

WELCOME

Designed to help you make the most of your Unifi fibre broadband experience. We are excited to welcome you to the Unifi family and support you throughout your installation journey.

GUIDE TO YOUR UNIFI INSTALLATION PROCESS

STEP 1 : **INSTALLATION JOURNEY**

STEP 2 : **REGISTER YOUR PROFILE**

- Register with MyUnifi app; or
- Register on Unifi website (www.unifi.com.my)

STEP 3 : **INSTALLATION APPOINTMENT**

STEP 4 : **PREPARING FOR INSTALLATION**

STEP 5 : **INSTALLATION CHARGES FOR OUTSIDE PREMISES**

INSTALLATION CHARGES FOR INSIDE PREMISES

STEP 6 : **BEFORE THE INSTALLER LEAVES YOUR PREMISES**

STEP 7 : **POST-INSTALLATION - EASYFIX**

STEP 1 : INSTALLATION JOURNEY



UPON ORDER SUBMISSION

You will receive an email about your order and an SMS with the installation date.



INSTALLER INSTALLS UNIFI

Our installer will analyse the best cabling route and ensure that your devices are configured correctly. Then we perform a speed test to ensure that your connection performs optimally.

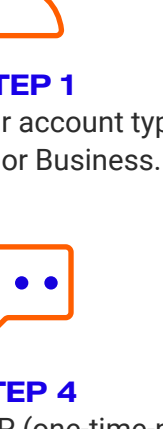
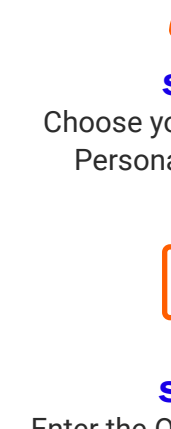


ENJOY UNIFI!

Thank you for choosing Unifi.

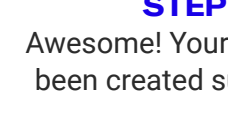
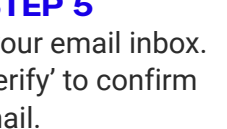
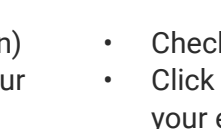
STEP 2 : REGISTER YOUR PROFILE

REGISTER WITH MYUNIFI APP; OR



DOWNLOAD THE MYUNIFI APP TODAY BY SCANNING THIS QR CODE.

It's the all-in-one app to manage your Unifi broadband account, view bills, seek support and self-troubleshoot through EasyFix.



REGISTER ON UNIFI WEBSITE (WWW.UNIFI.COM.MY)



STEP 1

Choose your account type, Personal or Business.



STEP 2

Enter your email address.



STEP 3

Fill in your name and phone number.



STEP 4

Enter the OTP (one-time-pin) (refer to the OTP sent to your phone number).



STEP 5

- Check your email inbox.
- Click 'Verify' to confirm your email.
- Choose your preferred option to receive an OTP during login.

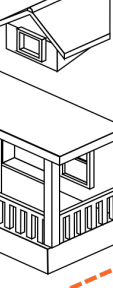


STEP 6

Awesome! Your profile has been created successfully.

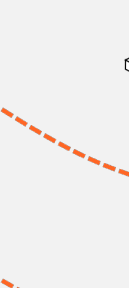
STEP 3 : INSTALLATION APPOINTMENT

HOW TO CHECK YOUR APPOINTMENT DETAILS AND IF YOU NEED TO RESCHEDULE APPOINTMENT;



A. GO TO MYUNIFI APP:

Login > Menu > My Orders > Select Order > Track Status



B. GO TO UNIFI WEBSITE:

Login > My Orders > Select Order > Track Status

STEP 4 : PREPARING FOR INSTALLATION



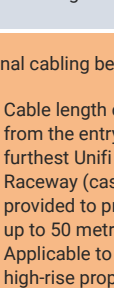
3 POWER OUTLETS

For network installation setup, ensure there is clear space near the electrical power outlets. This will provide an electrical supply to your Broadband Terminal Unit (BTU), Router Gateway (RG) and Mesh WiFi (if needed).



CONSENT FROM THE BUILDING MANAGEMENT OFFICE

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



ENSURE CABLE LINE CLEARANCE

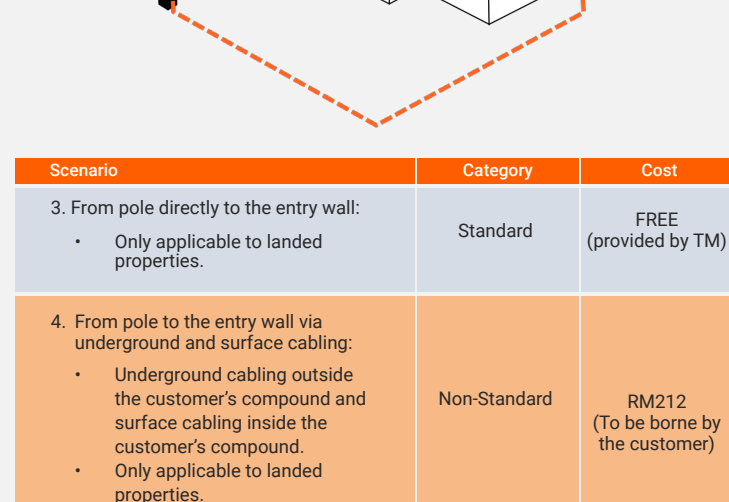
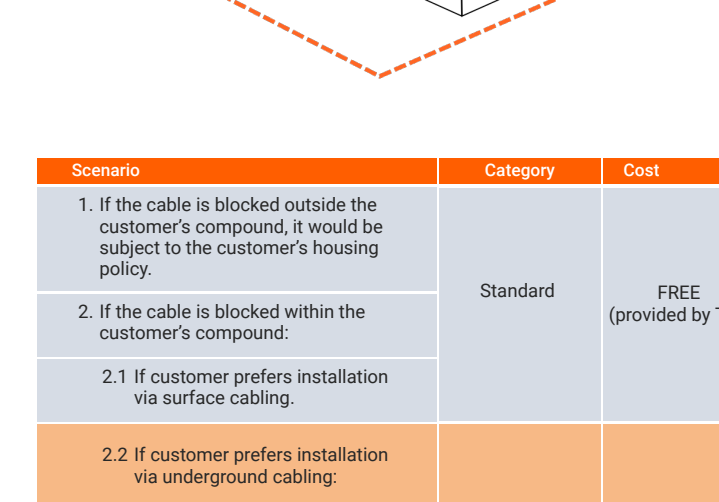
If your furniture or household items are blocking the cable lines, it is recommended to remove them for easier inspection and installation work.



IMPORTANT INFO

Standard installation is FREE; however, if additional wiring or other cabling work is required, you may be charged additional fees. Learn more in the next part on Standard vs Non-Standard Installation fees.

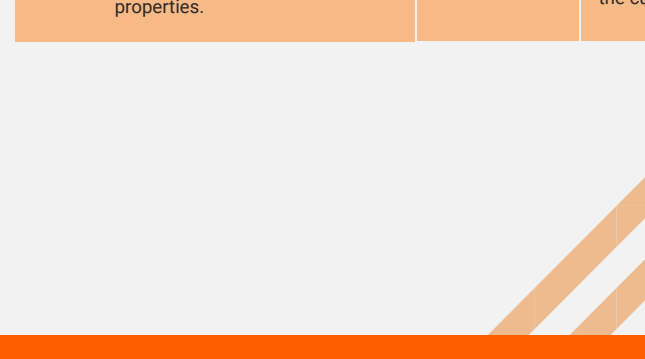
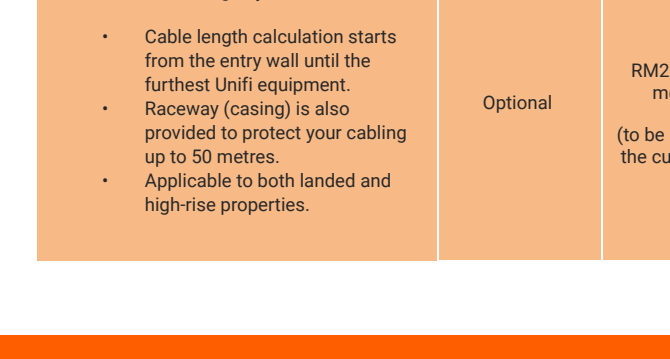
STEP 5 : INSTALLATION CHARGES FOR OUTSIDE PREMISES



Scenario	Category	Cost
1. If the cable is blocked outside the customer's compound, it would be subject to the customer's housing policy.	Standard	FREE (provided by TM)
2. If the cable is blocked within the customer's compound:		
2.1 If customer prefers installation via surface cabling.		
2.2 If customer prefers installation via underground cabling:	Non-Standard	To be borne by the customer
<ul style="list-style-type: none"> The customer should appoint their own contractor to resolve the blockage. Only applicable to landed properties. 		

Scenario	Category	Cost
3. From pole directly to the entry wall:	Standard	FREE (provided by TM)
<ul style="list-style-type: none"> Only applicable to landed properties. 		
4. From pole to the entry wall via underground and surface cabling:	Non-Standard	RM212 (To be borne by the customer)
<ul style="list-style-type: none"> Underground cabling outside the customer's compound and surface cabling inside the customer's compound. Only applicable to landed properties. 		

STEP 5 : INSTALLATION CHARGES FOR INSIDE PREMISES



Scenario	Category	Cost
5. Internal cabling for the first 50 metres.	Standard	FREE (provided by TM)
5.1 Internal cabling beyond 50 metres:	Optional	RM2.50 per metre (to be borne by the customer)
<ul style="list-style-type: none"> Cable length calculation starts from the entry wall until the furthest Unifi equipment. Raceway (casing) is also provided to protect your cabling up to 50 metres. Applicable to both landed and high-rise properties. 		

Scenario	Category	Cost
6. Inside ceiling cabling with micro duct protection:	Non-Standard	RM66 (to be borne by the customer)
<ul style="list-style-type: none"> Only applicable to landed properties. 		

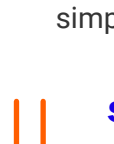
STEP 6 : BEFORE THE INSTALLER LEAVES YOUR PREMISES

THINGS TO DO AFTER THE UNIFI 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 you subscribed to.



SIGN THE ACCEPTANCE FORM

Our installer will explain the completed installation work. Please sign the digital acceptance form on the tablet provided by our installer. This is to confirm that you have acknowledged the completion of the installation.

STEP 7 : POST-INSTALLATION - EASYFIX

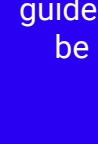
You can now enjoy Unifi connectivity! Should you face any issues, please try the simple steps below to troubleshoot. This will only take about 5 to 10 minutes.



START WITH SELF-TROUBLESHOOTING:

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 this equipment.
3. Wait 2 minutes for the service to resume.



IF THE ISSUE PERSISTS, GO TO EASYFIX:

If you have tried to self-troubleshoot and the issue persists, you can run it through EasyFix via <https://easyfix.unifi.com.my/app/>

- A. Go to Unifi website
Login > Support > EasyFix > EasyFix for Fibre Broadband > Start Now
- B. Go to MyUnifi app
Login > Menu > EasyFix > EasyFix for Fibre Broadband > Check Now

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