

# Wi-Fi ONBOARD



## B777/A350 購買使用須知 Purchase Instructions

價格 (含稅)  
Price (tax inclusive)

15MB / 3.25美元  
15MB / 3.25USD

1小時 / 11.95美元  
1 Hour / 11.95 USD

3小時 / 16.95美元  
3 Hours / 16.95 USD

24 小時 / 21.95美元  
24 Hours / 21.95 USD

# 簡易操作步驟 / 5 Easy Steps



① 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 / 5 Easy Steps



繁體中文 | 簡體中文 | 日本語



② 啟動瀏覽器將自動連接到**CAL Portal**頁面，前往 **Wi-Fi Payment portal**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**網址或掃描上方**QR Code**，連接到**CAL Portal**頁面。



How to connect your WiFi.



China Airlines Facebook

Find out China Airlines promotions through here!

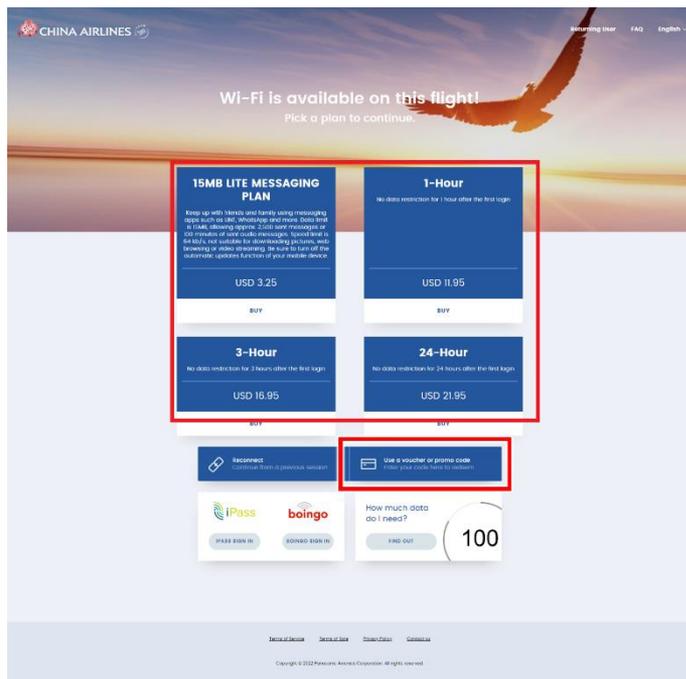


Live Text News

News that you can't miss!

Launch your web browser and you will be directed to the CAL Portal. If the Portal Page does not appear after you launch your browser, enter web address “[www.cal-wifi.com](http://www.cal-wifi.com)” or scan the QR Code to redirect your web browser to the CAL Portal Page. Select the Wi-Fi Onboard icon to purchase internet access.

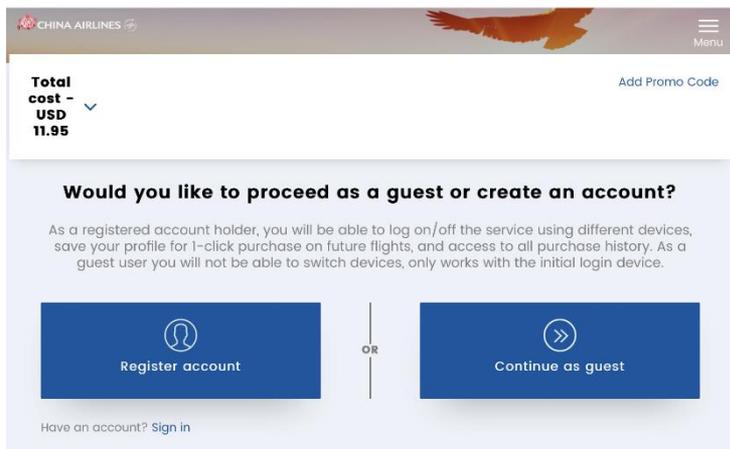
# 簡易操作步驟 / 5 Easy Steps



③ 選擇購買不同時間長度或流量方案之Wi-Fi。  
登機前已取得Wi-Fi序號之乘客，請點選「使用優惠券或促銷代碼」，輸入Wi-Fi序號。

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

# 簡易操作步驟 / 5 Easy Steps



④

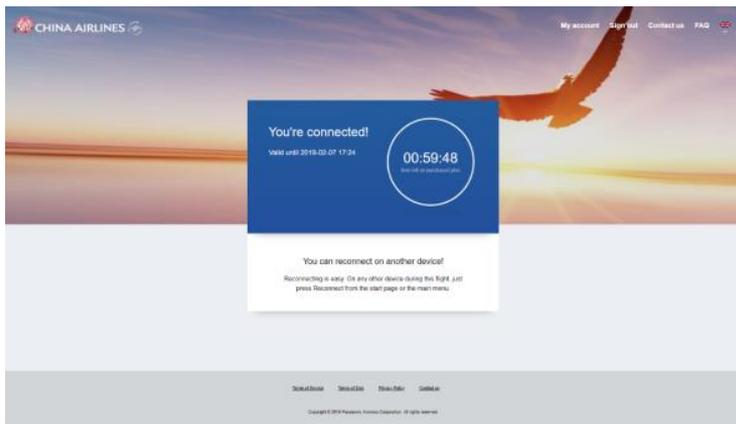
使用個人email建立帳號，或以訪客身份使用。

- 訪客身份 (右)：不須輸入帳號/密碼，綁定在首次使用Wi-Fi的裝置，不能切換裝置使用Wi-Fi。
- 註冊帳戶 (左)：註冊後您可以email帳號及密碼，切換至不同的行動裝置/電腦使用Wi-Fi。
- 登入 (左下)：已註冊帳戶之旅客，請點已有帳戶「登入」，輸入email帳號/密碼。

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 / 5 Easy Steps



⑤ 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, 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



**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](mailto: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](mailto:ciwifihelp@panasonic.aero) for assistance after arrival.

# Wi-Fi ONBOARD 常見問答 / Q & A



**Q3:** 我要如何購買Wi-Fi Onboard使用方案？

**A3:** 兩種方式購買Wi-Fi Onboard的使用方案：

1. 首次使用者，按一下立即購買並新增一個使用者帳戶。
2. 曾經登錄過的使用者(之前已登錄過帳號)，則只需輸入自己的登錄資訊。如果您的帳戶已經失效，那麼系統會自動提示您需要購買新的使用時數。

**Q3:** How do I purchase a Wi-Fi Onboard session?

**A3:** There are 2 ways to purchase a Wi-Fi Onboard session:

1. As a new user, click Buy Now and create a user account.
2. As a returning user with existing user credentials (created previously), enter the login information in the allotted fields. If your account is no longer valid, you will be prompted to purchase another session.

# Wi-Fi ONBOARD 常見問答 / Q & A



**Q4:** 班機上此項憑證的使用效期如何計算？

**A4:** 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。

**Q4:** How is the duration of the flight pass calculated?

**A4:** 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



**Q5:** 如果我已經有一個Wi-Fi Onboard使用憑證或促銷代碼，請問可以在轉機航班上使用網路服務嗎？

**A5:** 於A350/B777機型所購買或兌換之機上Wi-Fi服務，針對未使用完之上網時數於有效時間內，可在A350/B777機型之轉機航班上，繼續使用原憑證再次登錄並繼續使用該服務。

**Q5:** If I already have a Wi-Fi Onboard pass or promotional code from a connecting flight, can I use it to access the Internet service on this flight?

**A5:** The in-flight Wi-Fi service purchased/redeemed on A350/B777 aircraft can be used on A350 / B777 transfer flights during the validity period, you can use your credentials to login again and continue using the service.

# Wi-Fi ONBOARD 常見問答 / Q & A



**Q6:** 我可以同時使用兩個單獨不同的設備連結網路服務嗎？

**A6:** 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。

**Q6:** Can I access the service on two separate devices at the same time?

**A6:** 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



**Q7:** 我可以使用網路語音通話服務(也稱為VoIP應用程式)嗎？

**A7:** 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，例如Skype)。

**Q7:** Can I use VoIP applications while using the service?

**A7:** VoIP applications such as Skype are not supported by this service.

# Wi-Fi ONBOARD 常見問答 / Q & A



**Q8:** 我可以使用機上網路收看影片嗎？

**A8:** 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：**YouTube** 或 **Netflix**。

**Q8:** Can I use Wi-Fi Onboard for video streaming services?

**A8:** Online videos streaming services such as YouTube or 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



**Q9:** 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？

**A9:** 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](http://www.cal-wifi.com)”的網址或掃描右上方 QR Code 進到登入頁面。



**Q9:** What if the landing page for Wi-Fi Onboard does not appear when I launch my browser?

**A9:** 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](http://www.cal-wifi.com)” or scan the QR Code.

# Wi-Fi ONBOARD 常見問答 / Q & A



**Q10:** 如果在班機上使用此項服務發生連線問題的時候怎麼辦？

**A10:** 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，幾分鐘後如果問題仍然存在，請向空服組員尋求協助。

**Q10:** What if I have issues connecting to the service on this flight?

**A10:** Please try connecting in a few minutes as Wi-Fi Onboard service might be temporarily unavailable. If the problem persists, please talk to the crew.

# 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.

# 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](mailto: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CAL Portal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.