



# FLEET HOTSPOT

## FREQUENTLY ASKED QUESTIONS

April 2021

### **New in this version:**

More information on using virtual cards as a payment method for Fleet Hotspot

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## 1. GETTING STARTED

### 1.1. What is Fleet Hotspot?

Fleet Hotspot gives you wireless Internet connectivity via satellite to your own personal device whilst you are on-board the ship. You can access Fleet Hotspot from your Wi-Fi enabled laptop, tablet or smartphone devices and use web browsing and a variety of Internet enabled applications.

### 1.2. Is there anything I should be aware of before I purchase an allowance

Please make sure that your device does not use the "Random MAC address" (Android) or "Private Address" (Apple IOS) feature. Details on this and more tips can found in the Best Practises Guide that is available on the Fleet Hotspot support page ([www2.inmarsat.com/fleethotspot](http://www2.inmarsat.com/fleethotspot)).

This page is "whitelisted" and can be accessed freely.

### 1.3. How do I get online?

When you use Wi-Fi select the "CrewByInmarsat" or "FleetHotspot" network (SSID) to connect to the network. Depending on the type of device you will either be automatically directed to the welcome screen or you need to start a browser and type "maritimewifi.surf" in the address field. The welcome page will be shown. After accepting the Terms and Condition the plan page is show where you can choose to enter a voucher code or purchase an allowance (Time or Volume based) for Internet access.

**Note:** If the Wi-Fi equipment is not provided by Inmarsat, the SSID "CrewByInmarsat" may not be available. Ask you IT manager or Master for the correct Network ID.

### 1.4. After reconnecting my device, I do not see the Logoff button anymore.

In some cases the "Connected" page is not shown after reconnecting. Refreshing the page will show you the "Connected" page again. Alternatively type "maritimewifi.surf" in the address field of your browser.

### 1.5. What do I do if I am not automatically directed to the connection screen?

If for some reason you are not automatically directed to the connection screen, then the following are basic steps to help you connect which apply to most wireless devices:

- Make sure that your Wi-Fi is enabled on your device.
- Go to the Wi-Fi settings page on your device and view the available wireless networks.
- Select "CrewByInmarsat" to connect (see note 2 below).
- Launch your browser and type "maritimewifi.surf" in the address bar of your browser (if you are not directed automatically to the landing page). You will be presented with a landing page, giving you details and prices of the Internet connectivity packages available. If you have a voucher code select the Voucher plan. If you do not have a Voucher code you can purchase Internet Access by selecting a Plan.
- To purchase an Internet access plan, click "Purchase" and follow the instruction on the payment page.
- Enjoy surfing the Web.

Note 1: Devices that are not JavaScript-enabled cannot be used to purchase Internet access, but they can be used to access the complimentary features of the Fleet Hotspot portal. Cookies should also be enabled on your device in order to purchase Internet access.

Note 2: If the Wi-Fi equipment is not provided by Inmarsat, the SSID "CrewByInmarsat" may not be available. Ask your IT manager or Master for the correct Network ID.

### **1.6. I am getting a browser security warning when I enter a website address into the address bar. What is this?**

This should only happen if you are not automatically redirected to the Fleet Hotspot homepage because you entered a website address which starts with 'HTTPS'. In this case, your device's browser may present a security warning screen. There is no security issue to worry about, this is merely a standard warning to be safely directed to the Fleet Hotspot homepage.

For Safari browsers to be redirected to Fleet Hotspot homepage, follow these steps:

- Click the 'Show Details' button.
- In the 'security warning' explanation field, click on the 'visit this website' link which will redirect your browser to Fleet Hotspot homepage. (Note: you may need to update your 'Certificate Trust Settings' to proceed.)

For Chrome browsers to be redirected to Fleet Hotspot homepage, follow these steps:

- Click 'ADVANCED'.
- Following the 'security warning' explanation field, click on the 'Proceed to <website name> (unsafe)' link which will redirect your browser to Fleet Hotspot homepage.

If your Safari browser does not show 'Show Details' option or your Chrome browser does not show 'Proceed to' option then enter "maritimewifi.surf" in the address bar to display the Fleet Hotspot homepage.

### **1.7. How can I continue to access the Internet with Fleet Hotspot after I have used my allowance?**

At the end of your voucher allowance, you will have the option to enter another voucher code or pay by credit/debit card to continue your Internet connectivity.

### **1.8. What devices and operating systems is Fleet Hotspot service available on?**

The minimum requirements to access Fleet Hotspot is either a mobile device, laptop or tablet with an 802.11 wireless capability (Wi-Fi) and one of the following supported operating systems:

- iOS 11 or higher
- Android 8 or higher

### **1.9. What web browsers does Fleet Hotspot support?**

Fleet Hotspot supports modern versions of the following web browsers:

- Windows 10 – Edge
- Mac OS X 10 (Sierra) - Safari 10
- Mac OS X 10 (High Sierra) - Safari 11
- Google Chrome 65+ or higher
- Mozilla® Firefox® 60+ or higher

## 2. USING FLEET HOTSPOT

### 2.1. What is Fleet Hotspot?

Fleet Hotspot gives you wireless Internet connectivity via satellite to your own personal device whilst you are on-board the ship. You can access Fleet Hotspot from your Wi-Fi enabled laptop, tablet or smartphone devices and use web browsing and a variety of Internet enabled applications.

### 2.2. Can I switch the plan I purchased from one device to another?

At present time there is no option to switch the purchased plan from one device to another.

### 2.3. Why can't I access certain content and/or websites?

Your shipping company may have specific policies on accessing web content. And want to ensure that the Internet is used appropriately. That is why some web content may be blocked according to a set of standard categories, such as, but not limited to:

- Violence
- Drugs/ drug culture
- Nudity, nude pictures and lifestyles
- Adult material
- Sexual acts, pornography
- Militant/extremist
- Pirated and illegal material to download
- Gambling

Please make sure that the content you are trying to access is appropriate and in line with the shipping company policies.

### 2.4. What should I do if I lose my connection while browsing?

If you become disconnected, simply re-launch your browser to continue Web browsing. If web browsing is not continued type "maritimewifi.surf" in the address bar of your browser to reconnect to the Internet.

*Note: If your allowance expires, the connection will be closed. You will need to purchase a new allowance before the connection can be restored.*

### 2.5. What happens if I stop using Internet Connection for a while?

When there is no data traffic for a period of 15 minutes you will be automatically disconnected from the Wi-Fi. Please note that due to traffic in the background from apps on your device, the auto disconnect may not occur. Also note the all sessions will automatically disconnected after one hour. This is protect your allowance to expire unnoticed. It is highly recommended that you use the Log off button on the Fleet Hotspot connect page to disconnect the Internet connection after use. Otherwise your allowance may be used up unnoticed.

### 2.6. The Fleet Hotspot Portal shows a Service unavailable message. What does that mean?

The Fleet Hotspot service uses the main or primary connection of the Fleet Xpress system on-board. In some cases the main connection may not be available and the will be taken over by a backup connection. The Fleet Hotspot is not available on the backup connection of Fleet Xpress. The Fleet Hotspot home page in your web browser always displays the service availability status.

**2.7. Is the internet access via Fleet Hotspot always available?**

The Fleet Hotspot service uses the main or primary connection of the Fleet Xpress system on-board. In some cases the main connection may not be available and the will be taken over by a backup connection. The Fleet Hotspot is not available on the backup connection of Fleet Xpress.

*Note: The Fleet Hotspot home page in your web browser always displays the service availability status. If the message show: "Temporary Unavailable" please try again later.*

**2.8. What can cause interruption in the Fleet Hotspot Internet Service or prevent an Internet connection from being established?**

Satellite Internet Service may be unavailable or interrupted due to blockage of the antenna, maintenance, very bad weather or technical difficulties. In some countries local regulations may prevent Internet access. The Fleet Hotspot home page in your web browser always displays the service availability status.

**2.9. Can I keep using my allowance if I transfer to another vessel?**

At the moment you can only use the allowance on the vessel on which it was purchased or validated. In the near future it will be possible to use an allowance on another vessel.

**2.10. Can I stream video or music using my Fleet Hotspot service?**

Yes you can use video and audio streaming on Fleet Hotspot. Please note these applications may use a lot of bandwidth and reduce your Volume Allowance quickly.

**2.11. Can I use voice telephony (e.g. Skype) using my Fleet Hotspot service?**

Yes it is possible to make VOIP calls. Please note that depending on the app you use it can take up between 200 KB and 1.5 MB per minute.

**2.12. Can I use Video telephony (e.g. Skype) using my Fleet Hotspot service?**

Yes it is possible to make Video calls. Please note that depending on the app you use it can take up between 3 MB and 14 MB per minute.

### 3. ALLOWANCE PURCHASE AND PAYMENTS

#### 3.1. What payment options are available?

Most major credit and debit cards are accepted, including Visa, MasterCard and American Express. If you have setup a virtual card, such as with Paymaya or GCash, you can use this card to make payments on Fleet Hotspot. In addition, you can purchase vouchers through your Master. Other Payment methods will be added in due course.

#### 3.2. How do I pay with a virtual card?

Enter your virtual card details on the payment page including the card number and CVV, in the same way you would for a debit or credit card. To find out how to get a virtual card, follow the instructions of your e-payment provider such as PayMaya or GCash. Please note you will need internet access to setup a virtual card.

For more information on setting up virtual cards, please refer to your e-payment provider's instructions. Here are examples of virtual cards providers:

Paymaya: <https://www.paymaya.com/quick-guide/activate-virtual-card>

GCash: <https://www.gcash.com/activate-gcash-amex/>

#### 3.3. I can't complete the payment process. What can I do?

Please double check that you have correctly entered all of your debit/credit card information.

#### 3.4. How can I get a receipt for my Fleet Hotspot purchase?

A receipt for your purchase will be sent to the email address that you entered when you bought the Plan, so please enter your email address carefully. Your receipt will contain a receipt number, date of purchase, plan purchased and the total purchase amount.

#### 3.5. How does Inmarsat protect my payment details (e.g. credit card number)?

The portal pages related payment are under control of the payment provider. All information entered on those pages will be encrypted before they are sent to the payment provider. The information will be known only to the payment provider and used to process that transaction. Parts of the information (e.g. last four digits of account number) may be used to identify transactions for support purposes. Inmarsat has no access to the full details of the purchase transaction. Please make sure that you are familiar with the policies of your Credit card and eWallet provider.

#### 3.6. I am asked to provide a verification code that was sent by SMS, but I did not receive an SMS.

As part of the transaction authorisation policy a payment provider may require a second authorisation by means of a code sent via SMS. If you're out of GSM coverage you will not receive this code and not be able finalise the transaction. Inmarsat has no influence in this process.

## 4. CREDIT CARD PAYMENTS

### 4.1. Why is my credit card Payment is not accepted?

Make sure that the details required on the payment page match the card details! Most common causes for a rejection are:

- Finger Trouble - Sometimes the answer is as simple as mistyping the card details, either the long number, the expiry date or the CCV
- Not Enough Available Credit - Your credit card may be declined if you don't have enough available credit for the transaction. You can't make a payment right away to free up some available credit — unless the card is linked to your checking account — so it's best to use another payment method if you experience this problem
- Traveling - Credit card companies may require some notice that you're traveling and plan on using your card — especially when you travel abroad. Because of the number of fraud cases that happen overseas, many companies don't take the risk of letting charges incur in these cases. So if you know you're going to be away and plan on using your credit card, make sure you call your issuer to let them know where you'll be and the dates you'll be traveling. Even if you don't plan on using the card, it's a good idea to inform your credit card company, just in case an emergency arises and you're stuck
- Suspected Fraud on Your Account - Your credit card may stop working if your credit card issuer suspects fraud on your account. This can happen in cases of legitimate transactions. For example, someone may be using your credit card to make purchases in another country/state. It can also happen when you make purchases out of the ordinary for your typical spending habits. Your credit card issuer may suspect fraud if you spend more than you usually do in a day
- It Hasn't Been Activated - New credit cards are affixed with a sticker with instructions for activating it. Typically, you only have to call a 1-800 number and enter the last four digits of your social security number or the billing zip code. The call will only take a few moments and your credit card will be activated right away. Some credit card issuers let you activate your credit card online or via a smartphone app, but calling may be quicker
- It's Expired - Your credit card may stop working after you reach the expiration month. In some cases, it may even cease working during that month. If you think your credit card has expired, check your mail. Your credit card issuer has probably sent a replacement credit card already. Otherwise, call your credit card issuer to find out whether a new card is on the way
- A New Card is on the Way - Your credit card company may issue you a brand new card. For example, if your account number has been compromised after a major data breach, a new credit card may be on the way. The card company will likely also cancel the old one. Many credit card issuers are sending more secure credit cards with EMV chips. This technology prevents cards from being cloned or duplicated. Your card issuer may deactivate your credit card after the new one has been mailed to you. Once you receive your new credit card, make sure to call and activate it so you can use it
- Merchant or Payment Processor Issues - This happens with credit card transactions processed electronically. The information passes through a few different layers before the transaction is approved. Technical difficulties at any stage can cause issues with your payment processing

## 5. ALIPAY

### 5.1. **Can I use my Alipay business account to purchase a Fleet Hotspot allowance?**

The tests that Inmarsat conducted showed that it was not possible to use a business account for consumer purchases. Note that this is part of the Alipay transaction authorisation policy and Inmarsat has no influence on that.

### 5.2. **I tried to purchase an allowance using Alipay but it failed with the following reason: “Unverified customer is not authorised for this transaction”**

Your Alipay Account need to be verified, this means the Alipay needs proof of your ID. Please consult the Alipay website for further information. Note that this is part of the Alipay transaction authorisation policy and Inmarsat has no influence on that.

### 5.3. **During the Alipay payment process a page is shown with a with QR code. How to proceed?**

Since you do not have access to the Internet yet, you cannot use the QR code to authorise the payment. Instead you need to use your Alipay account name and Payment code to authorise the payment.

### 5.4. **Alipay is asking for a verification code that was sent by SMS, but I did not receive an SMS.**

In particular cases Alipay may require a second authorisation by means of a code sent via SMS. If you're out of GSM coverage you will not receive this code and not be able finalise the transaction. In some cases another try after a few hours could be successful. Note that this is part of the Alipay transaction authorisation policy and Inmarsat has no influence over that.

### 5.5. **Alipay is asking to scan a QR code for additional verification.**

In particular cases Alipay may require a second authorisation by means of scanning a QR code. Unfortunately scanning of such code this is not possible when purchasing a Fleet Hotspot allowance. Note that this is part of the Alipay transaction authorisation policy and Inmarsat has no influence over that.



## 6. PAYPAL

### 6.1. PayPal is asking for a verification code that was sent by SMS, but I did not receive an SMS.

The verification of a payment by SMS occurs when you have enabled that option in your PayPal account's Security settings. When enabled, your payment transaction cannot be verified when you do not have mobile network coverage (e.g. GSM, LTE, 4/3G). To avoid this inconvenience, make sure to switch off the "2 Factor Authentication" setting when you are back in mobile network coverage. Note: PayPal may still send security SMSs to verify a payment even when 2FA is switched off. For example if they notice unusual account usage. In such cases you need to try again once you are in mobile network coverage.

### 6.2. Who can I contact in case I have questions?

If you need to contact us, please email [Fleethotspot@inmarsat.com](mailto:Fleethotspot@inmarsat.com) where we will be very happy to assist you.