

Wi-Fi ONBOARD



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
Premium 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



Complimentary Wi-Fi Voucher Redemption

Applicable to Premium Business/Premium Economy/Paragon/Emerald/Gold Member



Wi-Fi Onboard

- Free messaging for Economy Class
- Use Wi-Fi Voucher
- Purchase Wi-Fi

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.



Wi-Fi ONBOARD



免費Wi-Fi/Complimentary Wi-Fi

步驟 1：請點選「免費上網序號兌換」輸入相關資訊完成驗證以取得序號。

步驟 2：再複製序號至「使用序號免費上網」輸入使用網頁瀏覽。

Step 1: Please click “ Complimentary Wi-Fi Voucher Redemption, then follow the on-screen instructions to redeem the voucher code.

Step 2 : Copy the code and click “Use Wi-Fi Voucher”, then paste the code into the “Use a voucher code” field.



付費購買Wi-Fi / Purchase Wi-Fi 免費文字訊息/Free Messaging

請點選「Wi-Fi Onboard」選擇您的Wi-Fi付費或免費方案。

如您已取得Wi-Fi序號，請點選「輸入序號」使用Wi-Fi。

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



簡易操作步驟 / Easy Steps



Complimentary Wi-Fi Voucher Redemption

Applicable to Premium Business/Premium Economy/Paragon/Emerald/Gold Member



Wi-Fi Onboard

- Free messaging for Economy Class
- Use Wi-Fi Voucher
- Purchase Wi-Fi



免費Wi-Fi / Complimentary Wi-Fi

適用免費Wi-Fi旅客：

請點選「免費上網序號兌換」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 “ Complimentary Wi-Fi Voucher Redemption, then follow the on-screen instructions to redeem the voucher code. Copy the code and click “Use Wi-Fi Voucher”, then paste the code into the “Use a voucher code” field.



簡易操作步驟 / Easy Steps



Full Flight Free Messaging

Unlimited messaging on LINE, WhatsApp, and other chat Apps. Media sharing, file downloads, web browsing, and video streaming are not included.

USD 0.00

BUY

1-Hour

No data restriction for 1 hour of continuous Wi-Fi access after the first login

USD 11.95

BUY

3-Hour

No data restriction for 3 hour of continuous Wi-Fi access after the first login

USD 16.95

BUY

Full Flight

Unlimited web browsing during your flight.

USD 21.95

BUY



付費購買Wi-Fi / Purchase Wi-Fi 免費文字訊息/Free Messaging

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 a Wi-Fi Onboard pass.
Please click “Use voucher code” to login if you have already obtained a Wi-Fi Onboard Pass code.



Reconnect

Continue from a previous session



Use a voucher code

Enter your code here to redeem

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.

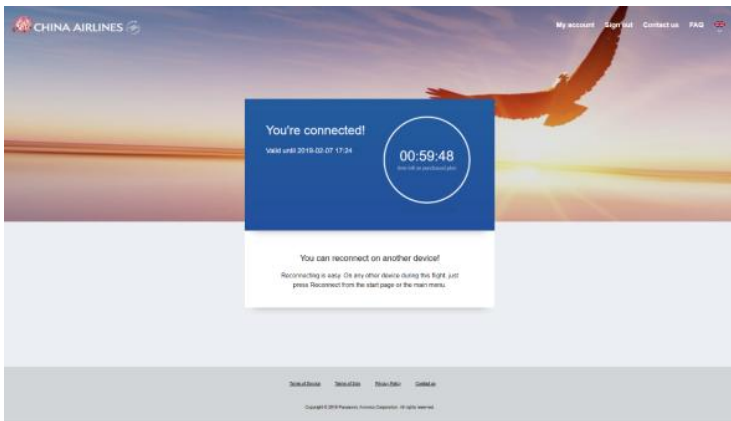
The screenshot shows the top of a web browser with the China Airlines logo and a menu icon. Below the header, there's a section for "Total cost - USD 11.95" and an "Add Promo Code" field. The main content area asks "Would you like to proceed as a guest or create an account?" and provides explanatory text for both options. At the bottom, there are two large blue buttons: "Register account" with a person icon and "Continue as guest" with a right-pointing arrow icon, separated by a vertical line with "OR" in the middle. A "Sign in" link is visible at the very bottom.

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:為什麼我無法成功登入Wi-Fi Onboard平台？

A1:請參考以下建議方式依序操作：

- 1) 打開行動裝置「設定」，點選「App」並搜尋「Safari」，將「不安全連線警告」關閉。
- 2) 請打開瀏覽器並重新連線即可。



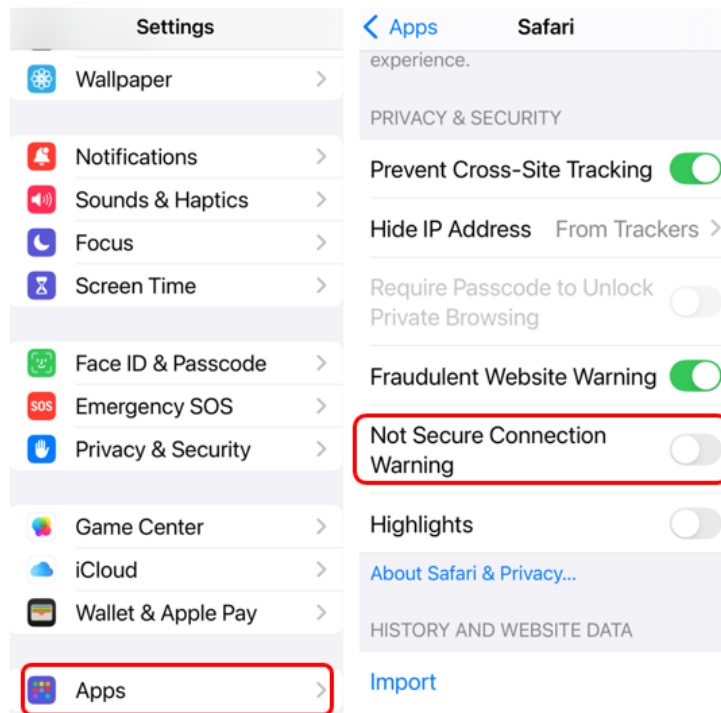
Wi-Fi ONBOARD 常見問答 / Q & A



Q1: Why can't I log in to the Wi-Fi Onboard portal page?

A1: If you are unable to log in, please try the following steps:

- 1) Go to "Settings" on your mobile device. Tap "Apps" → search for Safari. And turn off "Not Secure Connection Warning".
- 2) Reopen your browser and reconnect to Wi-Fi Onboard.



Wi-Fi ONBOARD 常見問答 / Q & A



Q2: 如果我已選擇免費文字訊息方案，是否還能轉換其他上網方案？

A2: 可以。如需更換上網方案，建議可嘗試開啟行動裝置的「設定」，點選「Wi-Fi」→「Wi-Fi Onboard」，並選擇「忘記此網路設定」，再重新連線至「Wi-Fi Onboard」。

< Wi-Fi

Wi-Fi Onboard

不安全的網路

開放的網路沒有安全性，並且會暴露所有網路流量。

若這是你的 Wi-Fi 網路，請設定路由器使用 WPA2 (AES) 或 WPA3 安全類型。

[進一步瞭解 Wi-Fi 的建議設定...](#)

忘記此網路設定



Wi-Fi ONBOARD 常見問答 / Q & A



Q2: If I have already chosen “Free Messaging”, can I switch to another Wi-Fi plan?

A2: To change your Wi-Fi plan, please go to “Settings” on your mobile device, tap Wi-Fi → Wi-Fi Onboard, select “Forget This Network”, and reconnect to Wi-Fi Onboard.



< Wi-Fi

Wi-Fi Onboard

Unsecured Network

Open networks provide no security and expose all network traffic.

If this is your Wi-Fi network, configure the router to use WPA2 (AES) or WPA3 security type.

[Learn more about recommended settings for Wi-Fi...](#)

[Forget This Network](#)

Wi-Fi ONBOARD 常見問答 / Q & A



Q3:為什麼我點選「免費無線上網」方案後沒有反應？

A3:「免費無線上網」頁面會以彈出視窗顯示，如果您的裝置啟用了「阻擋彈出式視窗」功能，將導致頁面無法正常開啟。請前往「設定」→「App」→ 搜尋「Safari」，將「阻擋彈出式視窗」關閉。

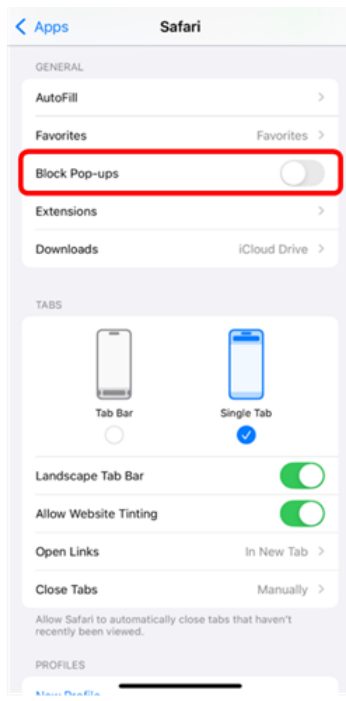
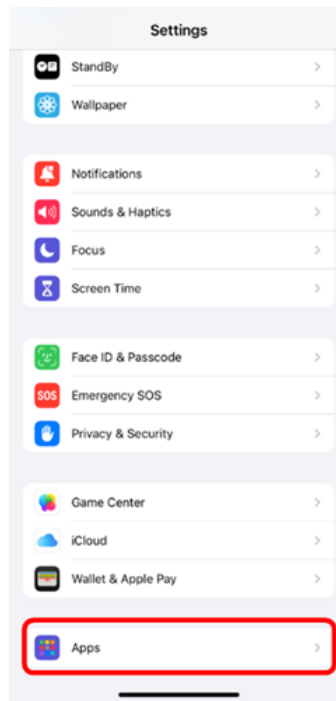


Wi-Fi ONBOARD 常見問答 / Q & A



Q3: Why can't I select the "Complimentary Wi-Fi" plan?

A3: The "Complimentary Wi-Fi" page opens in a pop-up window. If your device has "Block Pop-ups" enabled, the page will not display properly. Please go to "Settings" → Apps → search for Safari, and turn off "Block Pop-ups".



Wi-Fi ONBOARD 常見問答 / Q & A



Q4: 如果在班機上使用此項服務發生連線問題(或久置被登出)的時候怎麼辦？

A4: 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。

請將行動裝置開啟Wi-Fi功能，連線到 “Wi-Fi Onboard”，點擊 “Wi-Fi Onboard”後，

(1)未註冊帳號(訪客)的旅客，點擊後即可再連接網路，使用Wi-Fi。

(2)註冊帳號的旅客，請連線到“Wi-Fi Onboard”後，在Wi-Fi方案頁，點選右上方「已註冊用戶(Returning User)」或左下方「重新連結(Reconnect)」，或者點選註冊帳號頁面的「登入(Sign in)」，輸入email、密碼，即可登入繼續使用Wi-Fi。

Q4: What if I have issues connecting to the service on this flight?

A4: Please try connecting in a few minutes as Wi-Fi Onboard service might be temporarily unavailable. Please click “Wi-Fi Onboard” to the Portal, Guest user, please use Wi-Fi on initial device, Wi-Fi account user, please keyin email and password on Reconnect, Sign in field to use Wi-Fi.



Wi-Fi ONBOARD 常見問答 / Q & A



Q5: 如何切換不同裝置使用Wi-Fi ?

A5: 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 。



Q5: How to use Wi-Fi on different devices?

A5: 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.

Wi-Fi ONBOARD 常見問答 / Q & A



Q6: 忘記密碼如何處理？

A6: 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。

Q6: How to do if I forgot the password?

A6: 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.

Wi-Fi ONBOARD 常見問答 / Q & A



Q7: 班機上此項憑證的使用效期如何計算？



A7: 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。

Q7: How is the duration of the flight pass calculated?

A7: 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.

Wi-Fi ONBOARD 常見問答 / Q & A



Q8: 我可以同時使用兩個單獨不同的設備連結網路服務嗎？



A8: 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。

Q8: Can I access the service on two separate devices at the same time?

A8: 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.

Wi-Fi ONBOARD 常見問答 / Q & A



Q9: 我可以使用網路語音通話服務(VoIP應用程式)嗎？

A9: 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)。

Q9: Can I use VoIP applications while using the service?

A9: VoIP applications are not supported by this service.



Wi-Fi ONBOARD 常見問答 / Q & A



Q10: 我可以使用機上網路收看影片嗎？



A10: 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。

Q10: Can I use Wi-Fi Onboard for video streaming services?

A10: 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.

Wi-Fi ONBOARD 常見問答 / Q & A



Q11: 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？



A11: 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。

Q11: What if the landing page for Wi-Fi Onboard does not appear when I launch my browser?

A11: 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.

Wi-Fi ONBOARD 常見問答 / Q & A



Q12: 為什麼使用機上 Wi-Fi 需輸入電子郵件信箱？

A12: 電子郵件信箱用於確認旅客身分與使用資格的辨識資訊，並作為後續旅客服務查詢依據。

Q12: Why do I need to enter my email address to use the Wi-Fi Onboard?

A12: Your email address is used to verify your identity and eligibility, and it also serves as a reference for any future customer service inquiries.

Wi-Fi ONBOARD 常見問答 / Q & A



Q13: 我在 2025 年 7 月 31 日 (含) 前兌換的Wi-Fi序號還可以使用嗎?

A13: 可以。



Q13: Can I still use the Wi-Fi Voucher (promo code) I redeemed on and before July 31st, 2025?

A13: Yes.

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.