

FREQUENTLY ASKED QUESTIONS (FAQ)
ON
BLACKNUT CLOUD GAMING
 (Update version: 20/01/2026)

NO.	QUESTION	ANSWER								
Blacknut Cloud Gaming Offering										
1.	What is Blacknut Cloud Gaming?	<ul style="list-style-type: none"> Blacknut Cloud Gaming is a service offered by Unifi in collaboration with Radiant Arc, making it the first Blacknut Cloud Gaming plan provided by Unifi. 								
2.	Who is eligible to subscribe to Blacknut Cloud Gaming?	<ul style="list-style-type: none"> The Blacknut Cloud Gaming plan is exclusively available to both new and existing Unifi Home customers. 								
NO	QUESTION	ANSWER								
Subscription of Blacknut Cloud Gaming										
1.	What plan is available for Blacknut Cloud Gaming?	<ul style="list-style-type: none"> Below is the available plan for Blacknut Cloud Gaming: <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th colspan="2" style="text-align: center;">Add-on Offerings</th> </tr> </thead> <tbody> <tr> <td style="width: 50%;">Blacknut Cloud Gaming Plan</td> <td>RM35/month with zero '0' commitment month</td> </tr> <tr> <td>Pre-requisite: Unifi Home speed eligibility</td> <td>Speed from 30Mbps and above (based on the selected packages)</td> </tr> <tr> <td>What can you enjoy?</td> <td> Access to over 500 game titles ✓ Zero-month contract period ✓ FREE one (1) month waiver ✓ Create up to five (5) profiles </td> </tr> </tbody> </table>	Add-on Offerings		Blacknut Cloud Gaming Plan	RM35/month with zero '0' commitment month	Pre-requisite: Unifi Home speed eligibility	Speed from 30Mbps and above (based on the selected packages)	What can you enjoy?	Access to over 500 game titles ✓ Zero-month contract period ✓ FREE one (1) month waiver ✓ Create up to five (5) profiles
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2.	Is there a limit to subscribing to Blacknut Cloud Gaming?	<ul style="list-style-type: none"> Yes, each Unifi Home customer is eligible to subscribe to only one (1) Blacknut Cloud Gaming plan per Unifi service account using billing email address. 								
3.	What is the pre-requisite to sign up for Blacknut Cloud Gaming?	<ul style="list-style-type: none"> Signing up for Blacknut Cloud Gaming is easy! Just keep these few things in mind: <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: center;">Add-On Offering</th> </tr> </thead> <tbody> <tr> <td> <ul style="list-style-type: none"> The Blacknut Cloud Gaming account must be registered using the same billing email address as your Unifi Home plan. Each Unifi Home account with a unique billing email address can subscribe to one (1) Blacknut Cloud Gaming plan at a time. </td> </tr> </tbody> </table>	Add-On Offering	<ul style="list-style-type: none"> The Blacknut Cloud Gaming account must be registered using the same billing email address as your Unifi Home plan. Each Unifi Home account with a unique billing email address can subscribe to one (1) Blacknut Cloud Gaming plan at a time. 						
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<p>4.</p>	<p>I already have an active Blacknut account. Can I subscribe again with Unifi?</p>	<p>If you are an existing Unifi Home customer</p> <ul style="list-style-type: none"> ▪ Yes, you can subscribe with Unifi to enjoy even more benefits! However, please terminate your current Blacknut subscription first to avoid any registration conflicts. Your Unifi billing email address will then be used to register your new Blacknut account. <p>If you are new to Unifi</p> <ul style="list-style-type: none"> ▪ You will need to subscribe to one of our Unifi Home plans to be eligible to add on the Blacknut Cloud Gaming service.
<p>5.</p>	<p>How can I subscribe to Blacknut Cloud Gaming?</p>	<p>You can subscribe through the following channels:</p> <ol style="list-style-type: none"> 1. Visit https://unifi.com.my/cloud-gaming for more information and to subscribe. 2. Existing Unifi customers can subscribe via https://selfcare.unifi.com.my/ 3. Visit the nearest Unifi Store outlet nationwide.
<p>6.</p>	<p>How do I redeem my one-month FREE waiver for my Blacknut Cloud Gaming subscription?</p>	<ul style="list-style-type: none"> ▪ Once you have successfully registered for Blacknut Cloud Gaming, you will automatically receive a FREE one-month waiver for your subscription. ▪ The one-month waiver will be credited to your account and will appear on your Unifi Home bill.
<p>7.</p>	<p>How can I activate my Blacknut Cloud Gaming subscription?</p>	<ul style="list-style-type: none"> ▪ You will receive an activation email from Blacknut once your order is successfully completed. ▪ Please ensure you use your Unifi billing email address during order submission to receive the email activation. ▪ Then, kindly refer to these following steps: <ul style="list-style-type: none"> STEP1: <ol style="list-style-type: none"> 1. Check your inbox for the activation email. Click on "Go to my account" in the email to create your password before logging in to your Blacknut account. STEP 2: <ol style="list-style-type: none"> 1. On the Blacknut profile page (https://profile.blacknut.com/en/login?ae=1), enter your registered Unifi billing email as the login ID. 2. Create a password for your Blacknut Cloud account. 3. Then, proceed to the next step to start playing! ▪ You can enjoy playing the games directly on any browser (Window and iOS) and any device (PC, Mac and Unifi TV Box). If you need a new Unifi TV Box, you can subscribe via the Unifi Selfcare portal at https://selfcare.unifi.com.my/

<p>8.</p>	<p>How can I check the billing email address registered with Unifi?</p>	<ul style="list-style-type: none"> ▪ You can check your Unifi billing email address registered with us via Unifi Selfcare portal: <p>STEPS:</p> <ol style="list-style-type: none"> 1. Go to https://selfcare.unifi.com.my/login 2. Register or log in to Digitalme. 3. Click on "My Profile" settings. 4. Your email address will be displayed under "My Billing Profile". ▪ Or via My Unifi app: <p>STEPS:</p> <ol style="list-style-type: none"> 1. Open the My Unifi app. 2. Register or log in to Digitalme. 3. Tap on "Account" menu. 4. Choose the Unifi service associated with your Blacknut Cloud Gaming plan. 5. Tap on "More" to view your billing email address displayed in the "Account Info". ▪ Important: Please use this registered email address to log in to your Blacknut Cloud subscription (refer to Question No. 7).
<p>9.</p>	<p>What if I did not receive any email activation?</p>	<ul style="list-style-type: none"> ▪ You can contact us via the MyUnifi app or Unifi official website. ▪ If you prefer face-to-face interaction, you may visit any of our Unifi Store/TMpoint outlets nationwide for further assistance.
<p>10.</p>	<p>What can I do if I forget my Blacknut Cloud password?</p>	<ul style="list-style-type: none"> ▪ You can request to set a new password from Blacknut Cloud app by following these steps: <ol style="list-style-type: none"> 1. Click "Forgot password" at the login page (https://profile.blacknut.com/en/login?plan). 2. Enter the email address you used to register the account. 3. Check your email and follow the instructions to set up your new password.

Elevate Your Gaming Experience with the New Unifi TV Box

<p>1.</p>	<p>Can I access and play Blacknut Cloud Gaming via the New Unifi TV Box?</p>	<ul style="list-style-type: none"> ▪ Yes, you can access and play Blacknut Cloud Gaming via our New Unifi TV Box (Hybrid box), which supports both Wi-Fi and IPTV connectivity. ▪ The New Unifi TV Box (hybrid box) comes with the Blacknut app preinstalled, allowing you to log in and start exploring games immediately! ▪ A picture of the Unifi TV Box (hybrid box) is provided below:
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2. How do I access Blacknut Cloud Gaming via the New Unifi TV Box?

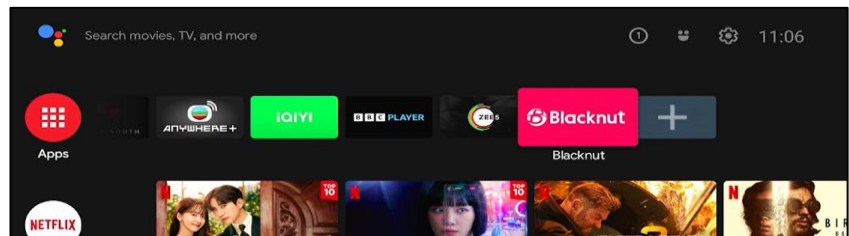
- You may follow these steps to begin:

STEP 1:

Look for the activation email in your inbox and click the link to create a password to log in to your Blacknut account.

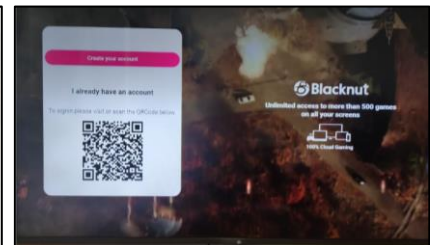
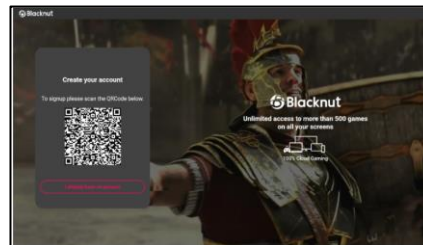
STEP 2:

Go to your New Unifi TV Box and search for the Blacknut app.



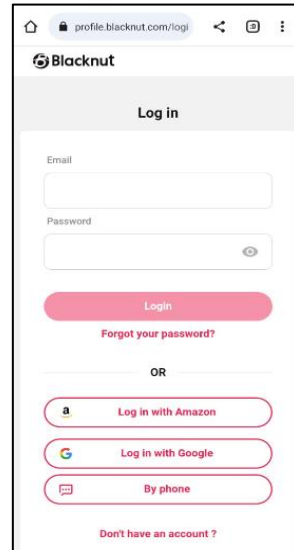
STEP 3:

Select **"I already have an account"**. If you have not signed up, scan the QR code to register.



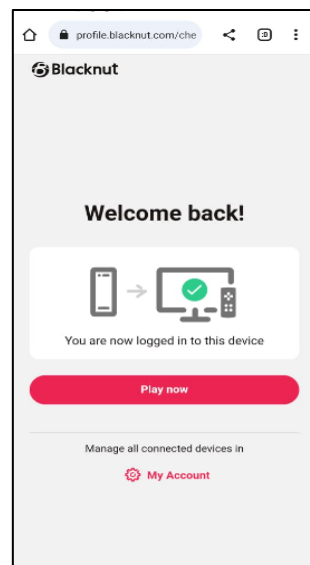
STEP 4:

After scanning the QR code, you will be directed to the login page. Enter your registered Unifi billing email address and create your password.



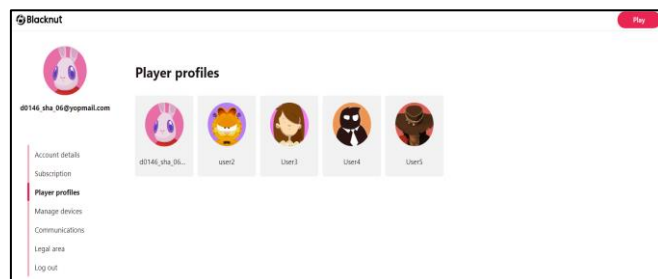
STEP 5:

Once you have successfully signed in, this confirmation screen will appear.



STEP 6:

Your Blacknut Cloud Gaming on the New Unifi TV Box is now ready to be played!



Billing Payment

1.	How can I make the payment for my Blacknut Cloud Gaming?	<ul style="list-style-type: none"> ▪ We recommend subscribing to TM Autopay service for automatic monthly deductions from your preferred savings/current account or credit/debit card (Local Issued Banks only). ▪ You can also make payments through the following channels: <ul style="list-style-type: none"> • Unifi Selfcare portal at https://selfcare.unifi.com.my/ using FPX or Credit/Debit Card (Local Issued Banks only). • MyUnifi app (available on Google Play Store, Apple AppStore or Huawei AppGallery) using FPX or Credit/Debit Card (Local Issued Banks only). • JomPAY: Use Internet/Mobile Banking or an ATM (Biller code: 8888 for Unifi). • eWallets: Pay via Boost or Touch 'n Go eWallet. • In-Person: Unifi Store/TMpoint outlets using cash, credit/debit card or cheque at the kiosk. ▪ For more payment options, visit https://i.unifi.my/paymentchannel.
2.	How will I receive the bill for Blacknut Cloud Gaming service?	<ul style="list-style-type: none"> ▪ You will receive a monthly e-bill from Unifi. Please check your registered email address with TM to view the e-bill (softcopy), or simply log in to the Unifi Selfcare portal or MyUnifi app.
3.	Is there a bill payment cut-off period?	<ul style="list-style-type: none"> ▪ Yes, please pay your monthly bill promptly to avoid account suspension due to late or missed payments.
4.	When will I receive my Blacknut Cloud Gaming bill?	<ul style="list-style-type: none"> ▪ Your Blacknut Cloud Gaming charges will appear in your monthly Unifi Home Bill.
5.	If I subscribe to Blacknut Cloud Gaming before or after the billing period, will the charges be prorated?	<ul style="list-style-type: none"> ▪ No, the charges will not be prorated.

Termination

1.	Can I deactivate or terminate my subscription via the Blacknut app?	<ul style="list-style-type: none"> ▪ No, you cannot deactivate or terminate your Blacknut subscription through the Blacknut app. To do so, please use live chat at maya.unifi.com.my or the MyUnifi app, or visit the nearest Unifi Store/TMpoint.
2.	What will happen if I terminate the Blacknut Cloud Gaming within the contract period?	<ul style="list-style-type: none"> ▪ No penalty will be imposed for Blacknut Cloud Gaming, as there is no contract in place.
3.	If I terminate Blacknut Cloud Gaming, will I still be able to continue playing the games?	<ul style="list-style-type: none"> ▪ Yes, you may continue playing the games for the entire month, as the subscription for the current month has already been paid.
4.	If my Unifi Home account is suspended e.g. due to late payment, can I still use and access Blacknut Cloud Gaming app?	<ul style="list-style-type: none"> ▪ Sorry, you will need to pay the minimum amount of your Unifi Home bill to restore internet and Wi-Fi access, which is required to use the Blacknut Cloud Gaming app.

Assurance

1.	If I face any problems with Blacknut Cloud Gaming, who do I reach out to for assistance?	<ul style="list-style-type: none"> ▪ You can reach out to us via the MyUnifi app or the official Unifi website, unifi.com.my.
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For more information on Blacknut Cloud Gaming features, please visit: <https://www.blacknut.com/en/support>

1.	Which controller devices are compatible with Blacknut Cloud Gaming service?	<ul style="list-style-type: none"> ▪ The Blacknut Cloud Gaming service is compatible with most Android devices and is also ready for PCs, Macs and iOS platforms. ▪ A minimum internet speed of 6 Mbps is recommended for the best experience. Please note that the quality of the service may vary depending on the device used.
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<p>2.</p>	<p>Is multiplayer mode supported by the service?</p>	<ul style="list-style-type: none"> ▪ Blacknut Cloud Gaming supports local multi-player for certain games. Games that can be played cooperatively or competitively on the same screen are given their own section within the library. ▪ However, online multiplayer gaming, which allows you to compete against players worldwide via the Blacknut app, is currently under development and will be released soon.
<p>3.</p>	<p>How do I save the game data?</p>	<ul style="list-style-type: none"> ▪ Each game manages its save function automatically. Based on the player profile you use, you can continue playing where you left off. There is no need for you to manage this manually, the cloud handles it for you.
<p>4.</p>	<p>Do I have to download the games?</p>	<ul style="list-style-type: none"> ▪ No. Your games are streamed directly to any device you use to access Blacknut Cloud Gaming. You can start playing without needing to download or install them.
<p>5.</p>	<p>What is the minimum internet speed required for Blacknut Cloud Gaming?</p>	<ul style="list-style-type: none"> ▪ A stable and efficient internet connection is required to ensure the best gaming experience. The recommended minimum internet speed is 6 Mbps. ▪ Slow internet connections can lead to data loss or audio/video distortion, so for the best gaming experience, please use a Wi-Fi connection. ▪ To ensure fast response times, it is important to use a connection with a latency of less than 30ms for the connection between your device and the server.
<p>6.</p>	<p>In case a game is not displaying correctly or there is a problem, how should this be solved?</p>	<ul style="list-style-type: none"> ▪ Connect your device to a 5Ghz network router and place your device close to the router. ▪ Disconnect any devices you are not using and avoid downloading programmes or using multiple streaming services simultaneously to keep your bandwidth available for gaming.
<p>7.</p>	<p>Is it possible to create different profiles for different players?</p>	<ul style="list-style-type: none"> ▪ Yes, it is possible to create numerous profiles within the application. ▪ As the primary account holder, you can add up to four (4) additional player profiles in addition to your own profile. Each profile contains its own favourites and saved games.
<p>8.</p>	<p>Is parental control possible?</p>	<ul style="list-style-type: none"> ▪ Yes. Blacknut Cloud Gaming offers a parental control feature. ▪ You can create "kids" profiles for younger players that are age-appropriate and secure your profile with a PIN code to prevent them from accessing inappropriate games.

9.	What languages are available in Blacknut Cloud Gaming?	<ul style="list-style-type: none">▪ The service is available in English, German, Spanish, Polish and French.
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