Wi-Fi ONBOARD

Wi-Fi ONBOARD
FOR B777/A350

B777/A350 使用須知 Instructions

免費Wi-Fi適用對象 / Complimentary Wi-Fi

豪華商務艙、豪華經濟艙
Business, Premium Economy
晶鑽卡、翡翠卡、金卡
Paragon, Emerald and Gold

無限網頁瀏覽
Free Browsing

經濟艙 Economy

免費文字訊息 Free Messaging
適用於 Applicable for
LINE、WeChat、Messenger、iMessage、
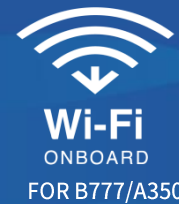WhatsApp etc.

付費購買Wi-Fi / Purchase Wi-Fi

價格 (含稅) Price (tax inclusive)	1小時 / 11.95美元 1 Hour / 11.95 USD	3小時 / 16.95美元 3 Hours / 16.95 USD	無限上網 / 21.95美元 Full Flight / 21.95 USD

簡易操作步驟 / Easy Steps

請將行動裝置切換至飛航模式後，再開啟 Wi-Fi功能並連線至Wi-Fi Onboard。

Please switch your mobile device to "Flight Mode" and ensure Wi-Fi is enabled. Connect to the "Wi-Fi Onboard" network.

簡易操作步驟 / Easy Steps

啟動瀏覽器將自動連接到Wi-Fi Onboard頁面，如果未出現Wi-Fi portal頁面，請打開瀏覽器手動輸入www.cal-wifi.com網址或掃描右方QR Code。

Launch your web browser and you will be directed to the Wi-Fi Onboard Portal. If the Portal Page does not appear after you launch your browser, enter web address "www.cal-wifi.com" or scan the QR Code to redirect your web browser to the Portal Page.

簡易操作步驟 / Easy Steps

適用免費**Wi-Fi**旅客：
請點選「兌換 **Wi-Fi** 序號」輸入相關資訊完成驗證以取得序號，您可複製序號至「使用序號」輸入使用。

Applicable for complimentary Wi-Fi passengers：Please click "Redeem Wi-Fi Voucher Code", then follow the on-screen instructions to redeem the voucher code. Copy the code and click "Use Wi-Fi Voucher Code", then paste the code into the "Use a voucher code" field.

請選擇您的**Wi-Fi**方案。如您已取得**Wi-Fi**序號，請點選「輸入序號」使用**Wi-Fi**。

Select your desired Wi-Fi Onboard pass.
Please click " Use a voucher code " to login if you have already obtained a Wi-Fi Onboard Pass code.

簡易操作步驟 / Easy Steps
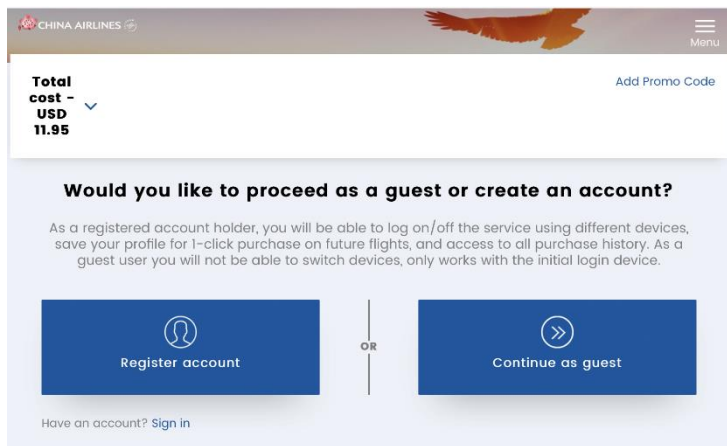
使用個人email 建立帳號，或以訪客身份使用。
- 訪客：不須輸入帳號/密碼，綁定在首次使用Wi-Fi的裝置，無法切換裝置。
- 註冊帳戶：註冊後，您可透過email帳號及密碼登入，切換至不同裝置使用。
- 登入：當您已完成註冊，請直接登入帳戶使用Wi-Fi。

To register Wi-Fi account or using Wi-Fi as a guest user.
- Using your personal email address to register account. As a registered account holder, you will be able to use email and password to log on/off the service using different devices.
- As a guest user, you will not be able to switch devices, only works with the first initial login device.
- Passengers with a registered account, please click "Sign in", and enter email and password to use Wi-Fi.

簡易操作步驟 / Easy Steps
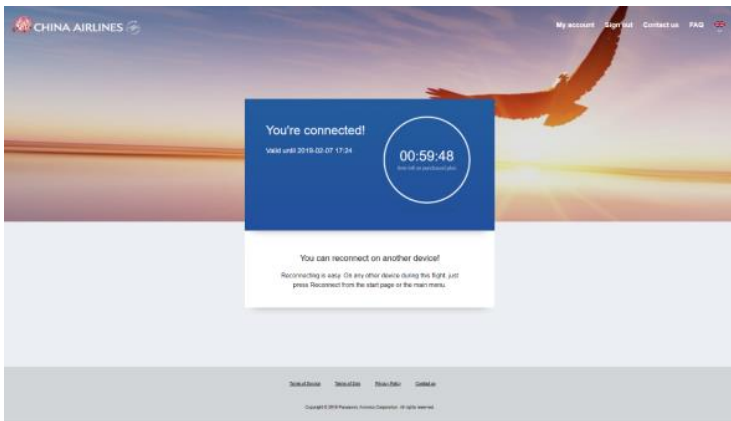
登入成功後畫面。

You are connected! Please note your Wi-Fi time remaining and keep this timer page open. Record your user's name and password in case you need to login again.

Wi-Fi ONBOARD 常見問答 / Q & A

Q1: 如何切換不同裝置使用Wi-Fi？

A1: 已建立帳號之旅客，可以從新裝置在Wi-Fi方案頁，點選右上方「已註冊用戶」 或 左下方「重新連結」，或者點選註冊帳號頁面的「登入」，輸入email、密碼，即可登入繼續使用Wi-Fi。

Q1: How to use Wi-Fi on different devices?

A1: If you already have an account, please on new device click "Returning User" or "Reconnect" to login with existing account. You can also login on plan page with "Sign in" link, Key in your email, password to log in.

Q2: 忘記密碼如何處理？

A2: 請在Wi-Fi方案頁，點選右上方「已註冊用戶」或 左下方「重新連結」，再點選「忘記密碼」，輸入您的email信箱，點「繼續」，回答之前註冊時設定的安全問題答案，及輸入新密碼兩次，設定新密碼。忘記安全問題答案的旅客，將無法重設密碼，建議先以其他email信箱重新註冊帳號，或者選擇不註冊帳號以訪客身分使用Wi-Fi (將不能切換裝置使用Wi-Fi)。下機後，再以電郵聯繫 ciwifihelp@panasonic.aero協助處理，以便下次使用Wi-Fi。

Q2: How to do if I forgot the password?

A2: Selecting "Returning User" or "Reconnect" on product page. Select "Forgot your password?". Then input your email address, click "continue", and enter the answer to the security question, and keyin new password twice to reset new password. If you do not remember the answer to the security question, you will not be able to reset your password. Suggest to register with another email, or use Wi-Fi in guest, however, it would not be able to switch different devices. Please send email to ciwifihelp@panasonic.aero for assistance after arrival.

Q3: 班機上此項憑證的使用效期如何計算？

A3: 自首次登入後即可以無流量限制連續使用您所購買的**Wi-Fi**時數(若您登出或關機時間仍算在連續使用時間內)。
例如，旅客機上購買或登機前已有一組3小時**Wi-Fi**序號憑證，首次登入後使用25分鐘**Wi-Fi**，若關閉裝置休息**5**小時後，將超過3小時憑證效期不能再使用，旅客如需再使用**Wi-Fi**，請於機上重新購買。

Q3: How is the duration of the flight pass calculated?

A3: The valid duration of the flight pass begins when it is first enabled for use. The duration is calculated based on the elapsed time from the initial use.
For example, Passengers using a 3 hours Wi-Fi Onboard for 25 minutes after the first logging, if turn off the device and rest for 5 hours, then the 3 hours certificate will expire and cannot be used again, if passengers need to use Wi-Fi again, please re-purchase in flight.

Q4: 我可以同時使用兩個單獨不同的設備連結網路服務嗎？

A4: 您不能用相同的憑證(email電子信箱)同時登錄兩個單獨的設備使用。如果您以註冊帳戶方式使用Wi-Fi，您可以在兩個或更多的裝置之間切換，請您先登出第一個裝置，然後使用帳戶資料(email/密碼)登錄第二個設備(透過兩個或多個設備之間切換的方式)使用。若要結束您的無線網路，請在連線的網頁上按一下確認登出就可以了。

Q4: Can I access the service on two separate devices at the same time?

A4: You cannot log onto two separate devices with the same credentials (email address) simultaneously. If you purchased your session as an account holder, you may switch between two or more devices by logging off on your first device before logging onto a second device, using your account credentials (email and password). To end your Wi-Fi session by signing out from the portal.

Q5: 我可以使用網路語音通話服務(VoIP應用程式)嗎？

A5: 為維護客艙安寧，Wi-Fi Onboard 無法提供網路語音通話服務 (VoIP應用程式)。

Q5: Can I use VoIP applications while using the service?

A5: VoIP applications are not supported by this service.

Q6: 我可以使用機上網路收看影片嗎？

A6: 由於衛星信號受氣候及地理位置影響，連線速度在航程中可能會不穩定，而導致影片載入時間延長或影片畫質不佳，因此不建議您於機上觀賞網路影片，如：**Netflix**。

Q6: Can I use Wi-Fi Onboard for video streaming services?

A6: Online videos streaming services such as Netflix, is not recommended as connection speed varies throughout the flight and may cause prolonged buffer time and reduced video quality.

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Q7: 如果啟動我的瀏覽器後，沒有出現 Wi-Fi Onboard 的登入頁面怎麼辦？

A7: 如果啟動您的瀏覽器之後沒有出現 **CAL Portal** 的登入頁面時，您可以直接輸入 "**www.cal-wifi.com**" 的網址或掃描右上方 **QR Code** 進到登入頁面。

Q7: What if the landing page for Wi-Fi Onboard does not appear when I launch my browser?

A7: If the CAL Portal landing page does not appear when you launch your browser, you can enter the URL of the CAL Portal directly "www.cal-wifi.com" or scan the QR Code.

Q8: 如果在班機上使用此項服務發生連線問題的時候怎麼辦？

A8: 因為**Wi-Fi Onboard**連線可能會有暫時斷線的狀況，所以請嘗試重新連線。

Q8: What if I have issues connecting to the service on this flight?

A8: Please try connecting in a few minutes as Wi-Fi Onboard service might be temporarily unavailable.

IMPORTANT NOTICE

為了享有更順暢的 Wi-Fi 連線體驗，建議您於個人電子設備上：
1. 開啟低數據 / 省電模式。
2. 關閉未使用但仍在背景執行的應用程式。
3. 關閉軟體與應用程式自動更新、推播及雲端備份功能。
4. 避免高頻寬用量的網路活動，如：觀看串流影音或傳輸大容量檔案。

機上 Wi-Fi 係透過衛星傳輸，網路品質可能受天候、航線位置或技術條件影響，導致速度緩慢或中斷，敬請見諒。

本服務為免費體驗性質，恕不提供退款或賠償。

For a smoother Wi-Fi experience, we recommend the following on your personal device:
1. Enable low data or power-saving mode.
2. Close unused apps running in the background.
3. Turn off automatic updates, push notifications, and cloud backup functions.
4. Avoid high-bandwidth activities such as streaming or transferring large files.
In-flight Wi-Fi is delivered via satellite and may be affected by weather, flight route, or technical conditions.
As a result, connection speed may be slow or temporarily disrupted. We appreciate your understanding.

This is a complimentary service. Refunds or compensation will not be provided.

IMPORTANT NOTICE
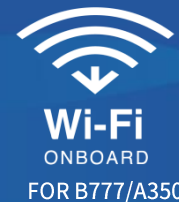
上網及相關的售後服務是由Panasonic Avionics Corporation所提供。
The internet service is provided by Panasonic Avionics Corporation.
e-Mail: ciwifihelp@panasonic.aero
Tel: +1-888-488-1553

飛航模式 Flight Mode

為維護飛航安全，飛行途中如需使用**Wi-Fi Onboard**服務，請確認行動裝置已調整至「飛航模式」，再開啟**Wi-Fi**功能。使用飛航模式時，會使您的裝置無法使用傳輸功能，如電話通訊或傳送電子信件。

To ensure flight safety, Flight Mode must be turned on whenever Wi-Fi is being used during the flight. Flight Mode will disable the transmitting function on your device like phone communication or email delivery service.

服務供應說明 Service Instruction

Wi-Fi Onboard服務透過衛星通訊傳遞資料，飛越極圈上空的斷線情形可能影響連線至多**3.5**個小時不等，依不同季節與航路會有不同。如同一般地面網路，**Wi-Fi Onboard**實際連線速度會因使用人數與衛星訊號而有所影響。

Wi-Fi Onboard service data transmission is through the satellite and will not be available above the Arctic and Antarctic. The disconnection time could last up to 3.5 hours depending on the routes and the season. The speed of Wi-Fi Onboard could vary as it all depends on the availability of the satellite and the number of users which works just like a Wi-Fi system on ground.

Wi-Fi ONBOARD

Wi-Fi Onboard相關服務意見請洽 / Wi-Fi Onboard related issue
e-Mail: ciwifihelp@panasonic.aero
Tel: +1-888-488-1553

如欲瞭解更多使用的**Wi-Fi**隱私/常見問題/條款的訊息，請參閱 Wi-Fi Onboard 或中華航空公司網站。
For more detailed information on Privacy/FAQ/Terms of use of Wi-Fi Onboard,
Please refer to CAL Portal or China Airlines website.