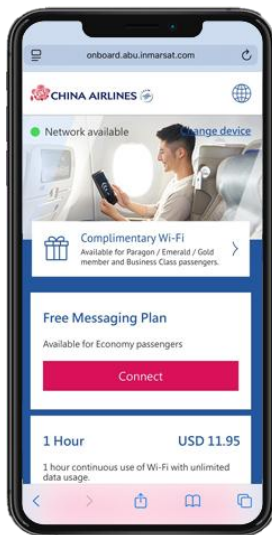# A321neo Wi-Fi Step-by-step Instructions
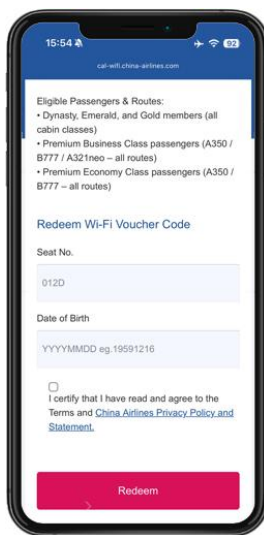
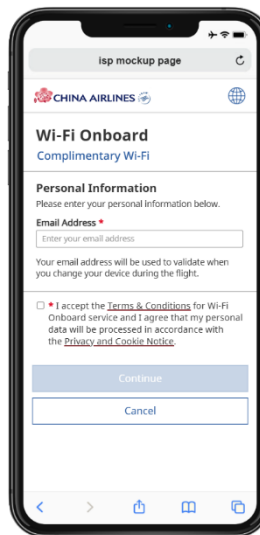Wi-Fi ONBOARD

1

Please enter the URL onboard.abu.inmarsat.com and select the applicable free Wi-Fi plan.
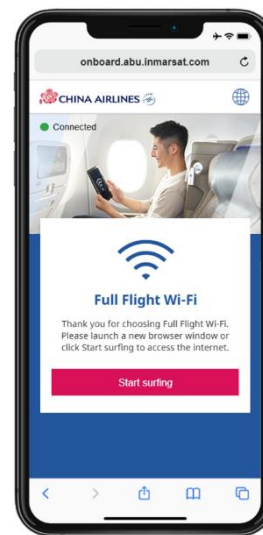
2

Follow the on-screen instructions to complete authentication by entering the required information.

3

Enter your email address to start enjoying unlimited internet browsing or free Messaging.
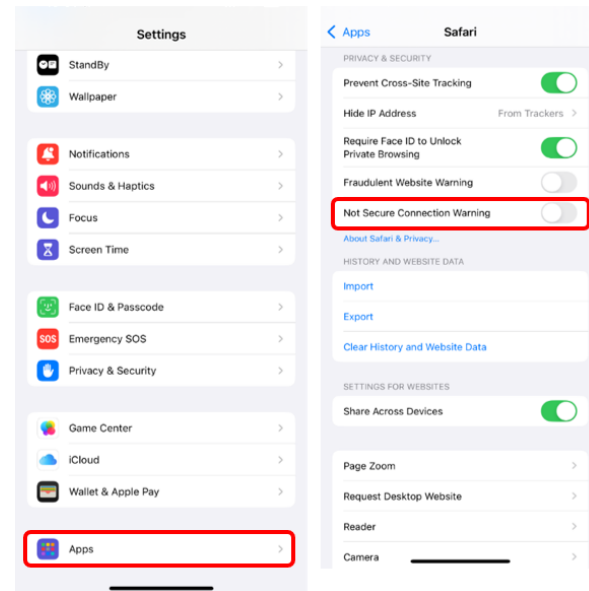
4

Connect & Enjoy

FAQ

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

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.

FAQ

2 **If I have already chosen "Free Messaging", can I switch to another Wi-Fi plan?**

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.

FAQ
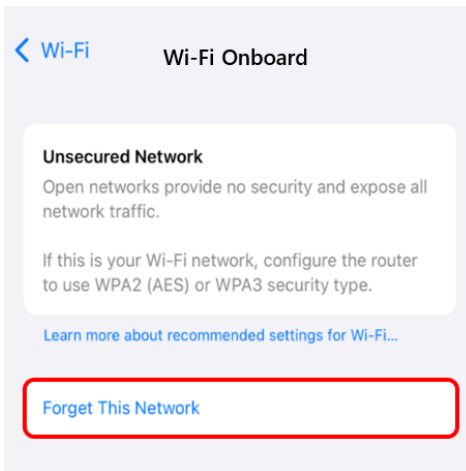
3

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

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".

FAQ

4 **Why do I need to enter my email address to use the Wi-Fi Onboard?**
Your email address is used to verify your identity and eligibility, and it also serves as a reference for any future customer service inquiries.

5 **Is there a data limit for inflight Wi-Fi?**
Wi-Fi Onboard is designed for browsing and social media use (e.g., Facebook, Instagram). For a stable connection, please avoid streaming (e.g., Netflix, YouTube) or large file transfers.

6 **Why is my connection being interrupted?**
The Wi-Fi connection on board is transmitted via satellite. The number of users, satellite signal strength, weather, and routing may affect the internet connection.

FAQ

7 **Can I use two different mobile devices to connect to Wi-Fi at the same time?**
The data plan cannot be used on different mobile devices at the same time. If you need to connect to multiple devices at the same time, another data plan must be purchased.

8 **How can I purchase the Wi-Fi internet access plan?**
Payment can be made using major international credit cards such as VISA/Master/JCB, or through third-party payment platforms like Apple Pay/Google Pay.

Wi-Fi
ONBOARD

FAQ

9 **Can I use an internet telephony service (VoIP) on board?**
To maintain the tranquility of the cabin, voice function cannot be used during the flight.

10 **What should I do if there is a problem with the in-flight Wi-Fi?**
The in-flight Wi-Fi services are provided by Viasat. For inquiries and comments, please email passenger.care@Inmarsat.com (24 hours service).

11 **Can I still use the Wi-Fi voucher (promo code) that I redeemed on and before July 31st, 2025?**
Yes.