

## **FREQUENTLY ASKED QUESTIONS (FAQ)**

### **常见问题解答**

#### **Magnum TVBAnywhere+ Joy of 6 Campaign (6-months FREE Access Token)**

#### **万能 TVBAnywhere+ 喜悦6活动 (6个月免费观赏优惠)**

### **1. Who can enjoy this benefit?**

This benefit is exclusive for all M Premium members that have successfully verified their account on MyMagnum 4D App starting from 1<sup>st</sup> May until 31<sup>st</sup> July 2024.

#### **谁可以享用这优惠？**

此优惠专享于所有在01/05/2024-31/07/2024期间，使用MyMagnum 4D应用程序去验证与成功注册为M Premium 会员。

### **2. What is this benefit about?**

This benefit entitles M Premium members to enjoy on-demand entertainment content on the TVBAnywhere+ app for 6-months.

[Terms and conditions apply.](#)

#### **请问此优惠详情是什么？**

此项优惠是给与M Premium会员可以享用6个月在 TVBAnywhere+ 应用程序上免费观赏 TVBAnywhere+ 娱乐内容。[须符合条款和条件。](#)

### **3. What is the period of this offer?**

This benefit begins on 1<sup>st</sup> May until 31<sup>st</sup> July 2024, and is issued on a "first come, first served" basis, while stocks last.

#### **请问此优惠期限是多久？**

此优惠从 2024 年 5 月 1 日至 2024 年 7 月 31 日，或送完即止。

#### 4. When does my 6-months free access begin?

Each activation code gives a 6-months Free Access period to the TVBAnywhere+ app. The 6-months starts when you activate the code on TVB Anywhere website.

Upon redeeming the activation code on the 'My Rewards' page, you will receive a 6-months free access before the activation code expires on 1<sup>st</sup> May 2024.

#### 我的 6个月免费观赏优惠是从什么时候开始？

每个 TVBAnywhere+ 激活码能让您免费观赏 6个月。这 6个月期间是从您在 TVB Anywhere 网站上输入激活码后正式生效。

您需要在 MyMagnum 4D 应用程序“会员奖励”页面上兑换激活码，激活码将有 6个月的有效期。

#### 5. How can I enjoy this benefit?

##### 6-months Free Access Token

1. Make sure that you're registered as an M Premium member between 1<sup>st</sup> May to 31<sup>st</sup> July 2024.
2. Redeem the activation code from the 'My Rewards' page on the MyMagnum 4D app.
3. Copy the activation code and apply it on TVB Anywhere website.
4. Download or launch the TVBAnywhere+ app and log in to start enjoying the benefit.
5. For more information on how to activation the code, please refer to the educational video at the link below:

<https://youtu.be/ozjiYuLgEKs?si=UoJyrBHAsysKDQ5H>

#### 如何享受这优惠？

##### 6个月免费观赏优惠：

1. 确保您是 M Premium 会员在01/05/2024-31/07/2024期间。
2. 从 MyMagnum 4D 应用程序的奖励版面领取激活码。
3. 必须在 TVB Anywhere 网站输入激活代码。
4. 下载或启动 TVBAnywhere+ 应用程序并登录即可开始享受优惠。
5. 想多了解怎样去启动您的激活码，请查阅以下短片

<https://youtu.be/v3lu0Kwz7e0?si=Q3oFEKMtF3I9onYm>

**6. I already have a TVBAnywhere+ premium service subscription, will this 30-Day Free Access still give me the 6-months free access?**

Yes, you can enjoy this 6-months free access by signing up for an additional TVBAnywhere+ account and you can enjoy this on your secondary streaming device. This 6-months free access cannot be used to waive, modify, or alter the terms of your existing TVBAnywhere+ account.

**我已经拥有与使用着 TVBAnywhere+ 配套，我是否还能使用这 6 个月免费观赏优惠？**

是的，您可以使用这 6 个月的免费配套，但是您必须注册一个新的 TVBAnywhere+ 账号。您可以在其他手机或手提电脑上使用。此免费配套不能用于免除，修改或更改您现有的 TVBAnywhere+ 帐户的条款。

**7. I have a problem getting my activation code from the MyMagnum 4D app 'My Rewards' page. What should I do?**

Please check if you are having any network issues. Try relaunching the app and attempt to redeem it again. If the problem persists, please contact Magnum 4D Customer Service via Live Chat on the MyMagnum 4D app or call 603-9212 2800 (9 am to 7 pm).

**我在 MyMagnum 4D 应用程序 '会员奖励' 页面获取激活码时遇到问题。我应该怎么办？**

请检查您是否遇到网络问题。尝试重新启动应用程序并再次尝试兑换。如果问题仍然存在，请通过 MyMagnum 4D 应用程序上联系本公司的客户服务专线或致电 603-9212 2800（早上 9 点至傍晚 7 点）。

## **8. My TVBAnywhere+ app is not working, what should I do?**

For TVBAnywhere+ app functionality, please contact TVB Anywhere Customer Support at [cs@tvbanywhere.com](mailto:cs@tvbanywhere.com) or via their Live Chat within TVBAnywhere+ app. Please help to provide the following information:

- a) Handset model and OS version.
- b) TVBAnywhere+ app version
- c) Your email address

### **我的 TVBAnywhere+ 应用程序无法运行，我该怎么办？**

有关 TVBAnywhere+ 应用程序功能，请通过 [cs@tvbanywhere.com](mailto:cs@tvbanywhere.com) 或通过 TVBAnywhere+ 应用程序内的实时聊天联系 TVBAnywhere+ 的客户支持请求协助。以下是需要的信息： -

- a) 手机型号和操作系统版本。
- b) TVBAnywhere+ 应用程序版本
- c) 您的电子邮件地址