

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 Unifi UniVerse app; or
- Register on Unifi website (unifi.com.my)
- Register on Unifi Business Care portal (bizcare.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 will 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 UNIFI UNIVERSE APP (OR MYUNIFI APP);



DOWNLOAD THE UNIFI UNIVERSE APP TODAY BY SCANNING THIS QR CODE.

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



STEP 1

Click 'Sign In' and choose your account type, **Personal** or **Business**



STEP 2

Enter your email address



STEP 3

Fill in your preferred name and phone



STEP 4

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



STEP 5

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



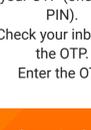
STEP 6

Awesome! Your profile has been created successfully.

LINK ACCOUNT IN UNIFI UNIVERSE APP;

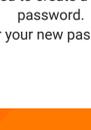
Log in to the Unifi App > Tap "My Profile" > Enter details > Tap "Link My Account" > Select and enter ID Type > Tap "Get OTP" > Tap "Link Account"

REGISTER ON UNIFI WEBSITE (UNIFI.COM.MY)



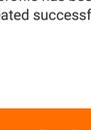
STEP 1

Go to unifi.com.my and click 'My Account' at the top right



STEP 2

Choose 'New Home Broadband'



STEP 3

Choose your account type **Personal** or **Business**



STEP 4

Enter your email address and password to login.

For Business users: You will receive an email with a temporary password in your inbox



STEP 5

- Check your email address
- 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.

REGISTER ON UNIFI BUSINESS CARE PORTAL (BIZCARE.UNIFI.COM.MY)



STEP 1

For first-time login, you will receive an email with a temporary password in your inbox.



STEP 2

Go to **bizcare.unifi.com.my**



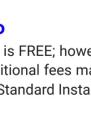
STEP 3

Enter your registered email address and the temporary password provided.



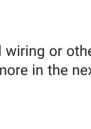
STEP 4

- Click 'Get' to receive your OTP (one-time PIN).
- Check your OTP for the OTP.
- Enter the OTP



STEP 5

For first-time login, you will need to create a new password. Enter your new password.



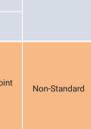
STEP 6

Awesome! Your profile has been created successfully.

*If you haven't received the email with your temporary password, feel free to live chat with us at maya.unifi.com.my, call 100 or visit your nearest Unifi Store/TMpoint for assistance.

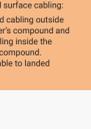
STEP 3 : INSTALLATION APPOINTMENT

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



A. GO TO UNIFI UNIVERSE APP (OR MYUNIFI APP);

Login > Menu > My Activity > My Order > Select order > Progress



B. GO TO UNIFI WEBSITE;

Login > My Orders > Select Order > Track Status



C. GO TO UNIFI BUSINESS CARE PORTAL

Login > Order > Select Order > Installation Information

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.



IMPORTANT INFO

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



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.

STEP 5 : INSTALLATION CHARGES FOR OUTSIDE PREMISES



Where Distribution Point (DP) is on the ground

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.	Non-Standard	To be borne by the customer
2.2 If customer prefers installation via underground cabling:		
<ul style="list-style-type: none"> • The customer should appoint their own contractor to resolve the blockage. • Only applicable to landed properties. 		



Where Distribution Point (DP) is on the Pole

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



Internal cabling

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. 		



Inside the ceiling

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.tn.com.my/> to see if you are getting the speed you subscribed to.

INSTALLER 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/>

Go to Unifi website

Support > EasyFix > EasyFix for Fibre Broadband > Check Now

Go to Unifi UniVerse app

Login > Menu > EasyFix > EasyFix for Fibre Broadband > Check Now

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