Fleet Hotspot

How to use Fleet Hotspot and buy Internet Access Credits

Before attempting to use Fleet Hotspot it is essential to ensure that the Fleet Xpress system is connected via the primary satellite connection on-board.

The Fleet Hotspot service can be used whenever the **GREEN** disk with the words 'Internet Connected is displayed (see Fig 1.).
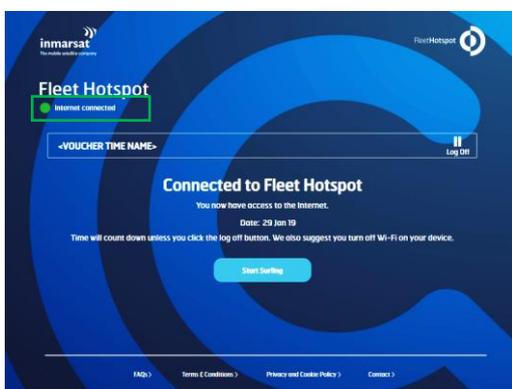

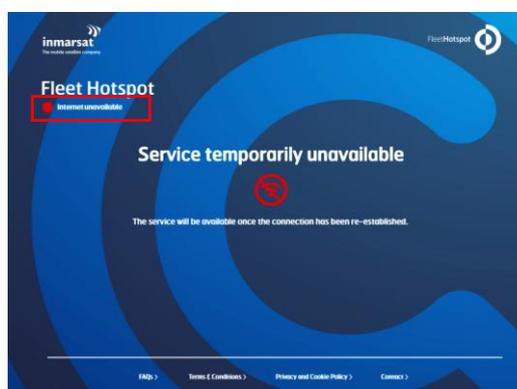Figure 1 - Internet connected – Fleet Hotspot can be used

Figure 2 – Internet connection unavailable – Fleet Hotspot cannot be used

Note: Fleet Hotspot is not available over the FleetBroadband backup service and a **RED** disk with the words 'Internet Unavailable' will be displayed (see Fig 2.).

1.   Types of Internet Access Credits

There are two types of Internet Access Credit:

1.1.   Time (hours)

Time-based credit is the best option for short bursts of intensive usage where you access the internet for only a short time e.g. to download files, web-searching, video calls etc.

1.2.   Volume (Megabytes)

Volume–based credit is the best option if you want to leave your connection open without activity e.g. to receive instant messages as they arrive.

Note: To avoid unexpected allowance usage, Fleet Hotspot blocks some types of traffic on volume e.g. video calls, only permitted on Time-based credit.

2. Buying Internet Access Credit

Fleet Hotspot has the following ways to obtain Internet Access Credit:

> If you have a PayPal account, or a Credit or Debit Card, you can purchase Access Credits directly from the Fleet Hotspot portal on-board.

> Vouchers. You can purchase Time or Volume-based vouchers from your shipping company and they will confirm how to make a purchase.

Note: You can only use Time or Voucher-based Access Credits on the device used to purchase the credits. A Time AND Volume allowance cannot be used on the same device at the same time. For example, if you purchase a Time allowance on a smartphone, you cannot purchase Volume allowance on the same smartphone until the Time allowance has been consumed.

3. Using Fleet Hotspot

Connect your device to the Fleet Hotspot Wi-Fi. Default SSID is 'CrewByInmarsat'

Try to access a webpage and you'll automatically be redirected to the Fleet Hotspot portal, where you can enter either a voucher number, or payment details such as PayPal or Credit Card.

You will then be able to access the internet.

To reconnect to the internet, type 'maritimewifi.surf' in your browser and you will receive a confirmation of your remaining balance and can continue to the internet.

4. Tips on using Fleet Hotspot

Don't let your allowance get used up unnoticed.

Make sure that you disconnect when you are not using the internet access.

If possible, switch off the automatic update function on your Apps, applications and your Operating Systems (Windows, Android, iOS).

Note: Your connection with disconnect automatically after 15 minutes of inactivity and after one hour of use.