

## **MaxMobile Prepaid Online User Guide**

### **Getting Started**

#### **For iPad/iPhone/Tablet/Smartphone user:**

1. Insert your Internet SIM into your device and go to your browser to make an Internet connection.
2. Go to [www.starhub.com/maxmobileprepaid/selfhelp](http://www.starhub.com/maxmobileprepaid/selfhelp)
3. Follow the instructions to activate your data plan.

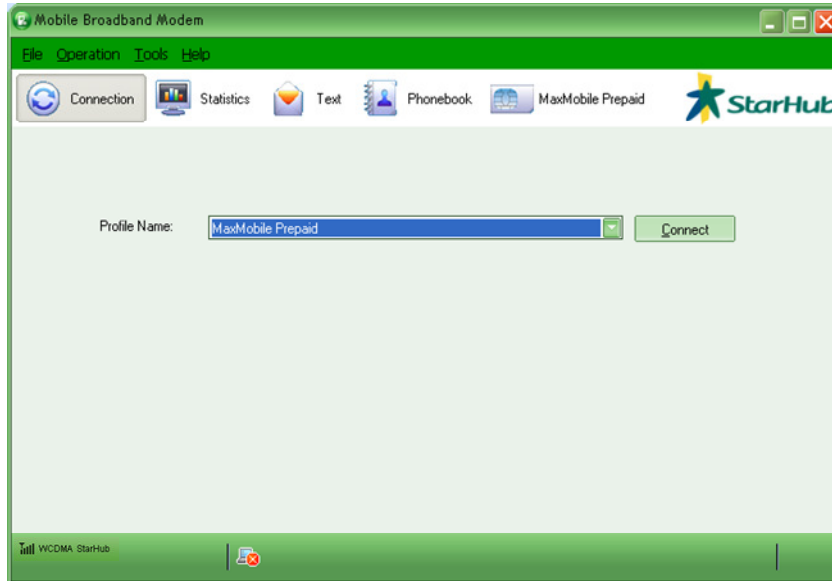
*Note: Price of data plan selected will be deducted from the main balance. Please ensure adequate main balance prior to selection of your desired plan. If not, please top-up using the top up option.*

3. Follow the step-by-step instruction to confirm your data plan activation.
4. You will be able to start surfing upon successful activation.

#### **For USB Modem user:**

1. Insert your SIM into your USB Modem from StarHub, and follow the simple steps on screen to install the USB Modem software.
2. Click on MaxMobile Prepaid icon on desktop after successful installation.
3. On Mobile Broadband Modem dashboard, under Connection tab, click on "Connect"
4. Go to [www.starhub.com/maxmobileprepaid/selfhelp](http://www.starhub.com/maxmobileprepaid/selfhelp)
5. Follow the instructions to activate your data plan.

*Note: Price of data plan selected will be deducted from the main balance. Please ensure adequate main balance prior to selection of your desired plan. If not, please top-up using the top up option.*



6. Follow the step-by-step instruction to confirm your data plan activation.

7. You will be able to start surfing upon successful activation.

**For more information on FAQs and Terms & Conditions, visit [www.starhub.com/prepaid](http://www.starhub.com/prepaid)**

## Check Balance

To check your account balance and plan details, login to [www.starhub.com/maxmobileprepaid/selfhelp](http://www.starhub.com/maxmobileprepaid/selfhelp)

## Top up Options/Data Plan Extensions

- Purchase a Happy Prepaid Top-up Card at any StarHub shops, 7-Eleven, Cheers, UOB Foreign Exchange Counters (Changi Airport). Available in various denominations.

Via online: Logon to [www.starhub.com/maxmobileprepaid/selfhelp](http://www.starhub.com/maxmobileprepaid/selfhelp) & select "Top up with Top-up Card" OR

Via Mobile: Key \*112\*<10-digit Top-Up Card number>\*<6-digit PIN number># and SEND. Upon successful top-up, you will receive a SMS notification on your new card balance and expiry date.

- Electronic Top-Up:

OCBC ATMs, DBS/POSB ATMs, AXS Stations, SAMs and iNETS Kiosk

- Credit Cards:

Log on to [www.starhub.com/prepaid](http://www.starhub.com/prepaid) and select "Online Top-up". Only VISA/MasterCard Debit/Credit cards are accepted

Note: Happy \$128 Prepaid Top-up Card and Happy Stars Prepaid Top-up Card are not applicable to top-up MaxMobile Prepaid accounts.