

## FREQUENTLY ASKED QUESTIONS

### **What is Wi-Fi@unifi?**

Wi-Fi@unifi is a service provided by TM which offers Wi-Fi service to the public. Starting 16th September 2017, all users regardless of TM or Non-TM customers can enjoy public Wi-Fi at 12,000 different hotspots.

### **Do I need to pay to use the Wi-Fi@unifi service?**

Yes, it is chargeable at only 10 sen/hour. However, the fees are currently waived until further notice.

### **Where can I enjoy this free Wi-Fi@unifi connection?**

You can enjoy Wi-Fi@unifi connection at all our 12,000 Wi-Fi@unifi hotspots nationwide. Our Wi-Fi locator app, i-foundit! will be able to show you the available Wi-Fi@unifi coverage locations for you to enjoy. You can download the i-foundit! app from Google Playstore or AppStore.

### **Do I need to register to use Wi-Fi@unifi?**

Yes, you will need to obtain a Wi-Fi ID and password from the i-foundit! app before you are able to enjoy Wi-Fi@unifi.

### **Who is eligible to use Wi-Fi@unifi?**

All users, Malaysians & Non-Malaysians.

### **Can I use Wi-Fi@unifi even though I am not a Unifi customer?**

Yes, you can. This service can be enjoyed by everyone including non-Unifi customers.

### **What is the radius of the AP?**

The radius covers 30 meters for the indoors and 100 meters for the outdoors, depending on the surroundings and clear line of sight.

### **Will my experience be interrupted if Wi-Fi@unifi is wider?**

Don't worry, Wi-Fi@unifi is capable of providing you seamless connection throughout its access points at Wi-Fi@unifi sites that are within coverage/radius.

### **Does this network contain any secured or blocked pages/website?**

Yes, as stated in the SKMM guidelines.

### **Can I still use my old TM Wi-Fi ID for Wi-Fi@unifi?**

No. However, you can generate a new Wi-Fi password by downloading the i-foundit! app, and creating a new account in the app. Upon registration, you will be able to be connected to Wi-Fi@unifi at any of the hotspots.

### **I am a Premium Access customer and I still have balance in my account. Can I still use the balance during this promotion period?**

You will not be able to use your credit balance during this period. Do be informed that your expiry date will be prolonged for another 6 months.

**Example:** If your actual expiry date is on 17th September 2017, your new expiry date will be on 17th March 2018.

### **I am an existing Free Bundle customer, can I still use my old account?**

You will not be able to use your Free Bundle account during this period. Instead, we offer you an upgraded service of unlimited quota.

### **How do I connect to Wi-Fi@unifi?**

1. Simply enable your Wi-Fi on your device and select "Wi-Fi@unifi" SSID from a list of available networks at the hotspot area.
2. It will auto direct you to the landing page and you simply need to click "download"
3. You will be directed to Apple or Play Store to download the i-foundit! app.
4. Complete the registration in the i-foundit! app to generate your Wi-Fi password.
5. Once ID and password is generated, you may use it on the landing page to enjoy free Wi-Fi.

#### **Or**

You can download i-foundit! app directly from AppStore or Google PlayStore, and complete the registration to obtain your new Wi-Fi password.

### **Do I need to reconnect after a certain duration?**

You will automatically be idle after 10 minutes away from the browser. If this happens, you will need to reconnect on the landing page.

### **What is the i-foundit! app?**

i-foundit! is a mobile app that is designed to allow you to easily locate the 12,000 Wi-Fi@unifi hotspots nationwide, and to grant you connection whenever you arrive at one.

### **How do I download the i-foundit! app?**

You can download the i-foundit! App on the Google PlayStore or AppStore.

### **Is there any charge to download the i-foundit! app?**

The app is absolutely FREE!

### **Do I need to perform any kind of registration to use the app?**

Yes, you will be prompted for a simple registration step when you launch the app. Below are the registration methods that you can use:

1. **Facebook log-in:** This will be linked to your Facebook Account details. There will be a step prompting you to sign in into you Facebook account if you're currently logged out from Facebook. If you log in via Facebook that only has your phone number, the app will request for your email address.
2. **Google Account log-in:** This will be linked to your Google Account registration details. There will be a window prompting you to sign in into your Google account if you are currently logged out.

### **Will I need to create a new user account in the app?**

Yes, as you will need to complete your profile details.

**Example:** Name, e-mail address, password

### **Will I receive any kind of verification e-mail upon creating the account?**

A verification code will be sent to your registered e-mail. The code needs to be inserted into the app in order to verify that you are the real user. Once completed, the app is yours to explore and enjoy!

### **Do I have to register an account each time I launch the app?**

No, this is a ONE time registration process. However, if you happen to log out during your previous session, simply log in with the same details you've registered with.

### **How do I search the location?**

There are 2 ways to do it, as below:

**Option 1:** You can click on red markers in the map that indicate the available Wi-Fi@unifi hotspots coverage, or

**Option 2:** You can type in your desired location into the search column.

### **How do I connect if I am within the coverage area?**

All you have to do is to select the location you are in and click on the **"Let's Get Connected"** button and it will bring you to your device's Wi-Fi setting for you to choose Wi-Fi@unifi

### **Do I need to visit [www.unifi.com.my](http://www.unifi.com.my) before I can start using the Wi-Fi service?**

No. However, once you've clicked **"Let's Get Connected"** button on the app, you will be redirected to the SSID landing page for you to continue browsing.

### **Will I have directions to the Wi-Fi location?**

Yes, you can opt to be directed to the preferred Wi-Fi location by clicking on the **"Get Direction"** button below the coverage map. This will trigger your phone's navigation service.

(e.g. Google Maps or Waze)

### **Will I need to log in again after using the Wi-Fi service?**

You will only need to re-log in to the Wi-Fi connection if you happen to disconnect or turn off the Wi-Fi connection for more than 10 minutes.

### **I have cleared my cache, do I need to perform a log in to the app registration again to use the services?**

Yes, all you have to do is to log in with your registered details. (i.e. Facebook log in or Google Account log in).



### **I'd like to inquire about log-in issues and troubleshooting. What number or email should I contact?**

During this promotion period, you may refer to our FAQ for any issues related to Wi-Fi@unifi or i-foundit!

### **What do I do if I cannot connect to Wi-Fi@unifi?**

You can try to:

1. Forget (remove) the wireless network from your device Wi-Fi setting.
2. Turn off your Wi-Fi and turn it on once again.
3. Reboot your device/clear cache on your device.

Please do not hesitate to share with us your experience as it will help us improve the quality of our service.

### **What do I do if I do not understand how to use the app features to locate the Wi-Fi@unifi hotspots?**

You may refer to the tutorial steps within the app to understand how to locate and get connected to the Wi-Fi@unifi hotspots. An FAQ is also included to help you with your inquiries.