

'iQIYI Videos – Dramas & Movies' APP FAQ

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About iQIYI App

1. What is 'iQIYI Video – Dramas & Movies' App?

iQIYI International App is an on-demand video streaming service provided by iQIYI. The global app was launched in June 2019 in multiple countries across the world.

2. How do I download 'iQIYI Video – Dramas & Movies' app?

You may download it from Google Play Store or Apple App Store by searching keyword 'iQIYI' and select 'iQIYI Video – Dramas & Movies' app:

Android: <https://play.google.com/store/apps/details?id=com.iqiyi.i18n>

iOS: <https://apps.apple.com/app/id1461999674>

3. On what devices does the app support?

Our app currently supports mobile phones (Android & iOS), AppleTV, Android TV, as well as on Web (www.iq.com). We are working on enabling the app on other devices. Thanks for staying with us.

4. Can I access 'iQIYI Video – Dramas & Movies' app outside of Malaysia?

Yes. The app is globally accessible. However, the content of the app might be different, depending on the content rights and local market preferences.

5. Can I download the content for offline viewing?

Yes. You can download content to be viewed on the iQIYI app offline later without additional data cost.

You may enter <Profile-My Downloads> to find the titles you've downloaded.

6. What is the storage requirement for content downloading?

It depends on what kind of videos users are downloading, storage requirement varies from drama to movies.

7. Is there subtitle or dubbing for the content?

Currently we have subtitles for all the content excluding some variety shows, but we don't provide dubbing. The subtitle option can be selected or switched off after playing full-screen.

8. Can I change the interface language of the 'iQIYI Video – Dramas & Movies' app?

To change the language setting, please click "Profile" > "Settings" > "Language". Then select your preferred language.

If you have any further questions, please go to "Profile" > "Help and Feedback" to provide more information to us. Thank you for your support.

About VIP Subscription

9. What is a VIP member?

As a VIP member (Standard VIP or Premium VIP), you will be entitled to enjoy the benefits of VIP Membership, including:

- a. access to exclusive content only on iQIYI
- b. early access to selected content episodes

- c. where available, access to high definition (1080P & 4K) and surround sound (Dolby Audio) versions of the Content
- d. the ability to skip advertisements

And as a Premium VIP, besides the benefits mentioned before, you can also

- e. enjoy advanced previewing of selected content episodes labelled as “locked”
- f. enjoy 4 concurrent viewing of VIP content, compared to 2 concurrent viewing enjoyed by Standard VIP

If you have more questions about VIP privilege, please let us know by following these steps: Click on your profile; and click on Feedback.

More privileges are being developed. Please stay tuned. You may consider joining as a VIP member.

10. How can I become a VIP member?

You may join us as VIP member by:

1. Head over to www.astro.com.my/iqiyi
2. Select desired pack (Standard or Premium)
3. Click “Get it now”
4. Login using your Astro ID
5. Click “Get it now” again
6. Read the prompted message and then click “Proceed”
7. You will see a confirmation message upon successful purchase

11. How much does it cost to join VIP member? Is there any promotion now?

All new and existing Astro Pay-TV residential customers are entitled to discounted price by signing up as VIP member via www.astro.com.my/iqiyi website.

Packages	Monthly
Standard VIP Recurring Subscription	RM 6.90 (RRP at RM 8.90)
Premium VIP Recurring Subscription	RM 12.90 (RRP at RM 23.90)

12. What is the validity period of this promotion?

The promotion is valid for as long as your account status remain active.

13. How do I make payment for my VIP membership?

Your monthly subscription fee for VIP membership will be reflected in your Astro bill accordingly based on the day of month when you first sign-up VIP with Astro.

For example, your Astro billing cycle is on 20th of every month, and you signed-up for Standard VIP with Astro on 15th of January. Your monthly charge will be reflected on upcoming bill on 20th of January, and subsequent months’ bill, as follows,

<u>Monthly Charges</u>	<u>Amount</u>
iQIYI Standard VIP	6.90
Discount of -2.00 included	

14. When can I start enjoying my VIP subscription?

You VIP subscription will be granted immediately upon successful purchase from Astro website.

You may enjoy your VIP privileges from iQIYI app on mobile phones (Android & iOS), AppleTV, Android TV, as well as on Web (www.iq.com).

Please ensure that the account that you logged in is same as the one you've used to purchase VIP.

15. I am an existing VIP member; will I get to enjoy the promotion?

If you are an existing Astro Pay-TV residential customer, you may cancel your existing VIP subscription and sign-up again via astro.com.my/iqiyi to enjoy the new promotion rate by adding your subscription to Astro bill. Any remaining entitlement (in days) between cancellation of prior subscription and new sign-up shall be added on to your iQIYI account with the same Astro login.

16. Where can I see my entitlement expiry date/ next payment details?

You can see your entitlement & payment details in iQIYI app.

1. Go to home page
2. Click on VIP subscription
3. Click on manage VIP subscription (setting icon)

You are able to see entitlement expiry date, next payment date & payment method.

17. How can I cancel my subscription? Will there be any penalty fee?

There is no penalty fee for cancellation of VIP subscription.

Your cancellation will take effect upon your current entitlement expiry date. Please note that if you cancel in less than 24 hours before your entitlement expiry date as reflected in iQIYI app (not accordance to Astro billing cycle), your subscription may be auto-renewed.

If you subscribe to VIP via Astro Bill, please manage it in our app by:

1. Go to home page
2. Click on VIP subscription
3. Click on manage VIP subscription (gear icon)
4. Click on cancel VIP subscription

App Issues

18. Who may I contact if I encounter problems with the app?

You may:

1. Submit in-app feedback form via iQIYI app. Steps as below:
 - a. Click on profile
 - b. Click on Help & Feedback
 - c. Click on Feedback at the bottom of the page
 - d. Fill in your email address. Please make sure your email address is correct as our staff will contact you via this email address.
 - e. Briefly explain your problem/ trouble/ feedback
 - f. Click Submit
2. Submit feedback in iQIYI App, if you can't open the App, please send your feedback to the customer service: contactus@qiyi.com.

This will help us to resolve your issues more efficiently. We will reply you in 3-5 working days.

If you are an Astro customer, you may also contact Astro Customer Service via:

1. Submit a feedback form at <https://www.astro.com.my/contactus/form.aspx>, or
2. Alternatively, to reach us via WhatsApp by typing "Hi" at 03-95433838 for assistance.

19. Can I choose to opt-in/opt-out to receive communications from iQIYI?

At the bottom of the marketing email, there is an unsubscribe link, please click to unsubscribe any marketing materials.

About Astro Login

20. How do I register for an Astro ID?

Download the iQIYI app > Select "Profile" page > Click "Login with Astro Login" > Click "Do not have an Astro ID? Click here"

21. Can I update my email address/mobile number for my Astro ID?

Yes, you can. Visit Astro Self Service Portal: <https://selfservice.astro.com.my>.

22. I have forgotten my password. What should I do?

Step 1: Click Log in and click 'Forgot my password'

Step 2: Enter your email address and click 'Submit'

Step 3: An email will be sent to your registered email address with further instructions on how to reset your password

23. How do I unlock a locked user account?

You may contact Astro Customer Service via:

1. Submit a feedback form at <https://www.astro.com.my/contactus/form.aspx>, or
2. Alternatively, to reach us via WhatsApp by typing "Hi" at 03-95433838 for assistance.

24. Is my personal information protected by the PDPA?

Yes, Astro is bounded by the PDPA act. All information received will be used in accordance with our [Privacy Notice](#).