



FREQUENTLY ASKED QUESTIONS

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Getting Started

What is HyppTV Everywhere?

HyppTV Everywhere is an app that enables you to watch HyppTV live channels and movies on Android, IOS devices, computers and certain models of Samsung Smart TVs.

What is HyppTV?

HyppTV is an IPTV service offered by TM Berhad. You can watch variety of contents by subscribing to any channels or packs. There are also selection of on-demand movies from Hollywood, Malaysian, Asian and Europe that you can buy per title.

Live TV Channels

Subscribe to any channels available any time. You can also subscribed to packs that have more than one channels for more value of your money.

VOD (Video-On-Demand)

Buy any movies available and watch it within 48 hours from the time of purchase.

Parental Control

Limit the access of inappropriate content by locking the channel using the Parental PIN.

Time Shift

Move the slider backwards to watch recorded program on selected channels. You can view up to two hours of recorded content.

Download App or Player

Android App

Latest app version is available for compatible devices running Lollipop (5.0), Marshmallow (6.0) and Nougat (7.0).

Old app version is also available for devices running on Kit Kat (4.4) and below.

iPhone and iPad App

Latest app version is available for compatible devices running iOS 7.0 to iOS 10.2.1.

Browser Player

Currently HyppTV Everywhere player can be downloaded on Firefox 4.0 (and above) and Internet Explorer 10 (and above).

Go to <http://hypptv.tm.com.my> to download the player and view the contents.

Samsung Smart TV App

Player is available on Samsung Smart Hub but limited to 2015 and 2016 models only.

Registration and Login

User ID

HyppTV Pack subscribers would get complementary user ID that can be used on two devices at the same time.

You can also subscribe to a plan that enables five devices sharing.

Facebook ID or Phone Number

You can register using Facebook ID or phone number and login onto two devices simultaneously.

Payment Methods

You can subscribe to any channels or buy VOD by using any of these methods:

- Credit card (Mastercard or Visa)
- Debit card (Mastercard of Visa)
- Online Banking (Maybank2u, RHB, CIMB Click)
- Streamyx bill
- U Mobile bill
- Digi bill
- Voucher

Troubleshooting

Can't Install App

1. Check your Android or iOS version. Only compatible versions are able to work with the app.
2. The app also does not work with jailbroken iOS and rooted Android devices.

Can't Login

1. Make sure that you type in the correct ID or password. If you forgot the password, there are two recovery options:

From Set-Top box

Only works if you login with HyppTV ID. Go to Setting page to reset.

From App

If you login with your mobile number, you can reset the password on Forgot Password button on the login page.

2. Possible Connectivity Error

Check your data or Wi-Fi connection.

3. Maximum Device Login Reached

Try to logout from other device that is currently running the app.

Payment Successful But The Content Is Missing

Possible transaction file is missing. Email us at help@tm.com.my or send us a private message on our Facebook page together with details of transactions.

Others

Watch HyppTV Everywhere From Outside Malaysia

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

Casting With Chromecast

Currently HyppTV Everywhere does not support casting using Chromecast or other similar casting sticks.

Offline Viewing

Offline Viewing feature is not available right now.

Select Multiple Subtitle

This function is available for VOD titles and currently only on Android app.

Purchase Content on iOS App

There is no option to buy contents inside the iOS App. However you can buy content from the Set-Top box and also from our website and view it later on the iOS app with the same user account.

Contact Us

General Inquiries, TM Billing and Technical Assistance

You can email us at help@tm.com.my or call 100.

Or look us up at HyppTV on Facebook, Instagram or Twitter.

Digi Billing Inquiries

If you are Digi subscribers, call Customer Service Helpline at 016-22101800 or email to custsvc@digi.com.my

U Mobile Billing Inquiries

For U Mobile subscribers, call Customer Service Helpline at 1318 or email to customer.service@u.com.my