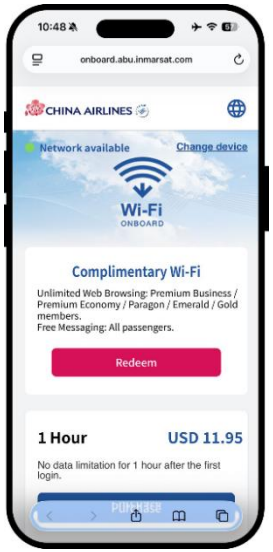
A321neo Wi-Fi Step-by-step Instructions

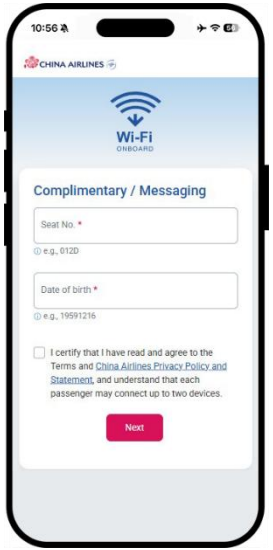
Wi-Fi ONBOARD

1



Please enter the URL onboard.abu.inmarsat.com and select the Complimentary Wi-Fi.

2



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

3



Connect & Enjoy

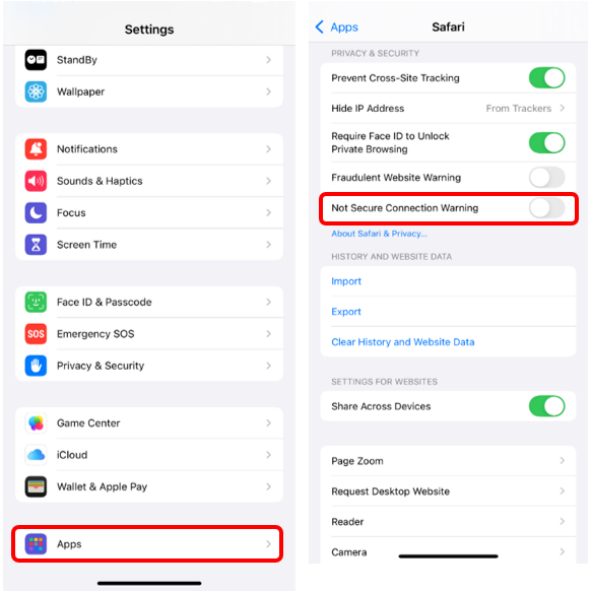
FAQ

Wi-Fi ONBOARD

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

Wi-Fi ONBOARD

2 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

Wi-Fi
ONBOARD

3 **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.

4 **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.

5 **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

Wi-Fi
ONBOARD

6 **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.

7 **Can I use an internet telephony service onboard?**
To maintain the tranquility of the cabin, internet voice and video calling services are not available during the flight.

8 **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-hour service).