

Frequent Asked Questions (FAQ)

What is TM WiFi™?

TM WiFi™ is a wireless broadband Internet access service available at public places such as shopping malls, coffee shops, eating outlets, convention centers, hotels and many more that allows you to connect to the Internet when you are in these premises.

What is TM WiFi™ technology?

TM WiFi™ is based on 802.11b/g (WiFi).

Where can I use TM WiFi™?

TM WiFi™ can be used at any of our locations and can be easily identified by our signage. Just look for the TM WiFi™ sign!



Click [here](#) to view the list TM WiFi™ sites nationwide.

How does TM WiFi™ work?

Each TM WiFi™ will be installed with access points. The access points emit radio frequencies that will be picked up by the Wireless LAN card installed in your laptop, Smart phones or tablet PC. Provided you are within the coverage of the signal, ranging from 50m to 300m from the access point, you will be able to enjoy wireless broadband Internet access.

What are the devices I need for TM WiFi™?

You will need a mobile device, for example a laptop, PDA, tablet PC, or mobile phones equipped with the 802.11b/g standard Wireless LAN card.

How do I get started?

First, enable the WiFi connection on your device. Then open your wireless network options and choose TM WiFi™. To start surfing, launch your web browser and the TM WiFi™ login page will be displayed. Here, key in your TM WiFi ID and password. You are now ready to surf the Internet.

How do I logout from TM WiFi™?

For laptop/tablet PC users, simply click the disconnect button in the disconnect window. For PDA mobile users, just type 'ap.logout' at the URL field and click enter.

How do I subscribe to TM WiFi™ postpaid service?

For new and existing TM Broadband and 1515 customers, subscribers can subscribe to TM WiFi™ at any TMpoint outlets nationwide. For existing TM Broadband and 1515 customers, they can subscribe to TM WiFi™ via online at TM WiFi™ at <https://tmbill.tm.net.my/>.

How much is the service?

Personal Postpaid Packages

	Entry	Standard	No. of Login ID
TM Broadband Subscribers	RM 15	RM 18	1 Login ID

Note: Charges for TM WiFi™ Entry package is applicable ONLY with every NEW TM Broadband account or 1515 registration only.

Business Broadband TM WiFi Postpaid Packages

Package	Entry (Monthly)	Standard (Monthly)	No of Login ID
SOHO	RM15	RM18	Limited to 1 Login ID
1 IP	RM15	RM18	Limited to 3 Login ID
5 IP	RM15	RM18	Limited to 5 Login ID

Note: Charges for TM WiFi™ Entry package is applicable ONLY with every NEW Business Broadband account registration only.

Can I use TM WiFi™ if I am not TM subscriber?

Yes, for non-TM customers, you can enjoy the service by purchasing TM WiFi™ cards or softpin online using your Credit Card or visit selected TM WiFi™ F&B chain outlets which offer the "Free Access" option. (Eg: KFC, Pizza Hut, Secret Recipe and Delifrance).

Prepaid TM WiFi™ Package

TM WiFi prepaid card/ softpin	RM5	One day unlimited access
TM WiFi prepaid card/ softpin	RM28	30 days unlimited access

Prepaid Card

Customer can purchase TM WiFi™ Prepaid Card at RM 5 or 28 at TM Point outlets nationwide.

Soft pin

Customer can purchase TM WiFi™ soft pin via:

- Online purchase at TM WiFi™ landing page.

What are the advantages of being TM WiFi™ subscriber rather than using Free Access?

By subscribing to TM WiFi™ via postpaid or prepaid, you will experience better bandwidth speed compare to Free Access user. Moreover, your ID can be use at other TM WiFi™ sites as well.

Where can I find TM WiFi™ with Free Access?

Currently we are offering at selected F&B outlets nationwide. For Free Access, click Free Access tab at the landing page and you're ready to surf.

What are the minimum system requirements to use this service?

1. Laptop/ tablet PC

- Windows 95, 98, 2000, ME, XP and VISTA
- Microsoft Internet Explorer, Mozilla Firefox or any Internet Browser applications
- Wireless adapter or PCMCIA card (For laptop without built in WiFi)
- Type II PCMCIA slot
- Or any laptop with built-in WiFi 802.11b/g capabilities.

2. PDA

- Windows CE, Palm OS 5.0 or above
- Microsoft Internet Explorer or any Internet Browser applications
- Expansion pack with PCMCIA slots
- Wireless PCMCIA card
- Or any PDA with built-in WiFi 802.11b/g capabilities.

3. Macintosh

- Mac OS 9.X and above
- Microsoft Internet Explorer or any Internet Browser applications
- Wireless PCMCIA card
- Type II PCMCIA slot

4. Mobile Phone

Mobile phones with WiFi 802.11b/g capabilities.

Do I need to configure my Internet setting?

Just turn on your WiFi, choose TM WiFi™ in your wireless network option, key in your TM WiFi ID & Password and you are ready to surf.

Can more than one user use the same login ID to access TM WiFi™ at one time?

No, the network does not allow multiple login.

Can I change the Login ID provided in the TM WiFi™ prepaid card?

No, you will need to use the same ID given until it expired. Upon expiry, you need to purchase a new TM WiFi prepaid card to get a new TM WiFi ID and password.

Can I change my password?

Yes, for prepaid card users, just go to <https://prepaid.tm.net.my> and click the link for TM WiFi™. Login using your existing ID and select the link to change your password. For postpaid users, go to <https://tmbill.tm.net.my/SelfCare/Maintenance/selfcareLogin.jsp>.

Can I use the same Login ID at all TM WiFi™?

Yes, you can use the same account at any TM WiFi™ locations.

Can I use the Streamyx Zone Prepaid cards to access at TM WiFi sites?

Yes, the Streamyx Zone Prepaid Cards are still valid until the expiry date.

Do I need to change my existing Streamyx Zone ID to TM WiFi ID ?

No. Your existing username and password remain unchanged.