

东航机上上网操作指南

Instructions to China Eastern Inflight Wi-Fi Service

Step 1



在飞机爬升至10000英尺高度、机上Wi-Fi上网服务开启后, 手机、手提电脑、平板电脑于“飞行模式”下开启连接Wi-Fi功能, 搜索无线网络: **CEAIR-WIFI**。

After the aircraft has climbed onto 10000 feet and inflight Wi-Fi service is available, open your mobile phone, pad, laptop with airplane mode, then search for the Wi-Fi network and connect to **CEAIR-WIFI**.

Step 2



打开浏览器, 随意输入网址, 浏览器会自动跳转到东航机上主页面。如未自动跳转, 请手动输入 www.ce-air.com 开启主页面, 点选“**登录互联网**”。

Open the internet browser and enter any URL. It will be automatically linked to the Inflight Wi-Fi portal of China Eastern Airline. Otherwise, you can manually input www.ce-air.com to open, then click “**Connect to Internet**”.

Step 3



已提前获得上网验证码的旅客输入登机牌上的**座位号**和**购买本次航班机票使用的证件号后四位**, 以及提前获得的**验证码**, 点击“**立即上网**”即可。未提前获得上网验证码的旅客, 可点击“**未预约验证码**”申请。

Passengers who have obtained the Wi-Fi verification code in advance need to input the **seat number** on the boarding pass, the **last four digits of the ID certificate used for purchasing the flight tickets**, and the **Wi-Fi verification code**, and then click “**Join**”. Passengers who have not obtained the Wi-Fi verification code in advance may click “**No Verification Code**” to apply.



温馨提示

Notice to China Eastern Inflight Wi-Fi Service

因不可预测情况（如设备维护、系统升级、飞机调配等原因），空中互联服务可能临时发生变化，请以实际航班为准。

Any temporary change in inflight Wi-Fi service may occur as a result of any unpredictable circumstances (e.g. equipment maintenance, system upgrading and aircraft dispatch or rerouting). The actual inflight Wi-Fi is thus subject to the actual conditions of a flight.

空中互联可使用的设备为带飞行模式功能的手机、手提电脑、平板电脑，为您提供网页浏览、即时通信、收发电子邮件等服务（暂不提供语音类和视频类服务），具体使用规则请服从东航规定并听从机组的指示。

The devices that give passengers access to inflight Wi-Fi services include the cell phones, laptops and tablets with airplane mode. These devices enable the availability of services (except in voice and video formats) covering webpage surfing, instant messaging, and receipt & submittal of e-mails. For the rules on enjoying inflight Wi-Fi services, please follow the instructions from the crew.

东航空中互联服务是由卫星提供网络连接，如遇天气原因、飞机位置、跨越极地、卫星切换、浏览器限制、专网VPN限制等情况造成的网络受阻或中断，敬请谅解。目前可支持的系统版本：iOS 9或更高、MacOs X 10.9或更高、Android 4.4或更高、Windows 7或更高；可支持的浏览器Safari 8或更高、Chrome 42或更高、Firefox 38或更高、IE 11或更高。对空中互联服务中任何数据的丢失、延迟或错误，东航不承担责任。同时，空中互联服务实际连线速度会受使用人数及卫星信号等情况而有所影响。

CEAIR inflight Wi-Fi service is enabled by satellites. However, the network may be interrupted in any circumstances including weather, aircraft position, flight above polar area, satellite switchover, and limitation on browser /dedicated VPN. We are sorry for any interruption caused by any of the above circumstances. Presently, our system supports the cell phone's operating systems no lower than iOS 9, MacOs X 10.9, Android 4.4, or Windows 7, the browsers no lower than Safari 8, Chrome 42, Firefox 38 or IE 11. CEAIR hereby claims it will not be held liable for the loss, delay or error of any data that arises in its supply of inflight Wi-Fi service. At the same time, the actual access speed of such interconnectivity will be affected by such factors as the number of users and the condition of satellite signal.

为保障飞行及通信安全，使用空中互联服务时，请遵守中国民航及通信管理相关法律法规，并服从客舱乘务员的安排。空中互联服务暂不提供视频流媒体类、在线游戏类、软件下载及更新类、上传及下载工具类、IT行业相关类、苹果及安卓系统更新类等网站及应用的连接服务。在网络使用许可范围内，东航根据《中华人民共和国电信条例》等相关法律法规提供网络、应用等服务。同时，根据中国通信管理相关法律法规规定，部分网络应用不能使用。基于飞行及通信安全的考虑，东航有权临时或全程关闭空中互联服务。

To assure the safety in flight and communication, the user of our inflight Wi-Fi service must comply with CAAC regulations and related laws and regulations on communication, and follow the directions by crew members. Presently, our inflight Wi-Fi system does not allow any user access to the websites where a user may access stream media programs, play online games, download and upgrade software, upload and download the tools, IT products, and updates of Apple and Android operating systems. To the extent legally permitted on network use, CEAIR will follow the laws or regulations (e.g. Regulations of the People's Republic of China on Telecommunications) to offer the services related to network application. Meanwhile, it must be noted that some network applications are prohibited according to China's laws or regulations on telecommunications. In consideration of flight and telecommunication safety, CEAIR has the right to temporarily or completely disenable the inflight Wi-Fi services.

乘机人在搭乘航班时，需成功完成上网验证码的验证后方可上网。乘机人同意验证，即视为同意东航使用乘机人的信息。

When flying on our aircraft, a flyer needs to input his/her verification code before being allowed to log onto the network. The flyer's consent to passing such verification is deemed as consenting to CEAIR's use of his/her personal information.

东航在本次空中互联服务中收集的个人信息和数据均用于服务的申请和验证过程，东航不会收集与本次服务无关的个人信息。

The personal information or data that CEAIR collects for an inflight Wi-Fi service is only used for handling the request and verification relating to such service. CEAIR will not collect any personal information irrelevant to such service.