

FREQUENTLY ASKED QUESTIONS (FAQ) FOR MESH WI-FI ADD-ON

WI-FI 7 COMBO BOX MESH (FOR EXISTING UNIFI ULTRA-SPEED CUSTOMERS)		
NO.	QUESTION	ANSWER
1.	What are the benefits of having a Wi-Fi 7 combo box Mesh?	<ul style="list-style-type: none"> ▪ Starting July 2025, Unifi is introducing a new Mesh Wi-Fi device. ▪ With the Wi-Fi 7 combo box Mesh, you can enjoy a stronger and more reliable Wi-Fi experience with coverage of up to 5,000 square feet. This device helps eliminate weak signal zones and interruptions throughout your home or premises. It also ensures smooth 4K streaming, VR gaming, fast downloading and better performance with low power consumption. ▪ The Wi-Fi 7 combo box Mesh comes with a warranty under Unifi.
2.	What are the features of the Wi-Fi 7 combo box Mesh?	<ul style="list-style-type: none"> ▪ The Wi-Fi 7 combo box Mesh offers the following features, designed for Unifi speeds from 1 Gbps to 2 Gbps: <ul style="list-style-type: none"> • Expands Wi-Fi coverage up to 5,000 sq ft, suitable for 3–5 rooms (subject to housing layout or interference) • 2.5GbE port for high-speed internet connections • Supports up to 64 connected devices with fast and reliable performance • The latest OFDMA and MU-MIMO technology for smoother simultaneous connections • In-app speed test for quick Wi-Fi performance checks • Downlink & Uplink OFDMA – Allows multiple devices to send and receive data at once for faster speed • MRU – Optimises data efficiency by improving how network resources (network capacity) are allocated • MU-MIMO – Enables multiple devices to communicate with the mesh simultaneously • Multi-Link Operation – Boosts speed through multiple simultaneous connections • Beamforming – Focuses signal strength to specific devices • WPS 2.0 – Simplifies and secures device connections • 160MHz Channel Bandwidth – Delivers faster speeds using wider bandwidth • Multiple SSID (Guest SSID) – Lets you set up a secure guest Wi-Fi network separately • DFS Channel – Minimises interference from radar signals • Band Steering – Automatically connects devices to the optimal frequency • Wi-Fi Access Control – Lets you manage and restrict connected devices securely

WI-FI 7 COMBO BOX MESH (FOR EXISTING UNIFI ULTRA-SPEED CUSTOMERS)

NO.	QUESTION	ANSWER
3.	What are the requirements to add on the Wi-Fi 7 combo box Mesh?	<ul style="list-style-type: none"> ▪ To subscribe to the Wi-Fi 7 combo box Mesh add-on, you must have: <ol style="list-style-type: none"> An active Unifi broadband connection A compatible Wi-Fi 7 combo box
4.	Where can I add on the Wi-Fi 7 combo box Mesh to my existing Unifi package?	<ul style="list-style-type: none"> ▪ You can add this Wi-Fi 7 combo box Mesh to your existing Unifi package through any of the following channels: <ul style="list-style-type: none"> • Any Unifi Store/TMpoint outlet nationwide • Call our Unifi Contact Centre at 100 • Unifi Selfcare portal – https://selfcare.unifi.com.my/ • MyUnifi app or Unifi UniVerse app
5.	How much does it cost to add on the Wi-Fi 7 combo box Mesh to my existing Unifi package?	<ul style="list-style-type: none"> ▪ You can choose from two (2) payment options: <ol style="list-style-type: none"> RM20/month for 24 months (charged in your monthly Unifi bill), or RM380 one-time charge (billed once in your Unifi bill)
6.	Is there an installation fee to add on the Wi-Fi 7 combo box Mesh?	<ul style="list-style-type: none"> ▪ Great news! Installation is free for this Wi-Fi 7 combo box Mesh add-on.
7.	Can the Wi-Fi 7 combo box Mesh be delivered to my home?	<ul style="list-style-type: none"> ▪ Yes. Our Care Crew will deliver and install the Wi-Fi 7 combo box Mesh at your home based on the appointment date set during your order.
8.	I am using my own router. Can I still purchase the Wi-Fi 7 combo box Mesh from Unifi?	<ul style="list-style-type: none"> ▪ Unfortunately, no. This Wi-Fi 7 combo box Mesh only works with the Wi-Fi 7 combo box of the same brand and model provided by Unifi.

WI-FI 7 COMBO BOX MESH (FOR EXISTING UNIFI ULTRA-SPEED CUSTOMERS)

NO.	QUESTION	ANSWER
9.	How long is the warranty period for the Wi-Fi 7 combo box Mesh?	<ul style="list-style-type: none"> ▪ The Wi-Fi 7 combo box Mesh comes with a 12-month (1-year) warranty from Unifi.
10.	How do I cancel my order?	<ul style="list-style-type: none"> ▪ Order cancellation is not possible once you have agreed and given consent to proceed with your order. ▪ If you still wish to cancel, please note that you will be charged for the remaining months of your 24-month Mesh Wi-Fi contract.
11.	Do I need to return the Wi-Fi 7 combo box Mesh if I terminate my Unifi account during the contract period?	<ul style="list-style-type: none"> ▪ No, you do not need to return your Wi-Fi 7 combo box Mesh. ▪ However, you will be charged a penalty fee for the remaining months of your Wi-Fi 7 combo box Mesh contract: <ol style="list-style-type: none"> i. For Unifi 1 Gbps to 2 Gbps plans: RM20 x remaining months ii. This charge will appear in your Unifi bill
12.	Who should I contact for enquiries or help with configuration or technical issues?	<ul style="list-style-type: none"> ▪ For assistance with setup, configuration or product enquiries, you may: <ul style="list-style-type: none"> • Call us at 100, or • Visit any Unifi Store/TMpoint outlet nationwide

WI-FI 6 COMBO BOX MESH (FOR EXISTING UNIFI NON-ULTRA-SPEED CUSTOMERS)

NO.	QUESTION	ANSWER
1.	What are the benefits of having a Wi-Fi 6 combo box Mesh?	<ul style="list-style-type: none"> ▪ Starting from May 2024, Unifi introduced the Wi-Fi 6 combo box Mesh to enhance your internet experience at home. ▪ With this device, you can enjoy: <ul style="list-style-type: none"> <input type="checkbox"/> Wider Wi-Fi coverage – Up to 5,000 square feet, ideal for homes or premises with 3–5 rooms <input type="checkbox"/> Seamless connectivity – Eliminates weak signal areas and interruptions throughout your space <input type="checkbox"/> Smooth 4K streaming, VR gaming, downloads and more with low power consumption ▪ The device is covered under a warranty by Unifi.
2.	What are the features of the Wi-Fi 6 combo box Mesh?	<ul style="list-style-type: none"> ▪ Here are the product features based on your subscribed Unifi speed: <p><u>For Unifi speeds from 30 Mbps to 800 Mbps:</u></p> <ul style="list-style-type: none"> • Wi-Fi coverage up to 5,000 sq ft (ideal for 3-5 rooms)* • Supports up to 64 connected devices reliably • Equipped with the latest OFDMA and MU-MIMO technology for simultaneous transmission • In-app speed test for quick and easy Wi-Fi connectivity checks • Optimised for use with Wi-Fi 6 devices <p><i>*Actual coverage may vary based on housing layout or interference.</i></p>
3.	What are the requirements to add on the Wi-Fi 6 combo box Mesh?	<ul style="list-style-type: none"> ▪ To subscribe to this add-on, you will need: <ol style="list-style-type: none"> i. An active Unifi broadband connection ii. A compatible Wi-Fi 6 combo box

WI-FI 6 COMBO BOX MESH (FOR EXISTING UNIFI NON-ULTRA-SPEED CUSTOMERS)

NO.	QUESTION	ANSWER
4.	Where can I add on the Wi-Fi 6 combo box Mesh to my existing Unifi package?	<ul style="list-style-type: none"> You can add on Wi-Fi 6 combo box Mesh to your existing Unifi package through any of the following channels: <ul style="list-style-type: none"> Any Unifi Store/TMpoint outlet nationwide Call our Unifi Contact Centre at 100 Unifi Selfcare portal – https://selfcare.unifi.com.my/ MyUnifi app or Unifi Universe app
5.	How much does it cost to add on the Wi-Fi 6 combo box Mesh to my Unifi plan?	<ul style="list-style-type: none"> Pricing depends on your subscribed speed: <ul style="list-style-type: none"> For Unifi 30 Mbps to 800 Mbps: <ul style="list-style-type: none"> i. RM15/month for 24 months (charged in your Unifi bill) <p>OR</p> <ul style="list-style-type: none"> ii. RM350 one-time charge (billed once in your Unifi bill)
6.	Is there an installation fee to add on the Wi-Fi 6 combo box Mesh?	<ul style="list-style-type: none"> Great news! Installation is free for this Wi-Fi 6 combo box Mesh add-on.
7.	Can the Wi-Fi 6 combo box Mesh be delivered to my home?	<ul style="list-style-type: none"> Yes. Our Care Crew will deliver and install the Wi-Fi 6 combo box Mesh at your home based on the appointment date set during your order.
8.	I am using my own router. Can I still purchase the Wi-Fi 6 combo box Mesh from Unifi?	<ul style="list-style-type: none"> Unfortunately, no. This Wi-Fi 6 combo box Mesh only works with the Wi-Fi 6 combo box of the same brand and model provided by Unifi.

WI-FI 6 COMBO BOX MESH (FOR EXISTING UNIFI NON-ULTRA-SPEED CUSTOMERS)



NO.	QUESTION	ANSWER
9.	How long is the warranty period for the Wi-Fi 6 combo box Mesh?	<ul style="list-style-type: none"> ▪ The Wi-Fi 6 combo box Mesh comes with a 12-month (1-year) warranty from Unifi.
10.	How do I cancel my order?	<ul style="list-style-type: none"> ▪ Order cancellation is not possible once you have agreed and given consent to proceed with your order. ▪ If you still wish to cancel, please note that you will be charged for the remaining months of your 24-month Mesh Wi-Fi contract.
11.	Do I need to return the Wi-Fi 6 combo box Mesh if I terminate my Unifi account during the contract period?	<ul style="list-style-type: none"> ▪ No, you do not need to return your Wi-Fi 6 combo box Mesh. ▪ However, you will be charged a penalty fee for the remaining months of your Wi-Fi 6 combo box Mesh contract: <ul style="list-style-type: none"> i. For Unifi 30 Mbps to 800 Mbps plans: RM15 x remaining months ▪ The charge will appear in your Unifi bill.
12.	Who should I contact for enquiries or help with configuration or technical issues?	<ul style="list-style-type: none"> ▪ For assistance with setup, configuration or product enquiries, you may: <ul style="list-style-type: none"> • Call us at 100, or • Visit any Unifi Store/TMpoint outlet

TP-LINK MESH WI-FI (FOR EXISTING UNIFI CUSTOMERS)

NO.	QUESTION	ANSWER
1.	What is TP-Link Mesh Wi-Fi?	<ul style="list-style-type: none"> TP-Link Mesh Wi-Fi uses mesh technology to provide wider Wi-Fi coverage throughout your home or premises by connecting two (2) or more devices that work together to form a seamless network, covering your entire home and premises. For more details on TP-Link Mesh Wi-Fi, please refer to the following links: Deco BE65 BE11000 Whole Home Mesh WiFi 7 System TP- Link Malaysia Deco XE75 AXE5400 Tri-Band Mesh Wi-Fi 6E System TP- Link Malaysia
2.	I am a Unifi customer and would like to add TP-Link Mesh Wi-Fi. How can I purchase it for my existing Unifi account?	<ul style="list-style-type: none"> You can easily add TP-Link Mesh Wi-Fi to your existing Unifi account through any of the following channels: <ul style="list-style-type: none"> The Unifi portal at https://unifi.com.my/lifestyle under the Lifestyle “Add-ons” section Any Unifi Store or TMpoint outlet nationwide You can choose from the following Mesh Wi-Fi models: <ol style="list-style-type: none"> Mesh Wi-Fi Deco BE65 – RM65/month for 24 months Mesh Wi-Fi Deco XE75 – RM45/month for 24 months The Mesh Wi-Fi devices come in a pair. The additional charges for the Mesh Wi-Fi will be included in your monthly Unifi bill.
3.	I am not a Unifi customer. Can I purchase TP-Link Mesh Wi-Fi without subscribing to Unifi?	<ul style="list-style-type: none"> This add-on is only available to existing Unifi customers. A Unifi broadband subscription is required.

TP-LINK MESH WI-FI (FOR EXISTING UNIFI CUSTOMERS)		
NO.	QUESTION	ANSWER
4.	Can I cancel my TP-Link Mesh Wi-Fi order?	<ul style="list-style-type: none"> Order cancellation is not possible once you have agreed and given consent to proceed with your order. If you still wish to cancel, please note that you will be charged for the remaining months of your 24-month Mesh Wi-Fi contract.
5.	If I order TP-Link Mesh Wi-Fi at a Unifi Store or TMpoint, will I receive it on the spot?	<ul style="list-style-type: none"> If you place your Mesh Wi-Fi order over the counter at a Unifi Store or TMpoint, the device will still be delivered to your registered address via courier service.
6.	How will I receive my Mesh Wi-Fi device?	<ul style="list-style-type: none"> Your Deco Mesh Wi-Fi device will be delivered to your registered Unifi Home address within 14 working days from the successful order date.
7.	How can I check the delivery status of my Mesh Wi-Fi device?	<ul style="list-style-type: none"> You can track your delivery at: https://www.jtexpress.my/tracking Enter your courier tracking number (e.g. 141205393843). You will receive an SMS confirmation of your order and tracking details once your Mesh Wi-Fi device order has been successfully processed.
8.	Where can I find more information about the TP-Link Mesh Wi-Fi?	<ul style="list-style-type: none"> For more information on Mesh Wi-Fi and other TP-Link products, please visit the official TP-Link website at https://www.tp-link.com.my/.


NO.	QUESTION	ANSWER
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<p>9. Which TP-Link Mesh Wi-Fi models does Unifi offer?</p>	<ul style="list-style-type: none"> ▪ We currently offer two (2) Mesh Wi-Fi models: <ul style="list-style-type: none"> i. TP-Link Deco BE65: BE11000 ii. TP-Link Deco XE75: AXE5400 <div data-bbox="659 633 1070 678"> <p><u>TP-Link Deco BE65: BE11000</u></p> </div> <div data-bbox="659 703 1415 1050">  </div> <div data-bbox="659 1240 1070 1283"> <p><u>TP-Link Deco XE75: AXE5400</u></p> </div> <div data-bbox="659 1310 1415 1655">  </div>
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TP-LINK MESH WI-FI (FOR EXISTING UNIFI CUSTOMERS)

NO.	QUESTION	ANSWER
		<ul style="list-style-type: none"> Please refer to the following links for more details: Deco BE65 BE11000 Whole Home Mesh WiFi 7 System TP-Link Malaysia Deco XE75 AXE5400 Tri-Band Mesh Wi-Fi 6E System TP-Link Malaysia
10.	What is the warranty period for TP-Link Mesh Wi-Fi devices?	<ul style="list-style-type: none"> All TP-Link Mesh Wi-Fi devices come with a 3-year manufacturer warranty, provided by TP-Link.
11.	What are the minimum requirements to use TP-Link Mesh Wi-Fi?	<ul style="list-style-type: none"> To use the device, you will need: <ul style="list-style-type: none"> An active internet connection A Unifi Home or Unifi Business router A power outlet to connect the Mesh Wi-Fi unit Once the Mesh Wi-Fi is connected to your Unifi Home or Unifi Business, you will be able to use the device anywhere as long as there is an internet connection.
12.	Which Unifi modem/router/RG is compatible with TP-Link Mesh Wi-Fi?	<ul style="list-style-type: none"> The TP-Link Deco BE65 and Deco XE75 Mesh Wi-Fi are compatible with all Unifi modems, routers and residential gateways (RGs).
13.	Will the TP-Link Mesh Wi-Fi work with a third-party router?	<ul style="list-style-type: none"> Yes, the Mesh device will work with third-party routers. For detailed compatibility, please refer to: Deco BE65 BE11000 Whole Home Mesh WiFi 7 System TP-Link Malaysia Deco XE75 AXE5400 Tri-Band Mesh Wi-Fi 6E System TP-Link Malaysia

TP-LINK MESH WI-FI (FOR EXISTING UNIFI CUSTOMERS)

NO.	QUESTION	ANSWER
14.	Do I need to plug the TP-Link Mesh Wi-Fi into a power outlet?	<ul style="list-style-type: none"> Yes, both TP-Link Deco BE65 and Deco XE75 Mesh Wi-Fi units must be plugged into a power outlet to operate. Follow the simple steps below to get started: 
15.	How do I set up the TP-Link Mesh Wi-Fi?	<ul style="list-style-type: none"> The TP-Link Deco BE65 and Deco XE75 Mesh Wi-Fi devices come as a pair in each box. The Mesh Wi-Fi nodes can be easily paired using the TP-Link DECO app. Simply download the DECO app for free from the Google Play Store or App Store, and follow the in-app instructions to complete the setup. <ol style="list-style-type: none"> Click HERE for detailed setup guidelines for the TP-Link Deco BE65. Click HERE for detailed setup guidelines for the TP-Link Deco XE75.
16.	Who should I contact for enquiries or help with configuration or technical issues?	<ul style="list-style-type: none"> For technical support or product assistance, you may contact TP-Link directly: <p><u>TP-Link Technical Support:</u></p> <ol style="list-style-type: none"> Warranty & RMA Support (Toll-Free): 1800 22 8887 (Mon–Sun, 10am – 7pm, except Public Holidays) Support Email: support.my@tp-link.com (Mon–Sun, 10am – 7pm, except Public Holidays) Website: https://www.tp-link.com.my/ Address: Lot 3.01 – Lot 3.02, 3rd Floor, Podium Block, Plaza Berjaya, 12, Jalan Imbi 55100 Kuala Lumpur (Lunch hour from 2pm to 3pm)

TP-LINK MESH WI-FI (FOR EXISTING UNIFI CUSTOMERS)

NO.	QUESTION	ANSWER
		<ul style="list-style-type: none">▪ If you require assistance with Mesh Wi-Fi installation, you may reach out to us via Live Chat, call 100 or visit any nearby Unifi Store or TMpoint to request assistance from the Elite crew.▪ Elite crew also offers Wi-Fi consultation and solutions beyond Unifi connectivity issues at your home or premises. A one-time charge of RM120 per visit applies for this service and will be reflected in your next bill.
17.	Do I have to return the TP-Link Mesh Wi-Fi if I terminate my Unifi account while still under the Mesh Wi-Fi contract?	<ul style="list-style-type: none">▪ No, you do not need to return the device.▪ However, an early termination fee will apply based on the remaining months of your contract if you:<ul style="list-style-type: none">• Cancel or terminate the Mesh Wi-Fi add-on before completing the 24-month subscription, or• Terminate your Unifi service while still within the 24-month Mesh Wi-Fi contract▪ These charges will be reflected in your Unifi bill.