## Important Reminders for MMi:

1. Before downloading the latest version of MMi application, please make sure you have **deleted the existing MMi application** in your phone.

2. After downloading the MMi application into your phone, you are required to key in your name and IC. Please **key in name as per IC and correct IC number to register**.  This is important as the provided name and IC number will be used for your PA registration.

3. Lists of **phone models that are having problems downloading MMi**:
   - Nokia N73, N70, 6600, 6500, 6120, communicator(except E90)
   - Samsung C130, 170Z
   - Sony Ericsson 580, K750i
   - Motorola V3x

4. List of **phones that cannot install MMi**:
   - Phones without colour screen
   - Phones without JAVA (no games)
   - All window based phones
   - All users using U-Mobile 018

5. After you have downloaded the MMi, you need to top-up your MM account before doing any transactions. To facilitate the **direct top-up of MM account**:

   a. For **Maybank account holder**, please fill-up the **Maybank e-Collection application form**, and remember to attest with both **signature and right hand thumb print** before submitting to MM. Upon approval, you can top-up your MM account by just SMS: Wallet#<Amount>#<MMPIN>

   b. For **CIMB account holder**, please **register once at ATM machine as Mobile Money user**, then you can top-up your MM account by just SMS: Wallet#<Amount>#<MMPIN>

6. The marketing material for MMiBiZ is currently ready for order. Please refer to your agent guide pg 11 for the price and code to order.

## FAQ for MMi

Q     When you download MMi, the phone shows the message: "Cert not supported".

A     This means that your phone software cannot support the MMi application. Please change to another phone that can support the MMi application or email to MM:crt@mobile-money.com.my your problems, MM will help you to troubleshoot and solve your problems.


Q     When you download MMi, the phone shows the message: "proxy error"

A     This is usually due to the internet settings in your phone is not completed, try to re-do the GPRS setting and download the MMi again.


Q     When you download MMi, the phone shows the message: "failed to connect to MM server".

A     This is usually due to 2 factors, one is the Telco's 3G signal is weak, you may change location and try again, another one is due to the MMi application not compatible with your phone model, please change to another phone that can support the MMi application or email to MM:crt@mobile-money.com.my your problems, MM will help you to troubleshoot and solve your problems.


Q     When you download MMi, the phone shows the message: "Item not supported".

A     This is due to the MMi application not compatible with your phone model, please change to another phone that can support the MMi application or email to MM:crt@mobile-money.com.my your problems, MM will help you to troubleshoot and solve your problems.


Q     When you download MMi, the phone shows the message: "loading".

A     This is due to the GPRS problems. Try to activate the GPRS setting in your phone again.


Q     When you download MMi, the phone shows the message: "software has been destroyed".

A     You need to delete the old MMi before downloading the latest version of MMi application.

Q      When you are asked to access network, what should you do?

A      For Maxis subscribers, please choose Maxis 3G Internet. For Celcom subscribers, please choose Celcom 3G. For DiGi subscribers, please choose Diginet (DiGi Internet).


Q      If you are facing problems in activating the GPRS settings and download MMi, what should you do?

A      Visiting your nearest phone shop to request for help in activating the GPRS settings and downloading MMi application.