

FAQ

General

1. What is ONEMUSIC app?
ONEMUSIC app is a digital personalized platform that provides you digital music, podcast, and sound GIFs service and access to Facebook, Instagram, Twitter and Youtube.
2. How do I register with ONEMUSIC?
 - i. Choose to register via your Facebook, Twitter, Gmail account and email.
 - ii. **For Facebook and Twitter:** It will direct to the authentication screen from Facebook/Twitter, and after they grant the permissions, they will be redirected to ONEMUSIC app.
For Gmail and email: You will receive a verification email, Click on the link in the email to confirm your account.
 - iii. Provide your mobile number. A short code will be sent to you via SMS. Enter this code on the following screen.
 - iv. Choose any content that you want to see or listen with Search.
3. The application is called ONEMUSIC by XOX. Do I have to be a XOX subscriber to use ONEMUSIC?
No, ONEMUSIC app is open to public. But if you are, you can enjoy the benefits that under Plus or Premium if you subscribe to FAT5 or FAT10.
4. Which devices can I play ONEMUSIC on?
ONEMUSIC can be accessed via any Android mobile phones and iPhone.
5. What versions of Android and iOS are required by ONEMUSIC?
For Android: ONEMUSIC requires Android 4.3 or higher. To check which version of Android you have, follow the instructions below:
Go to “Settings”
Scroll to the bottom and select “About device” > “Software Information”
Find the line which says “Android version”
If the version is 4.3 or higher, download ONEMUSIC!

For iOS: ONEMUSIC requires iOS 9.0 or higher. To check which version of iOS you have, follow the instructions below:
Go to “Settings”> “General” > “About device”
Find the line which says “Version”
If the version is 9.0 or higher, download ONEMUSIC!
6. Do I need internet to use ONEMUSIC?
Yes, ONEMUSIC needs some of your device’s WiFi/internet bandwidth or mobile data allowance to operate.
7. Can I use ONEMUSIC abroad?
Yes, You can use ONEMUSIC anytime and anywhere in the world that unrestricted internet is available.

Social Content

1. How do I activate the social media?

Go directly to the “Channels” menu and activate your choice of social media from Facebook, Twitter and Instagram.

2. Why do I need to activate social media?

By activating social media, you stay connected with your favorite stars or topics via their social networks. You can then like a post, post a comment or share a video with your friends directly from the channels or podcasts.

3. What is the quantity of social feeds and videos available?

We will provide the equivalent of 10 days of social feeds and 30 days of videos. Guaranteed entertainment!

4. What are the channels in ONEMUSIC?

The ONEMUSIC channels offer users an intuitive and unified way of keeping track of all kinds of social feeds, pictures, videos, concerts and news about their favorite artists, celebrities, bloggers or key influencers. Users may create their own personalized feeds or subscribe to feeds provided by ONEMUSIC or its user community. The feeds come from social media sites such as Facebook, Twitter or Instagram, etc.

Music Playlist

1. Why don't I have access to some playlists?

Those playlists can only be accessed with ONEMUSIC Plus or Premium subscription.

2. How much music can be accessed in Top Tracks?

Around 100 trending tracks from the chart. They are updated every week by Universal Music.

3. Why can't I find the music I'm looking for?

Reasons for this vary: Agreements with artists or labels may be ongoing or can't be reached, or ownership of rights can change hands. Besides, ONEMUSIC app will only provide Universal Music artist's music.

4. Why can't I play music?

Check if it's a connection issue

- Error messages saying ONEMUSIC is offline or No internet connection detected.
- Nothing happens when you click/tap play (or it briefly changes to the pause symbol before reverting back to the play symbol).

5. Why am I not hearing any sound on ONEMUSIC?

Pressed play but not hearing any sound from ONEMUSIC? Here are a few things we'd recommend checking.

Volume settings - Sometimes devices have multiple volume settings. See the steps below for how to check the volume settings on your device.

Audio hardware - Are your speakers switched on? Are your headphones fully inserted? Is all of your audio hardware functioning properly? To test this, try playing from an alternative source or device.

Up-to-date software - Check that all software, including the app, is up to date.

6. Why I always face interruption from buffering while using the app?

- You can try to close any other open applications using the internet to reduce the internet bandwidth.
- The amount it costs to stream music or load social content using mobile data can vary depending on your mobile data plan. We recommend at least a 3G connection to use ONEMUSIC.

7. What is the difference between streaming and listening offline?

- When streaming, you can listen to your music directly without downloading it beforehand. This is only possible when your mobile is connected to the Internet. Make sure you have a good Internet connection otherwise your listening may be interrupted from time to time.
- When listening offline, you can listen to your music without being connected to the Internet. You are therefore not using your data. However, you must have downloaded your music on to your mobile beforehand by activating the "Offline" option in the application.

8. How do I download music to listen offline?

You have to subscribe to ONEMUSIC Premium package so that you can download the songs. From the Top Tracks, Moods, Albums and Playlists sections, you can activate music downloads to listen to offline by selecting the option "Offline" at the very top of the application.

By default, the music will be downloaded when your mobile is connected to the Internet via Wi-Fi. If you also wish to download when your mobile is in 3G/4G, you can select the "Always" option in the "Offline" section in the "Settings" menu.

9. Why is the music not downloading?

- Check the device is not in sleep mode.
- Make sure there's enough free space on the device's memory (we recommend at least 1GB).
- The device must have an active internet connection.
- You need an active Premium subscription.

10. How do I subscribe to ONEMUSIC Plus or Premium?

If you are XOX subscribers, you subscribe to FAT5 to enjoy Plus Package or FAT10 to enjoy Premium Package. If you are currently using FAT5, you can upgrade Season Plus 1GB to enjoy Premium Package.

If you are not XOX subscribers, you are welcome to port to ONEMUSIC by clicking this. You can subscribe to FAT5 to enjoy Plus Package or FAT10 to enjoy Premium Package.

11. If I didn't subscribe the Plus/ Premium package after my trial, and I decide to sign up 2 months later after the trial. Will I face any problem when I register?

No, all customer data will remain in the system.

12. What happens to my downloaded music when my subscription ends?

If your subscription expires, the music that you have downloaded to listen to offline will no longer be accessible until you renew your subscription. You will be able to access it again in your application after renewing your subscription.

13. I've changed mobile phones. How do I continue my subscription on my new telephone?
Your ONEMUSIC subscription is linked both to your email address and your mobile phone number. If you change your mobile, you can still access your account by first installing the application and then by logging in with your username and password and specifying your new phone number in the "Settings" menu.

Radio & Podcast

1. How do I play radio or podcast?
You can click on your favourite Radio/ Podcast channel, click on the "Play" button to play, Click "Follow" to favourite the channel and view their new feeds on "Favourite".
2. How do I search for radio and podcasts?
You can go to "Search" button, and click on the "Radio/ Podcast" tab, and type the channel that you want.
3. I can't find my favorite social content, radio station or podcast in ONEMUSIC. What can I do?
If you can't find the social content, radio station or podcast that you want from among the 25,000 available, even by using the search bar, send us an email and we will add it as quickly as possible.
4. I can't launch the radio/ podcast after I click Play button, what should I do?
Please contact us at onemusic@xox.com.my and our technical engineers will try to rectify the issue as soon as possible.

Tunemoji

1. How do I send my favorite Tunemoji?
You can click on your favorite Tunemoji, send it via clicking your desired messaging app.
2. What messaging apps are available for Tunemoji?
Messenger, WhatsApp, LINE and Kik Messenger are available for Tunemoji.
3. Other than the available messaging app, how do I send my favorite Tunemoji?
You can click on "LINK" button, and click on your desired app to send it.
4. Can I search Tunemoji by typing keyword?
Yes. You can go to "Search" button, and click on the "Tunemoji" tab, and type the keyword and search, it will shows a list of Tunemoji that relate to the keyword.

If you can't find the answer to your question here,
You can contact us at 03-7884 2388 or email to onemusic@xox.com.my