

Support - unifiTV | Unifi TV

53-68 minutes

FAQ

All the answers you seek about Unifi TV and more, all in one place.

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All About Unifi TV

Unifi TV (formerly known as HyppTV) is an IPTV (Internet Protocol Television) service where TV content is delivered digitally through an internet network. In TM's case, the content is delivered through a high speed broadband service right to your television set via a TM-provided Unifi TV Box. It offers you on demand services, interactive applications and the ability to broadcast live TV channels. It is offered as part of our Unifi consumer packages.

Unifi TV is previously known as HyppTV. Your package and viewing experience will continue without any interruptions.

There are many new offerings that Unifi TV brings to you:

- Unifi TV provides you with a new TV experience where you can do more with your TV!
- Be in control of your TV – you only need to pay for the broadcast live TV channels and on-demand services that you want to watch.
- Be the first to watch shows 24 hours from their origin country release
- No more fixed schedules so you can watch TV whenever you want – for On Demand services, you can choose what to watch at your convenience.
- Enjoy your TV come rain or shine with no disruptions – you can watch TV any time, throughout all kinds of weather.
- More value and more to watch with streaming apps (OTT) - now there are more than just regular channels with Unifi TV. Unlimited access to the best streaming apps are now available bundled with Unifi TV Packs or ala carte

Yes. You can still enjoy your Unifi TV programs even during bad weather. This is because Unifi TV is offered over high speed broadband so, it is unaffected by bad weather.

- Unifi TV is different from other satellite TV operators in that it is delivered via a high speed broadband network to your TV. This gives you added benefits such as not being affected by bad weather. Being on a broadband platform also lets you experience our Interactive applications.
 - Unifi TV also differs in term of the pricing model where we take on an on-demand approach. This means you pay only for the live TV channels, movies or series you want to watch rather than paying for the entire package.
- Yes, you can still subscribe to Unifi TV even if you have already subscribed to another Pay TV service. This is because Unifi TV uses Unifi's high speed broadband to deliver its content and so, it won't affect the other Pay TV service.
- No. As long as you can connect both services to your TV, you can choose to watch either one.
- Yes, you can watch Unifi TV and access the internet at the same time. Unifi TV will not disrupt your internet experience.
- No. You have to subscribe to unifi since Unifi TV is offered as a triple-play offering under unifi that includes internet, video (of Unifi TV), and Voice.
- Yes. You can choose any of the value added services from our premium live TV channels and/or U PICK/ Catch Up on top of the free basic offering.
- There are mainly 3 types of content offered by Unifi TV. In brief, they are:
- **Video On Demand:** Subscriber is able to purchase movies, TV series or programs and exclusive content through our Video On Demand (VOD) service.
 - **Broadcast live TV channels:**
 - a) Broadcast live TV channels includes both international and local live TV channels.
 - b) Unifi TV Free Channels: These are bundled with and part of all Unifi consumer packages.
 - c) Unifi TV Premium Channels: All Unifi consumer packages' customers can purchase the following channels individually at a unique price per channel. All channels' latest offering listing can be found on <https://unifi.com.my/tv/tv-directory/shows>
 - **Streaming app (OTT):** Subscribers can watch movies, TV series and more with our 11 streaming app partners. These apps are available bundled with Unifi TV Packs or on a la carte.
 - U PICK (previously known as On Demand) is a system which allows users to select and watch/listen to video or audio content on demand.
 - High Definition video refers to a video system with a resolution that is far superior and sharper than the current analogue TV or Standard Definition TV.
 - Unifi TV HD video features display resolutions of 1920 x 1080 pixels (1080i).
 - To fully enjoy the HD video content, you will require an HD-Ready TV set to start with.

• Unifi TV Graphical User Interface (GUI) is a type of user interface that allows you to interact with all the content within the Unifi TV service. It offers graphical icons, symbols and visual indicators to provide instructions that fully represent the information available to a user via the remote control. This helps you navigate through the service and get to the content that you want. Please refer to the User Guide on how to use the GUI.

Yes, customers can personalize their profile information through My Profile.

*This feature is available on Unifi TV Media Box (STB) only.

Currently, we only offer English as the default language for the system.

No, during installation, the installer will do it for you. Do keep in mind that, as of now, only 4:3 is available.

*This feature is available on Unifi TV Media Box (STB) only.

No, it will follow the default screen aspect.

*This feature is available on Unifi TV Media Box (STB) only.

No, changes on your screen aspect will not affect the quality of the picture.

*This feature is available on Unifi TV Media Box (STB) only.

Just go to the Settings option from the main menu, follow some simple instructions, and confirm the changes by pressing the OK button.

*This feature is available on unifi TV Media Box (STB) only.

No, once you change the screen aspect in the Settings, it will be saved until you make further changes.

*This feature is available on Unifi TV Media Box (STB) only.

Account & Billing

Different channels have different prices because each channel is unique in terms of its content offering, genre of programming, and overall quality i.e. SD vs HD.

Each category of Video On Demand content is priced differently.

- TV On Demand (TVOD) service which offers the latest movies, including Hollywood, Malaysian, and Asian ones.

- Free View: Free content such as Fokus Hari Ini and content from Knowledge Nature Package etc.

- Dunia Sinema HD: Dunia Sinema offers viewers access to 10 Malay movies every month. This comprises of a good mix of genres and library titles. Viewers can look forward to 10 titles for the first month, with five titles getting refreshed every subsequent month. RM10.00 per month.

- BBC First HD: The only On Demand channel which houses premium and original TV dramas from BBC – old and new – for you to binge anytime, anywhere. RM15.00 per month.

The minimum contract period for the Unifi TV service will be in accordance to your Unifi contract. For monthly-based subscription content i.e. ala carte premium channels, the subscription will only be cancelled or terminated upon the customer's request. Otherwise, it will automatically be renewed every month.

- **Via Unifi TV EPG** – when you browse to an unsubscribed premium channel, you will be given an option to subscribe by pressing the "OK" button on your remote control after 30-second preview. Enter your PIN to confirm the purchase. You will be able to watch the channel once subscription is successful.
- **Via TMpoint** - Visit any nearby TMpoint outlets and mention your Unifi TV user ID and the channel(s) you wish to subscribe to.
- **unifi Portal** - Login to the Unifi Self Care (<https://unifi.com.my>) and follow the instructions accordingly.
- **via Unifi TV app** - Login to your Unifi TV app account and simply subscribe to your preferred channel. You also can watch the channel on your Unifi TV Media box (STB) or the latest Unifi Plus Box.

Via Unifi TV EPG – when you browse through an unsubscribed U PICK (previously known as On Demand) content, you will be given the option to subscribe to it by clicking the Confirm button. You will then be asked to enter your PIN to confirm the purchase. Once you have successfully subscribed, you will be able to enjoy the content as usual.

Via Unifi TV app - Login to your Unifi TV app account and simply subscribe the U PICK (previously known as On Demand) content by key in your Purchase PIN or redeem with VOD voucher code. You also can watch the U PICK content on your Unifi TV Media box (STB) or latest Unifi Plus Box.

You may refer to:

- Unifi website - Login to the Unifi Self Care (<https://unifi.com.my>) and follow the instructions accordingly and proceed to the Live chat.
- Download and install myunifi apps - Login to the myunifi apps and follow the instructions accordingly and proceed to the Live chat.

Proration will be applicable for monthly-based subscription content i.e a la carte premium channels.

Penalty of remaining month charge will be imposed for any termination within contract commitment period.

This is not applicable for VOD since VOD is a one-time charge. The charges for premium channel subscriptions will be reflected in the bill as follows: prorate amount for the preceding period + monthly charges for the succeeding month (1 month + basis).

For example, if A subscribed to a premium ala carte channel on 7th September, the charges reflected in the bill would be:

= Prorate amount September + October monthly charge

= $[(24/30) \times \text{RM6}] + \text{RM6}$

= RM4.80 + RM6

= RM10.80.

Unifi TV login password is required to access the Unifi TV service.

The Unifi TV login password is being setup and provided to you during the installation. If you require any support contact us via TM Live chat <https://maya.unifi.com.my/>.

For Unifi Plus Box and Unifi TV app users, to reset, download Unifi TV app from Google Store / App Store. Go to Profile, click **Login** and select **Forgot Password** to reset password.

For users with older Unifi TV media boxes (white & grey colour), please reach out to us via the Live Chat platform on <https://maya.unifi.com.my/>

The Purchase PIN is a 6-digit PIN number used to purchase Unifi TV content such as Video on Demand (VOD), Series Video on Demand (SVOD), premium channels, and any other paid content.

The activation PIN is 123456. This is a temporary PIN number and it's compulsory for customers to change their PIN number to proceed with the purchase.

For **Unifi TV Media Box (STB)** user, you can set your preferred Purchase PIN number yourself. Please proceed to My Profile option from the main menu and click on the Manage PIN under Profile Settings. From there, you are given an option to change your Purchase PIN number.

For **Unifi Plus Box user**, you may update the PIN number in Unifi TV app by following the same steps as above.

For **Unifi TV Media Box (STB)** user, you can reset your Purchase PIN number yourself. Proceed to My Profile option from the Main menu and click on the Manage PIN under Profile Settings. From there, you are given an option to reset/forgot your Purchase PIN number.

For **Unifi Plus Box user**, you may update the PIN number in Unifi TV app by following the same steps as above.

The parental PIN is a 6-digit PIN number used to unlock or lock parental functions on channel(s) that has/have them activated.

The default PIN is 123456. For security reasons, it is advised that you change it to another 6-digit number.

Your Parental PIN number is the same as your Purchase PIN number. For **Unifi TV Media Box (STB)** user, you can set your preferred Parental PIN number yourself. Please proceed to My Profile option from the main menu and click on the Manage PIN under Profile Settings.

For **Unifi Plus Box user**, you may update the PIN number in Unifi TV app by following the same steps as above.

For **Unifi TV Media Box (STB)** user, you can reset your Purchase PIN number yourself. Proceed to My Profile option from the Main menu and click on the Manage PIN under Profile Settings. From there, you are given an option to reset/forgot your Purchase PIN number.

For **Unifi Plus Box user**, you may update the PIN number in Unifi TV app by following the same steps as above.

You may reach out to us via Live Chat at <https://maya.unifi.com.my/> or myunifi app

For Unifi Plus Box user, you may perform forgot password via Unifi TV app to reset to your Unifi TV or Unifi TV app password

No, you don't have to key in the password every time you switch on to the Unifi TV service.

Technical

Unifi TV leverages the broadband network with multicast and unicast technologies to deliver video content to our users. We also provide video content via the internet, where you can enjoy our content through Android TV devices and Unifi TV mobile app.

Customer can view previous programs using the Time Shift (up to 2 hours) or Catch Up (up to 7 days) features for selected channels via the remote control.

No, the service is delivered to your TV for the best viewing experience. Even with a TV tuner card installed in your PC, you will not be able to watch the Unifi TV content because the content is encrypted and the decrypted version is only available on the Unifi TV Media box or Unifi TV app.

No, the service will not affect the quality of your normal TV channels.

Please ensure the HDMI and Ethernet cable connections as well as the connection between the RG and Unifi TV Media box are fixed and in place. For Unifi Plus Box, beside the cable please ensure that the WiFi connectivity is good as well. For add-on content, please ensure that you have purchased the required content prior to viewing. If the problem persists, feel free to reach out to us via our digital platforms: Live Chat on <https://maya.unifi.com.my/> or myunifi app and share the error message on your TV screen.

Please ensure the HDMI and Ethernet cable connections as well as the connection between the RG and Unifi TV Media box are fixed and in place. For Unifi Plus Box, beside the cable please ensure that the WiFi connectivity is good as well. Then, try to reboot your Unifi TV Media Box or unifi Plus Box. If the problem persists, feel free to reach out to us via our digital platforms: Live Chat on <https://maya.unifi.com.my/> or myunifi app and share the error message on your TV screen.

Please check:

- a. That the remote control is pointed at the STB's / UPB's signal receiver.
- b. That the battery power is sufficient.
- c. That the batteries are placed towards the right connecting poles.

If your remote is faulty, you may purchase a new one at selected TMPoints.

For Unifi Plus Box, alternatively you can use the virtual remote that can be downloaded to your smartphone as a mobile app. Search "Universal Remote Control" and choose any app available. Connect the app with Unifi Plus Box and proceed accordingly.

You can try to fine-tune the contrast/brightness setting of your TV. If the problem persists, please contact our TM Live chat or Contact Centre.

While we offer our subscribers a variety of TV channels and movies, some content may not be suitable for children.

Unifi TV provides Parental Lock feature that allows you to decide what your children can or cannot watch.

This features can be activated via TV Guide settings which requires a 6-digit PIN code (Purchase PIN), simply choose any channels to lock and proceed with instructions given on your TV.

You could purchase an additional AV switch for multiple connections or you may use the HDMI cable instead.

Unfortunately, we do not offer additional AV cables. You may purchase the AV cables in many electrical stores.

For the time being, Unifi TV is targeted to Malaysian households only. This means that unfortunately, you cannot access them outside of Malaysia.

Please contact our TM Live chat or Contact Centre for maintenance and after-sales support. If we determine that the STB / UPB malfunctioned due to manufacturing defects, there will be no charge to replace the STB / UPB during the warranty period (as the warranty only covers 'manufactured faults'). Do keep in mind that any unauthorized repair / modifications on the STB will void the warranty.

If it is due to the manufacturing defect and within the warranty period, TM will replace the STB / UPB. However, after the warranty period, you can opt for a replacement with an additional charge as well a charge will be imposed for on-site visits by our personnel.

There is no warranty period for the remote control. You can purchase a replacement remote control from selected TMPoints.

- Unifi TV STB / UPB:

Unifi TV STB / UPB has a twelve (12) month warranty period from the point of installation. For any faulty STB / UPB during the warranty period, TM will provide a replacement.

- Remote control:

There is no warranty for the remote control for both STB and UPB.

We do not advise you to do so to avoid any service interruptions. To ensure the quality of service is maintained, we suggest you purchase an original remote control from a [TMpoint](#).

Apps & Services

Content offered via U PICK (previously known as On Demand) services includes movie titles from the Hollywood, Malaysia and Asian regions. This service also offers on-demand content such as dramas, documentaries and popular TV shows so you can catch up on various programs broadcasted throughout our premium channels.

Full details on U PICK (previously known as On Demand) service offerings can be found here: <https://unifi.com.my/tv/tv-directory/shows> > **On Demand**

Go to Menu option using your remote control and simply choose U PICK (previously known as On Demand) to automatically access the on-demand services.

The number of movies and series are not fixed as we maintain a frequent and regular refresh rate. TM will continue to add to the number of titles to keep providing you with more choice and selection.

The U PICK (previously known as On Demand) service in Unifi TV is different because it allows you to select which movies and series you want to watch. Once selected, you can choose to watch the movie any time you want without having to follow the schedule. You can also choose to watch it as many times as you like within 24 hours. While watching, you can even use functions like pause, rewind and fast forward, as well as bookmark!

No, new content will be added to the selection list every month. This is called Content Refreshed.

The refresh rate for content varies from time to time. The regular Content Refreshed will allow more time to enjoy the different content that is offered. However, for the latest information, please refer to our to: <https://unifi.com.my/tv/tv-directory/shows> > On Demand

The content is refreshed on a monthly basis.

A title will be made available via the GUI from 1 to 6 months for you to enjoy. Note that all viewing periods are valid in accordance to the content validity period.

Details of each title can be found on the Info page of the particular video in the GUI. Details include price, synopsis, program classification, genre, duration, episode number & title, director(s) and the cast.

You can set up to 40 bookmarks at any particular time for different videos.

Yes, you can. Use the Search function in the VOD menu. You can search using several categories; namely titles, cast and genres.

Kindly reach us at <https://unifi.com.my> or visit the nearest TMpoint outlets or any Authorized TM dealers.

You may download, register and enjoy Unifi TV via app. For first-time subscriber, you get to enjoy 30-day free viewing of all premium channels.

- unifi Plus Box is Unifi TV's latest media box (Android TV Box) launched to maximize the viewing experience of our Unifi customers.

- Unifi Plus Box comes with the following features:

- Direct access to all content genre - linear channels, on demand programs and pre-installed streaming apps
- An interactive and immersive viewing experience.
- Enjoy your content in full High Definition (HD) and supports 4K quality.
- Use voice control with Google Assistant on your remote control.
- Cast content from your smart devices to your TV with Unifi Plus Box.

For more info, visit <https://unifi.com.my/tv/offerings/devices/unifi-plus-box>

With Unifi Plus Box, the major difference that you will experience is the pre-installed streaming apps (OTT) available. You will enjoy benefits such as:-

- Access to more content from our media streaming app partners which are pre-installed for your

convenience to watch on the big screen eg; YouTube, Viu, iQIYI, WeTV and more.

- You can also download your favourite apps available on Google Play Store
- For more info on streaming apps, visit Unifi TV website and select TV Apps <https://unifi.com.my/tv/tv-apps>

Yes, just add on additional Unifi Plus Box (UPB) to your subscription and enjoy Unifi TV at your convenience.

Yes, kindly contact us at TM Live chat or TM Contact Center for relocation of your Unifi service.

Yes, however it must be together with your Unifi package. You cannot suspend the Unifi TV service alone. Please call our TM Unifi Centre for more details.

Your Unifi TV will automatically be terminated upon termination of your Unifi package. You cannot terminate Unifi TV alone.

If you are still within your Unifi contract period, a termination penalty fee may apply.

Broadband & Unifi TV

For the complete listing of channels offered, kindly refer to: <https://unifi.com.my/tv/plans>

TM reserves the right to add, remove, replace, reduce or add to the number of Unifi TV Broadcast TV Channels.

There are over 70 live and on demand channels. The genres span across entertainment shows, TV series, movies, kids programs, news, live sports and more

Guide is a program guide, similar to a TV channel guide. It tells you which programs are showing for each channel at any particular time. You can also view the synopsis of the programs to help you choose which program to watch.

This guide shows you the program of several channels throughout the day in a glance. You can also select the day or channel you want to specifically view.

You can set a reminder via TV Guide options, simply follow the instructions given on your TV.

*This feature is available on Unifi TV Media Box (STB) only.

You can set up to 10 reminders.

Yes you can. The reminders will be queued: the 1st reminder will be shown first, followed by the others.

• The Mosaic feature allows you to view all the channels you have subscribed to on one page. It is a useful tool as you can view what programs are showing on all the channels at once.

• To access the System Mosaic feature, just press Main Menu

• From each Mosaic page, you may choose any channel to view by navigating the arrow keys and clicking OK.

*This feature is available on Unifi TV Media box (STB) only.

This Mosaic feature is to allow you to view the Broadcast TV Channels because the channels are all broadcasted concurrently. So with the Mosaic view, you can look at the channels all at once to select what you want to watch. Meanwhile, for VOD and Interactive applications, you can choose which one you want to watch at any time.

Currently, the system is only able to show 16 channels on one Mosaic page.

We will continue to improve the viewing experience as we add additional channels.

*This feature is available on Unifi TV Media box (STB) only.

Favourites is a feature which allows you to set any of the channels that you subscribe to as favourites so you can refer to them easily.

You can set a favourite channel via TV Guide options, simply follow the instructions given on your TV.

You can set as many channels as favourites as you like. These channels can be accessed from your TV Guide.

- Similar to all multi-channel Pay TV services around the world, Unifi TV provides you with the convenience of watching all your favourite programs, even if they are playing simultaneously on different channels.
- If you are unable to watch your desired program for some reason, you can catch the missed program at a different time.
- The PIP feature allows you to view a TV channel on a small screen while you watch another one on the big screen.
- With this function, you can find other programs and, at the same time, not miss the current show you are watching.
- To activate PIP, choose Info button to view PIP

*This feature is available on Unifi TV Media box (STB) only.

You can use PIP as many times as you like while watching a TV show.

- No, you cannot use PIP while watching VOD or Interactive applications.
- However, in the VOD and Interactive menu, there is a PIP screen where you can still watch the live TV channel.
- For certain channels, Unifi TV may provide several audio languages for the customer to choose from.
- For example, this feature is available for Dreamworks. You can choose between English, Mandarin and Malay.
- To activate Audio Selection, please click on the I/II button on your remote control (STB) or Audio option in UPB TV Guide.

- Yes, you can search for TV programs via the Search function in the Settings menu.
 - Click on the Menu button on the remote control.
 - Navigate until you come to Search, then click OK.
 - You can then type the name of the program that you are looking for.
 - This feature allows you to pause live TV programs.
 - You can also rewind up to 2 hours back from the current viewing time.
 - To use the TSTV feature, navigate with the following buttons on your remote control:
 - II (pause icon) – Use this to activate the TSTV feature. The live program you are watching will be paused. To resume watching, press the pause button again.
- For STB:
- PG UP – to go back 2 hours from the current viewing time.
 - PG DOWN – to go to the current viewing time.
- For UPB:
- Press Down - drag the player to go back 2 hours from the current viewing time
 - Press "ON NOW" - to go to the current viewing time.

You can pause programs for up to 2 hours.

No, we only allow you to rewind up to 2 hours back.

You may only go back to view programs you have missed via the TSTV feature.

The TSTV feature's availability varies, depending on the channels and programs. Press Guide on your remote control.

The TSTV feature is made available based on the type of licensing arrangement we have with our content providers. We make the TSTV feature available on the channels that provide this feature.

The TSTV feature is not chargeable and is made free for all Unifi TV subscribers.

Catch Up is a feature that allows you to catch up on missed programs up to 7 days back.

You may access past programs via the Weekly Program Guide. To watch a past program, browse UP or DOWN to highlight the program in the Weekly Program Guide, then press OK button. The program will play similarly like a VOD. Once the program you have selected has finished, the next program in the EPG will play until you press the STOP button.

Currently, you can only watch past programs up to 7 days back.

Catch Up feature availability varies, depending on the channels and programs. Press Guide on your remote control or refer to <https://unifi.com.my/tv/plans> for details.

The Catch Up feature is made available based on the type of licensing arrangement with our content providers. We make the Catch Up feature available on the channels that provide this feature.

The Catch Up feature is not chargeable and is made free for all Unifi TV subscribers.

Highlights Channel is a dedicated channel featuring Unifi TV content video promos. It highlights the latest and most popular TV programs, movies on demand, tutorials and more.

Unifi TV App

- Unifi TV app is an app that can be downloaded from Google Play Store on Android, Apple App Store on iOS and AppGallery on Huawei.
- Unifi TV app enables you to stream and watch Live TV channels, Catch Up programs and U PICK (previously known as On Demand) content on Android (Android Mobile and certified Android TV devices), iOS (iPhone and iPad) and web browser. This is in addition to watching Unifi TV via your Unifi TV boxes including Unifi Plus Box on your television set.
- Unifi TV is an IPTV service offered by Telekom Malaysia Berhad (TM) through Unifi, as part of Unifi Home and Business packages.
- You can watch a variety of live TV channels by subscribing to Unifi TV packs or you can subscribe to any channels via a la carte. There are also selections of U PICK (previously known as On Demand) movies from Hollywood, Local, Asian and Europe that you can rent per title.

The Live TV Channels can be subscribed individually at any time. You can also subscribe to more than one pack with various channels for more value of your money.

U PICK (previously known as On Demand) is a pay-per-view on demand service, which houses the best and latest blockbuster movies straight from cinema release. Customers can rent the movies at their convenience for 48 hours from only RM10/title.

Catch-up TV is a feature that allows you to watch the programmes you have missed. The programmes are available for your viewing for seven (7) days from the moment you've downloaded them.

Note: Due to content rights and licensing, the availability of the feature may vary. Click <https://unifi.com.my/tv> to view the full list of available channels.

Parental Control function allows you to restrict viewing and purchases of inappropriate TV programmes based on your preference by locking the channel using the Parental PIN.

Note: Parental PIN is similar to Purchase PIN.

Purchase PIN will enable you to subscribe Live Channels or rent U PICK movies.

Note: Purchase PIN is only available for Unifi TV subscribers (default 123456)

- The Time Shift function allows you to watch the recording of a programme within a time frame period to be viewed later at your convenience.
- The steps are simple: just moves the slider backwards to watch the recorded programme on the selected channels. You can view up to two (2) hours of recorded content.

For Android Mobile and certified Android TV devices, kindly download the latest app version into the compatible devices running on Lollipop (5.0) or any latest Android version.

For iPhone and iPad, kindly download the latest app version with the compatible devices running on iOS 11 to the latest iOS version.

- Log on to <https://playtv.unifi.com.my> and watch Unifi TV app from recommended web browser as below:
- Supported web browsers:
 - Google Chrome - Version 99.0.4844.82 (Official Build) (64-bit) (recommended)
 - Mozilla Firefox - version (98.0.1 (64-bit) and above)
 - Microsoft Edge - Version 99.0.1150.46 (Official build) (64-bit) and above.
- Unifi TV app player is currently not supported on Safari browsers or any Apple devices.

For Unifi TV pack subscribers, you will be able to enjoy a complementary user ID, depending on your Unifi broadband plan. Minimum complementary ID given can be used on two (2) concurrent devices.

All you need to do is download the Unifi TV app via and login using your Unifi TV ID.

You can also upgrade to a plan that enables five (5) devices sharing at only RM10 monthly.

*Note: For Unifi TV subscribers, your login ID will be **xxx@iptv** or **xxx@tvos**.*

To subscribe/rent, please key in your Purchase PIN and your purchase will be reflected together in your Unifi bill.

If you have forgotten your password, just reset through your Unifi TV app from your mobile device, by following this steps:

1. Launch your Unifi TV app
 2. Select "Forgot password"
 3. Key-in your login ID
 4. Select your preferred option to receive the verification code (the code will be sent to your registered mobile number or email). For Unifi customers, please verify your mobile number, you may need to contact us if you have recently updated your mobile number.
 5. Key-in verification code
 6. Key-in new password
- Your default purchase PIN is 123456. If you have forgotten your purchase PIN, you may reset the PIN by using Unifi TV app.
 - Simply go to: Profile > View My Profile > PIN > Reset PIN.
 - Please follow the steps as below :
 - 1) Enter your unifi PlayTV password
 - 2) Enter new PIN
 - 3) Confirm PIN
 - Yes you can, simply register using your Facebook ID or mobile number.

- This method will allow you to login via two (2) devices simultaneously.

For new registration via mobile & Facebook, you can enjoy an unlimited access to all premium channels.

You are required to re-subscribe to the content or any preferred package upon the expiry of the unlimited access.

You can pick and choose any three (3) premium channels according to the pricing below:

1. Daily Pack for RM1
2. Weekly Pack for RM5
3. Monthly Pack for RM15.

Note: TM reserves the right to add, delete or make any changes to the content offerings. Log on to: <https://unifi.com.my/tv> to view the full list of available channels.

- Starting 1st April 2022, subscription is only available via web browser. Please log in to <https://playtv.unifi.com.my>
- You can subscribe to any channels via a-la carte or by subscribing to VOD through any of these methods:
 1. Voucher
 2. Credit Card / Debit Card*
 3. FPX*
 4. unifi Mobile bill

**via TM payment gateway*

There are two (2) ways to terminate the auto subscriptions.

Via App :

- Go to Profile
- Click Purchased
- Choose Channels/Pack to terminate
- Click Unsubscribe

Via SMS (only for unifi Mobile users):

- Go to SMS (received when you bought the channel)
- Click at the given link
- Click Cancel Subscription
- Check your Android or iOS version. Please note that the app can only work with compatible versions of operating system.
- The app also does not work with jailbroken iOS and rooted Android devices.

This may be due to the following reasons :

1. Incorrect user ID and password - Make sure that you typed in the correct ID and password.

- **For Unifi TV subscribers** - please use the pre-defined ID : xxx@iptv OR xxx@tvos. Your ID is stated on your Unifi bill and MyUnifi app.
- **For non-Unifi TV and non-Unifi broadband subscribers** - your user ID can be your mobile number or Facebook ID.
- If you have forgotten your password, just reset through your Unifi TV app from your mobile device, by following this steps:

1. Launch your Unifi TV app
2. Select "Forgot password"
3. Key-in your login ID
4. Select your preferred option to receive the verification code (the code will be sent to your registered mobile number or email). For Unifi customers, please verify your mobile number, you may need to contact us if you have recently updated your mobile number.
5. Key-in verification code
6. Key-in new password

Note: If you failed to login using Facebook ID - Clear the app cache and re-login or re-install the app.

2. Possible connectivity error - check your data or Wi-Fi connection, ensure that you are connected to the Internet.
3. Maximum device login reached - try to logout from other device that is currently running the app.

Our system might not be able to process the transaction. Email us immediately at help@tm.com.my or contact us via unifi's social media account and share the details of your transactions.

On your device settings:

- For Android device: Go to Settings > Application manager > Unifi TV app > tap on notifications > then turn off the notifications.
- For iOS device: Go to Profile> Settings> turn OFF "Get Push Notifications".

If you're having problem to stream Unifi TV app from your iOS device:

Step 1: Check if Private Relay is On or Off

- On iPhone or iPad, open the *Settings*
- Tap *your name* at the top > choose *iCloud*
- View the status label on the right side of the *Private Relay*. If the label displayed *On*, it means the *Private Relay* function is enable. If the label displayed other than *On*, it means the *Private Relay* function is disable.

Step 2: Turn off Private Relay feature

- On iPhone or iPad, open the *Settings*
- Tap *your name* at the top > choose *iCloud*
- Tap *Private Relay*
- Tap the toggle to turn iCloud Private Relay off
- When turned off, you will notify again with another popup. Just choose *Turn Off Private Relay*.

Unifi TV app can only be viewed within Malaysia. This is due to restriction of the content viewing rights as stated by the content providers.

We are sorry, offline viewing feature is not available at the moment.

- At this moment, multiple subtitles/audio function is only available for selected Live TV Channels & U PICK (previously known as On Demand) titles.

We're sorry, content cannot be purchased via an iOS app at the moment. However, you can purchase it from your Set-Top Box or from playtv.unifi.com.my and view it later on the iOS app with the same user account.

Good news! Now you can download Unifi TV app from Google Play Store on your Android device (running on Android TV OS only)

The device must be Google certified and running on Android TV OS.

Android TV OS is a version of the Android operating system, certified by Google for digital media players, set-top boxes, sound bars, and TVs.

The difference between Android TV and Android TV OS is in the operating system itself. Android TV has a special user interface and services that are specifically designed for TV only.

Follow these simple steps to download Unifi TV app:

- Open Google Play Store and search for "Unifi TV"
- Install the Unifi TV app
- Key-in your Unifi TV app ID and password
- Enjoy watching!

You might not be able to download Unifi TV app if:

- Your Android device is not Google certified
- Your Android device is not running on Android TV OS

At this moment, Unifi TV app via Android TV OS is only available for Unifi TV pack subscribers.

As Unifi TV pack subscribers, you will be able to enjoy a complimentary user ID that can be used on two (2) concurrent devices.

- Yes, you may login to Unifi TV app on your Unifi TV Box to enjoy the Unifi TV content.
- Please note that you will not be able to login using your mobile number on any other Android TV device since this feature is exclusive to Unifi TV Box subscribers only.

Make sure that you provide the correct ID (e.g.: susan@iptv) password. If you forgot your password, you can reset your password from unifi PlayTV using your mobile device by selecting the Forgot Password button on the login page.

However, if you are still having problem on:

1. Connectivity Error
 - Kindly check your data or Wi-Fi connection.

2. Reached Maximum Device Login

- Kindly logout from the other device that is currently running the unifi TV app (maximum is on 2 concurrent devices)

3. Account not migrated.

- We seek your patience, as unifi TV customers are currently being migrated in phases and expected to be completed by end of September 2020.

Should you require further assistance, kindly reach us at unifi.com.my/chat

No, you can't. However, you may continue to enjoy Unifi TV via Unifi TV app from your mobile device or tablets using your Facebook account to login.

Unifi TV can only be viewed within Malaysia only. This is due to the territorial restriction of the content viewing rights as stated by the content providers.

If you're having problem to stream Unifi TV from your Android device:

1. Please ensure that you are watching on the latest certified Android TV OS device.
2. Please ensure that you have sufficient download speed. The recommended minimum download speed is 30Mbps. The streaming quality will be based on the bandwidth speed available to ensure good video stream experience.

However, if the problem still persists, try resolving the issue with these steps:

1. Check your internet connection by improving your Wi-Fi signal:
 - Move your router to a new location to improve the signal strength
 - To check any wireless interference from other devices such as cordless phone or microwave
 - It is also advisable to keep the number of connected devices minimal to ensure that you have sufficient bandwidth for streaming Unifi TV via your Android device
2. Restart your Android device and run Unifi TV app
3. Clear the Unifi TV data
 - Go to Settings > Apps > Unifi TV
 - Search for Clear Data menu, then press OK

If you have completed the steps as above but still unable to stream Unifi TV, contact us via Live Chat and share your error code or issues that you are facing.

We are sorry. This feature is only available on Unifi TV app on Android and iOS (mobile, tablet and iPad)

The Unifi TV app QR scanner is the latest feature available for Unifi Home customers with Unifi TV. The QR scanner feature on Unifi TV app will help simplify the login method for Unifi Plus Box and will also ease customers to participate in contests for Unifi TV customers.

Unifi Plus Box customers are now able to scan the QR code on their TV screen to start viewing Unifi TV on Unifi Plus Box by scanning QR code from their Unifi TV app.

With this function Unifi Plus Box customer have the flexibility to login to their Unifi Plus Box without using Unifi Plus Box remote control and your TV screen keyboard.

- Just download the latest Unifi TV app on your device -mobile, tablet or iPad (downloadable from AppStore on iOS, Google Playstore on Android and AppGallery on Huawei) and follow these simple steps:
 - 1) Launch Unifi TV app and login using your Unifi TV login ID on your device
 - 2) Go to "Profile" and choose "QR scan"
- How to login to Unifi TV Box using QR Scanner?
 - a) Launch Unifi TV app from your unifi Plus Box
 - b) Use the "QR Scan" feature in Unifi TV app to scan the QR code on your TV screen to authorise login
 - c) All done, now you can enjoy watching!
- How to join the contest via QR Scanner?
 - a) Use the "QR Scan" feature in Unifi TV app to scan the QR code that will appear on your TV screen
 - b) Join the contest and stand a chance to win attractive prizes. Kindly note, the contest will be based on campaign basis and we will announce it from time to time.

The service is available only to Unifi Home subscribers with Unifi TV subscription.

- Yes, you can still use your phone's camera or any third party QR scanner app.
- Simply key-in your Unifi TV ID and password on Unifi TV app and scan the QR code again using the QR scanner on the app to start viewing.

If you have forgotten your password, just reset through your Unifi TV app from your mobile device, by following this steps:

1. Launch your Unifi TV app
2. Select "Forgot password"
3. Key-in your login ID
4. Select your preferred option to receive the verification code (the code will be sent to your registered mobile number or email). For Unifi customers, please verify your mobile number, you may need to contact us if you have recently updated your mobile number.
5. Key-in verification code
6. Key-in new password

To enjoy the QR scanner function you need to be a Unifi TV customer or upgrade your Unifi Home with Unifi TV subscription to enjoy the new QR scanner feature.

At the moment, unifi TV app can only be downloaded on Samsung and LG Smart TV. Don't worry, more brands will be added to the list and we will keep you updated once it is available.

- Samsung Smart TV (Model Year: 2020 & 2021)
- LG Smart TV (Model Year: 2021 and latest)

For Samsung Smart TV, your TV should run on Tizen OS version 5.5 or 6.0 only.

- For LG Smart TV, your TV should run on WebOS version 6 and above.
- However, if you can't find the unifi TV app in your Smart TV App Store, it means that your TV is not compatible with the app.

For Samsung and LG Smart TV:

- Step 1: Press Home button on your Smart TV's remote control and select "Apps"
- Step 2: Go to "Search" icon on the top right screen and search for "unifi TV app"
- Step 3: Press "OK" to install

The service is available only for Unifi Home subscribers with Unifi TV subscription.

Yes, you can login and watch all the subscribed content if you are a Unifi Home subscriber with Unifi TV subscription. However, some of the features may not be available due to the system limitation.

Other ways to get help