



## Vessel Wi Fi

Welcome to Vessel WiFi a mobile Internet access service offered on your vessel. Stay connected 24/7 while you sail in The British Virgin Islands. Skype, YouTube, Google talk, Facebook, Surf the Net, from the comfort of your boat. Don't forget to send photos via e-mail to your family and friends!. Simply turn on the 12 Volt switch on the electrical panel and wait 5 minutes for the Wi-Fi Network to activate.

Your Wi-Fi ID will be the name of your vessel. Select the plan of your choice. All onboard can enjoy the experience.

### New Users: Choose your package

#### Package #1

1 User 1 Day  
512/128 Kbps  
Unlimited Data  
Usage  
Price \$20.00 USD

#### Package #2

5 User 1 Day  
512/128 Kbps  
Unlimited Data  
Usage  
Price \$25 USD

#### Package #3

1 User 1 Week  
512/128 Kbps  
Unlimited Data  
Usage  
Price \$100 USD

#### Package #4

5 User 1 Week  
512/128 Kbps  
Unlimited Data  
Usage  
Price \$125 USD

#### Package #5

10 User 1 Week  
512/128 Kbps  
Unlimited Data  
Usage  
Price \$135 USD

We accept:   

*Fair Winds, and Enjoy surfing the Net at sea!*

Our mobile Internet access service keeps your devices continuously connected to the net while you are on this vessel. At times you may experience slower response rates and bandwidth than traditional land based services. You may also experience temporary interruptions depending on the location of the vessel. This is normal and an inherent factor of mobile communications.

**For all inquiries, email us at [support@vesselwifi.com](mailto:support@vesselwifi.com) or contact us at BVIs: 1 284 340 7998  
USA: 1 310 541 7998**

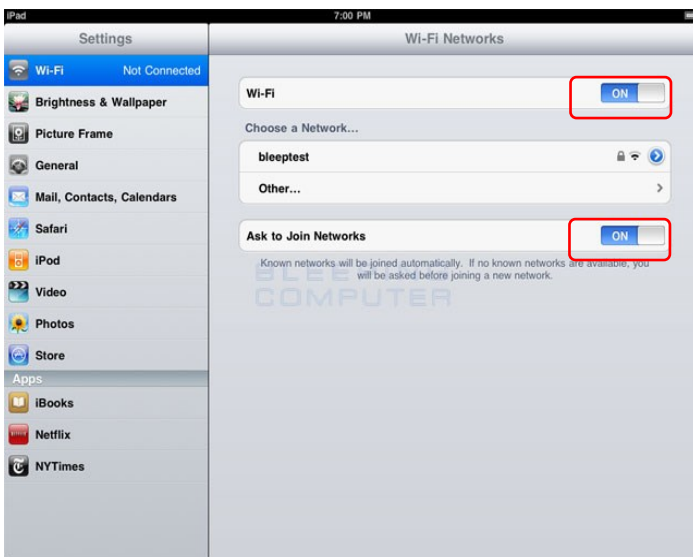
# Instructions:

- 1 Turn on the 12 Volts Switch (labeled WiFi Hotspot) on the Electrical Panel**  
The switch is labeled WiFi Hotspot. It should be in the "ON" position to power up the system. Turn the switch to the "ON" position and **wait 5 minutes** to completely activate the system. **NOTE: PLEASE DO NOT TURN THE SWITCH "ON" AND "OFF" QUICKLY AND REPEATEDLY.** It may damage the system. **Please Always wait at least 5 minutes before you repeat the Power "OFF" and "ON" and procedure.**

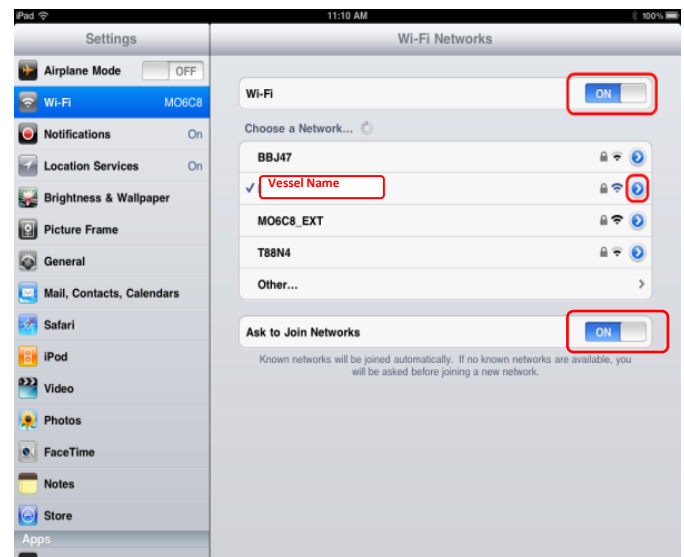
- 2 Select the Wi-Fi Hotspot Network Name (SSID) on your PC or Hand Held Device. The SSID is Your Vessel's Name**

## iPhone & iPad

- A Goto Settings-Wi-Fi Turn "ON" WI-Fi and Ask to Join Networks**



- B Goto Settings- Wi-Fi Select your Vessel's Name**

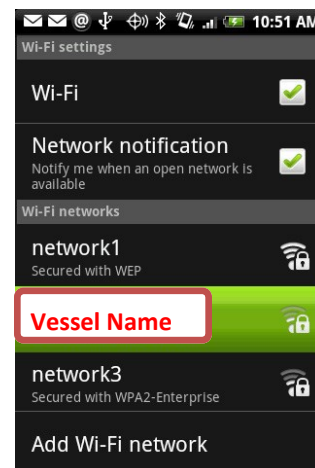
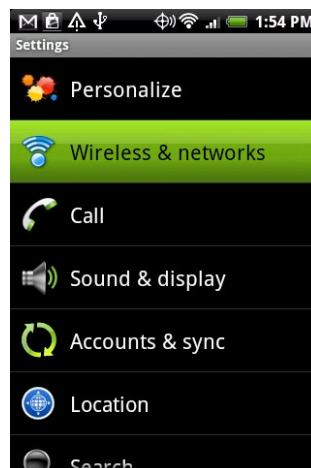


## Droid

- A Goto Settings-Wireless & networks**



- B Goto Wi-Fi settings Select your Vessel's Name**

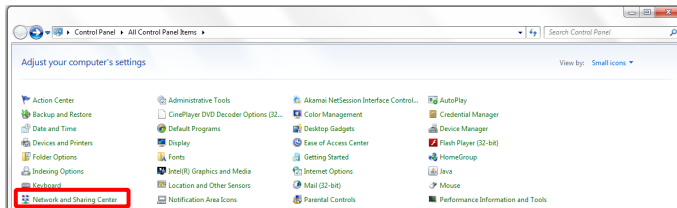


# Instructions (cont.)

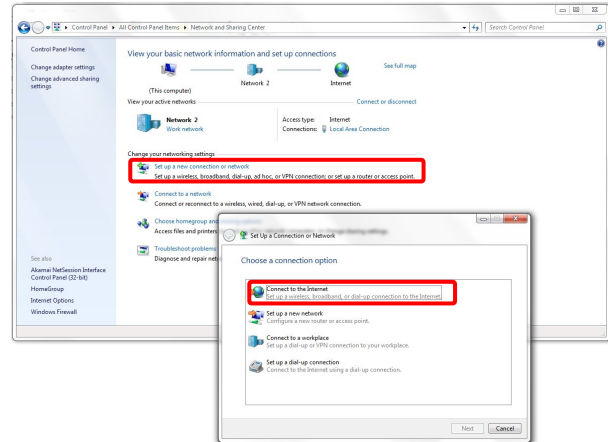
- 2** Select the Wi-Fi Hotspot Network Name (SSID) on your PC or Hand Held Device.  
The SSID is Your Vessel's Name (cont.)

## Windows

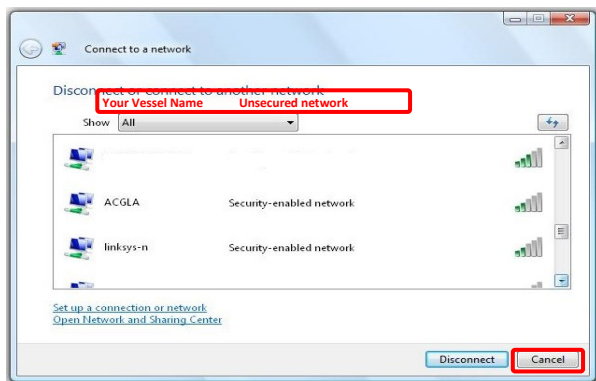
- A** **Goto Control Panel** Select Network and Sharing Center



- B** **Goto Set up a new connection or Network** Select connection to the Internet



- C** **Goto Connect to a network** Select your Vessel's Name and Select **Connect**



# Instructions (cont.)

## 3 Open an Internet Browser and Choose a Service Package

### iPhone

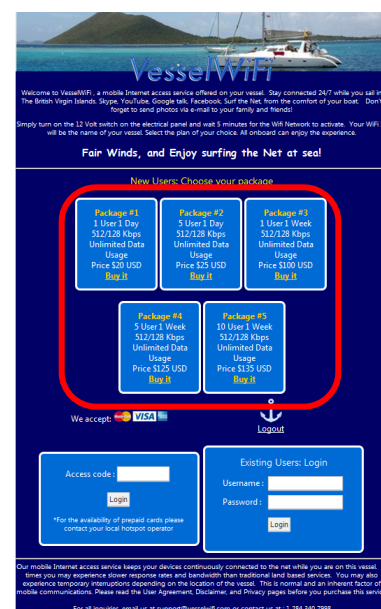
**A** **Goto Safari-History** Press “Clear” to erase the history



**B** **Goto Safari** Press “New Page”

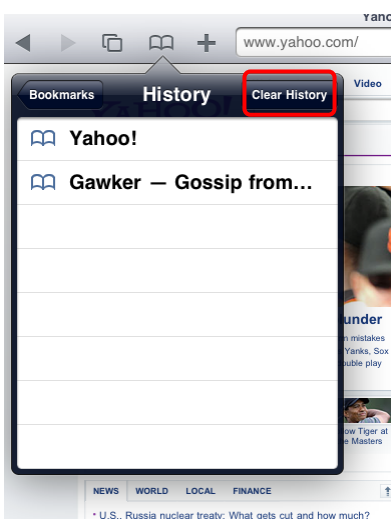


**C** The Vessel WiFi Page will Appear **Select Package and Complete Payment Screen**

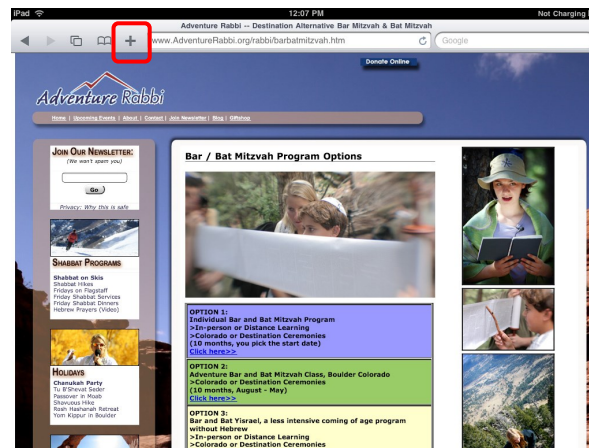


### iPad

**A** **Goto Safari-History** Press “Clear” to erase the history



**B** **Goto Safari** Press “+” for a New Page



**C** The Vessel WiFi Page will Appear **Select Package and Complete Payment Screen** (see above)

### Windows

**A** **Open Browser (Explorer, Google Chrome, Firefox)**

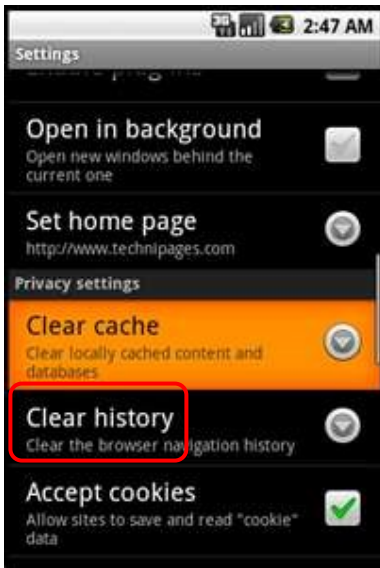
**B** The Vessel WiFi Page will Appear **Select Package and Complete Payment Screen** (see above)

# Instructions (cont.)

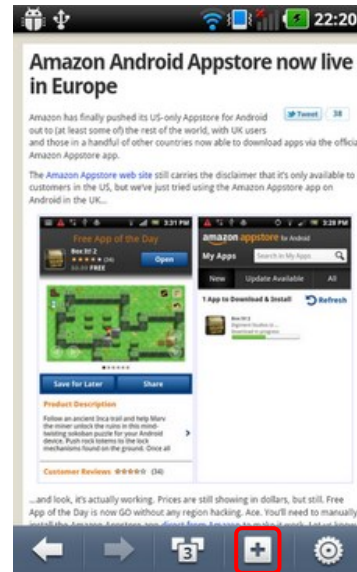
## Open an Internet Browser and Choose a Service Package (cont.)

### Droid

**A** **Goto Safari-History** Press "Clear" to erase the history



**B** **Goto Browser** Press "+" for new page



**C** The Vessel WiFi Page will Appear **Select Package and Complete Payment Screen**



**4** **Returning and Additional Users Simply Need to Enter the "Username" and "Password" you entered in Step "C" above. Repeat steps 1-3 above if your unit is not connected to the Wi-Fi Network.**

## Service Coverage

This is a mobile services that goes with the boat. This gives you the freedom and comfort to browse the net from your cabin in most BVIs locations. Since the service is mobile, there are, as with all mobile services, Black-out Areas. The recorded areas so far are:

- Norman Island:** The Bight
- Virgin Gorda:** Leverick Bay
- Jost Van Dyke:** White Bay (right hand site as you go in). The left side near Soggy Dollar has coverage. Foxy Taboo

**-Any other area were you do not have good direct line of sight of the Tortola and Virgin Gorda Mountain tops.**

Also note that. download speeds are up to 768K and upload speeds are up to 356K. It is good for browsing Facebook, websites, and voice (only) Skype. We do not recommend downloading video or any other heavy applications

## Account Lockout

Please choose a plan that covers all the devices you bring on board. If you have more devices (iPhone, Ipad, Android, PC, etc.) than the plan you purchased, we recommend that you purchase another user plan for those extra devices. Our system keeps track of the number of devices that will log on not the number of simultaneous users. Your account will be locked once a user tries to log in an additional device with the same user name and password. When this happens no user will not be able to log on to the system. At log in, the system will simply refresh the sign on screen. Please contact technical support to unlock the account

# Troubleshooting

## Problem

Vessel Name does not appear on any device

The Vessel WiFi Page does not display. "Page cannot be displayed" is displayed.

Unable to log in with user name and password. The log in page keeps re-displaying.

Good Wi-Fi Signal with boat name but page displays no Internet Access.

## Solution

The Vessel WiFi System is not powered up. The switch is labeled WiFi Hotspot. It should be in the "ON" position to power up the system

If the Vessel WiFi System is active and the page does not display then the issue may be with your device or the carrier network may be down. To insure that your device is configured properly, repeat Installation Steps 1-3 above. If that does not solve the problem, try another device. If that also does not work, then please follow the Power "OFF" and "ON" procedure below.

The user name and password combination may be incorrect or the account may be locked due to excessive number of users. See Account Lockout section above. Contact Technical Support.

The carrier connection is down. Please check that your boat is not in a Blackout Area (see Service Coverage above). If you are in a Blackout Area, you will not have access until the boat moves out of the Blackout Area. Once the boat has moved back in to the coverage area the network will automatically return. You may need to follow the Power "OFF" and "ON" procedure below if the system does not automatically come back once the boat is back in range.

## Power OFF and Power ON Procedure

Turn the switch to the "ON" position and wait **5 minutes** to completely activate the system. **NOTE: PLEASE DO NOT TURN THE SWITCH "OFF" AND "ON" QUICKLY AND REPEATEDLY.** It may damage the system. **Please Always wait at least 5 minutes before you repeat the Power "OFF" and "ON" and procedure.**

**Contact Us** E-mail: [support@vesselwifi.com](mailto:support@vesselwifi.com)

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**USA: 1 310 541 7998**