



Melco Club APP Installation Guide

Master Contents

iOS Version 2

Google Play Version 14

APK Version 26

Huawei Harmony OS 5.0 and Above 40

Select the section that matches your mobile device and follow the installation steps.



Melco Club APP Installation Guide

iOS Version

Version 1.0

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1 Connect to Wi-Fi

Connect your phone to one of the following Wi-Fi networks and make sure the Internet connection is working properly.

City of Dreams	- FreeWiFi.MO by COD - COD-guest-internet
Studio City	- FreeWiFi.MO by Studio City - Studio City Macau
Altira Macau	- FreeWiFi.MO by Altira - Altira Macau-Guest

2 Scan the QR Code

Scan the QR code below to open the download page.



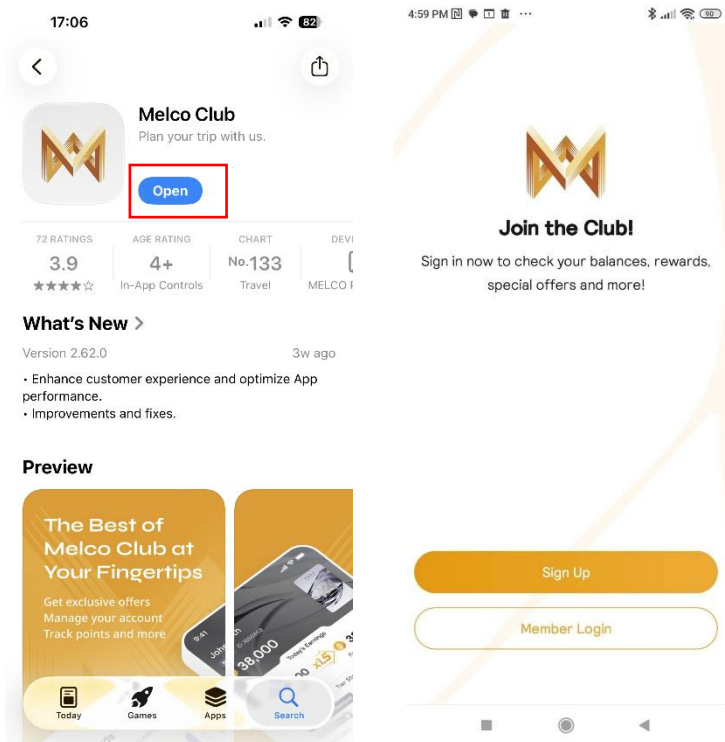
3 Download from the App Store

On the download page, tap “Download on the App Store” .



4 Open the App

The following screen indicates that installation is complete. Tap “Open” to start using the Melco Club APP.



5 Troubleshooting

If you cannot find, download, or install Melco Club APP, check the relevant issue below and follow the solution instructions.

5.1 *If the iOS Version Does Not Meet the Minimum Requirement*

Melco Club APP requires iOS 15.0 or later.

Solution: Go to "Settings > General > Software Update" , update the iPhone to the latest iOS version supported by the device, then try installing Melco Club APP again.

5.2 *If Storage Space Is Insufficient*

Your iPhone may not have enough available storage space to download and install the app.

Solution: Go to "Settings > General > iPhone Storage" . Delete or offload unused apps, photos, videos, or other files to free up space, then try again.

5.3 *If the Wi-Fi or Network Connection Is Not Working Properly*

Your phone may be connected to Wi-Fi but unable to access the Internet. A VPN may also affect the network connection or access to the App Store.

Solution: Make sure Wi-Fi is connected and temporarily turn off any VPN connection on the phone. Open Safari and load a website to confirm Internet access. If needed, disconnect and reconnect Wi-Fi, then try again.

5.4 *If You Are Not Signed in to the App Store*

Downloading an app requires a valid Apple ID signed in to the App Store.

Solution: Go to "Settings > [Your Name] > Media & Purchases" and confirm that you are signed in with an Apple ID. Then reopen the App Store and try again.

5.5 *If Melco Club Cannot Be Found in the App Store*

Melco Club APP may not be displayed due to your current location or App Store availability.

Solution: Try downloading and installing Melco Club APP again after arriving in Macau.

5.6 If the “Get” Button Is Unavailable or App Installation Is Blocked

App installation may be restricted by Screen Time settings or device management policies.

Solution: Check “Settings > Screen Time > Content & Privacy Restrictions” and make sure app installation is allowed. If the iPhone is managed by a company or organization, contact your IT administrator.

5.7 If the App Store Is Not Responding Properly

The App Store may occasionally fail to load or start a download.

Solution: Close the App Store, restart the iPhone, reconnect to Wi-Fi, then try downloading Melco Club again.

5.8 If the Problem Still Cannot Be Resolved

Solution: Contact on-site staff for further assistance.

5.9 Keep receiving force update in newer version

Solution: Please remove the app and re-install the new version again.

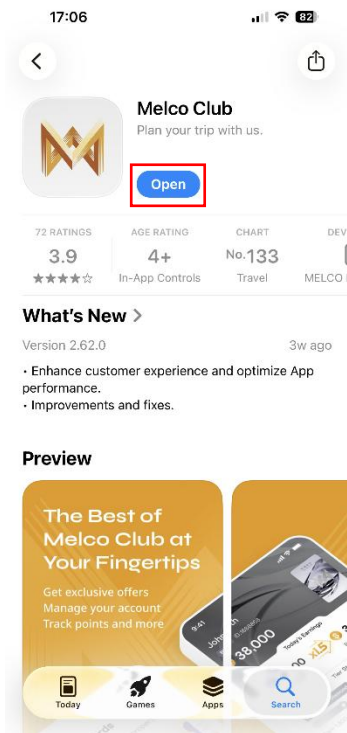
6 How to Update the Melco Club APP

6.1. Manual Update

Go to iOS Apps Store, search for Melco Club and tap “Update” .

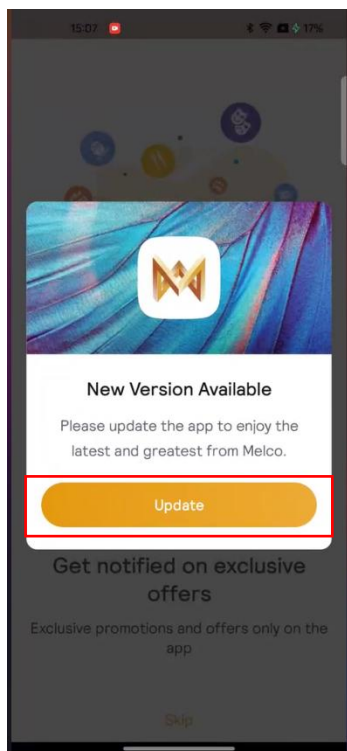


Once the update is complete, tap open to launch the Melco Club APP.



6.2. Auto Update

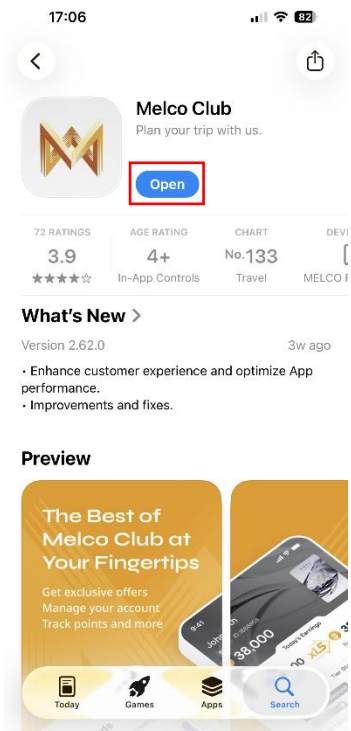
If your Melco Club APP version is lower than the currently supported version, the following prompt will appear the next time you launch the app, indicating that an update is required. When this screen is displayed, please tap “Update” .



After tapping **“Update”** , you will be redirected to the **Melco Club** page in the iOS App Store. Tap **“Update”** to proceed with updating the app.



After the update is complete, tap **“Open”** to launch the **Melco Club** APP.



This installation guide has been tested on the following phone models.

Phone Model	OS Version
iPhone 16 Pro	26.6.1
iPhone 13 Pro Max	27
iPhone 12 Mini	18.7.8



Melco Club APP Installation Guide

Google Play Version

Version 1.0

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1 Connect to Wi-Fi

Connect the phone to one of the following Wi-Fi networks and make sure the Internet connection is working properly.

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Studio City	- FreeWiFi.MO by Studio City - Studio City Macau
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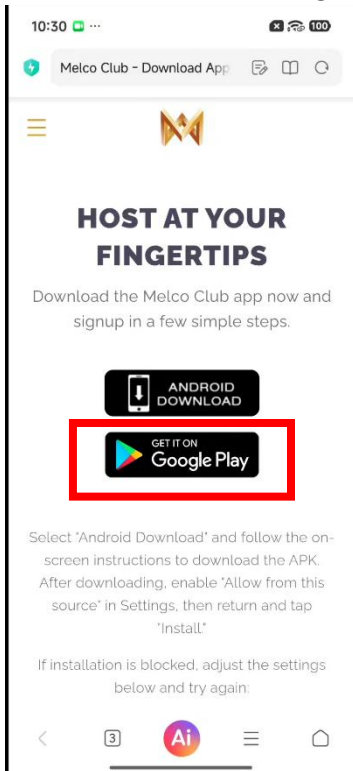
2 Scan the QR Code

Scan the QR code below to open the download page.

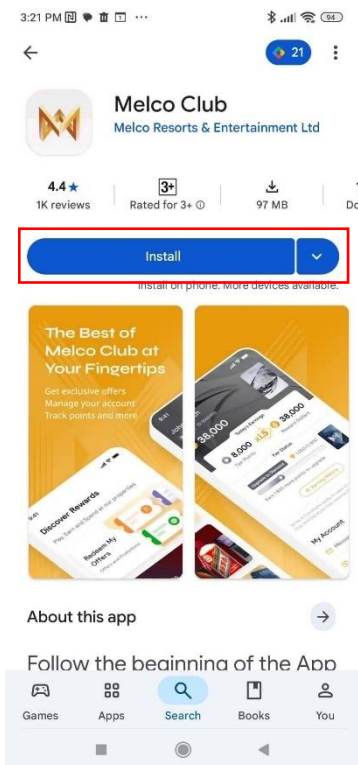


3 *Download from Google Play*

On the download page, tap “Get IT ON Google Play” .

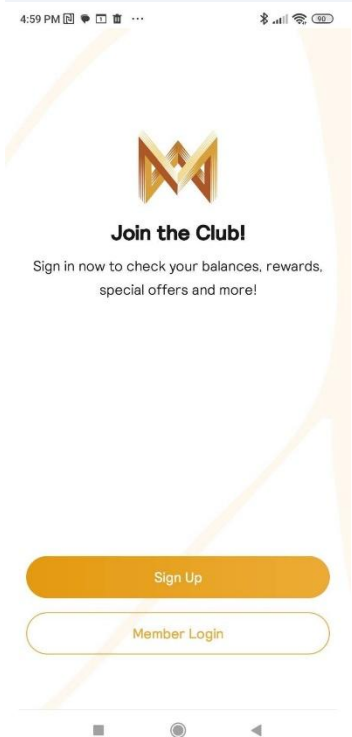
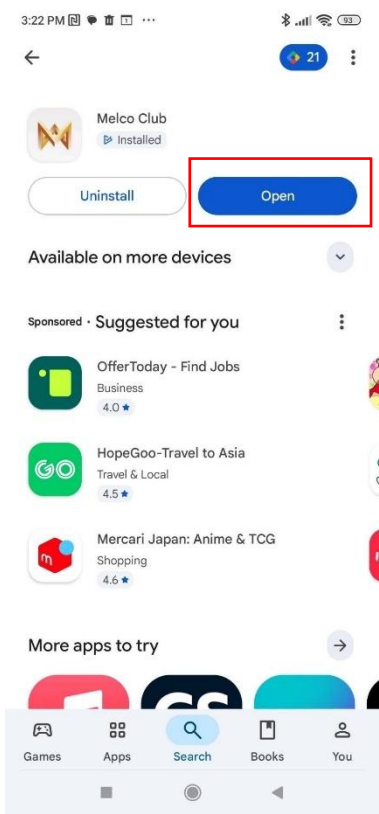


Tap “Install”



4 *Open the App*

The following screen indicates that installation is complete. Tap **“Open”** to start using the Melco Club APP.



5 Troubleshooting

If you cannot find, download, or install Melco Club APP, check the relevant issue below and follow the “Solution” instructions.

5.1 *If the Android Version Does Not Meet the Minimum Requirement*

Melco Club APP requires Android 10.0 or later.

Solution: Go to “Settings” → “System” → “Software Update” , update the phone to the latest Android version supported by the device, then try installing Melco Club APP again. Menu names may vary slightly by phone model.

5.2 *If Storage Space Is Insufficient*

Your phone may not have enough available storage space to download and install the app.

Solution: Go to “Settings” → “Storage” , delete unused apps, photos, videos, downloaded files, or other files to free up space, then try again.

5.3 *If the Wi-Fi or Internet Connection Is Not Working Properly*

Your phone may be connected to Wi-Fi but unable to access the Internet. A VPN may also affect the network connection or access to Google Play.

Solution: Make sure Wi-Fi is connected and temporarily turn off any VPN on the phone. Open Chrome or another browser and load a web page to confirm the Internet connection is working. If needed, disconnect and reconnect Wi-Fi, then try again.

5.4 *If You Are Not Signed in to Google Play*

Downloading apps from Google Play requires a Google Account to be signed in on the phone.

Solution: Open the Google Play Store and tap the profile icon in the upper-right corner. Confirm that the correct Google Account is signed in, then try downloading Melco Club APP again.

5.5 If Melco Club Cannot Be Found on Google Play

Melco Club APP may not be displayed depending on your current location or Google Play availability.

Solution: Try downloading and installing Melco Club APP again after arriving in Macau.

5.6 If the "Install" Button Is Unavailable or the Device Is Incompatible

Google Play may block installation if the phone does not meet the app requirements, the Google Play version is outdated, or parental controls/device management policies restrict app installation.

Solution: Update Android and the Google Play Store to the latest versions supported by the phone. Check Google Play parental controls or device settings and make sure app installation is allowed. If the phone is managed by a company or organization, contact the IT administrator.

5.7 If Google Play Is Unresponsive or the Download Is Stuck

Google Play may occasionally fail to load, remain on "Pending," or fail to start the download.

Solution: Close the Google Play Store, restart the phone, reconnect to Wi-Fi, and try again. If the problem continues, go to "Settings" → "Apps" → "Google Play Store" → "Storage" , clear the cache, then reopen Google Play.

5.8 If the Problem Still Cannot Be Resolved

Solution: Contact on-site staff for further assistance.

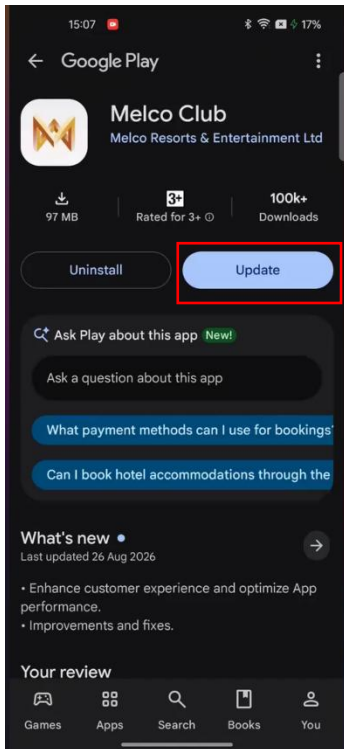
5.9 Keep receiving force update in newer version

Solution: Please remove the app and re-install the new version again.

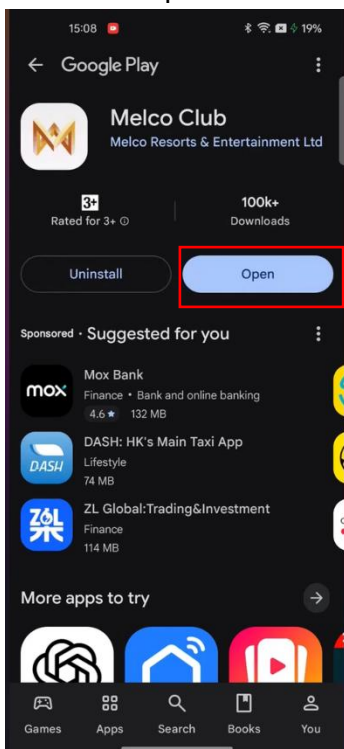
6 How to Update the Melco Club APP

6.1. Manual Update

Go to Google play store, search for Melco Club, tap "Update" .

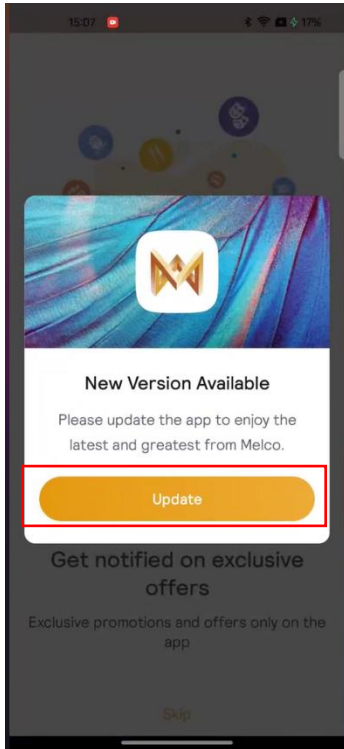


After the update is complete, tap "Open" to launch Melco Club APP

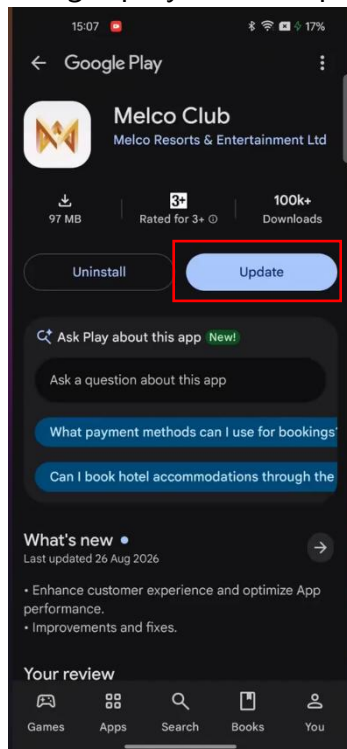


6.2. Auto Update

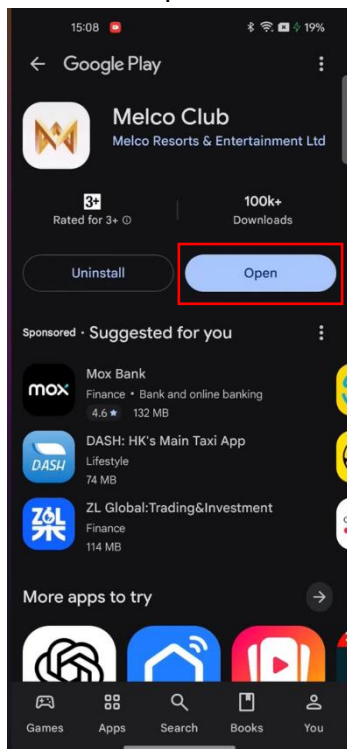
If your Melco Club APP version is lower than the currently supported version, the following prompt will appear the next time you launch the app, indicating that an update is required. When this screen is displayed, please tap “Update” .



After tapping “Update” , you will be redirected to the Melco Club page in the Google play store. Tap “Update” to proceed with updating the app.



After the update is complete, tap “Open” to launch Melco Club APP



This installation guide has been tested on the following phone models.

Phone Model	OS Version
Samsung S20	13
Vivo x300 Ultra	OriginOS 6.12.58



Melco Club APP Installation Guide

APK Version

Version 1.0

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1 Connect to Wi-Fi

Connect your phone to one of the following Wi-Fi networks and make sure the Internet connection is working properly.

City of Dreams	- FreeWiFi.MO by COD - COD-guest-internet
Studio City	- FreeWiFi.MO by Studio City - Studio City Macau
Altira Macau	- FreeWiFi.MO by Altira - Altira Macau-Guest

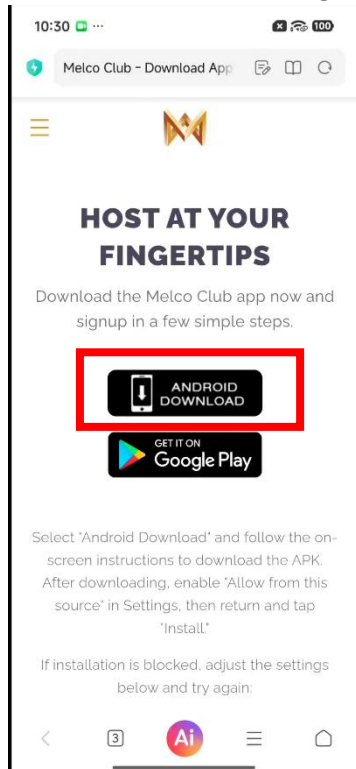
2 Scan the QR Code

Scan the QR code below to open the download page.

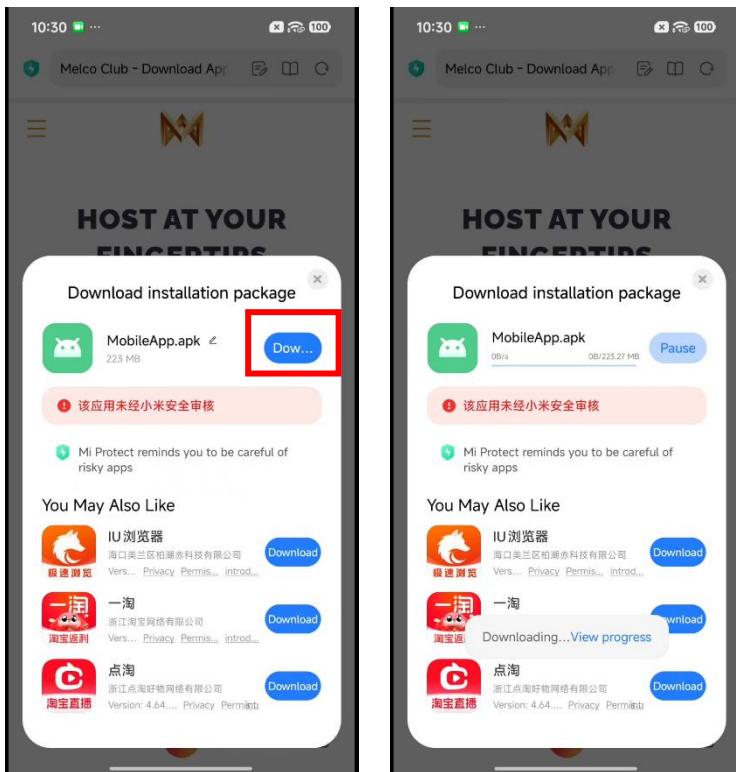


3 Download the Installation File

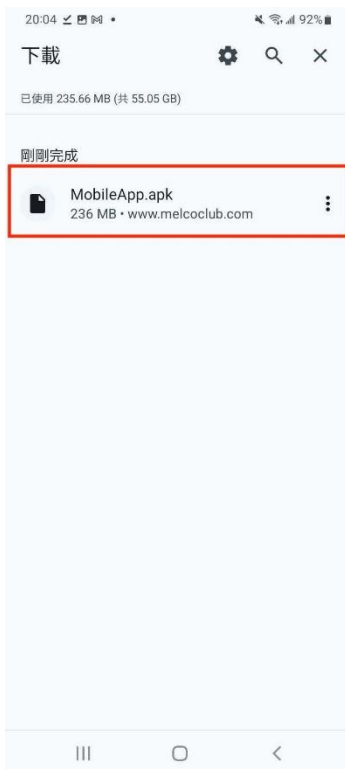
On the download page, tap **“Android Download”** . (Do not scan with WeChat)



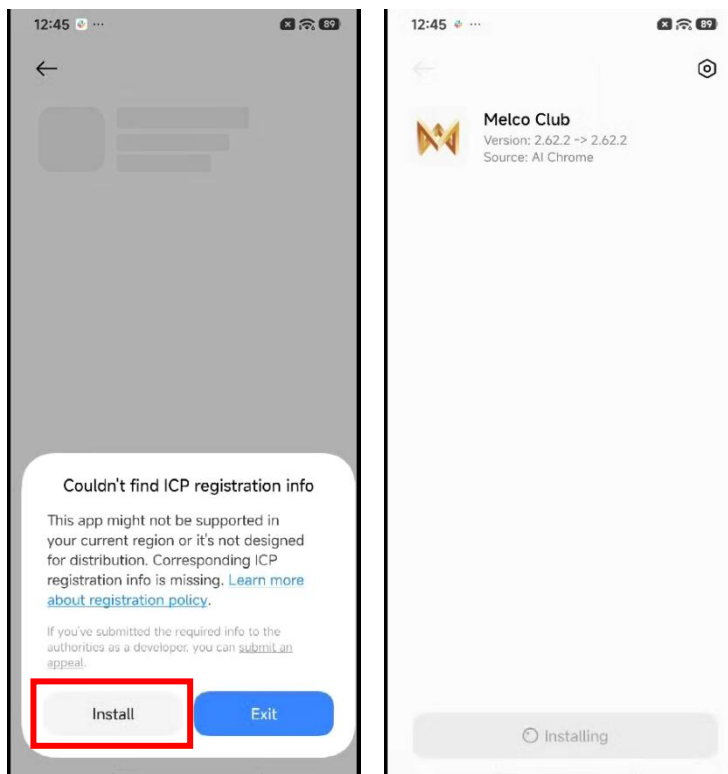
Tap **“Download anyway”**



4 Open the Installation File and Install

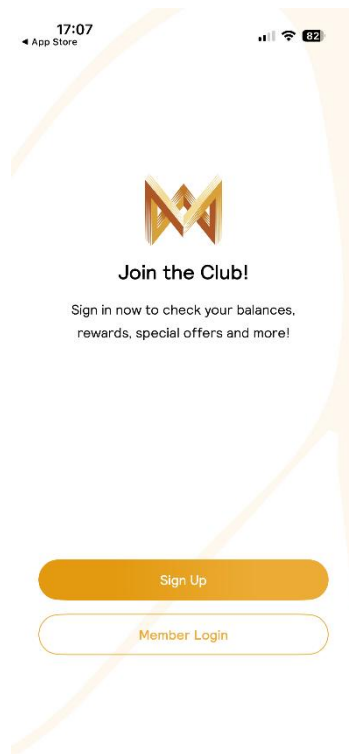


Tap "Install"



5 *Open the App*

The following screen indicates that installation is complete. Tap **“Open”** to start using the Melco Club APP.



6 Troubleshooting

If you cannot find, download, or install Melco Club APP, check the relevant issue below and follow the “Solution” instructions.

6.1 *If the Android Version Does Not Meet the Minimum Requirement*

Melco Club requires Android 10.0 or later.

Solution: Go to “Settings” → “System” → “Software Update” , update the phone to the latest Android version supported by the device, then try installing Melco Club APP again. Menu names may vary slightly by phone model.

6.2 *If Storage Space Is Insufficient*

Your phone may not have enough available storage space to download and install the app.

Solution: Go to “Settings” → “Storage” , delete unused apps, photos, videos, downloaded files, or other files to free up space, then try again.

6.3 *If the Wi-Fi or Internet Connection Is Not Working Properly*

Your phone may be connected to Wi-Fi but unable to access the Internet. A VPN may also affect network access.

Solution: Make sure Wi-Fi is connected and temporarily turn off any VPN on the phone. Open Chrome or another browser and load a web page to confirm the Internet connection is working. If needed, disconnect and reconnect Wi-Fi, then try again.

6.4 *If “Pure Mode / Enhanced Protection” Blocks APK Installation*

The process differs by HarmonyOS version. On HarmonyOS 3/4, “Enhanced Protection” may block APKs that have not been checked by App Gallery.

Solution: If your phone uses HarmonyOS 3/4, go to “Settings” → “System & Updates” → “Pure Mode” → temporarily turn off “Enhanced Protection” . Reopen the APK, confirm the risk when prompted, and continue the installation. After

installation, it is recommended to turn “Enhanced Protection” back on. If you use HarmonyOS 5.0 or later, tap “Open” after the download and follow the on-screen instructions in “Zhuoyitong”. If Pure Mode or security restriction prompts still appear, follow the prompts shown on the device or contact on-site staff for assistance.

6.5 If Xiaomi's Built-in Browser Does Not Block APK Download/Installation

Solution: Install a third-party browser (such as Baidu) to download and install the APK.

6.6 If the Problem Still Cannot Be Resolved

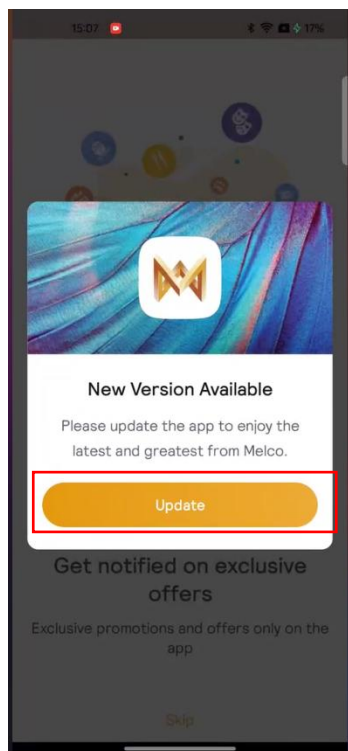
Solution: Contact on-site staff for further assistance.

6.7 Keep receiving force update in newer version

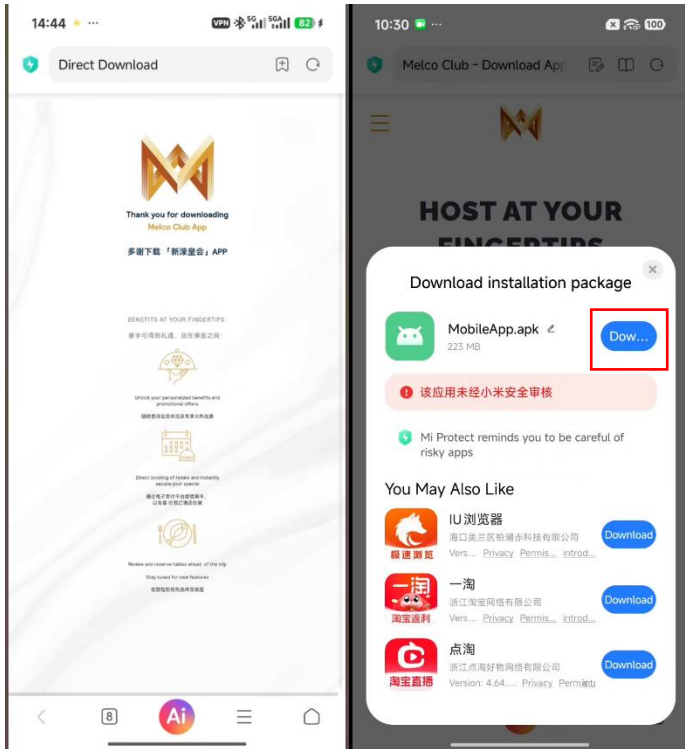
Solution: Please remove the app and re-install the new version again.

7 *How to Update the Melco Club APP*

If your Melco Club APP version is lower than the currently supported version, the following prompt will appear the next time you launch the app, indicating that an update is required. When this screen is displayed, please tap “Update” .



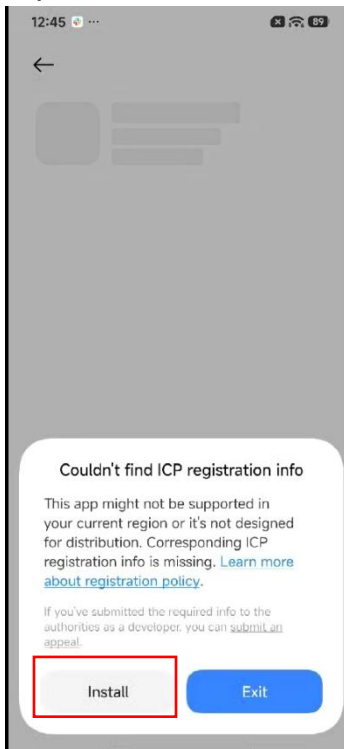
After tapping “Update” , you will be redirected to the Melco Club APP webpage, where an APK download prompt will be triggered. Tap “Download” to start downloading the APK file.



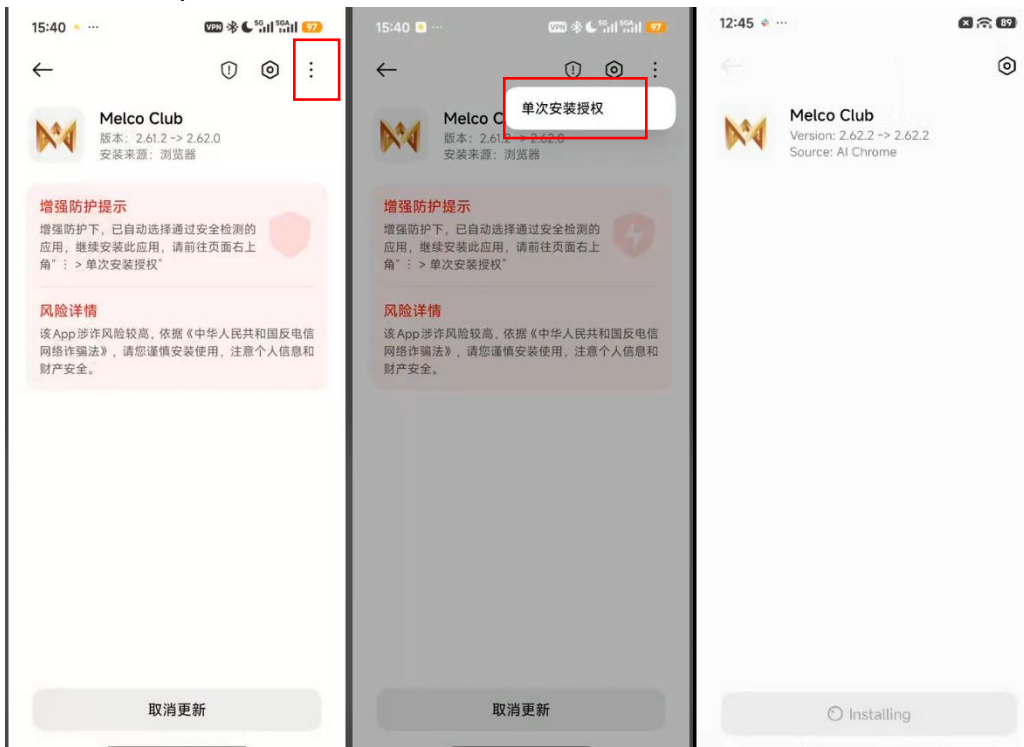
After the download is complete, an installation prompt will appear, tap “ Allow” .



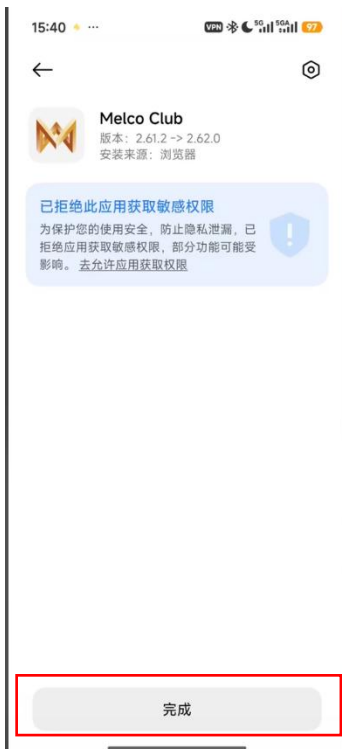
Tap "Install" to install.



Tap the menu button in the top-right corner. From the pop-up menu, select "One-Time Installation Authorization", and the system will automatically begin the installation process.



Tap "Complete" .



Once the installation is complete, tap the "Melco Club" icon on your phone to launch the Melco Club APP.



This installation guide has been tested on the following phone models.

Phone Model	OS Version
Samsung S20	13
OPPO One Plus ACE 2V	ColorOS 16.0.5
Vivo x300 Ultra	OriginOS 6.12.58
Redmi K90	16



Melco Club APP Installation Guide

Huawei Harmony OS 5.0 and Above

Version 1.0

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1 Connect to Wi-Fi

Connect the phone to one of the following Wi-Fi networks and make sure the Internet connection is working properly.

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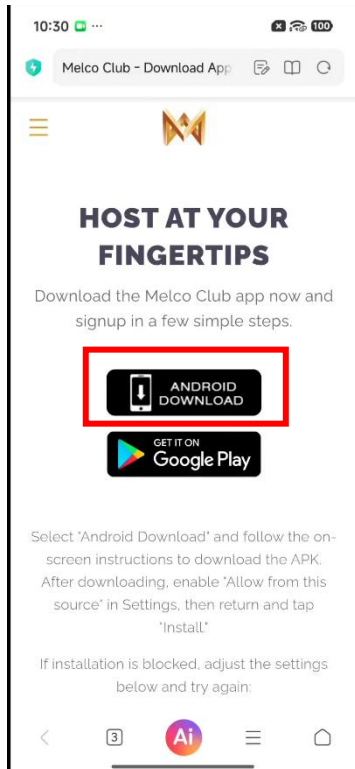
2 Scan the QR Code

Scan the QR code below to open the download page.

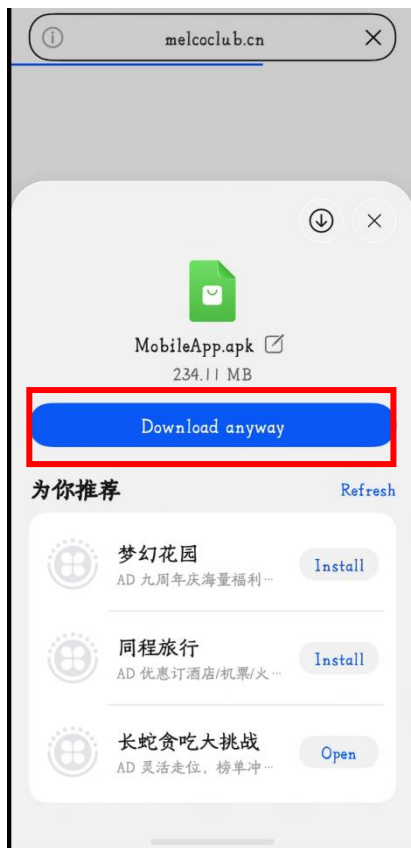


3 *Download the Installation File*

On the download page, tap **“Android Download”** .

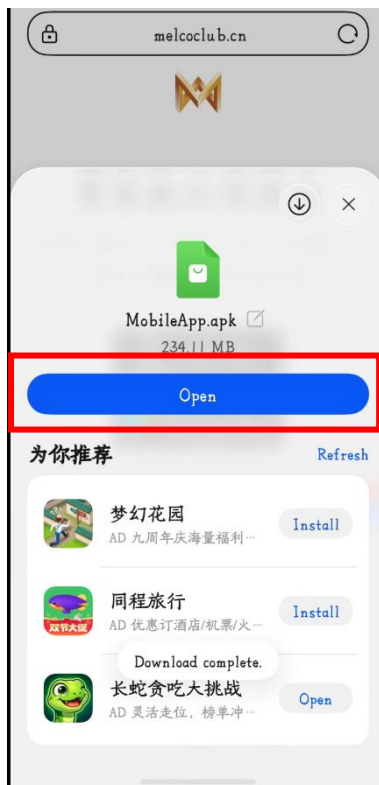


If Huawei Browser displays **“Search in App Gallery / Download anyway / Cancel,”** select **“Download anyway”** .



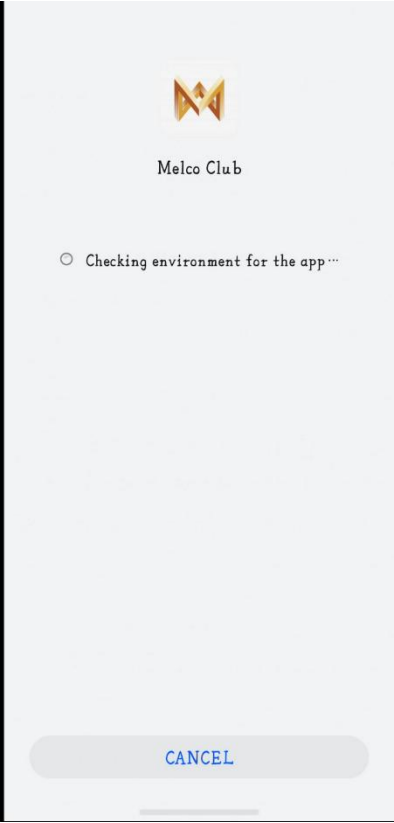
4 Open the Installation File and Install

After the download is complete, tap **“Open”** to install the Melco Club APP.

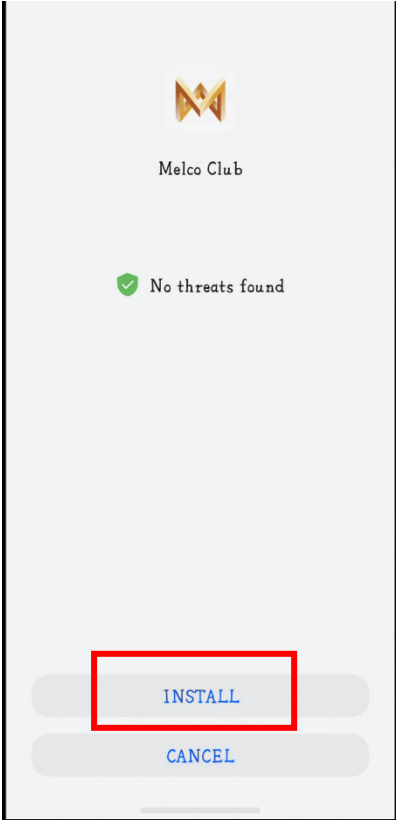


HarmonyOS 5.0 or later requires “App Installer” for installation.

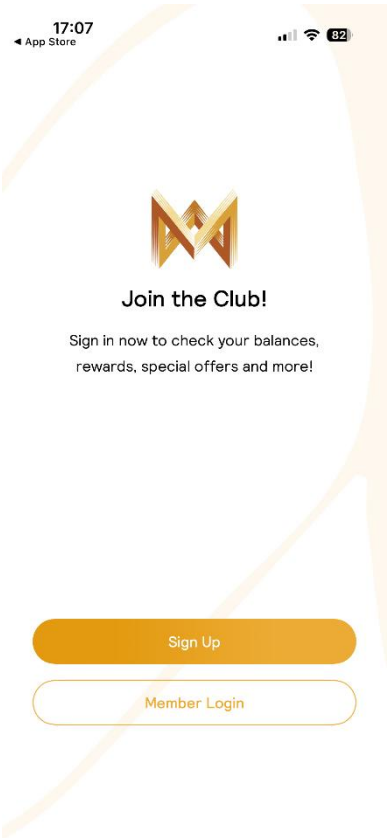
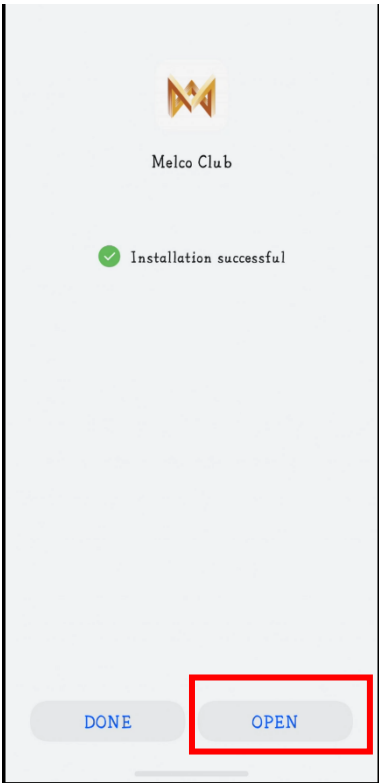




Tap "Install"



The following screen indicates that installation is complete. Tap “Open” to start using the Melco Club APP.



5 Troubleshooting

If you cannot download or install Melco Club APP, check the relevant issue below and follow the “Solution” instructions.

5.1 *If the Official Melco Club Download Page Cannot Be Opened*

The phone may be connected to Wi-Fi but unable to access the Internet; a VPN may also affect access to the website.

Solution: Make sure Wi-Fi is connected and temporarily turn off any VPN on the phone. Open another website to confirm the Internet connection is working. If needed, disconnect and reconnect Wi-Fi, then reopen the download page.

5.2 *If “Android Download” Cannot Be Found or the Download Does Not Start*

Make sure you are using the official Melco Club download page, not Huawei App Gallery. This APK is not currently distributed through App Gallery.

Solution: Go directly to <https://melcoclub.com/en/mobiledownload.html> and tap “Android Download” . If the page is incomplete, refresh it or use Huawei Browser. If the download still does not start, try again after arriving in Macau.

5.3 *If Huawei Browser Displays an APK or External-Source Download Warning*

On HarmonyOS 5.0 or later, Huawei Browser may display “Search in App Gallery / Download anyway / Cancel” when downloading an APK.

Solution: After confirming that the URL is the official Melco Club website, select “Download anyway” . When the download is complete, tap “Open” ; the system may launch “Zhuoyitong” to handle the installation.

5.4 *If “Pure Mode / Enhanced Protection” Blocks APK Installation*

The process differs by HarmonyOS version. On HarmonyOS 3/4, “Enhanced Protection” may block APKs that have not been checked by App Gallery; on HarmonyOS 5.0 or later, compatible APKs are mainly handled through “Zhuoyitong” .

Solution: If your phone uses HarmonyOS 3/4, go to “Settings” → “System & Updates” → “Pure Mode” → temporarily turn off “Enhanced Protection” . Reopen the APK, confirm the risk when prompted, and continue the installation. After installation, it is recommended to turn “Enhanced Protection” back on. If you use HarmonyOS 5.0 or later, tap “Open” after the download and follow the on-screen instructions in “Zhuoyitong” . If Pure Mode or security restriction prompts still appear, follow the prompts shown on the device or contact on-site staff for assistance.

5.5 *If HarmonyOS 5.0 or Later Displays “Unable to Install”*

For APKs obtained from the Internet on HarmonyOS 5.0 or later, whether installation is possible depends on actual support from “Zhuoyitong” .

Solution: Download the APK again from the official Melco Club download page. When the download is complete, tap “Open” and let “Zhuoyitong” attempt the installation. If “Zhuoyitong” still shows that it is unsupported or cannot be installed, do not use an unofficial APK source; contact on-site staff for assistance.

5.6 If the APK Has Downloaded but the Installation File Cannot Be Found

After the download is complete, the installation file can usually be found in the browser download history or the phone’s Downloads folder.

Solution: First check the downloads page in Huawei Browser for the file you just downloaded. You can also open “File Manager” and check the relevant “Downloads” folder. After locating the Melco Club APK, tap the file and follow the on-screen instructions to install it.

5.7 If Storage Space Is Insufficient

The phone may not have enough available storage space to download and install the APK.

Solution: Go to “Settings” → “Storage” , delete unused apps, photos, videos, downloaded files, or other files to free up space, then download and install Melco Club again.

5.8 If the Problem Still Cannot Be Resolved

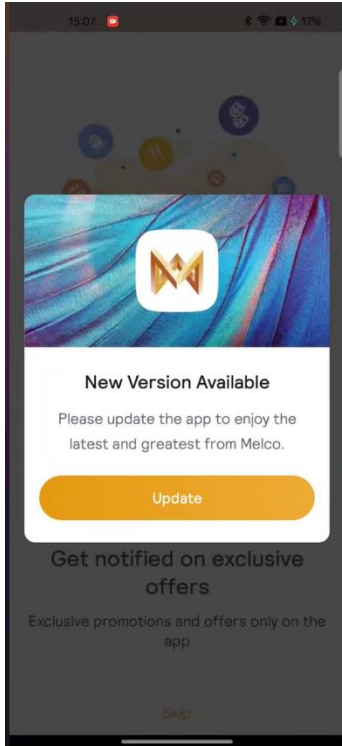
Solution: Contact on-site staff for further assistance.

5.9 Keep receiving force update in newer version

Solution: Please remove the app and re-install the new version again.

6 *How to Update the Melco Club APP*

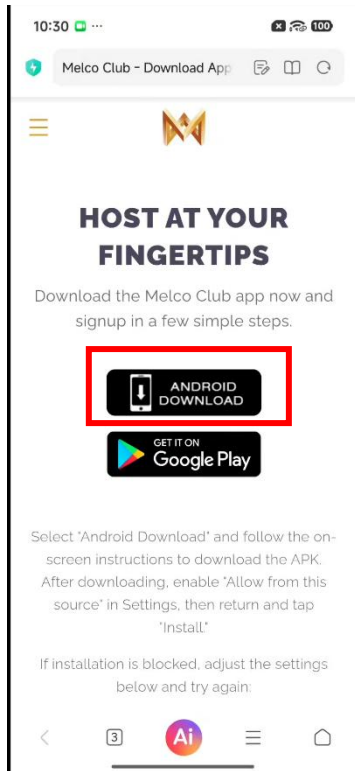
If your Melco Club APP version is lower than the currently supported version, the following prompt will appear the next time you launch the app, indicating that an update is required.



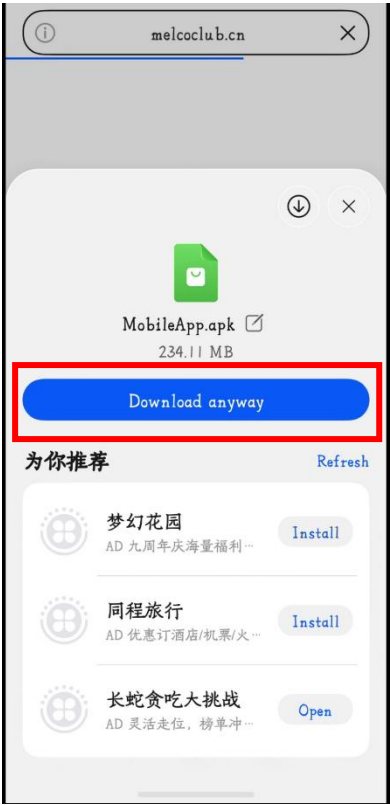
Close the Melco Club APP, and scan the QR code below to open the download page



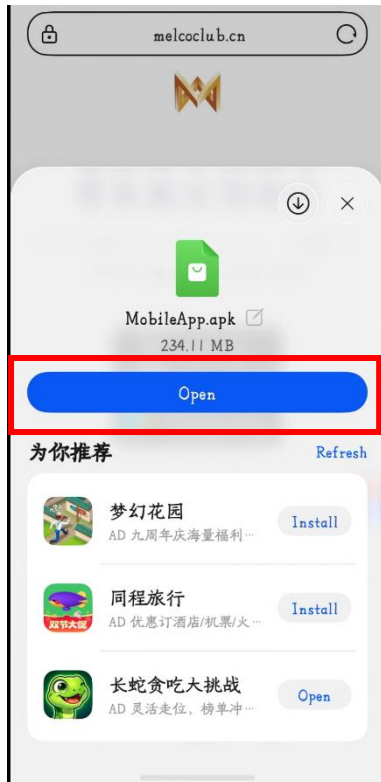
On the download page, tap “Android Download” .



If Huawei Browser displays “Search in App Gallery / **Download anyway** / Cancel,” select “**Download anyway**” .

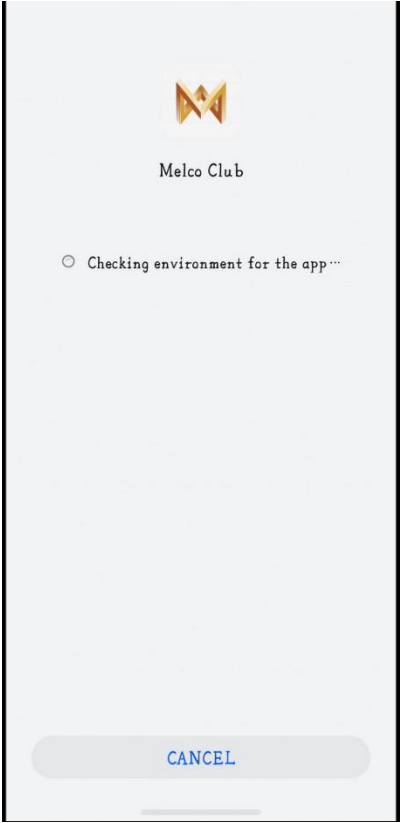


After the download is complete, tap **“Open”** to install the Melco Club APP.

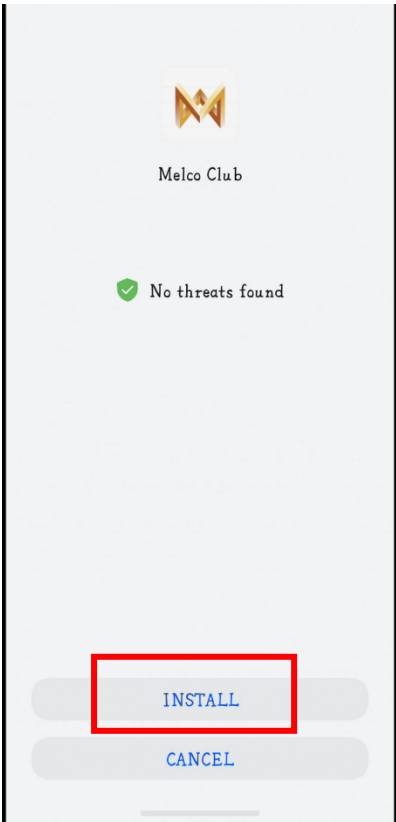


HarmonyOS 5.0 or later requires **“App Installer”** for installation.



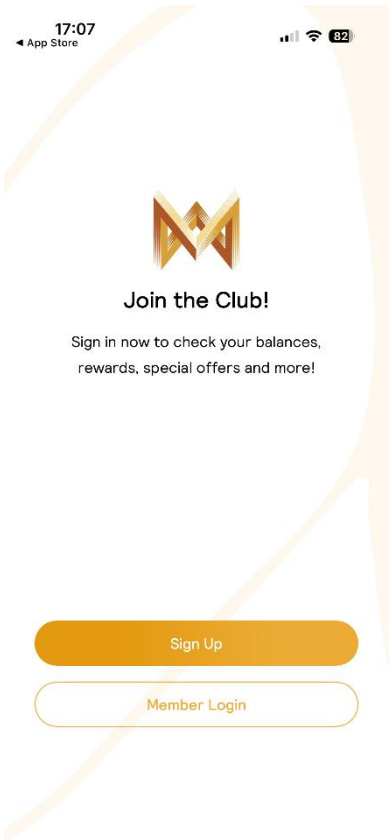


Tap "Install"



The following screen indicates that installation is complete. Tap "Open" to start using the Melco Club APP.





This installation guide has been tested on the following phone models.

Phone Model	OS Version
Huawei Mate 80	Harmony OS 7.0