused files or previously watched downloads.  
  
  
Verify Internet Connection: A stable internet connection is required for downloads. If you're on mobile data, try switching to Wi-Fi for a smoother experience.  
  
  
Disable "Download on Wi-Fi Only": If you see a "Waiting for Wi-Fi" error, go to Download Settings in the hoichoi app and turn off this feature to allow downloads over mobile data.  
  
  
Update the hoichoi App: Ensure you're using the latest version of the app, as updates often include performance improvements and bug fixes.  
  
  
If the issue persists, please contact our Customer Happiness Team at support@hoichoi.tv. We're happy to assist you!

## Response 60

No.: 9.0

Category: Download

Question: Why am I not able to play the downloaded videos?

Answer: If you're unable to play downloaded videos on hoichoi, please check the following:  
  
  
  
Use the hoichoi Mobile App: Downloaded content can only be accessed within the hoichoi app on the same device it was downloaded on. Downloads are not available on the website or TV and cannot be transferred to external media players.  
  
  
Check Download Expiry: Downloads remain available for 7 days from the date of download. If they have expired, you will need to download the content again.  
  
  
Verify Your Subscription: A valid hoichoi subscription is required to access downloaded content. If your subscription has expired, please renew it to continue watching.  
  
  
Confirm You're Logged into the Correct Account: Downloads are linked to the account used at the time of download. If you’ve logged out or switched accounts, they may not appear.  
  
  
Update the App: An outdated app version may cause playback issues. Check for updates on the Google Play Store or Apple App Store and install the latest version.  
  
  
Re-download the Content: If playback issues persist, try deleting and re-downloading the content to resolve any potential file corruption.  
  
  
If the issue continues, our Customer Happiness Team is happy to assist you! Please reach out to support@hoichoi.tv for further help.

## Response 61

No.: 10.0

Category: Download

Question: I have sufficient space in my device, why are my downloads failing?

Answer: If you have sufficient space on your device but are still facing issues with downloads on hoichoi, here are a few possible reasons and troubleshooting steps to resolve the issue:  
  
  
  
Check Your Internet Connection:  
  
A stable and strong internet connection is required for smooth downloads.  
  
If using mobile data, ensure that "Download on Wi-Fi only" is disabled in the hoichoi app settings.  
If possible, switch to a Wi-Fi network and try again.  
  
  
Restart the App and Device:  
  
Sometimes, background processes can interfere with downloads. Try the following:  
  
Close and reopen the hoichoi app.  
Restart your device and attempt the download again.  
  
  
Check for App Updates:  
  
An outdated version of the hoichoi app might cause download failures.  
  
Update the app to the latest version from the Google Play Store or Apple App Store.  
​  
  
Verify Your Subscription Status:  
  
A valid subscription is required to download content.  
  
If your subscription has expired, you will need to renew it before downloading.  
​  
  
Clear App Cache and Try Again:  
  
If the issue persists, clearing the app cache might help:  
  
On Android:  
Go to Settings → Apps → hoichoi  
Tap Storage → Clear Cache  
On iOS:  
Uninstall and reinstall the hoichoi app to refresh stored data.  
​  
  
Check for Device-Specific Restrictions:  
  
Some devices may limit background downloads or have security settings that interfere with downloads.  
  
Ensure that hoichoi has the necessary storage permissions enabled.  
  
  
If you're still facing issues, our Customer Happiness Team is happy to assist! Please reach out to support@hoichoi.tv, and we'll help you resolve this as soon as possible.

## Response 62

No.: 11.0

Category: Download

Question: Why is my downloaded content not playing, even online?

Answer: If you're unable to play a downloaded content offline or online, it could be due to the content being removed from hoichoi. Here’s why this might happen and what you can do:  
  
  
  
Possible Reasons:  
  
Content No Longer Available: If a movie or show is removed from hoichoi, the source file is deleted, making it unavailable for both streaming and offline playback.  
Expired License: Some content is available for a limited time due to licensing agreements. Once the license expires, the content is removed.  
App Issues: If the content is still available on hoichoi but not playing, check if your app needs an update.  
  
  
Here's what You Can Do:  
  
Check if the content is still available: Try searching for the title in the hoichoi website - www.hoichoi.tv. If it doesn’t appear, it has likely been removed.  
Update your app: Ensure you're using the latest version of hoichoi for the best experience.  
Re-download if possible: If the content is still listed but not playing, delete the download and try downloading it again.  
  
  
If you believe the content should still be available or need further assistance, please reach out to our Customer Happiness Team at support@hoichoi.tv. We’re here to help!

## Response 63

No.: 12.0

Category: Download

Question: Which are the download quality options available on hoichoi?

Answer: hoichoi offers multiple download quality options to help you balance video clarity, storage space, and data usage. You can choose from the following resolutions when downloading content:  
  
  
  
Low (270p): Uses the least storage and data, ideal for saving space.  
Medium (360p): A balanced option that provides good video clarity while managing storage efficiently.  
High (720p): Delivers the best viewing experience with sharper visuals but requires more storage space and data.  
  
  
You can change your download quality settings in the hoichoi app by following these steps:  
  
  
  
Open the hoichoi app and log in to your account.  
Tap on Account at the bottom right corner.  
Select Download Settings from the menu.  
Choose your preferred Download Quality option.  
  
  
Important Notes:  
  
  
  
The highest available download resolution on hoichoi is 720p.  
The quality you select will apply to all future downloads. You may change anytime.  
Higher-quality downloads provide better visuals but take up more space and data.  
​  
  
If you need further assistance, feel free to reach out to our Customer Happiness Team at support@hoichoi.tv. We’re happy to help!

## Response 64

No.: 13.0

Category: Download

Question: How to delete downloaded contents?

Answer: If you need to free up storage or remove watched content, you can easily delete downloads from the hoichoi app. Follow the steps below:  
  
  
  
To Delete an Individual Content:  
  
Open the hoichoi mobile app  
Tap on Downloads in the navigation bar at the bottom of the screen (third option from the left)  
Locate the content you want to delete  
Tap the Delete icon next to the title.  
  
  
To Delete All Downloads at Once:  
  
Open the hoichoi mobile app.  
Go to the Downloads section from the navigation bar.  
Tap Clear All at the top right corner of the Downloads page to remove all downloaded content.  
  
  
Notes:  
  
The Delete icon is available next to every downloaded content title.  
Once deleted, the content will need to be downloaded again if you wish to watch it offline.  
​  
  
If you have any questions or need further assistance, please reach out to our Customer Happiness Team at support@hoichoi.tv. We’re happy to help!

## Response 65

No.: nan

Category: nan

Question: nan

Answer: nan

## Response 66

No.: 1.0

Category: Top Queries

Question: I have applied a promo code, but I do not see the discounted amount.

Answer: If you've applied a promo code but still see the full amount on the payment page, here’s why:  
  
  
  
1. The Full Amount Shown is an E-Mandate Authorization  
  
When you subscribe using certain payment methods (like UPI or cards), you authorize an E-Mandate, which is a standing instruction for future auto-renewals.  
This ensures that hoichoi cannot charge you more than the plan amount in the next billing cycle.  
  
  
2. Your Discount is Applied to the First Payment  
  
After applying the promo code, the discounted amount is automatically deducted at checkout.  
However, on the UPI authorization page, you may still see the full plan amount—this is just the maximum amount authorized for auto-renewals in the future.  
  
  
📌 Important Note:  
  
  
  
Promo codes do not apply to payments made via Google Play or iTunes.

## Response 67

No.: 2.0

Category: Top Queries

Question: I have changed my device and now it is showing - "Subscribe Now"

Answer: If you've switched devices and see a "Subscribe Now" message instead of your active subscription, here’s what you can do:  
  
  
  
1. Ensure You’re Logged In  
  
Tap on the Menu option in the hoichoi app to check if you're logged in.  
  
  
2️. Check Your Login Credentials  
  
If you're already logged in but still seeing the prompt, ensure you're using the same account linked to your subscription.  
If you subscribed using Google, Facebook, or Apple ID, ensure you log in with the same method.  
  
  
3️. Try Logging Out and Back In  
  
Sometimes, refreshing your login session can help. Log out and sign back in using the correct subscription details.  
  
  
Still Facing Issues?  
  
  
  
If you're unsure which account was used for the subscription or are facing login difficulties, reach out to our Customer Happiness Team at support@hoichoi.tv. We’ll be happy to assist you in restoring access to your subscription.

## Response 68

No.: 3.0

Category: Top Queries

Question: Why Can't I Update My Password from the Settings?

Answer: Currently, the option to update your password from the account settings is not available. However, you can manage your login credentials based on your login method:  
  
  
  
For Mobile Number Login:  
A password is not required. Instead, you’ll receive a One-Time Password (OTP) each time you log in.  
  
​  
  
For Email Login:  
If you need to reset your password, follow these steps:  
  
Log out of your hoichoi account if already logged in  
Click on Login and select Login with Email  
Click on Reset Password and enter your registered email  
You’ll receive an email with a link to reset your password  
  
  
If you encounter any issues, please contact our Customer Happiness Team at support@hoichoi.tv for further assistance.

## Response 69

No.: 4.0

Category: Top Queries

Question: Why Am I Seeing "Access Denied! The Subscription Plan Associated with This Account Is Not Valid in Your Region"?

Answer: This message appears if you're trying to access hoichoi from a country different from where your subscription was originally purchased.  
  
For example, if your account was registered and subscribed in India, but you try to stream content from Australia, you will come across this error.  
  
How to Fix This?  
To continue streaming, you will need to purchase a subscription that is available in your current location. Visit www.hoichoi.tv/viewplans to explore and subscribe to a plan that works in your region.

## Response 70

No.: 5.0

Category: Top Queries

Question: I have purchased hoichoi subscription using Grameenphone app/website, but my account is not active.

Answer: If you've purchased a hoichoi bundle through the MyGP app or www.grameenphone.com/hoichoi but your account is not activated, please follow these steps:  
  
  
  
Ensure You’re Logging in Correctly  
Open the hoichoi app.  
Log in using the same Grameenphone (GP) number that was used for the purchase.  
Use GP mobile data instead of Wi-Fi during login.  
Your GP bundle should be activated automatically.  
  
  
Still Not Activated?  
If your subscription is not reflecting in your account, please reach out to Grameenphone's customer support with your purchase details, since the activation process is managed by them.

## Response 71

No.: 6.0

Category: Top Queries

Question: I am not getting the OTP delivered to my number

Answer: In most instances, it is observed that non receipt of OTP is usually caused due to the network issues.  
  
  
  
Please follow the below steps which can help resolve this issue:  
  
  
  
Check your mobile number: Ensure that you have entered the correct mobile number while logging in.  
  
  
Resend OTP: If you have entered the correct number but didn’t receive the OTP, click on "Resend OTP".  
  
  
Refresh your mobile network: Turn Airplane Mode on and off to refresh your network connection.  
  
  
If you require further assistance, please feel free to reach out to us at support@hoichoi.tv.

## Response 72

No.: 7.0

Category: Top Queries

Question: How do I enable parental control?

Answer: Parental Control allows you to restrict content based on your preference. Once enabled, you will need to enter the PIN once per session for restricted content.  
  
  
  
Follow these steps to set it up:  
  
  
  
Open the hoichoi app or visit the website  
Go to Account and select Parental Control  
Enable the Parental Control toggle and select the content categories you want to restrict  
Click on Save Settings to create a new PIN  
Enter the OTP sent to your registered mobile number to verify and complete the setup  
  
  
Note:   
  
If you don’t remember your PIN, you can reset it by selecting the 'Reset PIN' option under the Parental Control section.   
Parental control is session-specific, meaning you will only need to enter the PIN once per session when accessing restricted content for the first time.  
You can turn off Parental Control at any time from the same settings section.   
​

## Response 73

No.: 8.0

Category: Top Queries

Question: How do I delete my data from hoichoi?

Answer: Deleting your hoichoi account will permanently remove your mobile number, email address, and profile name from our platform. All other account-related attributes will be anonymized and will no longer be linked to your phone number.  
  
  
  
⚠ Important Note: Account deletion is irreversible. If you have an active subscription, you will lose access to your subscription and will no longer be able to watch premium content on hoichoi unless you resubscribe.  
  
  
  
Before proceeding, you may consider these alternatives:  
  
  
  
Cancel auto-renewal: If you only wish to stop auto-renewals,   
 Or,  
  
Change your mobile number: If you need to update your registered number, please write to us at support@hoichopi.tv and we'll proceed with your request accordingly.  
  
  
If you still want to delete your hoichoi account, please follow the steps below:  
  
  
  
Log in to your hoichoi account  
Click on the "Account" option and select "My Account"  
Scroll down and you'll find "Delete Your Account" at the bottom  
Click on it, tick the checkbox in the confirmation dialog, and select "Yes" to confirm  
  
  
Things to keep in mind before deleting your account:  
  
Once deleted, your account cannot be recovered.  
This action is not eligible for refunds.  
  
  
If you purchased your hoichoi subscription via Apple In-App Purchase or through a local partner, deleting your account will not cancel your subscription. Please cancel it separately with the respective provider before deleting your account.  
  
  
  
If you require any help, don’t hesitate to contact us at support@hoichoi.tv. We'll be more than happy to assist you.

## Response 74

No.: 9.0

Category: Top Queries

Question: What are the upcoming releases on hoichoi?

Answer: You can stay updated on all upcoming releases on hoichoi by checking the Upcoming section on our app or website. This section provides details on new shows and movies that will be available soon.  
  
Find the upcoming releases here: https://www.hoichoi.tv/upcoming   
  
Keep an eye on this section so you don’t miss out on exciting new content. Stay tuned!

## Response 75

No.: 10.0

Category: Top Queries

Question: I have paid using iTunes, but my subscription is not active.

Answer: You might experience the scenario with subscriptions bought via iTunes/iOS if you're not logging in with the correct login id. You can quickly restore your purchase by following these simple steps:  
  
  
  
Log in to your hoichoi account  
Go to the "Subscribe" page  
Click on "Restore Purchase"  
If you’re logged in with the correct Apple ID and the same credentials used for the purchase, your subscription will be restored instantly  
  
  
If your subscription is not detected:  
  
Ensure you are logged in with the same Apple ID used for the purchase.  
If prompted, log in with the correct credentials.  
  
  
If the problem continues, feel free to reach out to us at support@hoichoi.tv along with your purchase receipt for additional help.

## Response 76

No.: 11.0

Category: Top Queries

Question: The video quality is not good.

Answer: "The quality of your video playback depends on your internet connection, device, and playback settings. Please follow these steps to adjust the video quality:  
  
  
  
To Manually Change Video Quality:  
  
Start playing a video  
Click on the screen to bring up the player controls  
Click on ""Quality""  
Select your preferred resolution  
  
  
For the Best Video Quality:  
  
Ensure you have a strong and stable internet connection.  
Use Wi-Fi instead of mobile data when possible.  
Close other apps or browser tabs that may be consuming bandwidth.  
Make sure your device supports HD playback.  
Set the quality to ""Auto"" for an optimized experience based on your connection.  
  
  
If Video Quality Is Consistently Poor:  
  
Check your internet speed using an online speed test.  
Restart your router or modem.  
Update the hoichoi app to the latest version.  
Try watching on a different device.  
  
  
For further assistance, please feel free to contact us at support@hoichoi.tv."

## Response 77

No.: 12.0

Category: Top Queries

Question: I want to change my plan from single streaming to dual streaming.

Answer: We understand that you want to upgrade you hoichoi subscription. Unfortunately, upgrading your current subscription directly through the hoichoi app or website is not available at the moment. However, we can disable the auto-renewal on your existing plan, and once it expires, you can subscribe to an upgraded plan of your choice.  
  
  
  
If you'd like us to disable auto-renewal or need any assistance, feel free to reach out to us at support@hoichoi.tv—we’re happy to help!

## Response 78

No.: 13.0

Category: Top Queries

Question: I can see a code on my TV device, how do I login?

Answer: If you see a code on your TV screen, follow these steps to log in and start streaming on hoichoi:  
  
  
  
Log in Using the Activate TV Code:  
  
Open the hoichoi mobile app or visit the hoichoi website(www.hoichoi.tv)  
Tap on the Account icon.  
Select Activate TV from the menu.  
Enter the 6-digit code displayed on your TV screen.  
​  
  
Your TV will be automatically linked to your hoichoi account, and you can start streaming.

## Response 79

No.: 14.0

Category: Top Queries

Question: I am logged in to only one device but it says that I have exceeded the login limit.

Answer: If you’re seeing this message, it means your account has reached the maximum number of logged-in devices allowed under your current subscription plan. Even if you’re currently using only one device, your account may still be active on other devices you’ve previously logged into.  
  
  
  
To manage your devices, please follow these steps:  
  
Open a web browser and visit www.hoichoi.tv  
Log in to your hoichoi account  
After logging in, you will see a list of devices linked to your account  
Remove any devices you no longer need.  
  
  
Once you’ve removed the additional devices, you should be able to stream content without any issues.

## Response 80

No.: 15.0

Category: Top Queries

Question: I am unable to subscribe, it says - "This phone number is already linked to an existing account. Please login using the account"

Answer: If you receive the error message "This phone number is already linked to an existing account. Please login using the account," it means that the mobile number you are trying to use is already associated with an existing hoichoi account.  
  
  
  
How to Resolve This:  
  
Log Out and Log Back In – Log out and log back in using the same mobile number. Enter the OTP sent to your number to complete the login process.  
  
  
​If the issue persists, please contact our customer happiness team at support@hoichoi.tv. Our team will be happy to assist you in regaining access to your account.

## Response 81

No.: 16.0

Category: Top Queries

Question: My subscription has ended, how can I renew?

Answer: Most hoichoi subscriptions renew automatically at the end of your billing period unless you have turned off auto-renewal.  
  
  
  
If your subscription has expired or auto-renewal is disabled, you can renew it manually by following these steps:  
  
  
  
Log in to your hoichoi account using your registered login method  
Click on "Subscribe"  
Choose your preferred subscription plan  
Proceed with the payment method of your choice  
  
  
Once the payment is successful, your subscription will be reactivated instantly!  
  
  
  
If you need any help, feel free to reach out to us at support@hoichoi.tv.

## Response 82

No.: 17.0

Category: Top Queries

Question: How can I reset my password?

Answer: If you have forgotten your password or want to reset the existing password, please follow these steps:  
  
Open the hoichoi app or visit www.hoichoi.tv  
Click on Login/Sign Up from the menu  
Select Login with Email  
Click on Forgot Password and enter your registered email ID  
Click Continue to receive a password reset email  
Open the email and click on the reset password link to create a new password  
  
  
If you need any further assistance, feel free to reach out to us at support@hoichoi.tv.

## Response 83

No.: nan

Category: nan

Question: nan

Answer: nan

## Response 84

No.: 1.0

Category: Content

Question: How do I add shows and movies to my watchlist?

Answer: A watchlist helps you keep track and access content you plan to watch later. Follow these steps to easily add, view, and remove content from your watchlist.  
  
  
  
To Add Content to Your Watchlist:  
  
Search for the show or movie you want to save.  
Tap on the title to open its details page.  
Look for the "+ Watchlist" icon.  
Tap or click on the icon to add the content to your watchlist.  
  
  
To View Your Watchlist:  
  
Navigate to the Account section.  
Select "Watchlist" from the menu.  
All your saved content will be displayed here.  
  
  
To Remove Content from Your Watchlist:  
  
Open your Watchlist.  
Locate the title you want to remove.  
Click on the bin icon to delete it.  
To remove all content at once, click on the "Clear All" option in the top right corner.  
  
  
Note: Your watchlist is synced across all your devices, allowing you to add content from your mobile and access it later on your TV or any other devices.

## Response 85

No.: 2.0

Category: Content

Question: What type of content is available on hoichoi?

Answer: hoichoi is the go-to platform for Bengali entertainment, bringing you a vast and diverse collection of content. With over 600 Bengali movies, 150+ original web series, along with shorts and documentaries, hoichoi caters to every taste. Plus, new content is added every week to keep your entertainment library fresh and exciting. From exclusive originals to timeless classics, here’s what you can explore on hoichoi:  
  
  
  
hoichoi Original Series  
  
hoichoi is known for its exclusive Bengali web series across multiple genres, including thrillers, crime dramas, comedies, romance, and horror. These series are crafted by some of the most talented filmmakers and feature renowned actors, making them a top choice for binge-watchers.  
  
  
hoichoi Original Movies (By hoichoi Studios)  
  
Under hoichoi Studios, the platform produces hoichoi Original Movies, offering fresh and engaging storytelling with high production value. These exclusive films span various genres, from gripping thrillers to emotional dramas, delivering a premium cinematic experience.  
  
  
Bengali Blockbuster Movies  
  
hoichoi features an extensive library of popular Bengali movies, including classics and recent hits. The collection includes films from legendary directors, cult favorites, and critically acclaimed productions.  
  
  
Internationally Acclaimed Bengali Films  
  
Discover award-winning Bengali films that have been recognized globally at film festivals. These movies showcase the richness of Bengali storytelling and artistry.  
  
  
5. Coming Soon: hoichoi TV+  
  
hoichoi is gearing up to enhance your entertainment experience with hoichoi TV+ - a brand-new way to enjoy fresh, engaging content like never before. hoichoi TV+ brings you unique stories, unforgettable characters, and exciting new episodes every week - delivering the thrill of television, but with hoichoi’s signature touch! Stay tuned for a whole new way to binge.  
  
  
hoichoi is continuously evolving, bringing new and exciting content to keep Bengali entertainment lovers engaged. Whether you're a fan of thrilling series, blockbuster films, or exclusive originals, hoichoi has something for everyone!

## Response 86

No.: 3.0

Category: Content

Question: How do I set up parental controls on hoichoi?

Answer: Parental Control allows you to restrict content based on your preference. Once enabled, you will need to enter the PIN once per session for restricted content.  
  
  
  
Follow these steps to set it up:  
  
  
  
Open the hoichoi app or visit the website  
Go to Account and select Parental Control  
Enable the Parental Control toggle and select the content categories you want to restrict  
Click on Save Settings to create a new PIN  
Enter the OTP sent to your registered mobile number to verify and complete the setup  
  
  
Note:   
  
If you don’t remember your PIN, you can reset it by selecting the 'Reset PIN' option under the Parental Control section.   
Parental control is session-specific, meaning you will only need to enter the PIN once per session when accessing restricted content for the first time.  
You can turn off Parental Control at any time from the same settings section.   
​

## Response 87

No.: 4.0

Category: Content

Question: How does hoichoi recommend shows and movies for me?

Answer: hoichoi is dedicated to making your entertainment experience personalized and engaging. Our recommendation system helps you discover shows and movies tailored to your tastes by analyzing your viewing habits and preferences.  
  
  
  
How hoichoi’s Recommendation System Works?  
  
hoichoi uses an advanced algorithm to suggest content based on multiple factors, including:  
  
Your Viewing History: The system analyzes the shows and movies you've watched previously.  
Watch Completion Rate: If you finish a movie or series, it indicates strong interest, helping refine future recommendations.  
Your Watchlist: Titles you’ve saved for later give clues about your interests.  
Ratings and Likes: Your feedback, such as likes or ratings, helps improve personalized suggestions.  
Similar Viewers’ Preferences: The system considers what viewers with similar tastes are watching and enjoying.  
Trending and Popular Content in Your Region: hoichoi keeps you updated with what’s currently trending among users in your area.  
  
  
How to Improve Your Recommendations?  
  
To get even better recommendations on hoichoi, try the following:  
  
Rate Content: After watching a show or movie, rate it to help refine your future suggestions.  
Use Your Watchlist: Adding content to your watchlist signals what interests you.  
Complete What You Enjoy: Watching a title to the end strengthens the system’s understanding of your preferences.  
  
  
The more content you explore on hoichoi, the better the platform can personalize your recommendations. You’ll find your tailored suggestions on your home page, making it easier to discover your next favorite show or movie!

## Response 88

No.: 5.0

Category: Content

Question: Unable to Find a specific content on hoichoi

Answer: hoichoi offers a vast library of Bengali shows, movies, and exclusive originals. If you’re unable to find a specific title, here are some steps to help you locate it quickly.  
  
  
  
1. Check the Spelling  
  
Sometimes, a small typo can make a big difference in search results. Double-check that you’ve entered the title correctly.  
  
  
  
2. Use Keywords Instead of Full Title  
  
If you’re unsure about the exact title, try searching with a part of the name. For example, if you're looking for Byomkesh Gowtro, searching just “Byomkesh” can help you find related content.  
  
  
  
3. Browse Categories  
  
hoichoi categorizes content under sections like "Movies", "Web Series" etc. and different genres such as Thriller, Drama, or Comedy. Exploring these sections may help you find the title you're looking for.  
  
  
  
4. Update the hoichoi App  
  
If you're using an older version of the hoichoi app, some newly added content may not appear. Make sure your app is updated to the latest version from the App Store or Play Store.  
  
  
  
5. Check for Regional Availability  
  
Certain shows or movies may not be available in specific regions due to content rights and licensing. If a title is not available in your location, it might be restricted for your region.  
  
  
  
Still Can’t Find It?  
  
If you've tried all the above steps and still can't find the content, reach out to us at support@hoichoi.tv with the title name, and we’ll be happy to assist you!

## Response 89

No.: 6.0

Category: Content

Question: Some contents are not available in Bangladesh.

Answer: hoichoi is dedicated to delivering the best Bengali entertainment to audiences worldwide. However, due to the broadcasting rules and regulations of Bangladesh, some content may not be available for streaming in the region.  
  
  
  
Why Are Certain Titles Restricted?  
  
Each country has its own content guidelines and regulations. In Bangladesh, specific restrictions apply to some shows and movies, which means hoichoi cannot make those available to viewers in the country. The content library for Bangladesh is curated in compliance with these local guidelines.  
  
  
  
Which Titles Are Not Available in Bangladesh?  
  
A few popular hoichoi originals that are currently unavailable in Bangladesh include: Charitraheen, Mismatch, Dupur Thakurpo, Holy Faak, Japani Toy, etc.  
  
  
  
Will These Titles Be Available in the Future?  
  
hoichoi continuously works towards expanding its content library while adhering to regional policies. If there are any changes in regulations, we will make every effort to bring more content to Bangladeshi audiences.  
  
  
  
How Can I Watch hoichoi Content in Bangladesh?  
  
While some titles may not be available, hoichoi still offers a vast collection of Bengali movies, web series, and BD originals that you can enjoy in Bangladesh. Keep an eye on our latest releases and upcoming shows to explore exciting new content!

## Response 90

No.: 7.0

Category: Content

Question: How to provide feedback on content or suggest new shows on hoichoi?

Answer: At hoichoi, we strive to create content that resonates with our audience. Your feedback plays a crucial role in shaping our future productions and improving your viewing experience. If you’d like to share your thoughts on the existing content or suggest new shows and movies, here’s how you can do it:  
  
  
  
1. In-App Feedback  
  
After completing a show or movie, an in-app survey may appear, allowing you to rate the content directly.  
You can also click the like button on the content page to let us know you enjoyed it. This helps improve your future recommendations.  
  
  
2. Email Us  
  
If you have specific feedback about a show or movie, or if you’d like to suggest new content, feel free to email us at feedback@hoichoi.tv.  
  
  
When sharing your feedback, you can include:  
  
The title of the content you enjoyed and why you liked it.  
Suggestions for new types of content or specific shows/movies you'd love to see on hoichoi.  
Any improvements you’d like to recommend for our platform.  
  
  
How Your Feedback Helps:  
  
We regularly review your feedback to understand what resonates with our audience. Your input helps us make decisions about future content, platform enhancements, and recommendation improvements.  
  
  
  
Your voice matters! If you have any thoughts or suggestions, we’d love to hear from you. Keep watching, and keep sharing your feedback with us!

## Response 91

No.: 8.0

Category: Content

Question: Does hoichoi offer content in multiple languages?

Answer: hoichoi is a dedicated streaming platform for Bengali entertainment, offering a vast library of movies, web series, and originals. Currently, hoichoi provides content in two languages:  
  
  
  
Bengali: As the primary language of the platform, hoichoi features an extensive collection of Bengali movies, web series, and classics.  
  
  
  
Hindi: Selected hoichoi Originals and movies are also available in Hindi, catering to a broader audience.  
  
  
  
hoichoi continuously works to enhance accessibility and bring its content to more viewers. Stay tuned for updates on language expansion by visiting our website or app.

## Response 92

No.: nan

Category: nan

Question: nan

Answer: nan

## Response 93

No.: 1.0

Category: Help with App/Website

Question: Why does the hoichoi app keep crashing, freezing, or becoming unresponsive?

Answer: If your hoichoi app is crashing, freezing, or becoming unresponsive, we understand how frustrating that can be. Several factors, including outdated software, cache buildup, or network issues, could be causing the problem. Follow these troubleshooting steps to get your app running smoothly again.  
  
  
  
Common Reasons Why the hoichoi App May Crash:  
  
Outdated app version or device software  
Corrupted cache files  
Weak or unstable internet connection  
Device storage or memory issues  
Compatibility problems with certain devices  
  
  
How to Fix the Issue:  
  
​  
  
1. Restart Your Device  
  
A simple restart can resolve minor glitches and refresh your system.  
  
Turn off your device (TV, smartphone, or streaming device).  
Wait 30 seconds to 1 minute.  
Turn it back on and relaunch the hoichoi app.  
  
  
2. Check for App & System Updates  
  
Outdated software can cause performance issues, including crashes.  
  
  
  
How to Update the hoichoi App:  
  
Go to your device’s app store (Google Play Store, Apple App Store, or TV App Store).  
Search for hoichoi and check if an update is available.  
If an update is available, install it and restart the app.  
  
  
How to Update Your Device Software:  
  
Navigate to Settings > System > Software Update.  
If an update is available, install it.  
  
  
3. Clear App Cache and Data:  
  
Cached files help apps load faster, but over time, they can get corrupted and cause crashes.  
  
  
  
Go to Settings > Apps > hoichoi.  
Select Storage & Cache > Clear Cache.  
Restart the app and check if the issue is resolved.  
  
  
4. Check Your Internet Connection  
  
A slow or unstable internet connection can cause buffering, freezing, or app crashes.  
  
  
  
Test other apps or websites to see if the internet is working.  
Restart your Wi-Fi router or mobile data.  
​Switch to a different network or use a wired connection (Ethernet) if possible.  
  
  
5. Try a Different Device  
  
To check if the issue is device-specific, try logging into hoichoi on another device. If the app works fine elsewhere, the problem might be with your original device.  
  
  
  
6. Reinstall the hoichoi App  
  
If none of the above steps work, reinstalling the app can help fix underlying issues.  
  
Uninstall the hoichoi app from your device.  
Restart your device.  
Reinstall the app from the app store and log in again.  
  
  
Still Facing Issues?  
  
If the app continues to crash, let us know! Please share the details of:  
  
Your device model and operating system version.  
The hoichoi app version installed.  
A brief description of the issue, including when it occurs.  
A screen recording of the issue (if possible)  
  
  
We’re here to help and ensure you get the best viewing experience!

## Response 94

No.: 2.0

Category: Help with App/Website

Question: Why can't I update the hoichoi app?

Answer: If you're experiencing issues updating the hoichoi app, don’t worry—there are several possible reasons, and most of them can be easily resolved. Below are common causes and step-by-step solutions to help you get the latest version of hoichoi running on your device.  
  
  
  
1. Check Storage & Connectivity Issues  
  
One of the most common reasons for update failures is insufficient storage or a poor internet connection.  
  
  
  
Free Up Storage Space  
  
Check your device’s available storage in Settings > Storage.  
Delete unnecessary files, apps, or cached data to make room for updates.  
  
  
Check Internet Connection  
  
Ensure you’re connected to a stable internet network.  
Try switching between Wi-Fi and mobile data.  
Close background apps that might be consuming bandwidth.  
Restart your Wi-Fi router if needed.  
  
  
2. Resolve App Store Issues  
  
Sometimes, problems with the app store itself can prevent updates from installing.  
  
  
  
For Android Users (Google Play Store)  
  
Clear cache: Settings > Apps > Google Play Store > Storage > Clear Cache.  
Restart the Play Store and try updating again.  
Check if your Google account is signed in properly.  
  
  
For iOS Users (Apple App Store)  
  
Force-close the App Store and reopen it.  
Sign out and sign back into your Apple ID.  
Check if there are pending software updates for the App Store itself.  
  
  
3. Check Device Compatibility  
  
The hoichoi app may not update if your device no longer meets the minimum system requirements.  
  
  
  
Minimum OS Requirements for hoichoi:  
  
Android – Version 5.0 (Lollipop) or higher  
  
iOS – Version 10.0 or higher  
  
Smart TVs – Ensure your TV’s OS supports the latest hoichoi app version  
  
  
  
If your device is outdated and no longer receives OS updates, you may need to use another device or try hoichoi on a web browser.  
  
  
  
4. Alternative Solutions  
  
Sometimes, deleting the app and reinstalling the latest version can resolve update issues.  
For Smart TVs, check for system software updates before reinstalling the app.  
  
  
Still Having Trouble?  
  
If none of these steps work, reach out to us with the following details:  
  
Your device model and OS version.  
The error message (if any) you receive when trying to update.  
A brief description of what happens when you attempt the update.  
  
  
We’re here to help you get back to uninterrupted entertainment on hoichoi!

## Response 95

No.: 3.0

Category: Help with App/Website

Question: Continue Watching is not available?

Answer: The ‘Continue Watching’ feature on hoichoi lets you easily pick up where you left off. However, if this option is missing from your app, it may be due to a temporary syncing issue between your device and our servers. But don’t worry—here are a few steps you can take to resolve the problem.  
  
  
  
1. Check for Updates  
  
Outdated versions of the hoichoi app or your device’s operating system can sometimes cause features like ‘Continue Watching’ to malfunction.  
  
  
  
What to do:  
  
Open your app store (Google Play Store or Apple App Store).  
Search for hoichoi and check if an update is available.  
Ensure your device’s software is up to date by going to Settings > Software Update.  
  
  
2. Clear Cache and Refresh Data  
  
If you're using the hoichoi app or website, clearing the cache can help refresh your watch history.  
  
  
  
For Android users:  
  
Go to Settings > Apps > hoichoi > Storage & Cache > Clear Cache.  
Restart the hoichoi app and check if ‘Continue Watching’ is restored.  
  
  
For iOS users:  
  
iPhones and iPads do not have a manual cache-clear option.  
Instead, uninstall and reinstall the hoichoi app to refresh the data.  
  
  
For Web Browsers:  
  
Clear your browser’s cache and cookies by going to Settings > Privacy & Security > Clear Browsing Data.  
Restart your browser and log in to hoichoi again.  
  
  
3. Try a Different Device  
  
If the ‘Continue Watching’ section is not appearing on your current device, test it on another device where you’re logged into your hoichoi account.  
  
  
  
What to do:  
  
Try logging in on another phone, tablet, Smart TV, or web browser to check if the issue persists.  
If it works on another device, restart your primary device and log in again.  
  
  
Still Not Working? We’re Here to Help!  
  
If the ‘Continue Watching’ section is still missing, please feel free to contact us with the following details:  
  
The device and OS version you’re using (e.g., Android 12, iOS 15, Fire TV, etc.).  
Whether you’ve tried updating the app, clearing the cache, or using another device.  
  
  
We’ll make sure you can enjoy your favorite hoichoi content seamlessly!

## Response 96

No.: 4.0

Category: Help with App/Website

Question: Do you have an app for Windows?

Answer: Currently, hoichoi does not have a dedicated Windows application. However, you can still enjoy all your favorite Bengali movies and web series on your Windows PC or laptop using a web browser.  
  
  
  
How to Watch hoichoi on Windows:  
  
Since hoichoi is a streaming platform, you can access it directly through your browser without needing an app. Here’s how:  
  
  
  
1. Watch via Web Browser  
  
hoichoi works smoothly on all major web browsers. To start streaming:  
  
Open Google Chrome, Mozilla Firefox, Microsoft Edge, or Safari.  
Go to www.hoichoi.tv.  
Log in with your hoichoi account.  
Browse and enjoy your favorite content!  
  
  
2. Create a Desktop Shortcut for Quick Access  
  
If you want a more app-like experience on Windows, you can create a shortcut:  
  
Open Google Chrome and go to www.hoichoi.tv.  
Click on the three-dot menu (⋮) in the top-right corner.  
Select More Tools > Create Shortcut.  
Check "Open as window" for a standalone experience.  
Click Create.  
​  
  
Now, you can access hoichoi directly from your desktop like an app.  
  
  
  
3. Cast to a Bigger Screen  
  
If you prefer watching on a larger screen, you can use:  
  
Chromecast (Google Chrome users can cast hoichoi to a compatible TV).  
HDMI Cable (Connect your Windows laptop to a TV for a bigger screen experience).  
  
  
Will There Be a hoichoi App for Windows in the Future?  
  
hoichoi is always exploring ways to enhance the viewing experience across different devices. While there isn’t an official Windows app available at the moment, we are continuously evaluating new platforms and may introduce one in the future. Stay tuned for updates by following hoichoi’s official announcements.

## Response 97

No.: 5.0

Category: Help with App/Website

Question: What are the supported devices for watching hoichoi?

Answer: hoichoi is available across multiple devices, ensuring that you can enjoy your favorite Bengali movies, web series, and more—anytime, anywhere! Whether you prefer streaming on a smartphone, Smart TV, or web browser, hoichoi offers seamless access on various platforms.  
  
  
  
1. Mobile & Tablets  
  
You can watch hoichoi on both Android and iOS devices. Simply download the hoichoi app from the respective app stores:  
  
Android: Available on devices running Android 5.0 or higher (Download from Google Play Store).  
iOS: Available on iPhones and iPads running iOS 11.0 or higher (Download from Apple App Store).  
  
  
2. Web Browsers  
  
If you prefer watching on a computer or laptop, hoichoi works on all major web browsers. Just visit www.hoichoi.tv and log in to stream your favorite content.  
  
Compatible browsers: Google Chrome, Mozilla Firefox, Safari, and Microsoft Edge.  
  
  
3. Smart TVs  
  
Enjoy hoichoi on a bigger screen with Smart TVs. The hoichoi app is officially available on:  
  
Android TV (Android 5.0 & above): Download from the Google Play Store.  
Samsung Smart TV (Tizen OS, 2018 & later): Available on the Samsung App Store.  
LG Smart TV (webOS 4.0 & above): Download from the LG Content Store.  
Apple TV (tvOS 11.0 & later): Available on the Apple App Store.  
  
  
4. Streaming Devices  
  
hoichoi is supported on popular streaming devices, allowing you to watch on non-smart TVs:  
  
Amazon Fire TV Stick: Install from the Amazon App Store.  
Google Chromecast: Cast from the hoichoi app on Android/iOS.  
Apple AirPlay: Stream from iOS to AirPlay-compatible devices.  
Roku: Available on Roku Streaming Devices and Roku TV.  
  
  
5. Set-Top Boxes  
  
If you use a set-top box, hoichoi is compatible with:  
  
Jio Set-Top Box: Available on the Jio App Store.  
Airtel Xstream Box: Download from the Google Play Store.  
  
  
What’s Next?  
  
hoichoi is continuously expanding its compatibility with more platforms. Stay updated by visiting our website or checking your device’s app store for the latest availability.

## Response 98

No.: 6.0

Category: Help with App/Website

Question: Unable to find hoichoi app in Google Play Store

Answer: If you’re unable to find or install the hoichoi app from the Google Play Store, it may be due to certain security policies enforced by Google’s Play Integrity system, which helps protect apps from unauthorized access.  
  
  
  
Why Can’t I Find the hoichoi App?  
  
The hoichoi app is Play Integrity enabled, which means it may not appear on your device if:  
  
  
  
For Mobile Users:  
  
Your device is rooted or running a custom ROM (modified firmware).  
Your Android version is below the minimum requirement (Android 5.0 or higher).  
Your Play Store settings have restrictions preventing certain app installations.  
  
  
For TV Users:  
  
Your Android TV or Google TV does not meet Google’s Play Integrity standards.  
The Play Store on your TV does not list hoichoi due to regional restrictions or compatibility issues.  
Your TV’s firmware is outdated, preventing newer apps from appearing.  
  
  
What Can You Do?  
  
Check Your Device Compatibility: Ensure your phone, tablet, or TV meets the minimum system requirements for hoichoi.  
Update Your Device: Go to Settings > Software Update and check if a system update is available.  
Check Play Store Settings: Clear the Play Store cache by going to Settings > Apps > Google Play Store > Storage > Clear Cache & Data, then restart your device.  
Try a Different Device: If you can’t install hoichoi on one device, check if it appears on another compatible device.  
For Android TV Users: If your TV doesn’t support hoichoi via the Play Store, check if you can install it from your TV’s App Store (for non-Google TV platforms).  
  
  
Still Need Help?  
  
We understand how frustrating this can be, and we are in touch with Google to explore the best possible solutions. If you're still unable to find hoichoi on the Play Store, please reach out to us with your device model, OS version, and Play Store region, and we’ll assist you further.

## Response 99

No.: 7.0

Category: Help with App/Website

Question: Getting logged out aoutomatically.

Answer: If you’re being logged out of hoichoi automatically, don’t worry. This could be due to device settings, app updates, or account limits. Follow these steps to resolve the issue:  
  
  
  
1. Check Your Internet Connection  
  
A weak or unstable internet connection can cause automatic logouts. Make sure you have a stable Wi-Fi or mobile data connection.  
  
  
  
2. Update the hoichoi App  
  
Using an outdated app version can lead to unexpected issues. Visit the Google Play Store, Apple App Store, or your TV’s app store and update hoichoi to the latest version.  
  
  
  
3. Clear App Cache  
  
Old cache files may cause login issues. Clear them by following these steps:  
  
Android: Go to Settings > Apps > hoichoi > Storage > Clear Cache and then restart the app.  
iOS: Uninstall and reinstall the app, as iOS does not offer a cache-clearing option.  
Smart TVs & Streaming Devices: Go to Settings > Apps > hoichoi > Clear Cache/Data, then restart your device.  
  
  
4. Reinstall the App  
  
If clearing the cache doesn’t help, uninstall and reinstall the hoichoi app to ensure you have a fresh installation.  
  
  
  
5. Check Device Limits  
  
hoichoi allows streaming on a limited number of devices based on your subscription plan. If you've reached the limit, logging in on a new device may log you out of another one. You can manage your devices from your Account Settings.  
  
  
  
Still Facing Issues?  
  
If the problem persists, please reach out to us with details of your device, operating system, and any error messages you’re seeing. We’re happy to help!

## Response 100

No.: 8.0

Category: Help with App/Website

Question: Unable to Stream hoichoi on WiFi but Works on Mobile Data?

Answer: If you’re able to stream hoichoi using mobile data but not on WiFi, the issue might be related to network settings or restrictions set by your internet provider. Here’s what you can do to fix it:  
  
  
  
Try These Quick Fixes:  
  
Restart Your Router: Turn it off, wait for 30 seconds, and turn it back on.   
Check for ISP Restrictions: Some internet service providers (ISPs) may have restrictions that block access to certain sites or streaming services. Try accessing hoichoi on mobile data or a different WiFi network to see if the issue is specific to your ISP.  
Disable VPN/Proxy: If you're using one, turn it off and try again.  
  
  
If the issue persists, please contact your internet service provider for further assistance.

## Response 101

No.: nan

Category: nan

Question: nan

Answer: nan

## Response 102

No.: 1.0

Category: Watching on TV

Question: Which devices can be used for casting?

Answer: You can cast hoichoi content using Google Chromecast to stream seamlessly from your mobile device to a larger screen.  
  
​  
  
Important Note:  
  
While casting, ensure that both your phone and TV device are connected to the same Wi-Fi network for a seamless experience.  
Miracast or other third-party screen mirroring solutions are not officially supported for casting hoichoi content.  
However, if your TV has built-in Google Chromecast support, you can easily cast videos from the hoichoi mobile app.  
  
  
Additionally, the hoichoi app is officially available on Apple TV, Amazon Fire Stick, Android TV, Roku, Mi TV, LG and Samsung Smart TVs. This ensures that you can enjoy your favorite shows and movies on a wide range of smart devices without needing to cast separately.  
  
  
  
Our team is actively working on expanding hoichoi’s compatibility with more Smart TVs and gaming consoles like Play Station to enhance accessibility for our users.  
  
  
  
For any further assistance, feel free to reach out to us at support@hoichoi.tv - we'll be happy to help!

## Response 103

No.: 2.0

Category: Watching on TV

Question: How Do I Log in to Android tv?

Answer: You can log in to hoichoi on your Android TV using either of the following methods:  
  
  
  
Log in with Mobile Number:  
  
Open the hoichoi app on your TV  
Navigate to the Menu section and select Account  
Enter your mobile number to receive an OTP  
Once you receive the OTP, enter it to complete the login process  
  
  
Log in Using Activate TV Code:  
  
Log in to the hoichoi mobile app or website  
Tap on the Account icon  
Select Activate TV from the menu  
Enter the 6-digit code displayed on your TV screen.  
  
  
Once logged in, you can start streaming your favorite content.

## Response 104

No.: 3.0

Category: Watching on TV

Question: How do I Log in to hoichoi on Amazon Fire TV?

Answer: Follow these steps to log in to hoichoi on your Amazon Fire TV Stick:  
  
  
  
Step 1: Set Up Your Fire TV Stick  
  
Ensure that your Fire TV Stick is properly connected to your TV and powered on.  
Confirm that your device is connected to the internet.  
  
  
Step 2: Install the hoichoi App (If Not Installed)  
  
From the Fire TV Home screen, go to the Find/Search option.  
Type hoichoi in the search bar.  
Select the hoichoi app from the search results.  
Click Download/Install to add the app to your Fire TV Stick.  
  
  
Step 3: Open the hoichoi App  
  
Once installed, launch the hoichoi app from the home screen or Apps section.  
  
  
Step 4: Sign In to hoichoi  
  
You can log in using either of the following methods:  
  
  
Sign in with Email & Password:  
  
On the hoichoi welcome screen, select Sign In/Login.  
Enter your hoichoi account email and password using the on-screen keyboard.  
Click Sign In to complete the process.  
  
  
Sign in Using an Activation Code:  
  
An activation code will appear on your TV screen.  
On your mobile or computer, visit www.hoichoi.tv/activate.  
Log in with your hoichoi email and password.  
Enter the activation code displayed on your TV.  
Confirm the activation to link your Fire TV Stick to your hoichoi account.  
  
  
Once logged in, you can start streaming your favorite content.

## Response 105

No.: 4.0

Category: Watching on TV

Question: How Do I login to Apple tv?

Answer: If you own an Apple TV and want to stream your favorite Bengali movies and web series on hoichoi, you need to install the hoichoi app and activate your device by linking it to your hoichoi account. Follow the steps below to get started.  
  
  
  
Step 1: Install the hoichoi App  
  
Open the Apple App Store on your Apple TV  
Search for hoichoi  
Download and install the hoichoi app  
  
  
Step 2: Generate an Activation Code  
  
Open the hoichoi app on your Apple TV  
Navigate to My hoichoi  
Click on Activate Device (located below the Email and Password fields)  
A 6-digit activation code will be displayed on your screen  
  
  
Step 3: Activate Your Apple TV  
  
On your mobile or desktop browser, go to www.hoichoi.tv/activate, or open the hoichoi mobile app and navigate to the "Activate TV" section  
Enter the 6-digit code displayed on your Apple TV  
Click Activate to complete the process  
  
  
Once activated, you can start streaming hoichoi content on your Apple TV.  
  
  
  
If you need any assistance, feel free to reach out to our support team.

## Response 106

No.: 5.0

Category: Watching on TV

Question: How Do I Set the video Quality on My TV?

Answer: The video quality on hoichoi depends on factors such as your internet speed, device capabilities, and playback settings. You can adjust the quality manually or let the app optimize it automatically.  
  
  
  
Manually Adjust Video Quality:  
  
Start playing any video on your hoichoi app.  
Press any button on your remote to bring up the player controls.  
Navigate to the "Quality" option.  
Select your preferred resolution from the available options.  
  
  
For the Best Video Quality:  
  
Ensure your internet connection is strong and stable.  
Use a Wi-Fi connection instead of mobile data for a better experience.  
Set the quality to "Auto" so that hoichoi automatically adjusts the resolution based on your connection speed.  
  
  
If Video Quality Is Consistently Poor:  
  
Run an internet speed test to check your connection speed.  
Restart your router or modem to refresh the connection.  
Ensure your hoichoi app is updated to the latest version.  
  
  
If the issue persists, please contact our support team at support@hoichoi.tv for further assistance.

## Response 107

No.: 6.0

Category: Watching on TV

Question: How do I enable subtitles on my TV?

Answer: hoichoi offers subtitles to enhance your viewing experience. You can enable them easily by following these steps:  
  
  
  
Enable Subtitles:  
  
Start playing any video  
Bring up the player controls by pressing any button on your remote  
Click on the "CC" or Subtitle icon  
Select your preferred subtitle language from the available options  
  
  
Subtitle Availability:  
  
Subtitle options may vary depending on the title.  
Most hoichoi Originals offer English subtitles, while some may also have Bengali subtitles.  
  
  
If subtitles are not appearing or functioning correctly:  
  
Ensure your hoichoi app is updated to the latest version.  
Restart your device and try again.  
  
  
For further assistance, feel free to contact us at support@hoichoi.tv. We're happy to help!

## Response 108

No.: 7.0

Category: Watching on TV

Question: Unable to watch hoichoi on my TV device

Answer: If you're experiencing issues with video playback on your TV device while using hoichoi, try the following troubleshooting steps:  
  
  
  
1. Check Your Internet Connection  
  
Ensure your TV device is connected to a stable internet connection.  
Run a speed test to confirm your internet speed meets hoichoi's recommended minimum of 5 Mbps for smooth streaming.  
If the speed is low, restart your router or switch to a wired connection (if possible).  
  
  
2. Restart Your Device  
  
Power off your TV device and unplug it from the power source.  
Wait for about 30 seconds, then plug it back in and restart.  
  
  
3. Clear Cache and Data (For Fire TV and Android TV Users)  
  
Go to Settings on your TV device.  
Navigate to Apps > hoichoi > Storage & Cache.  
Select Clear Cache and then Clear Data.  
Restart the app and try streaming again.  
  
  
4. Update the hoichoi App  
  
Ensure you are using the latest version of the hoichoi app.  
Visit the App Store (Apple TV) or Google Play Store/Amazon App Store (Android TV/Fire TV Stick) and check for updates.  
  
  
5. Reinstall the hoichoi App  
  
Uninstall the hoichoi app from your TV device.  
Restart the device, then reinstall the app from the respective app store.  
  
  
6. Check for Software Updates  
  
Ensure your TV device is running the latest system software.  
Go to Settings > System > Software Update and install any available updates.  
  
  
7. Verify Your hoichoi Account  
  
Ensure your hoichoi subscription is active.  
Log out of your account and log back in to refresh your session.  
  
  
If you're still facing issues, feel free to reach out to us at support@hoichoi.tv. Our team will be happy to assist you!

## Response 109

No.: 8.0

Category: Watching on TV

Question: I see a code on my TV while logging in. Where should I enter it?

Answer: If you see a code on your TV screen, follow these steps to log in and start streaming on hoichoi:  
  
  
  
Log in Using the Activate TV Code:  
  
Open the hoichoi mobile app or visit the hoichoi website(www.hoichoi.tv)  
Tap on the Account icon.  
Select Activate TV from the menu.  
Enter the 6-digit code displayed on your TV screen.  
  
  
Your TV will be automatically linked to your hoichoi account, and you can start streaming.

## Response 110

No.: 9.0

Category: Watching on TV

Question: How can I watch hoichoi on my Smart TV?

Answer: hoichoi is currently compatible with LG and Samsung Smart TVs. If you own one of these TV models, follow the steps below to install and start streaming hoichoi content.  
  
  
  
Installing hoichoi on LG and Samsung Smart TVs  
  
Open the LG Content Store or Samsung Smart Hub on your Smart TV.  
Search for "hoichoi" in the app store.  
Download and install the hoichoi app.  
​  
  
Launch the app and log in using one of the following methods:  
  
Using Mobile Number or Email & Password: You can log in using your registered mobile number to receive an OTP or by entering your email ID and password, depending on your login method.  
Using Activation Code: You can also log in by entering the activation code displayed on your TV screen, from the "Activate TV" section of your hoichoi mobile app or website.  
​  
Once logged in, you can explore and enjoy hoichoi’s vast library of premium content!  
  
  
  
Using hoichoi on Other Smart TVs:  
  
If your Smart TV is not currently supported, you can still watch hoichoi using an external streaming device, such as:  
  
Amazon Fire TV Stick  
Apple TV  
Google Chromecast  
Android TV Box  
These devices allow you to install and access the hoichoi app easily, ensuring a seamless viewing experience.  
  
  
  
Future Compatibility:  
  
Our team is actively working on expanding hoichoi’s compatibility with more Smart TVs and gaming consoles, including Play Stations, to enhance accessibility for our users. Stay tuned for updates!  
  
  
  
Important Note:  
  
Miracast and third-party screen mirroring solutions are not officially supported for casting hoichoi content.  
If your TV has built-in Google Chromecast support, you can cast videos directly from the hoichoi mobile app for an enhanced viewing experience.

## Response 111

No.: 10.0

Category: Watching on TV

Question: Is hoichoi available on Tizen?

Answer: hoichoi is available on Samsung Smart TVs that run the Tizen operating system. If your Samsung Smart TV supports Tizen OS, you can check its availability and install the app by following these steps:  
  
  
  
How to Check and Install hoichoi on Tizen:  
  
Turn on your Samsung Smart TV and ensure it is connected to the internet  
Visit to the Samsung Smart Hub  
Search for hoichoi in the Apps section using the search bar  
Download and install the hoichoi App if available  
Open the app and log in with your hoichoi account to start streaming  
  
  
What If hoichoi Is Not Available?  
  
If you do not find the hoichoi app in the Samsung Smart Hub, it may not yet be available for your TV model. However, you can still watch hoichoi using alternative streaming devices such as:  
  
  
  
Amazon Fire TV Stick  
Apple TV  
Android TV Box  
Google Chromecast (from the hoichoi mobile app)  
  
  
Future Compatibility:  
  
hoichoi is continuously working to expand compatibility across more Smart TVs and other platforms. Stay updated by visiting our official website or checking the Samsung App Store periodically.  
  
  
  
For further assistance, feel free to contact hoichoi support at support@hoichoi.tv.

## Response 112

No.: 11.0

Category: Watching on TV

Question: I can only hear the audio, but the video is not playing on my TV while casting.

Answer: This issue appears to be related to Digital Rights Management (DRM). DRM is a technology used to protect copyrighted content from unauthorized copying, transferring, or modification. Most of our content is DRM-protected, ensuring a secure streaming experience.  
  
  
  
DRM Restricts Unauthorized Playback:  
  
Streaming services like hoichoi use DRM protection to ensure content security.  
Many screen mirroring methods (such as Miracast or third-party casting apps) do not support DRM-protected videos, which is why you may hear audio but not see the video.  
  
  
Unsupported Casting Methods:  
  
Miracast, third-party screen mirroring apps, and some HDMI adapters are not compatible with DRM-protected content.  
hoichoi officially supports Google Chromecast, Apple AirPlay, and direct playback on Smart TVs.  
  
  
TV or Casting Device Limitations:  
  
Some older Smart TVs or external casting devices may not fully support DRM-enabled content, leading to playback issues.  
  
  
How to Fix It:  
  
Use Google Chromecast or Apple AirPlay: Ensure your TV supports Google Chromecast or Apple AirPlay and cast directly from the hoichoi app.  
Avoid Screen Mirroring/Miracast: DRM does not allow screen mirroring solutions like Miracast or third-party casting apps. Instead, install the hoichoi app on a supported Smart TV, Fire TV Stick, Android TV, or Apple TV for direct streaming.  
Search and Play the Content Name with a ""."" (Dot): You can try a quick workaround. Try searching for the content by name and from the search results - select the file with a dot (.) at the end of the content name, then attempt to play it again. This sometimes helps in bypassing DRM playback restrictions.  
Ensure Your Devices Are Updated: Update your TV firmware, casting device, and hoichoi app to the latest version.  
  
  
If the issue persists, please contact support@hoichoi.tv for further assistance.

## Response 113

No.: 12.0

Category: Watching on TV

Question: How to uninstall hoichoi app on Samsung Smart TV?

Answer: If you wish to remove the hoichoi app from your Samsung Smart TV, please follow these steps:  
  
  
  
Steps to Uninstall hoichoi:  
  
Press the Home button on your remote to open Samsung Smart Hub (app store)  
Navigate to Apps  
Click on the Settings option at the top-right corner.  
Locate the hoichoi app in the list of installed apps.  
Select Options and choose Uninstall to remove the app.  
  
  
Once uninstalled, you can reinstall the app anytime from the Samsung Smart Hub once needed.

## Response 114

No.: 13.0

Category: Watching on TV

Question: How to Watch hoichoi on Samsung TV?

Answer: hoichoi is available on Samsung Smart TVs running Tizen OS (2018 models and later). Follow the steps below to install and start watching:  
  
  
  
Step 1: Install the hoichoi App  
  
Press the Home button on your remote to open Samsung Smart Hub  
Navigate to the Apps section  
Use the search bar to find hoichoi  
Select the app and click Install  
  
  
Step 2: Log in to Your hoichoi Account  
  
​  
  
Once installed, open the hoichoi app and choose a login method:  
  
  
  
Option 1: Log in with Mobile Number:  
  
Select Log in with Mobile Number  
Enter your registered mobile number to receive an OTP  
Enter the OTP to complete the login  
​  
  
Option 2: Log in with Activation Code:  
  
Select Activate Device to get a 6-digit activation code  
On a web browser (mobile/computer), visit www.hoichoi.tv/activate  
Log in with your hoichoi account  
Enter the 6-digit code displayed on your TV and confirm  
  
  
Once logged in, you can start streaming your favorite content.  
  
  
  
Additional Information:  
  
Make sure your Samsung Smart TV is connected to the internet.  
If you don’t see the hoichoi app in the Samsung Apps Store, your TV model may not be supported.  
Screen mirroring and third-party casting apps are not officially supported. However, if your TV supports Google Chromecast, you can cast videos from the hoichoi mobile app.  
  
  
For further assistance, feel free to contact support@hoichoi.tv.

## Response 115

No.: 14.0

Category: Watching on TV

Question: How to Watch hoichoi on LG TV?

Answer: hoichoi is available on LG Smart TVs running webOS (2018 models and later). Follow these steps to install and start watching:  
  
  
  
Step 1: Install the hoichoi App  
  
Press the Home button on your LG remote to open the LG Content Store  
Navigate to the Apps section  
Use the search bar to find hoichoi  
Select the app and click Install  
  
  
Step 2: Log in to Your hoichoi Account  
  
​  
  
Once installed, open the hoichoi app and choose a login method:  
  
​  
  
Option 1: Log in with Mobile Number  
  
Select Log in with Mobile Number.  
Enter your registered mobile number to receive an OTP.  
Enter the OTP to complete the login.  
  
  
Option 2: Log in with Activation Code  
  
Select Activate Device to get a 6-digit activation code.  
On a web browser (mobile/computer), visit www.hoichoi.tv/activate.  
Log in with your hoichoi account.  
Enter the 6-digit code displayed on your TV and confirm.  
  
  
Once logged in, you can start streaming your favorite content.  
  
  
  
Additional Information:  
  
Ensure your LG Smart TV is connected to the internet.  
If you don’t see the hoichoi app in the LG Content Store, your TV model may not be supported.  
Screen mirroring and third-party casting apps are not officially supported. However, if your TV has built-in Google Chromecast, you can cast videos from the hoichoi mobile app.  
  
  
For further assistance, feel free to contact support@hoichoi.tv.

## Response 116

No.: 15.0

Category: Watching on TV

Question: "Something Went Wrong" - on Samsung TV.

Answer: This error can occur due the following reasons:  
  
Mismatch in date and time set on the TV and internet time.  
The information stored on your smart TV that needs to be refreshed.  
The firmware is out of date.  
  
  
To resolve this, follow the troubleshooting steps below:  
  
  
  
1. Restart your Wi-fi router:  
  
Turn off the power button to which your Wi-fi router's adapter is connected.  
Remove the adapter from the power socket for at least 30 seconds - 1 minute  
Plug the Adapter to power socket again and turn ON the router  
  
  
2. Restart your Samsung TV:  
  
Unplug your TV from power for at least 1 minute.  
Plug your TV back in.  
Turn your TV ON and try accessing hoichoi app again  
  
  
3. Check the location of the device and time & date:  
  
Go to TV settings option  
Click on 'General'> 'System Manager'  
Click on 'Time' and then on 'Clock'  
Select Clock Mode and turn it to 'Auto'  
Try accessing hoichoi app again  
  
  
  
  
4. Check for firmware or software updates:  
  
Check to see if there are any available firmware or software updates for your device.  
If you need help checking for updates or downloading the latest firmware or software version, please check with your device manufacturer.  
  
  
​If the issue persists, please contact us with your TV device model, OS version, and the hoichoi app version installed on your TV.

## Response 117

No.: 16.0

Category: Watching on TV

Question: "Something Went Wrong" - on LG TV.

Answer: This error may occur due the following reasons:  
  
Mismatch in date and time set on the TV and internet time  
The information stored on your smart TV that needs to be refreshed  
The firmware is out of date.  
  
  
To resolve this, follow the troubleshooting steps below:  
  
  
  
1. Restart your Wi-fi router:  
  
Turn off the power button to which your Wi-fi router's adapter is connected  
Remove the adapter from the power socket for at least 30 seconds - 1 minute  
Plug the Adapter to power socket again and turn ON the router  
  
  
2. Restart your LG TV:  
  
Unplug your TV from power for at least 1 minute  
Plug your TV back in  
Turn your TV ON and try accessing hoichoi app again  
  
  
3. Check the location of the device and time & date:  
  
Go to TV Settings option  
Click on General  
Click on Location  
Check LG Service Country or Broadcast country. It should be set to the country you're located in  
Try accessing hoichoi app again  
  
  
4. Check for firmware or software updates:  
  
Check to see if there are any available firmware or software updates for your device.   
If you need help checking for updates or downloading the latest firmware or software version, please check with your device manufacturer.  
​  
  
If the issue persists, please contact us with your TV device model, OS version, and the hoichoi app version installed on your TV.

## Response 118

No.: 17.0

Category: Watching on TV

Question: "Something Went Wrong" - on Android TV.

Answer: This error points to information stored on your device needs to be refreshed. A simple sign out or reinstall of the App should help. Here are the detailed steps that should resolve this error:  
  
  
  
Sign out of hoichoi:  
  
From the Android TV home screen, select Settings > Applications  
Select Manage All Installed Applications  
Scroll down and select hoichoi  
Select Cache and Clear Data.  
Select Force Stop  
Open hoichoi App, re-login and try playing videos again  
​  
  
Uninstall the hoichoi app:  
  
Press the Home button on your Android TV remote  
Select Settings > Applications  
Select Manage All Installed Applications.  
Scroll down and select hoichoi.  
Select Delete or Uninstall.  
  
  
Reinstall the hoichoi app:  
  
From the Android TV home screen, select Search  
Type hoichoi, then select hoichoi  
Click on Install  
Once installed, enter your hoichoi credentials to login and try playing videos again  
  
  
​If the issue persists, please contact us with your TV device model, OS version, and the hoichoi app version installed on your TV.

## Response 119

No.: 18.0

Category: Watching on TV

Question: Can I watch on my non-Android TV?

Answer: Yes, you can use an Apple TV, Fire TV or Chromecast to watch our content on your non-Android TV.   
  
  
  
We also have our app available on Samsung Smart TVs (Tizen) and LG WebOS TVs.   
  
  
  
Our team is actively working on expanding hoichoi’s compatibility with more Smart TVs and gaming consoles like Play Stations to enhance accessibility for our users.

## Response 120

No.: 19.0

Category: Watching on TV

Question: Getting an error on my TV - "Free Up Memory"

Answer: If you’re seeing a "Free Up Memory" error on your TV while using the hoichoi app, it usually means that your TV's storage is running low. Insufficient memory can cause apps to slow down, crash, or not function properly. Here’s a step-by-step guide to resolving this issue and ensuring smooth playback.  
  
  
  
Why Does This Error Occur?  
  
Most Smart TVs have limited internal storage, which can fill up over time due to app data, cached files, and downloads. When there isn’t enough free space, the TV struggles to run applications efficiently, resulting in errors like "Free Up Memory."  
  
  
  
How to Free Up Memory on Your TV:  
  
​  
  
1. Clear the hoichoi App Cache  
  
Over time, apps store temporary data (cache) to improve performance, but excessive cached files can take up valuable space.  
  
  
  
Steps to Clear Cache:  
  
Go to Settings on your TV.  
Select Applications/Apps > hoichoi.  
Click Clear Cache to remove unnecessary temporary files.  
  
  
2. Uninstall Unused Apps  
  
If your TV is running multiple apps, they may consume storage space even if you don’t use them often.  
  
  
  
Steps to Uninstall Apps:  
  
Navigate to Settings > Applications.  
Select apps you no longer need.  
Click Uninstall to remove them and free up storage.  
  
  
3. Delete Unnecessary Files & Downloads  
  
If your TV allows local file storage, review and delete any old videos, screenshots, or other files that are taking up space.  
  
  
  
Steps to Remove Files:  
  
Open your TV’s File Manager or Storage Settings.  
Check for downloads, cached videos, or unnecessary files.  
Delete unwanted content to reclaim storage.  
  
  
4. Restart Your TV  
  
A simple restart can refresh your TV’s system and clear temporary memory issues.  
  
  
  
How to Restart Properly:  
  
Turn off your TV and unplug it from the power source.  
Wait 30 seconds to 1 minute.  
Plug it back in and turn it on.  
  
  
5. Ensure Your TV Software is Up-to-Date  
  
Outdated software can sometimes cause memory issues and impact app performance.  
  
  
  
Steps to Check for Updates:  
  
Go to Settings > System > Software Update.  
If an update is available, install it.  
​  
  
What to Do If the Issue Persists?  
  
If you’ve tried all the steps above and still encounter the error, please contact us with the following details:  
  
Your TV model and operating system version.  
The hoichoi app version installed on your TV.  
A brief description of the issue and when it occurs.  
A video recording of the issue.  
  
  
We'll be happy to assist you in resolving the issue!

## Response 121

No.: nan

Category: nan

Question: nan

Answer: nan

## Response 122

No.: 1.0

Category: Others

Question: How can I contact hoichoi for business or partnership opportunities?

Answer: hoichoi is always looking for innovative collaborations to expand the reach and impact of Bengali entertainment. Whether you’re a filmmaker, brand, distributor, or tech partner, we welcome discussions that align with our vision. If you're interested in exploring partnership opportunities with hoichoi, here’s how you can reach out:  
  
  
  
Types of Business & Partnership Opportunities:  
  
Content Partnerships: We collaborate with filmmakers, production houses, and independent creators to bring high-quality Bengali films and web series to our platform.  
  
  
Brand Partnerships, Advertising & Sponsorships: Businesses can explore advertising and sponsorship opportunities, including in-app placements, branded content integrations, and strategic brand collaborations.  
  
  
Technology & Platform Partnerships: We are open to integrating with smart TV manufacturers, streaming device providers (such as Firestick, Roku), cloud service providers, and AI-driven recommendation engines to enhance the user experience.  
  
  
Telecom & ISP Collaborations: Telecom operators and internet service providers can bundle hoichoi subscriptions with data plans, offer carrier billing options, or create exclusive streaming packages for their customers.  
  
  
Distribution & International Licensing: Distributors and networks can collaborate with us for content licensing, syndication, and international distribution of hoichoi originals.  
  
  
Events & Experiential Marketing: We actively participate in film festivals, cultural events, and on-ground activations to promote Bengali entertainment. If you're hosting an event, let's explore potential collaborations.  
  
  
Content & IP Monetization: hoichoi is interested in merchandising opportunities, international content licensing, and adaptations of its original stories into other media formats.  
  
  
Influencer & Social Media Collaborations: If you’re a digital content creator, YouTuber, or social media influencer, we’d love to discuss how we can collaborate to engage a wider audience.  
  
  
How to Reach Out:  
  
For all business and partnership inquiries, please contact us with all the relevant details at: support@hoichoi.tv  
  
  
  
Our business development team carefully evaluates all proposals to ensure alignment with our content strategy and audience preferences.  
  
  
  
We look forward to exploring exciting opportunities together!

## Response 123

No.: 2.0

Category: Others

Question: How can I reach out to hoichoi customer support team?

Answer: At hoichoi, we’re dedicated to making your streaming experience smooth and hassle-free. Whether you need help with your subscription, troubleshooting, or general queries, our support team is here to assist you through multiple channels.  
  
  
  
Ways to Contact hoichoi Support  
  
​  
  
1. Email Support  
  
For any queries or assistance, email us at support@hoichoi.tv, and our team will respond at the earliest.  
  
  
2. Help Center (Self-Service, Chat & Ticket Support)  
  
Visit our hoichoi Help Center for FAQs, troubleshooting guides, and self-help articles.  
Need further assistance? Raise a support ticket, and we’ll look into your concern.  
Prefer chatting? Start a chat with our support team directly from the Help Center.  
  
  
3. WhatsApp Support  
  
For quick assistance, reach out to us on WhatsApp at +91 6293666600.  
  
  
Support Availability:  
  
Our customer support team is available every day from 8:00 AM to 12:00 Midnight (IST), ready to assist you promptly whenever you need help.  
  
  
  
Having trouble? Don’t worry—we’re just a message away!

## Response 124

No.: 4.0

Category: Others

Question: Are charges inclusive of taxes on hoichoi?

Answer: Yes, all payments made to hoichoi are inclusive of applicable taxes. When you subscribe to any hoichoi plan, the price you see at checkout already includes any required taxes based on your country’s regulations. There are no hidden charges or additional fees beyond what is displayed at the time of purchase.

## Response 125

No.: 5.0

Category: Others

Question: How many new contents are released on hoichoi every month?

Answer: hoichoi is committed to delivering fresh and exciting entertainment to its viewers. Every month, we release multiple new shows, movies, and exclusive content to keep our audience engaged.  
  
  
  
Regular Content Additions on hoichoi  
  
New Web Series & Originals: hoichoi launches original series each month, spanning across various genres like thriller, drama, comedy, and romance.  
Bengali Movies Premiere: Several new and classic Bengali films, including exclusive digital premieres, are added every month.  
Special Content & Shorts: Along with full-length series and movies, hoichoi also brings short films, documentaries, and special contents.  
  
  
Upcoming hoichoi TV+  
  
With the launch of hoichoi TV+, new episodes of exclusive series will be released every week, bringing a more dynamic and immersive experience for our viewers.  
  
  
  
With hoichoi, there’s always something new to watch! Stay updated by following our social media channels or checking the "Upcoming" section on the app.

## Response 126

No.: 6.0

Category: Others

Question: Can I stream from the App if I pay using the website?

Answer: Yes! Your hoichoi subscription is not limited to the device or platform you used to subscribe. Payments are not device-specific, meaning that no matter where you make your purchase—whether through the hoichoi website, mobile app—you can access your subscription across all supported devices.  
  
  
  
How It Works:  
  
If you subscribe via the hoichoi website, you can log in and watch on the mobile app, smart TV, or any other compatible device.  
Similarly, if you subscribe using the hoichoi app on your phone, you can still enjoy your subscription on your TV or web browser.  
  
  
Accessing Your Subscription on Different Devices:  
  
Install the hoichoi app on your device or visit www.hoichoi.tv on a browser.  
Use the same login method (email, phone number, or social login) that you used while subscribing.  
Log in with your registered credentials, and you're good to go!  
  
  
As long as your subscription is active, you can watch your favorite Bengali shows and movies anytime, across multiple devices.

## Response 127

No.: 7.0

Category: Others

Question: Career Opportunities at hoichoi

Answer: At hoichoi, we are always looking for passionate and creative individuals who want to be part of the ever-evolving world of Bengali entertainment. Whether you're a storyteller, a tech enthusiast, a marketing expert, or a customer experience specialist, hoichoi offers a dynamic and exciting workplace where innovation meets entertainment.  
  
  
  
Where to Find Job Openings:  
  
We post all our job openings on our official LinkedIn page. If you’re interested in joining hoichoi, stay updated on new opportunities by following us:  
  
  
  
🔗 hoichoi on LinkedIn  
  
  
  
Why Work with hoichoi?  
  
Be part of India’s leading Bengali OTT platform  
Work in a creative and fast-paced environment  
Collaborate with industry experts and content creators  
Get opportunities to grow and innovate in the entertainment industry  
  
  
How to Apply?  
  
Visit our LinkedIn page to check for current openings.  
Apply directly through the job post or send your resume as per the instructions provided.  
If your profile matches our requirements, our recruitment team will get in touch with you.  
  
  
We look forward to welcoming talented individuals who share our passion for entertainment and digital innovation. Keep an eye on our LinkedIn page for the latest job openings and join us in shaping the future of Bengali content!