

# WIRELESS BROADBAND

## Self-Help Guide

MiFi Modem (MF60)

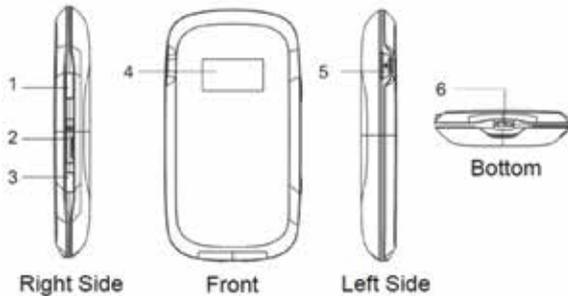
PortaFi Modem (MF70)

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# understanding the LED lights on modem

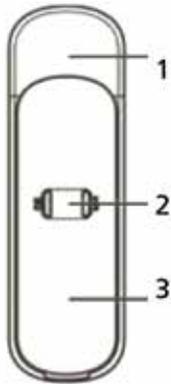
## 1 MiFi Modem Model MF60



1. Power	Hold down the Power button to switch on/off the device.
2. Memory card slot (microSD card)	Where you insert the memory card (microSD card).
3. WPS	Press it to enable / disable WiFi function.
4. LED screen	Indicates the signal type, signal strength, battery life, WiFi status etc.
5. External Antenna Connector	Used to connect an external antenna to enhance the signal strength.
6. Charger / USB port	Charge your device and connect your PC / laptop to your device via USB cable.

Indicator	Description
	Network signal strength
2G	Network type 2G or 3G icon will appear on the LED screen according to the network being connected
	Roaming network
	Connect to the Internet automatically
	Connect to the Internet manually
	WiFi status and number of the connected users
	New incoming message
	Battery life

**2** PortaFi Modem  
Model MF70



1. Device cap
2. Indicator
3. Front Cover



Indicator	Status	Description
3G	Red solid	Turned on and not registered
	Green solid	Registered to 2G
	Green blinking	Connected to 2G and data is being transferred
	Blue solid	Registered to 3G.
WiFi	Blue blinking	Connected to 3G and data is being transferred
	Blue blinking	WiFi is Active
	Blue solid	WPS is Active
	LED off	WiFi is off

# how to measure the current download and upload internet speeds

This handy tool will help you measure the current download and upload speeds of your internet connection.



## Note

The speed measured here is the speed between your device (PC, notebook or handphone) and Maxis' network. These speeds may exceed the capabilities of many content servers and individual PCs. The actual Internet connection speeds may vary due to a number of factors including customer hardware, equipment and software, server limitations, type of content being accessed, the number of users online and distance from modem.

## How to get an accurate result using speedtest?

Your internet connection speed can be affected by many factors. To help achieve the most accurate test results, please follow these simple steps:

### step 1

Close all browser windows you may have opened.

### step 2

Close any applications that may be connected to the internet.

### step 3

Perform the speed test by using your modem connected to your PC or your SIM placed in your tablets/other devices and get connected to Maxis Wireless Broadband.

### step 4

Clear your browser cache.  
To clear you cache:

1. On the Internet Explorer 6 **Tools** menu, click **Internet Options**. The Internet Options box should open to the General tab.

2. On the General tab, in the Temporary Internet Files section, click the **Delete Files** button. This will delete the files that are currently stored in your cache.

*To clear cache for other browser, please call Wireless Broadband hotline at 1 800 82 2000.*

### step 5

Go to [speedtest.maxis.com.my](http://speedtest.maxis.com.my) and click on **Begin Test** button to perform speed test.



# how to manage your account

It is now easier for you to manage your Account, track your quota usage, purchase quota top up and pay your bills. You can do it either via myAccount Portal or Wireless Internet Online Account Portal.

## Wireless Internet Online Account

Wireless Internet Online Account portal allows you to manage your Wireless Broadband when you are connected directly with your Wireless Broadband SIM. You do not need to provide any login credentials to check your quota balance and usage patterns.



<http://mywireless.maxis.net.my>

## MyAccount Portal

You may access MyAccount Portal anytime, anywhere through any available internet access. You will need to register and login to manage your Wireless Broadband at this portal.



<http://myaccount.maxis.net.my/wbb/>

## wireless internet online account

Go to [mywireless.maxis.net.my](http://mywireless.maxis.net.my) using your Maxis Wireless Broadband SIM card. Click **verify** and enter your IC to proceed to manage your account.

### View your quota usage

View how much data you have left

The screenshot shows the 'WIRELESS INTERNET ONLINE ACCOUNT' dashboard. Under the 'PROFILE SUMMARY' section, the 'Monthly quota balance' is displayed with two progress bars. The first bar shows 'Peak-728MB remaining (100%)' and the second bar shows 'Off-Peak-21504MB remaining (100%)'. A red box highlights these two bars. To the right, there are promotional banners for 'LATEST PROMOTIONS' and 'CLICK HERE TO EXIT TO MTLAUNCHPAD'. At the bottom, there are five buttons: 'QUOTA PURCHASE', 'MANAGE PACKAGE', 'VALUE ADDED SERVICES', 'MANAGE ACCOUNT', and 'BILL PAYMENT'.

### Topping up your data volume

What to do when you have exceeded your quota  
(Quota Purchase > Purchase quota)

The screenshot shows the 'QUOTA PURCHASE / PURCHASE QUOTA' page. At the top, it displays the current subscription package: 'HSDPA - WBB 5GB Peak/15GB Off Peak' with 'Wireless Internet No. (M055DA) 60178235792'. Below this is a table of available packages:

Package	Quota	Validity	Price	Purchase
HSDPA - 25MB (Peak) / 30Days	25MB	30 Days	RM 6.00	<a href="#">PURCHASE</a>
HSDPA - 50MB (Peak) / 30Days	50MB	30 Days	RM 12.00	<a href="#">PURCHASE</a>
HSDPA - 1GB (Peak) / 30 Days	1004MB	30 Days	RM 18.00	<a href="#">PURCHASE</a>
HSDPA - 2GB (Peak) / 30Days	2049MB	30 Days	RM 36.00	<a href="#">PURCHASE</a>
HSDPA - 75MB (Off Peak) / 30Days	750MB	30 Days	RM 8.00	<a href="#">PURCHASE</a>
HSDPA - 1.5GB (Off Peak) / 30Days	1530MB	30 Days	RM 12.00	<a href="#">PURCHASE</a>
HSDPA - 3GB (Off Peak) / 30Days	3072MB	30 Days	RM 18.00	<a href="#">PURCHASE</a>
HSDPA - 6GB (Off Peak) / 30Days	6144MB	30 Days	RM 36.00	<a href="#">PURCHASE</a>

Important Note: Speed is on best effort basis.

[BACK TO HOME](#)

## Managing your package

Upgrade or downgrade your package  
(Manage Package > Upgrade/Downgrade)

**MANAGE PACKAGE : UPGRADE**

Upgrade package available :

Package	Price
<input type="radio"/> HSDPA - WBS 12GB Peak / 20GB Off Peak	RM 158.00

**Important Note:**

- Package upgrade is only allowed once for each bill cycle.
- The remaining quota balance will not be carried forward to the new package. The quota will be reset to the new package quota.

**PROCEED** **BACK TO HOME**

**Manage Package** lets you select any plan which suits your needs.

**Upgrade My Package** allows you to upgrade your plan.

**Transaction History** permits you to view your transaction history.

## Managing your profile

Managing your account  
(Manage Account > View / Update Details)

**MANAGE ACCOUNT : VIEW/UPDATE DETAILS**

Welcome XXXXXXXXXXXXXXXXXXXXXXXX

Account Number / Wireless Internet No XXXXXXXXXXXXXXXXXXXXXXXX

Title Mr.

Name XXXXXXXXXXXXXXXXXXXXXXXX

Correspondence Address XXXXXXXXXXXXXXXXXXXXXXXX

Town/City KUALA LUMPUR

State Wilayah Persekutuan

Postal Code 55000

Country Malaysia

Package Subscribed HSDPA - WBS 7GB Peak/21GB Off Peak

Preferred Mobile Number \*

E-Mail Address XXXXXXXXXXXXXXXXXXXXXXXX

Mobile Phone No XXXXXXXXXXXXXXXXXXXXXXXX

Direct Debit Payment No [Register Now to Direct Debit mode of payment](#)

\* You will be receiving a notification related to your wireless internet account on the Preferred Mobile Number.

**EDIT** **BACK TO HOME**

**Manage Profile** enables you to view your account details and update your phone number.

*Note: Update your preferred contact details in order to get your quota notification and billing information.*

## View your invoices

Keep track of your past invoices  
([Bill Payment](#) > [View My Bills](#))



**BILL PAYMENT / VIEW MY BILLS**

Bill No	Date	New Charges	Balance Due
<a href="#">241195081</a>	28/08/2013	RH 1,875.00	RH 1,875.00
<a href="#">240889048</a>	28/04/2013	RH 1,287.00	RH 0.00
<a href="#">232290071</a>	29/03/2013	RH 895.00	RH 0.00
<a href="#">228720010</a>	28/02/2013	RH 883.20	RH 0.00
<a href="#">224612060</a>	18/01/2013	RH 1,179.15	RH 0.00
<a href="#">220661309</a>	28/12/2012	RH 994.70	RH 0.00

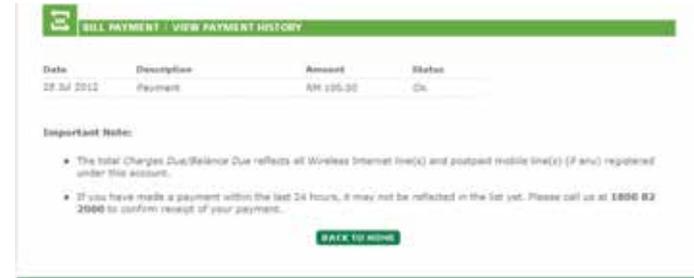
**Important Note:**  
The total Charges Due/Balance Due reflects all Wireless Internet line(s) and postpaid mobile line(s) (if any) registered under this account.

[BACK TO HOME](#)

[View My Invoices](#) lets you keep track of your current and historical invoices.

## View your payment history

Keep track of your transaction history  
([Bill Payment](#) > [Payment](#) > [View Payment History](#))



**BILL PAYMENT / VIEW PAYMENT HISTORY**

Date	Description	Amount	Status
28 Jul 2013	Payment	RH 195.00	OK

**Important Note:**

- The total Charges Due/Balance Due reflects all Wireless Internet line(s) and postpaid mobile line(s) (if any) registered under this account.
- If you have made a payment within the last 24 hours, it may not be reflected in the list yet. Please call us at **1800 82 2000** to confirm receipt of your payment.

[BACK TO HOME](#)

[View My Payment History](#) enables you to view your payment details without any hassle.

[View My Invoices](#) lets you view your payment records.

## Making payment

The hassle-free way to settle your bills

([Bill Payment](#) > [Payment](#) > [Make Payment](#))

**BILL PAYMENT: MAKE PAYMENT**

**POP UP BLOCKER**  
Please ensure that you have disabled your browser's pop-up blocker in order to make your payment.

Amount to pay (USD):

Payment type:

[SUBMIT](#) [BACK TO MENU](#)

Sign up for Home  
**PayPal**

**Make Payment** lets you pay your bills any time of the day.

**Payment** enables you to view your current outstanding balance.

**Direct Debit Registration** lets you register with Direct Debit.

**Direct Debit Transaction History** permits you to view any previous transaction with Debit Card.

Payment methods:   

# MyAccount Portal

## How to create your personal MyAccount ID and password

### step 1

Logon to MyAccount Portal at [maxis.com.my/myaccount](http://maxis.com.my/myaccount). Click on **First time user**.



### step 2

Key in the following details:

User Type: **HSDPA**

SIM number:

- When you register for Wireless Broadband, you will be given a SIM card with a number, which you can use to log into the MyAccount Portal. This is



called the SIM number on your registration form and monthly bill. Key it into the SIM Number field.

- You can obtain your SIM number on your SIM card. The SIM number is located at two positions. The first is printed on the actual SIM card itself and the other is at the bottom below the barcode.
- You can also get this number by calling our customer service Hotline at 1800 82 2000.



ID type: Select **New IC/Old IC** (as per registered with Maxis when you filled up the Registration Form) for verification purposes.

### step 3

Check your user details. Create your personal username, password and password recovery security question.

#### YOUR DETAILS

Name	: SYUHADA BINTI YAKUB
Address	: NO 11 JLN KUBAH
City	: Shah Alam
State	: Selangor
Postal Code	: 40150

#### PLEASE CREATE YOUR USERNAME AND PASSWORD

Username	: <input type="text" value="syafiqghaz"/>	<small>May consist of a-z, 0-9, min 6 characters and maximum length 10 characters</small>
Password	: <input type="password" value="*****"/>	<small>Min 6 characters; case sensitive</small>
Re-type password	: <input type="password" value="*****"/>	
Security question	: <input type="text" value="Where is your city of birth?"/>	<small>▼</small>
Security answer	: <input type="text" value="kuala lumpur"/>	

### step 4

Confirm your user details. Once successful, log in with your newly created username and password.

#### USERNAME & PASSWORD CONFIRMATION

Name	: syafiqghaz
Password	: 123456
Security Question	: Where is your city of birth?
Security Answer	: kuala lumpur

Name	: SYUHADA BINTI YAKUB
Address	: NO 11 JLN KUBAH US/99,BUKIT JELUTONG
City	: Shah Alam
State	: Selangor
Postal Code	: 40150

## View your quota usage

View how much data you have left



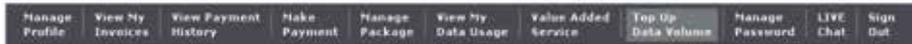
**View My Data Usage** allows you to view your data usage.

**Usage Education** lets you know your usage volume, the causes of heavy usage and tips to reduce your usage.

**My Data Usage Details** will show you how much data you have used on your monthly subscription and quota purchased.

## Topping up your data volume

What to do when you have exceeded your quota



[Top Up Data Volume](#) [Transaction History](#)

You have currently subscribed to the following:

Package:	Volume Quota:	Bill Cycle Date*:
HSDPA - ERP @ 6B Package	6GB	24-May-2013

\*Your quota will be refresh on the above mentioned Bill Cycle Date.

How much additional data would you like to purchase?

Package	Volume**	Validity	Price(RM)	What can you do with your data volume?***
<input type="radio"/> HSDPA - 250MB / 30Days	250 MB	30 days	RM 08.00	15 hours of surfing or 20 pictures or 1500 emails
<input type="radio"/> HSDPA - 500MB / 30Days	500 MB	30 days	RM 12.00	30 hours of surfing or 40 pictures or 3000 emails
<input type="radio"/> HSDPA - 1GB / 30 Days	1024 MB	30 days	RM 18.00	60 hours of surfing or 80 pictures or 6000 emails
<input type="radio"/> HSDPA - 2GB / 30Days	2048 MB	30 days	RM 30.00	120 hours of surfing or 80 pictures or 12000 emails

[PURCHASE](#)

**Top Up Data Volume** lets you top up your data usage.

## Managing your package

Upgrade or downgrade your package

The screenshot displays a user interface for managing a mobile service package. At the top, there is a navigation bar with buttons for: Manage Profile, View My Invoices, View Payment History, Make Payment, Manage Package, View My Data Usage, Value Added Service, Top Up Data Volume, Manage Password, LIVE Chat, and Sign Out. Below this, there are three buttons: Upgrade My Package (highlighted in green), Downgrade My Package, and Transaction History. A message states: "You have currently subscribed to the following:" followed by a table:

Package:	Volume Quota:	Bill Cycle Date:
HSDPA - WBB 7GB Peak / 21GB Off Peak	28GB	10-May-2013

Below the table, a red warning message reads: "Please note package upgrade is only allowed once for each bill cycle". The question "Which of the package would you like to upgrade to?" is followed by a table of options:

Package	Price(BB)
<input type="radio"/> HSDPA - WBB 12GB Peak / 28GB Off Peak	RBI 158.00

A green "UPGRADE" button is positioned below the table. At the bottom of the page, there is a footer with a "Get More Updates" section containing an email input field and a "Subscribe" button, and an "Other Home sites" dropdown menu.

**Manage Package** lets you select any plan which suits your needs.

**Upgrade My Package** allows you to upgrade your plan.

**Transaction History** permits you to view your transaction history.

# Managing your profile

## Managing your account



Welcome [REDACTED]  
You are successfully logged in Maxis Broadband My Account.  
your account number is [REDACTED]

Info	Hi
Name	[REDACTED]
Correspondence address	[REDACTED] [REDACTED]
Town/City	KUALA LUMPUR
State	Wilayah Persekutuan
Postal Code	50000
Country	Malaysia
Package Subscribed	HSDPA - WBB 7GB Peak/21GB Off Peak (60112170121)
IMEI Identification Number (by default, you will receive SMS via your mobile in quota shared status, but you may change to your preferred mobile phone number)	[REDACTED]
E-Mail Address	[REDACTED]
Mobile Phone No	[REDACTED]
Direct Debit Payment	No <a href="#">Register now to Direct Debit mode of payment</a>

MANAGE

**Manage Profile** enables you to view your account details and update your phone number.

*Note: Update your preferred contact details in order to get your quota notification and billing information.*

## View your invoices

Keep track of your past invoices

Here is a summary of your invoice and the charges incurred. For a more detailed description, just click on the invoice number and your detailed invoice will appear on a new page.

**Important Note:**  
1. If your broadband service is registered under your existing Maxis mobile account, the historical and new invoices of your Maxis mobile account will be displayed.

Invoice No	Date	Amount (RM)	
		New Charges	Balance Due
338298961	18/05/2013	3482.28	3482.25
334004382	18/04/2013	4821.42	0
329948183	18/03/2013	162.86	0
325871988	18/02/2013	234	0
321868533	18/01/2013	234	0
317842061	18/12/2012	234	0
313936187	18/11/2012	234	0
308609799	18/10/2012	2217.17	0
305430284	18/09/2012	418.29	0
301615411	18/08/2012	357.97	0
297938188	18/07/2012	325.17	0
294487538	18/06/2012	108.81	0
290957560	18/05/2012	328.47	0

Get more content  > [Subscribe Now + Updates](#)

**View My Invoices** lets you keep track of your current and historical invoices.

## View your payment history

Keep track of your transaction history



Date	Description	Amount (RM)	Status
28 Feb 2013	Payment	31.58	OK
08 Mar 2012	Payment	88.00	OK

**View My Payment History** enables you to view your payment details without any hassle.

**View My Invoices** lets you view your payment records.

## Making payment

The hassle-free way to settle your bills



**Make Payment** lets you pay your bills any time of the day.

**Payment** enables you to view your current outstanding balance.

**Direct Debit Registration** lets you register with Direct Debit.

**Direct Debit Transaction History** permits you to view any previous transaction with Debit Card.

Payment methods:   

## Managing your password

Change your password to protect your privacy

Manage Profile	View My Invoices	View Payment History	Make Payment	Manage Package	View My Data Usage	Value Added Service	Top Up Data Volume	Manage Password	LIVE Chat	Sign Out
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For security purposes, we would like to advise you to not write or print out your password.  
To change your password, just fill in the fields below.

Old Password	<input type="text"/>
New Password	<input type="text"/>
Confirm new Password	<input type="text"/>

**Manage Password** lets you change your current password.

# troubleshooting guide

## Scenario 1: How to change my MiFi key/password

Your MiFi modem comes with a default password, which is located at the back of your modem. It is recommended to change the password frequently to avoid unwanted users using your connection.

### step 1

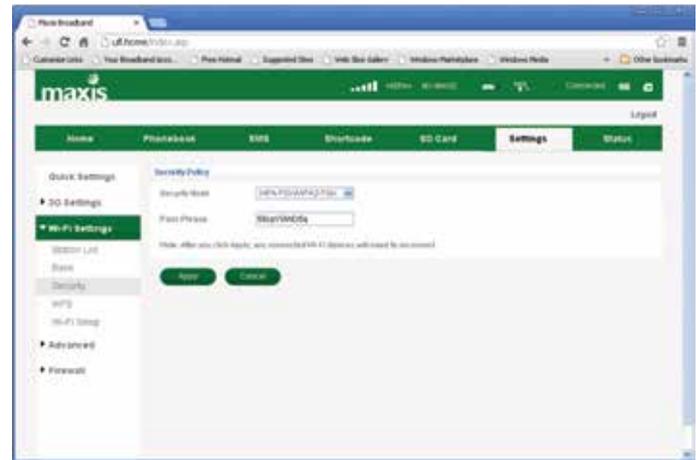
Use your MiFi to connect to the internet.

### step 2

Launch Internet Browser and key in **192.168.0.1**. Put in the default password: **admin** and click **Login**.

### step 3

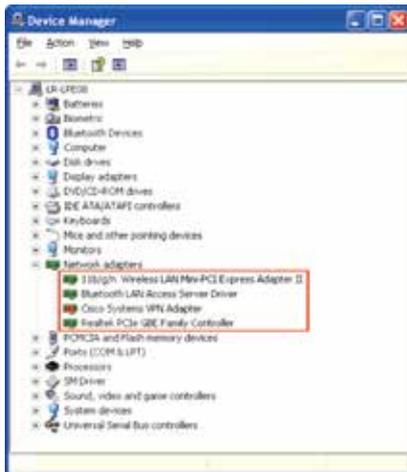
Click on **Setting** > **WiFi Setting** > **Security**. Change the **Pass Phrase** to your preferred password and click **Apply**. You are required to reconnect to your WiFi by using this new WiFi password.



## step 4

If you are unable to access the WiFi admin page, check your LAN card / network adapter. (Note: The following steps are for Windows XP. For other Operating Systems, please refer to the respective Operating System's user guide.)

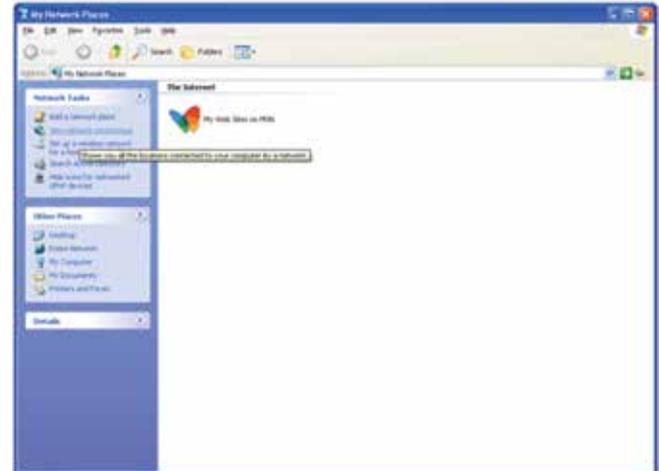
- i. Go to **Control Panel**.
- ii. Select **System**.
- iii. Click on the **Hardware Tab**.
- iv. Select **Device Manager**.
- v. Look for Wireless Adapter.
  - If the adapter's icon is green , continue with step 5.
  - If the adapter's icon has a red cross , please check with your PC / laptop manufacturer for further assistance.



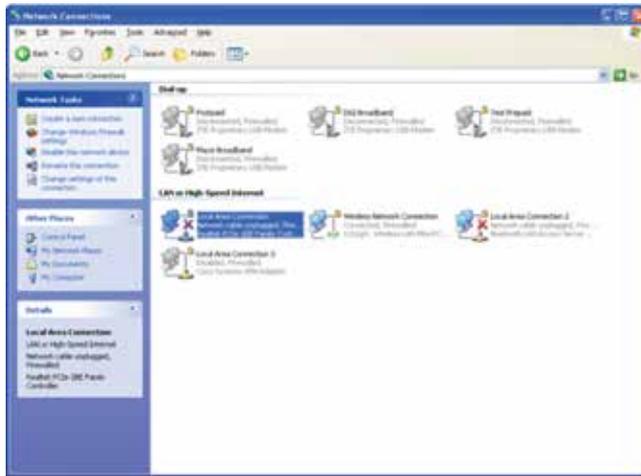
## step 5

Check your Local Area Connection. (Note: The following steps are for Windows XP. For other Operating Systems, please refer to the respective Operating System's user guide.)

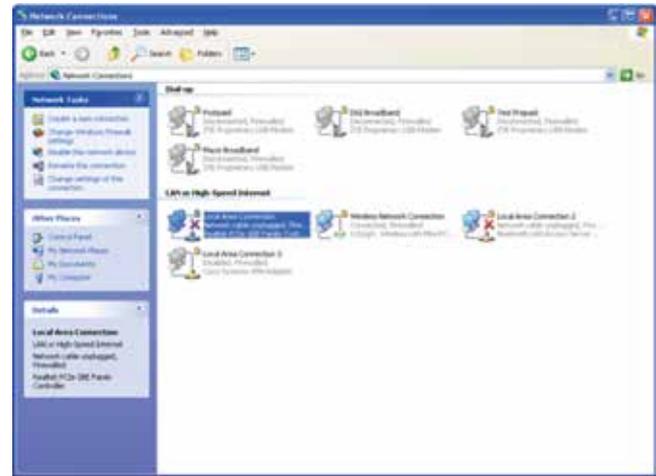
- i. From Windows, click on **Start > My Network Places** and click on **View Network Connections**.



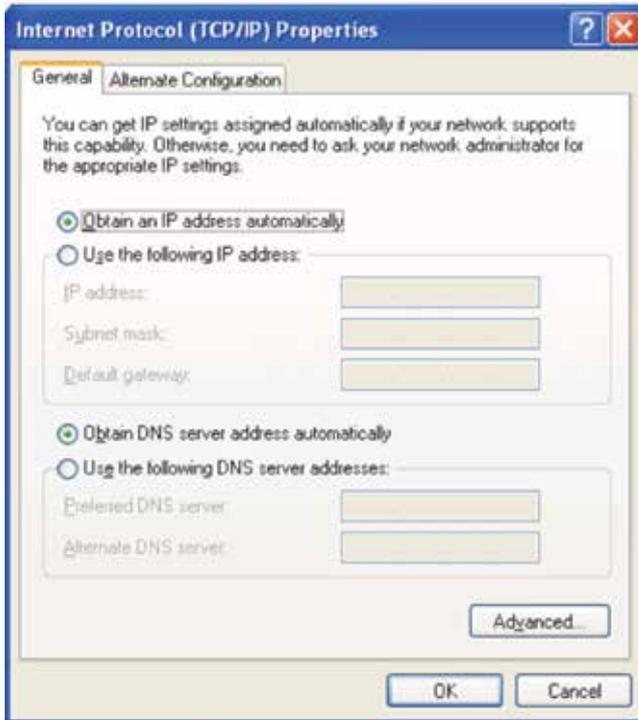
ii. Double click on **Local Area Connections** icon.



iii. Under **LAN properties**, select **Internet Protocol 4 (TCP/IP)**.



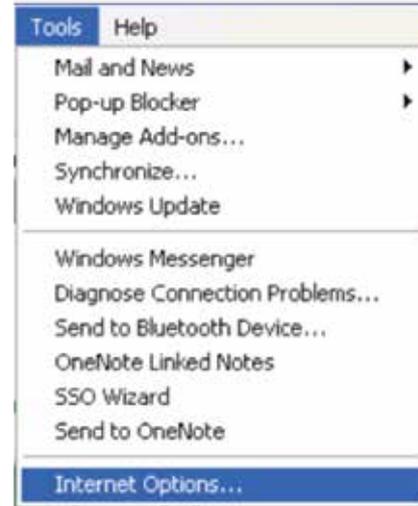
- iii. Click on **Properties** and make sure the IP and DNS are obtained automatically.



## step 6

If the problem persists, check your Internet Explorer settings.

- i. Launch Internet Explorer Browser.
- ii. Click **Tools** and select **Internet Options**.



iii. Select **Connections** tab.



iv. Under **Local Area Network Settings**, click **LAN setting**.



v. Make sure the **Automatically detect settings** is checked.



v. Open Internet browser and key in **192.168.0.1** to check whether the Admin Page is accessible. If problem persists, call our Hotline at 1800 82 20000 for further troubleshooting.

## Scenario 2: No network or Unable to connect to Network

### step 1

Check if your Maxis Wireless Broadband SIM card is inserted correctly into your modem and turn on your modem.

### step 2

Check the light indicator on the modem.

- If the light is on, proceed to Step 3.
- If there's no light, your SIM card might be faulty or Maxis Wireless Broadband service is currently unavailable. Please call our Hotline at 1800 82 2000 for further troubleshooting.

### step 3

Launch Internet Explorer Browser and key in **192.168.0.1**. Put in the default password: **admin** and click **Login**.

#### For PortaFi Modem (MF70)



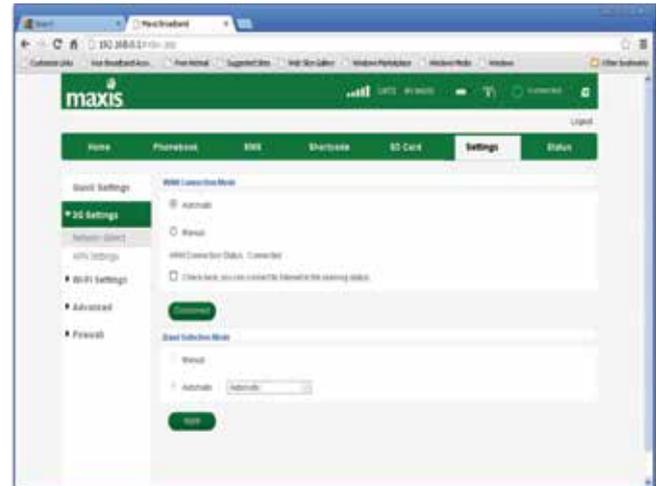
## For MiFi Modem (MF60)



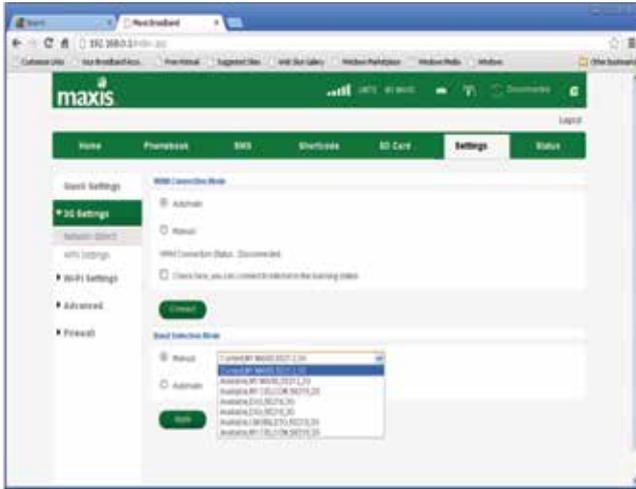
## step 4

If there's no network type or signal shown, try to manually search for the network signal.

- i. Go to **Settings**. Under **3G Settings**, select **Network Select** > **Band Selection Mode** and select **Manual**. Click **Apply**. (Note: If Manual option is disabled, go back to **Home** page and click on **Disconnect** button. Repeat Step 4).



ii. Wait till the available networks are listed.



iii. Select **Maxis 3G** and click **Apply**.

- If there's network signal but unable to connect, proceed to Step 5.
- If there's no network signal, proceed to Step 6.

### step 5

Try to connect to your modem using a different device. (pc/laptop)

- If problem is resolved with the other device, please check with your pc/laptop manufacturer for further assistance.
- If problem persists even with the other device, please call our Hotline at 1800 82 2000.

### step 6

Use the service at different locations.

- If problem persists at **several** locations only, it may be related to the service. Please call our Hotline at 1800 82 2000 and provide your location, device information, time/date and signal reading to receive assistance.
- If problem persists at **all** locations, your SIM card or modem might be faulty. Please walk in to any Maxis Centre for further troubleshooting. (Note: Wireless Broadband modem comes with 1-year warranty).

## Scenario 3: Connected but unable to browse

### step 1

---

Turn off Firewall and any Anti-virus application.

### step 2

---

Check if you are able to browse using other browsers such as Mozilla, Safari etc.

### step 3

---

Check your browser setting. Please ensure the browser proxy setting is unchecked.

### step 4

---

If problem persists, try to access different websites.

- If unable to browse **certain** websites only, the website you are accessing may be down, blocked or congested.
- If unable to browse **all** websites,
  - i. Go to Step 5 to check your modem. (if any)
  - ii. Go to Step 6 to check your device. (PC / laptop)
  - iii. Go to Step 7 to check the service.

### step 5

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Use your Maxis Wireless Broadband SIM in a different modem (if any).

- If problem is resolved using the other modem, your modem may be faulty. Please walk in to any Maxis Centre for further troubleshooting. Note: Wireless Broadband modem comes with 1-year warranty).
- If problem persists even with other modems, please proceed to Step 6.

### step 6

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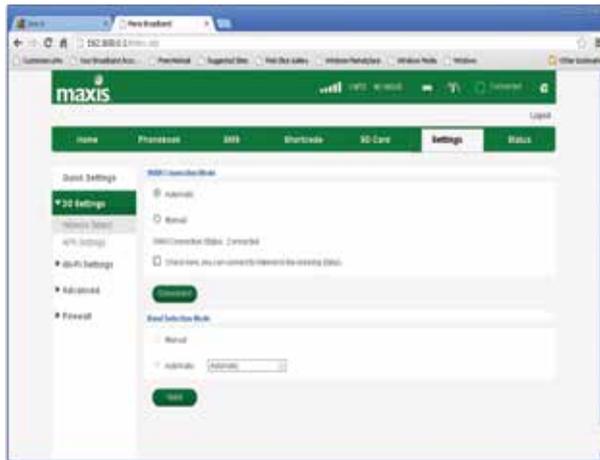
Try to connect to your modem using a different device (pc/laptop).

- If problem is resolved using the other device, please check with your pc/laptop manufacturer for further assistance.
- If problem persists even using other devices, please call our Hotline at 1800 82 2000.

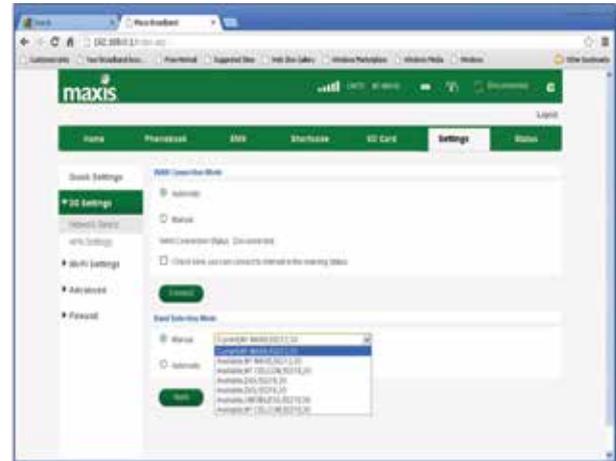
## step 7

Use the service at different locations.

- If problem persists and at **several** locations only, it may be related to the service.
  - i. Launch Internet Explorer Browser and key in **192.168.0.1**. Put in the default password: **admin** and click **Login**.
  - ii. Go to **Settings**. Under **3G Settings**, select **Network Select > Band Selection Mode** and select **Manual**. Click **Apply**. (Note: If Manual option is disabled, go back to **Home** page and click on **Disconnect** button. Repeat Step 7).



- iii. Wait till the available networks are listed.



- If problem persists at **all** locations, your SIM card or modem might be faulty. Please repeat Step 5.

## Scenario 4: Slow browsing

Slow browsing could possibly be due to :

- Inability to connect with 3G or higher network signal.
- Exceeding your monthly quota.
- Sharing the connection with more people.
- Multi task activity.

### step 1

Check the light indicator on the modem.

- If the light is on, proceed to Step 3.
- If there's no light, your SIM card might be faulty or Maxis Wireless Broadband service is currently unavailable. Please call our Hotline at 1800 82 2000 for further troubleshooting.

### step 2

Check if you are connected to 3G or higher network signal.

- Check if your Maxis Wireless Broadband SIM card is inserted correctly into your modem and turn on your modem.
- Check the light indicator on the modem.
  - If the light is on, proceed to Step iii.
  - If there's no light, your SIM card might be faulty or Maxis Wireless Broadband service is currently unavailable. Please call our Hotline at 1800 82 2000 for further troubleshooting.

- Launch Internet Explorer Browser and key in **192.168.0.1**. Put in the default password: **admin** and click **Login**. Look for the network type and signal strength indicator at the top centre of page.

### For PortaFi Modem (MF70)





## For PortaFi Modem (MF70)



## For MiFi Modem (MF60)



## step 3

Check your quota balance via

- [mywireless.maxis.net.my](http://mywireless.maxis.net.my) by using your Wireless Broadband SIM.
- [maxis.com.my/myaccount](http://maxis.com.my/myaccount).

[mywireless.maxis.net.my](http://mywireless.maxis.net.my)

- i. Connect to the internet by using your Maxis Wireless Broadband SIM card.
- ii. Go to [mywireless.maxis.net.my](http://mywireless.maxis.net.my)



iii. Check your quota balance. If your quota balance has reached 0GB and you do not have additional quota top up, your internet speed has been managed to a lower speed until your next billing date.

iv. Purchase additional quota top up to continue enjoying normal speed. To purchase additional quota:

- Go to [wireless.maxis.net.my](http://wireless.maxis.net.my).
- Click on **Quota Purchase button > Purchase Quota**.
- Enter your **IC number / Passport** and click **Verify**.
- Click on **Proceed** button for confirmation.
- Click on **View Transaction History** to check on status of your purchase.
- If your purchase is successful, the additional quota will be displayed on the main page.
- Continue to surf at a normal speed.

iii. Check your quota balance. Click on **View My Data Usage > My Data Usage Details**.

Peak (8 am to 2 am)				Off Peak (2 am to 8 am)			
Package	Balance	Expiry	Status	Package	Balance	Expiry	Status
ASB1000Peak/21000OffPeak	0.00 GB	15/06/2015-5:00	Active	ASB1000Peak/21000OffPeak	21.00 GB	15/06/2015-6:00	Active

Note: Only 10 top up quota will be shown based on purchase date.

If your quota balance is 0GB, your internet speed has been managed to a lower speed until your next billing date.

[maxis.com.my/myaccount](http://maxis.com.my/myaccount)

- Go to [maxis.com.my/myaccount](http://maxis.com.my/myaccount).
- Key in your ID and password and click **Sign In**.



- iv. Purchase additional quota top up to continue enjoying normal speed. To purchase additional quota:
- Click on **Top Up Data Volume**.
  - Select the quota that you would like to purchase and click on **Purchase** button.

Package	Volume**	Validity	Price(RM)	What can you do with your data volume?***
<input type="radio"/> HSDPA - 250MB (Peak) / 30Days	250 MB	30 days	RM 08.00	15 hours of surfing or 20 pictures or 1500 emails
<input type="radio"/> HSDPA - 500MB (Peak) / 30Days	500 MB	30 days	RM 12.00	30 hours of surfing or 40 pictures or 3000 emails
<input type="radio"/> HSDPA - 1GB (Peak) / 30 Days	1024 MB	30 days	RM 18.00	60 hours of surfing or 80 pictures or 6000 emails
<input type="radio"/> HSDPA - 2GB (Peak) / 30Days	2048 MB	30 days	RM 30.00	120 hours of surfing or 160 pictures or 12000 emails
<input type="radio"/> HSDPA - 750MB (Off Peak) / 30Days	750 MB	30 days	RM 08.00	45 hours of surfing or 60 pictures or 4500 emails
<input type="radio"/> HSDPA - 1.5GB (Off Peak) / 30Days	1536 MB	30 days	RM 12.00	90 hours of surfing or 120 pictures or 9000 emails
<input type="radio"/> HSDPA - 3GB (Off Peak) / 30 Days	3072 MB	30 days	RM 18.00	180 hours of surfing or 240 pictures or 18000 emails
<input type="radio"/> HSDPA - 6GB (Off Peak) / 30Days	6144 MB	30 days	RM 30.00	360 hours of surfing or 480 pictures or 36000 emails

**PURCHASE**

- Check on the quota that you plan to purchase and click on **Confirm** button to proceed.
- Check the status of your purchase. Click on **Top Up Data Volume > Transaction History**.
- If purchase is successful, the additional quota purchased will be displayed under the **View My Data Usage > My Data Usage Details** page.

The screenshot shows the 'My Data Usage Details' page with a navigation bar at the top containing links like 'Manage Profile', 'View My Invoice', 'View Payment History', 'Make Payment', 'Manage Package', 'View My Data Usage', 'Top Up Data Volume', 'Manage Password', 'LTE Chat', and 'Sign Out'. Below the navigation bar are buttons for 'View My Usage' and 'My Top Up Quota'. The main content area is titled 'My Data Usage Details' and is split into two sections: 'Peak (8 am to 2 am)' and 'Off Peak (2 am to 8 am)'. Each section contains a table with columns for 'Package', 'Balance', 'Expiry', and 'Status'. In the 'Peak' section, one transaction is highlighted with a red box: '250MB (Peak) / 30Days Top up 2344.00 21 Nov 2012 23:46:2012 Active'. A note at the bottom states: 'Note: Only 10 top up quota will be shown based on purchase date.'

- v. If you are unable to purchase additional quota from this website, please call our Hotline at 1800 82 2000.

# Understanding your bill

## how to read your wireless broadband bill

### 1st month bill



**STATEMENT OF ACCOUNT**  
**PENYATA AKAUN**

Account Name / Nama Akaun : XXXXX

Previous Balance Baki Dahulu	Payment Received Bayaran Diterima	Adjustments Penyelarasan
1 RM0.00	2 -RM150.00	3 RM0.00

<b>Overdue Charges</b> Caj Tertunggak	4 -RM150.00	<b>Payment Due Date</b> Tarikh Akhir Bayaran	8 12/03/2013
<b>Current Charges</b> Caj Semasa	5 RM206.13		
<b>Total amount</b> Jumlah	6 RM56.13		
<b>Total amount due</b> Jumlah Perlu Dibayar	7 RM56.15		

**Account No.** : XXXXXXXXXX  
**No. Akaun** : XXXXXXXXXX  
**Phone Number** : XXXXXXXXXX  
**No. Telefon** : XXXXXXXXXX  
**Reference No.** : XXXXXXXXXX  
**No. Rujukan** : XXXXXXXXXX  
**Statement Date** : 10/02/2013  
**Tarikh Penyata** : 10/02/2013  
**Billing Period** : 10/01/2013 - 09/02/2013  
**Tempoh Bil** :  
**Deposit Paid** : RM0.00  
**Cagaran** :

**Bill message / Maklumat Bil**

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1. The total amount due from your previous bill.
2. The total amount we received from you when you paid at the point of your line registration.
3. Adjustments made during the previous stated billing period.
4. The unpaid balance from your previous bill (Your Previous Balance – Payment received + Adjustments).
5. The amount charged during your current stated billing period.
6. Total amount due before rounding (Overdue charges + Current Charges).
7. Total amount you have to pay after rounding.
8. The deadline for paying your current charges.

## 1st month bill



### DETAILS OF CHARGES BUTIR-BUTIR CAJ

Statement Date : 10/02/2013  
 Phone Number : XXXXXXXXXX  
 Account Name : XXXXXXXXXX

Item Item	Date/Period Tarikh/Tempoh	Amount (RM) Amaun (RM)	Total (RM) Jumlah (RM)
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#### Payment

1 MASA-Cash	11/01/13	-150.00	-150.00
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Item Item	Date/Period Tarikh/Tempoh	Rebate (RM) Rebat (RM)	Amount (RM) Amaun (RM)	Total (RM) Jumlah (RM)
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#### 2 Monthly Charges

WBB 4GB Peak/4GB Off Peak (Free Loker 5GB)	11/01/13-09/02/13		65.81	65.81
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#### 3 Discount & Rebates

Rebate (5 Mths)			-9.68	-9.68
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#### 4 Other Charges

Activation Fee			150.00	150.00
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#### 5 Total Line Charges

**206.13**

1. The payment that you have paid to our Maxis Center/Dealer/Agent during registration of your line.
2. The Maxis plan you currently subscribe to. If you have subscribed to the plan for less than 1 month, the amount charged will be pro-rated.
3. A detailed list of the discounts and rebates you get, which may be different depending on the plan you subscribe to.
4. Other charges that may be charged to your line. For your 1st month bill, the activation fee is displayed here which will be contra against the cash payment made when you registered your line (item 1 above).
5. The total charges for the line.

## 2nd month bill



### STATEMENT OF ACCOUNT PENYATA AKAUN

Account Name / Nama Akaun : XXXXXXXXXX

Previous Balance Baki Dahulu	Payment Received Bayaran Diterima	Adjustments Penyelarasan
1 RM56.15	2 -RM57.00	3 RM0.00

<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 50%;">Overdue Charges Caj Tertunggak</td> <td style="width: 20%; text-align: center;">4 -RM0.95</td> <td rowspan="2" style="width: 25%; vertical-align: top;"> <b>Payment Due Date</b> Tarikh Akhir Bayaran                 </td> </tr> <tr> <td>Current Charges Caj Semasa</td> <td style="text-align: center;">5 RM58.00</td> </tr> <tr> <td><b>Total amount</b> Jumlah</td> <td style="text-align: center;">6 RM57.15</td> <td style="text-align: center;">8 09/04/2013</td> </tr> <tr> <td><b>Total amount due</b> Jumlah Perlu Dibayar</td> <td style="text-align: center;">7 RM57.15</td> <td></td> </tr> </table>	Overdue Charges Caj Tertunggak	4 -RM0.95	<b>Payment Due Date</b> Tarikh Akhir Bayaran	Current Charges Caj Semasa	5 RM58.00	<b>Total amount</b> Jumlah	6 RM57.15	8 09/04/2013	<b>Total amount due</b> Jumlah Perlu Dibayar	7 RM57.15		<table style="width: 100%;"> <tr> <td style="width: 50%;">Account No. No. Akaun</td> <td style="width: 50%;">: XXXXXXXXXX</td> </tr> <tr> <td>Phone Number No. Telefon</td> <td>: XXXXXXXXXX</td> </tr> <tr> <td>Reference No. No. Rujukan</td> <td>: XXXXXXXXXX</td> </tr> <tr> <td>Statement Date Tarikh Penyata</td> <td>: 10/03/2013</td> </tr> <tr> <td>Billing Period Tempoh Bil</td> <td>: 10/02/2013 - 09/03/2013</td> </tr> <tr> <td>Deposit Paid Cagaran</td> <td>: RM0.00</td> </tr> </table>	Account No. No. Akaun	: XXXXXXXXXX	Phone Number No. Telefon	: XXXXXXXXXX	Reference No. No. Rujukan	: XXXXXXXXXX	Statement Date Tarikh Penyata	: 10/03/2013	Billing Period Tempoh Bil	: 10/02/2013 - 09/03/2013	Deposit Paid Cagaran	: RM0.00
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**Bill message / Maklumat Bil:**

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1. The total amount due from your previous bill.
2. The total amount we received from you when you paid your previous balance.
3. Adjustments made during the previous stated billing period.
4. The unpaid balance from your previous bill (Your Previous Balance – Payment received + Adjustments).
5. The amount charged during your current stated billing period.
6. Total amount due before rounding (Overdue charges + Current Charges).
7. Total amount you have to pay after rounding.
8. The deadline for paying your current charges.

## 2nd month bill



### DETAILS OF CHARGES BUTIR-BUTIR CAJ

Statement Date : XXXXXXXXXX

Phone Number : XXXXXXXXXX

Account Name :

Item Item	Date/Period Tarikh/Tempoh	Amount (RM) Amaun (RM)	Total (RM) Jumlah (RM)
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#### 1 Payment

MASA-Cash	16/02/13	-57.00	-57.00
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Item Item	Date/Period Tarikh/Tempoh	Rebate (RM) Rebat (RM)	Amount (RM) Amaun (RM)	Total (RM) Jumlah (RM)
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#### 2 Monthly Charges

WBB 4GB Peak/4GB Off Peak (Free Loker 5GB)	10/02/13-09/03/13		68.00	68.00
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#### 3 Discount & Rebates

Rebate (5 Mths)			-10.00	-10.00
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#### 4 Total Line Charges

**58.00**

1. The payment that you have paid for your previous balance.
2. The Maxis plan you currently subscribe to. If you have subscribed to the plan for less than 1 month, the amount charged will be pro-rated.
3. A detailed list of the discounts and rebates you get, which may be different depending on the plan you subscribe to.
4. The total charges for the line.

## how to request for online bill

You can view your Wireless Broadband current and historical bills anytime and anywhere you go via MyAccount Portal and Wireless Internet Online Account (mywireless).

- Click on View My Invoices on **MyAccount Portal**.
- Click on **Bill Payment > View My Bills** on **Wireless Internet Online Account Portal**.

Manage Profile View My Account View Payment History Make Payment Manage Package View My Data Usage Value Added Service Top Up Data Volume Manage Password L199 Chart Sign Out

Here is a summary of your invoice and the charges incurred. For a more detailed description, just click on the invoice number and your detailed invoice will appear on a new page.

**Important Note:**  
 1. If your Broadband service is registered under your existing MyWire mobile account, the historical and new invoices of your MyWire mobile account will be displayed.

Invoice No.	Date	Amount (RM)	New Charges	Balance Due
32828843	19/06/2013	940.29		940.29
32888282	19/04/2013	481.42		0
32900000	19/05/2013	188.88		0
32981000	18/02/2013	0.00		0
32888888	18/01/2013	0.00		0
32382828	18/12/2012	0.00		0
32388887	18/11/2012	0.00		0
32888789	18/10/2012	237.67		0
32882222	18/09/2012	118.28		0
32881881	18/08/2012	227.87		0
32198888	18/07/2012	226.17		0
32408788	18/06/2012	199.80		0
32407840	18/05/2012	128.67		0

**BILL PAYMENT : VIEW MY BILLS**

BILL No.	Date	New Charges	Balance Due
<a href="#">324134001</a>	28/05/2013	RM 1,975.55	RM 1,975.55
<a href="#">324088288</a>	28/04/2013	RM 1,287.30	RM 0.00
<a href="#">323788871</a>	28/03/2013	RM 895.80	RM 0.00
<a href="#">323728810</a>	28/01/2013	RM 883.28	RM 0.00
<a href="#">324572883</a>	28/01/2013	RM 1,179.15	RM 0.00
<a href="#">320664388</a>	28/12/2012	RM 966.72	RM 0.00

**Important Note:**  
 The total Charges Due/Balance Due reflects all wireless internet line(s) and postpaid mobile line(s) (if any) registered under this account.

[BACK TO HOME](#)

You may request to have your broadband and mobile to be in a single bill.

You can either go to any nearest Maxis Centre  
or  
call our Hotline at **1800 82 2000** for further assistance.

# safety tips

## instructions for use

- Use the accessories delivered with the device or use those recommended by the vendor, such as the power adapter and battery.
- The power supply voltage of the device must meet the requirements on the input voltage of the device.
- Keep the power plug clean and dry to avoid electric shocks or any other hazard.
- Dry your hands before removing or inserting devices.
- It is normal that your wireless device gets hot when you use or charge it. Before you clean or maintain the wireless device, stop all applications and disconnect the wireless device from your PC.
- Use your wireless device and accessories with care and in a clean environment. Keep the wireless device away from a fire or a lit cigarette.
- Protect your wireless device and accessories from water and vapor, and keep them dry.
- Do not drop, throw, or bend your wireless device.
- Clean your wireless device with a piece of damp and soft antistatic cloth. Do not use any chemical detergent, powder, or other chemical agents (such as alcohol and benzene) to clean the device.
- Do not use the device when using the device causes danger or interference with electronic devices.
- Follow rules and regulations set forth by hospitals and health care facilities. Do not use your device when using the device is prohibited.
- Do not use your device in any area with a potentially explosive atmosphere, and comply with all signs and instructions. Areas that may have potentially explosive atmospheres include the areas where you would normally be advised to turn off your vehicle engine.
- Do not use your device while flying in an aircraft and before boarding an aircraft. Using wireless devices in an aircraft may cause danger to the operation of the aircraft and disrupt the wireless telephone network. It may also be considered illegal.
- Do not use the device in dusty, damp, and dirty places or places with magnetic fields. Otherwise, it may result in malfunction of the circuit.
- On a stormy day with thunder, do not use your device when it is being charged, to prevent any danger caused by lightning.
- Letting the child play with your device or its accessories, which may include parts that can be detached from the device, may be dangerous, as it may present a choking hazard. Ensure that small children are kept away from the device and accessories.
- Use the accessories delivered only by the manufacturer. Using accessories of other manufacturers or vendors with this device model may invalidate any approval or warranty applicable to the device, result in the non-operation of the device, and cause danger.
- To ensure compliance with RF exposure guidelines, the device must be used with a minimum of 2.5cm distance from the body.





[maxis.com.my/broadband](http://maxis.com.my/broadband)

1800 82 2000