

WELCOME

This guidebook contains everything you need to know about Unifi Home Installation.

Version 2.0 Oct 2022
Unifi Home Installation Guide

FOREWORD

We are delighted to welcome you to the Unifi family and look forward to your Unifi installation journey experience. This guidebook will assist you to benefit most from Unifi Home fibre broadband experience and help you get the most from us.



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Nor is any liability assumed for damages resulting from the reliance and use of information contained herein. This guidebook is provided without any representation or warranties, express or implied.

1. LET'S GET STARTED

We are grateful to have you onboard. Here are some things you can do after submitting your Unifi Home order to us, and while waiting for your installation appointment date.



Check your email

You can find the order number, package subscription and installation appointment date in your email



Register DigitalME Login

It's absolutely FREE! Register your details and you will have access to Unifi Selfcare and MyUnifi app with a single login

Chat with Maya, your Unifi digital friend

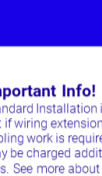
You can chat with maya@unifi to inquire about the order and the progress update

Steps for Registration



Download the MyUnifi app today!

The all-in-one app to manage Unifi accounts and other services - Get access to the app exclusive deals & promotions! Scan the QR code to download now!



2. APPOINTMENT CONFIRMATION

After checking the installation details, here are few things you can do to verify your appointment details.



Push Notification

You can check your notification inbox for appointment details

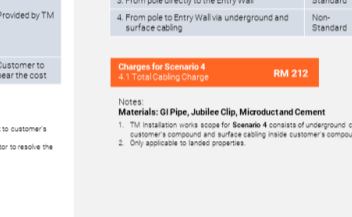


Changing Appointment Date

Go to Selfcare
Login > My Order > Select Order > Change Appointment

Go to MyUnifi app
Login > My Activity > Select Order > Change Appointment

Here is an example of SMS you will receive from us



3. GETTING READY

Things to prepare for the installation



3 Power Outlets

For network installation setup, you will need to provide space for electrical power outlets. This will provide electrical supply to your Broadband Terminal Unit (BTU), Router Gateway (RG) and Mesh WiFi (if needed)



Consent from Building Management Office

If you reside in high-rise building like condominium or apartment, you are required to obtain consent from the building management office, as installation may involve drilling.



Ensure cable line-clearance

If your furniture or household items are blocking the cable lines, it is recommended to remove them for easier inspection and installation works.

Important Info!

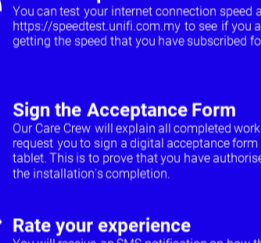
Standard Installation is FREE, but if wiring extension or other cabling work is required, you may be charged additional fees. See more about Standard vs Non-Standard Installation

See More

OUTSIDE PREMISE

Standard and Non Standard Installation

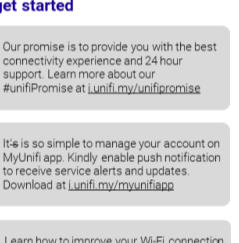
Where Distribution Point (DP) is on the ground



Scenario	Category	Responsibility
1. If cable is blocked outside customer's compound	Standard	Provided by TM
2. If cable is blocked within customer's compound		
2.1 If customer require installation via surface cabling	Standard	Provided by TM
2.2 If customer requires installation via underground cabling	Non-Standard	Customer to bear the cost

- Notes:
- Materials: GI Pipe, Jubilee Clip, Microduct and Cement**
- 1. Installation for Scenario 1 is considered as TV standard installation, subject to customer's Neighbour policy.
 - 2. Installation for Scenario 2.2 requires customer to appoint their own contractor to resolve the blockage.
 - 3. Only applicable to landed properties.

Where Distribution Point (DP) is on the Pole



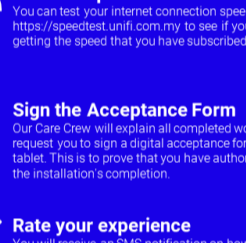
Scenario	Category	Responsibility
3. From pole directly to the Entry Wall	Standard	Provided by TM
4. From pole to Entry Wall via underground and surface cabling	Non-Standard	Customer to bear the cost

- Charges for Scenario 4** - 1 Total Cabling Charge **RM 212**
- Notes:
- Materials: GI Pipe, Jubilee Clip, Microduct and Cement**
- 1. The installation scope for Scenario 4 consists of underground cabling outside customer's compound and surface cabling inside customer's compound.
 - 2. Only applicable to landed properties.

INSIDE PREMISE

Standard and Non Standard Installation

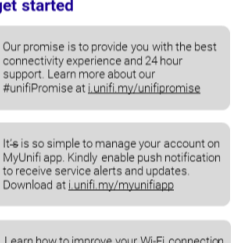
Internal Cabling



Scenario	Category	Responsibility
5. Internal cabling for the first 50 metres	Standard	Provided by TM
5.1. Internal cabling beyond 50 metres	Optional	Customer to bear the cost

- Notes:
- Materials: RJ45 and RJ11**
- 1. Cable length calculation starts from Entry Wall until the furthest end equipment.
 - 2. Raceway (traying) is also provided to protect your cabling up to 50 meter (additional cabling is charged @RM25/mtr).
 - 3. Applicable to both landed and high-rise properties.

Inside The Ceiling



Scenario	Category	Responsibility
6. Inside the ceiling cabling with micro duct protection	Optional	Customer to bear the cost

- Charges for Scenario 6** - 1 Total Cabling Charge **RM 66**
- Notes:
- Materials: Cement and Microduct**
- 1. Only applicable to landed properties.

4. INSTALLATION COMPLETE

Things to do after the Unifi Home installation is complete.



Test the speed

You can test your internet connection speed at <https://speedtest.unifi.com.my> to see if you are getting the speed that you have subscribed for.



Sign the Acceptance Form

Our Care Crew will explain all completed work and request you to sign a digital acceptance form on a tablet. This is to prove that you have authorised the installation's completion.



Rate your experience

You will receive an SMS notification on how the installation went, and you can rate us so we can improve our services to serve you better.

Sending you SMS TIPS to get started

Our promise is to provide you with the best connectivity experience and 24hour support. Learn more about our #unifiPromise at unifi.my/unifipromise

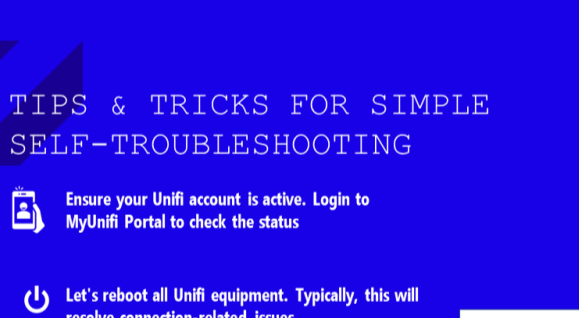
It's so simple to manage your account on MyUnifi app. Kindly enable push notification to receive service alerts and updates. Download at unifi.my/myunifiapp

Learn how to improve your Wi-Fi connection at every corner of your home or premises. Visit unifi.my/easyfix

TIPS & TRICKS FOR SIMPLE SELF-TROUBLESHOOTING

Is your Unifi down? We will walk you through simple steps to fix your connection issue. The troubleshooting will take about 5-10 minutes.

Check your Unifi equipment configuration



Here's a diagram of a typical Unifi configuration. Use this as a guide to identify the equipment that will be useful as we go.

TIPS & TRICKS FOR SIMPLE SELF-TROUBLESHOOTING



Ensure your Unifi account is active. Login to MyUnifi Portal to check the status



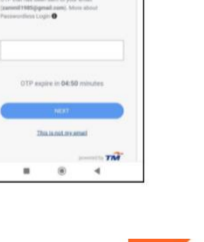
Let's reboot all Unifi equipment. Typically, this will resolve connection-related issues.

- 1) Turn off all Unifi equipment, including the modem (BTU), router (RG), Unifi TV Media Box, SBVM, ADSL Modem, and Dect Phone.
- 2) Wait 10 seconds before turning on all of these devices.
- 3) Wait for the service to resume for 2 minutes.



Still having connection problems?

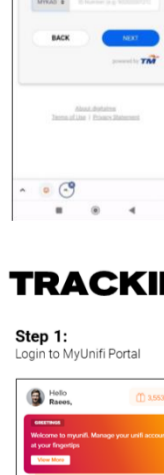
If yes, you may want to run it through Easyfix by scanning the QR code here



LOGIN TO UNIFI SELF SERVE

Step 1:

Download the MyUnifi app



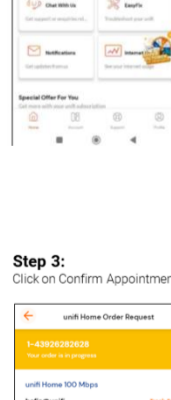
Step 2:

Register your email address



Step 3:

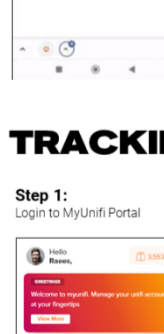
Check your email and enter the OTP



MATCHING SERVICE DETAILS

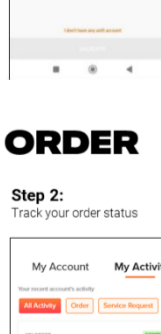
Step 4:

Enter your ID Number



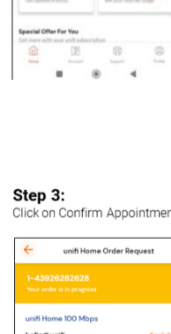
Step 5:

Validate Service Details



Step 6:

Awesome Login Success



TRACKING ORDER

Step 1:

Login to MyUnifi Portal



Step 2:

Track your order status



Step 3:

Click on Confirm Appointment



UPON ORDER COMPLETION

Step 4:

Schedule an Installation Appointment



Step 5:

TM's Care Crew is On The Way



Step 6:

Installation Completed

