






**FREQUENTLY ASKED QUESTIONS (FAQ)  
FOR  
MESH Wi-Fi SELF PURCHASE AT RM360 AND RM15 FOR 24-MONTH**

NO	QUESTION	ANSWER
1.	<b>I would like to purchase Mesh Wi-Fi through online. How can I do it?</b>	<ul style="list-style-type: none"> <li>▪ Easy, just need to go to <a href="https://unifi.com.my/unifi-experience">https://unifi.com.my/unifi-experience</a> and choose either:               <ul style="list-style-type: none"> <li>i. RM360 for One-time purchase</li> <li>OR</li> <li>ii. Add-on Mesh Wi-Fi to your existing unifi account with additional RM15/month</li> </ul> </li> </ul>
2.	<b>How is the journey for purchasing the Mesh Wi-Fi?</b>	<ul style="list-style-type: none"> <li>▪ Follow the simple steps below:           <ul style="list-style-type: none"> <li><u>RM360 for One-time Purchase:</u> <ul style="list-style-type: none"> <li>i. Click 'RM360 for One-time purchase'.</li> <li>ii. Include your details for delivery purpose and proceed with payment via Online Banking.</li> <li>iii. Once order successfully submitted, you will receive email on your order details.</li> <li>iv. Order will be delivered via J&amp;T.</li> <li>v. Self-Installation based on guidelines provided.</li> </ul> </li> <li><u>RM15 for 24-month:</u> <ul style="list-style-type: none"> <li>i. Click 'RM15 for 24-month'</li> <li>ii. Include your details for interest and submit</li> <li>iii. TM Sales Representative will call for verification and proceed with order creation.</li> <li>iv. Once order successfully submitted, you will receive email on your order details.</li> <li>v. Order will be delivered via J&amp;T.</li> <li>vi. Self-Installation based on guidelines provided.</li> </ul> </li> </ul> </li> </ul>

NO	QUESTION	ANSWER
3.	<b>How much is the Mesh Wi-Fi if I decided to purchase via Self-Care? How will I pay for it?</b>	<ul style="list-style-type: none"> <li>▪ As an existing unifi customer, you may purchase the Mesh Wi-Fi at a special price of RM360 (RRP: RM399). After you login to your Self-Care account, proceed with purchase and payment via Online Banking.</li> </ul> <p>OR</p> <ul style="list-style-type: none"> <li>▪ You may add-on Mesh Wi-Fi to your existing unifi account with additional RM15/month. The additional charge of Mesh Wi-Fi will be included in your existing unifi bill.</li> </ul>
4.	<b>How will I know if my Mesh Wi-Fi order is successful?</b>	<ul style="list-style-type: none"> <li>▪ Once you submitted your purchase via Self-Care Portal, you will receive an email from Lapasar (<a href="mailto:welcome@lapasar.com">welcome@lapasar.com</a>) with your order and delivery details.</li> </ul>
5.	<b>How long does it take for my Mesh Wi-Fi order to be delivered? And where I can check my order Status?</b>	<ul style="list-style-type: none"> <li>▪ Your Mesh Wi-Fi order will be delivered via J&amp;T Express within 3-7 working days.</li> <li>▪ You will be able to check your Mesh Wi-Fi order Status via J&amp;T Express website. Kindly include the tracking numbers for details order. <a href="https://www.tracking.my/jt">https://www.tracking.my/jt</a></li> <li>▪ Due to Movement Control Order (MCO), all delivery of Mesh Wi-Fi have been delayed.</li> <li>▪ We appreciate you kind patience and understanding.</li> </ul>
6.	<b>Do I have any other courier service options to choose from?</b>	<ul style="list-style-type: none"> <li>▪ Currently, all Mesh Wi-Fi orders will be delivered via J&amp;T Express only.</li> </ul>
7.	<b>Why do I need to have a Mesh Wi-Fi?</b>	<ul style="list-style-type: none"> <li>▪ Mesh Wi-Fi purpose is to cater for customer that facing the issue of Dead zone and Wi-Fi Coverage. You may understand further on this via <a href="https://unifi.com.my/unifi-experience">https://unifi.com.my/unifi-experience</a>.</li> </ul>
8.	<b>I'm a non-unifi customer, can I purchase this Mesh Wi-Fi in unifi portal?</b>	<ul style="list-style-type: none"> <li>▪ This offer is only open to existing unifi customer only.</li> </ul>

MESH WIFI		
9.	<b>What is Mesh Wi-Fi?</b>	<ul style="list-style-type: none"> <li>TP-LINK M4 Mesh Wi-Fi is an evolution of Wi-Fi extender. It uses mesh technology to provide a wider Wi-Fi coverage to the premise by connecting two (2) or more devices that act as a beacon that will engulf your entire house.</li> <li>For detail information on TP-LINK M4 Mesh Wi-Fi, you may refer to the below link: <a href="https://www.tp-link.com/my/home-networking/deco/deco-m4/">https://www.tp-link.com/my/home-networking/deco/deco-m4/</a></li> </ul>
10.	<b>What is the model of the Mesh Wi-Fi?</b>	<ul style="list-style-type: none"> <li>The device name is TP-Link Deco M4: AC1200</li> </ul> <p><b><u>TP-LINK DECO M4: AC1200 WHOLE HOME MESH WI-FI SYSTEM</u></b></p> <div style="display: flex; justify-content: space-around; align-items: center;"> <div style="text-align: center;"> <p>TP-Link Deco M4</p>  </div> <div style="text-align: center;">  </div> </div> <ul style="list-style-type: none"> <li>Refer link for details: <a href="https://www.tp-link.com/my/home-networking/deco/deco-m4/">https://www.tp-link.com/my/home-networking/deco/deco-m4/</a></li> </ul>
11.	<b>Do I have to connect my devices to unifi Home/Business in order to use the Mesh Wi-Fi?</b>	<ul style="list-style-type: none"> <li>Once the Mesh Wi-Fi is connected to your unifi Home/Business, you will be able to use the device anywhere as long as there is an internet connection.</li> </ul>
12.	<b>What are the minimum requirements for using the Mesh Wi-Fi?</b>	<ul style="list-style-type: none"> <li>Customers will require an Internet connection, a unifi Home/Business router and power supply to use the Mesh Wi-Fi via unifi network.</li> </ul>
13.	<b>Which unifi modem/RG/router is the Mesh Wi-Fi compatible with?</b>	<ul style="list-style-type: none"> <li>The TP-LINK M4 Mesh Wi-Fi is compatible with all unifi devices.</li> </ul>
14.	<b>If I use a third party router, will the Mesh Wi-Fi work?</b>	<ul style="list-style-type: none"> <li>Yes, it will work.</li> <li>For more details, you may refer to the below link: <a href="https://www.tp-link.com/my/home-networking/deco/deco-m4/">https://www.tp-link.com/my/home-networking/deco/deco-m4/</a></li> </ul>

15.	<b>Do I need to plug in the Mesh Wi-Fi to a power outlet?</b>	<ul style="list-style-type: none"> <li>Yes, you will need to plug in the TP-LINK M4 Mesh Wi-Fi unit to a power outlet. Below is a simple step by step instruction:           <div data-bbox="813 280 1316 795" style="border: 1px solid #ccc; padding: 10px; margin: 10px 0;"> <p style="text-align: center; color: #00a651; font-weight: bold;">Setup Just Got a Lot Easier</p> <ol style="list-style-type: none"> <li style="margin-bottom: 10px;"> <span style="color: #00a651; font-weight: bold; border: 1px solid #00a651; border-radius: 50%; padding: 2px 5px;">1</span> Connect Deco to your cable modem and turn on both devices                </li> <li style="margin-bottom: 10px;"> <span style="color: #00a651; font-weight: bold; border: 1px solid #00a651; border-radius: 50%; padding: 2px 5px;">2</span> Download and launch the Deco app                </li> <li style="margin-bottom: 10px;"> <span style="color: #00a651; font-weight: bold; border: 1px solid #00a651; border-radius: 50%; padding: 2px 5px;">3</span> Follow the in-app instructions to configure your Deco system                </li> </ol> </div> </li> </ul>
16.	<b>How should I set up the Mesh Wi-Fi?</b>	<ul style="list-style-type: none"> <li>The TP-LINK M4 Mesh Wi-Fi extender comes in a pair per box. The Mesh Wi-Fi nodes can be paired easily using TP-Link DECO app.</li> <li>Simply download the DECO app from Play Store/App Store for FREE and follow the instructions in the app. Click <a href="#">HERE</a> for detailed guidelines:</li> </ul>
17.	<b>What is the warranty period for the Mesh Wi-Fi?</b>	<ul style="list-style-type: none"> <li>The device comes with three (3) years warranty from the manufacturer, TP-Link.</li> </ul>
18.	<b>Who should I contact for any enquiries on the Mesh Wi-Fi configuration or further assistance?</b>	<ul style="list-style-type: none"> <li>For TP-Link After-Sales Support for the Mesh Wi-Fi, you may contact the manufacturer directly via the following channels:       <p style="margin-left: 20px;"><b><u>TP Link Contact Technical Support:</u></b></p> <ol style="list-style-type: none"> <li>1. Toll Free: 1800 22 8887 / 03-2141 4358 (Mon - Sun, 10am - 7pm)</li> <li>2. Warranty &amp; RMA support: +603 2141 4358 (Mon - Sun, 10am - 7pm)</li> <li>3. E-mail: support.my@tp-link.com (Mon - Sun, 10am - 7pm)</li> <li>4. Sales E-mail: request.malaysia@tp-link.com</li> <li>5. Website: www.tp-link.com.my</li> </ol> </li> </ul>