

Multiscreen FAQs

1. What are the prerequisites to subscribe to multiscreen?

- You must be a subscriber of TV & Broadband 20 Mbps onwards or a subscriber of 2 Mbps onwards.
- You must have an Android/ Apple smartphone and/ or tablet.

2. How do I subscribe to multiscreen?

- Call us on 8902
- Visit your nearest Mauritius Telecom shop.
- Via Facebook

3) Where to download my.t app for multiscreen?

The my.t app can be found on App Store or Playstore.

4) Where can I use the multiscreen app?

You can use the multiscreen app anywhere in Mauritius using a Wi-Fi or my.t mobile 3G/4G connection.

5) Is there a contractual period for Multiscreen?

No, multiscreen does not involve any contract.

6) How do I pay for multiscreen?

Multiscreen is free for the subscribers of TV & Broadband 20M onwards or subscriber of 2M onwards.

7) I don't have my.t home services. Can I watch multiscreen?

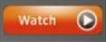
Multiscreen is available for my.t home subscribers only. Multiscreen is free for the subscribers of TV & Broadband 20M onwards or 2M onwards. If you'd like to find out more about our TV services visit our website: www.myt.mu/home.

8) Which channels can I watch on multi-screen?

Visit our website www.myt.mu for more details.

9) How do I rent and watch a VOD on multiscreen?

You must first buy the VOD on your my.t TV decoder. To view the lists of VODs purchased, proceed as follows on your multiscreen app:

- Select  followed by  on your tablet or smartphone. Then, simply touch  to watch the VOD that you want.

10)How many VODs are available for watching on multiscreen?

You will have access to a VoD catalog containing a wide variety of videos including Occidental, Bollywood and local contents.

11) Can I watch the same channels on Live TV and Catch-Up on my television and my devices simultaneously?

Yes, you can watch the same as well as different content(s) simultaneously on your TV and your devices.

12) Can I watch the same VOD on my TV and devices simultaneously?

Yes, you can watch the same as well as different content(s) simultaneously on your TV and your devices provided you have rented the VOD on your my.t home decoder.

13) Can I set up parental control on multiscreen VOD?

Yes, you can lock channels and filter VODs according to age group classifications on your device. The parental control code has been set by default to '1'.

14)Can I set up parental control on multiscreen live TV channels?

Yes. You can lock channels on each device accordingly. The parental control code has been set by default to '1'.

15) I have forgotten my username and password.

Call us on 8902 to retrieve your username and password. Select 'Remember me' on your login screen so that you do not have to re-enter your username and password each time you log in.

16) I want to change my username and password.

For security reasons, your login details have been uniquely allocated to you by our system and hence, cannot be changed. If you lost or forgot your login details, call us on 8902 to retrieve your username and password. Select 'Remember me' on your login screen so that you do not have to reenter your username and password each time you log in.

17) Can I watch multiscreen on more than one device?

Visit our webpage <https://home.myt.mu/> for more details.

18) I want to stop using the multiscreen app on one of my devices and use it on another device instead.

Call us on 8902 or visit your nearest Mauritius Telecom shop to request the unbinding of your selected device.

19) I don't have a my.t mobile SIM card. Can I still watch multiscreen on my tablet or smartphone?

If you are subscribed to my.t home services but don't have a my.t SIM, you can watch multiscreen using a Wi-Fi connection only. Under mobile coverage, the my.t app can be accessed at a lower tariff if you had a my.t SIM than other mobile operators. Visit our website <https://home.myt.mu/> for more details.

20) Why is multiscreen not working on my device?

Possible reasons may be as follows:

- Incorrect username/ password. Call us on 8902 or visit us in a Telecom shop.
- No internet connection. Check your Wi-Fi connectivity.
- No credit on your mobile while accessing 3G/ 4G.

Please note that multiscreen does not work on devices which have been 'rooted' (applicable for Android OS) or 'jailbreak' (applicable for iOS). MT shall not be liable in this case.