



AXXESSMARINE



Welcome to Axxess Marine

Axxess Marine LLC

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<https://portal.axxess-marine.com>

www.axxess-marine.com



INTRODUCTION

Welcome to **Axxess Marine**, you received this guide through a request or invitation. Please follow these steps to get the most from your **AXXESS MARINE PORTAL PAGE**.

To access your portal page you will need to register, or request us to do this, providing all the required information so you are able to view all of our products and services.

To access your account, you can use your PC, laptop or smartphone using this hyperlink <https://portal.axxess-marine.com/>

In this User Guide we have included the most important information, to ensure you are able to enjoy the benefits of using our service. To help achieve this, all of the important images contain a link and a QR Code that redirect you to information that will meet your needs.

IMPORTANT CONTACTS



Andrea Carmichael
TVRO / Account
Manager



Dennis Henri
Managing Director



Attila Kovacs
Client Account
Specialist



Angus MacLeod
Client Business
Development



Tricia Greenaway
Account Manager



Chris Keenan
European Sales
Manager



Martijn Haasdijk
Caribbean Sales
Manager / Engineer



Brunno Lobo
Engineer



Kimane Henry
Customer Service



Warwick Stanley
Support Engineer



Technical Support

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FIRST LOGIN

Login to <https://portal.axxess-marine.com/> or click on the image below and complete your information to create your Axxess Marine account. To register a yacht, you need a valid yacht email address to receive confirmation and the first steps to login. You can access your Portal Page using the QR Code below this page. To do this, open your camera app and point at the QR Code and open the website.

LOGIN TO YOUR AXCESS MARINE ACCOUNT

If you have an existing Axxess Marine account please login here using your email address and password.

email address

Password

[LOGIN TO ACCOUNT](#)

SIGN-UP FOR AN AXCESS MARINE ACCOUNT

If you do not have an Axxess Marine account, please click the Sign-up link below and follow the instructions.

[SIGN-UP FOR NEW ACCOUNT](#)

FORGOT YOUR PASSWORD?

If you have forgotten your password, please click the Reset my password link below.

[RESET MY PASSWORD](#)

Features:

- Manage all your services from one platform.
- Activate and Suspend online 24/7.
- Upgrade and Downgrade online 24/7.
- Bundle VSAT & Cellular Data services.
- Pool multiple SIMs on the same account.
- Manage Cellular and VSAT usage data.
- Real time VSAT service reporting.
- Real time VoIP call activity log.
- Voice call and data records.
- Shipment tracking and updates
- Service signal strength & quality reporting.
- Satellite TV account management.
- IPTV account management.
- Account history on CC charges and Billing.
- Technical and billing support 24/7



Creating Account

In this session we show you how quick and simple it is to create an account with us. We only need your name, an email address, the yacht name and MMSI.

Axxess Marine Account Signup

Please enter your contact information and email address.

First name

Last name

email

Confirm email

Axxess Marine Account Signup

Please enter the yacht name and optionally the AIS MMSI. We utilize the AIS location information to ensure you are signing up for the appropriate Axxess Marine data plans and services.

Yacht name

Yacht MMSI

If you have been provided with an Axxess Marine SIM packet please enter the SIM bundle number on the packaging.

SIM bundle

When you finish the registration steps you'll receive a confirmation email. Click on the link and you will be able to review our services and contact our team using the button below the main page.

The screenshot displays the Axxess Marine account dashboard. At the top, there is a navigation bar with links for SERVICES, TV, STORE, ACCOUNT, and SUPPORT, along with a DEMO USER dropdown. The main content area is divided into two columns. The left column, titled 'DATA SUBSCRIPTIONS', shows 'SATELLITE/CELLULAR BUNDLE SUBSCRIPTIONS' with a usage summary for the current billing period. It features two progress bars: one for satellite data (4096 / 512 kbps) and one for cellular data (250 GB available, 100.0 GB used). Below these are details for two Vodafone Europe SIM cards. The right column, titled 'SERVICE SUBSCRIPTIONS', shows 'AXXESS CYBERSECURE SUBSCRIPTION' for a VANIR FIREBOX M200 yacht, listing various security services like Firewall, DPI, DLP, RED, WEB, APP, and Users. Below that, it shows 'AXXESS CARE DEVICE SUBSCRIPTIONS' for a PEPWAVE MAX TRANSIT DUO device, which is currently Online and has 38.6 MB of data used and 5.6 MB available. A large orange arrow points to a blue chat icon in the bottom right corner of the dashboard.

MAIN PAGE (SERVICES)

On the Main Page you can see:

- Data Subscriptions;
- Service subscriptions;
- SIMs Available for activation;
- Allocated SIM Booklets;
- Axxess Signal Map;

Data Subscription

In this session you can see your data usage, modify your subscription, top up your data, suspend and cancel your subscription.

The screenshot shows the 'Axxess Marine' website navigation bar with links for SERVICES, TV, STORE, ACCOUNT, and SUPPORT. Below the navigation bar, the 'SERVICES' section is active, leading to 'DATA SUBSCRIPTIONS'. Under 'SATELLITE/CELLULAR BUNDLE SUBSCRIPTIONS', there is a usage summary for the current billing period. It shows two data plans: one for Satellite (4096 / 512 kbps) with 7.3 GB used, and one for Cellular (250 GB available per month) with 100.0 GB used. Both plans are associated with 'Vodafone Europe' and the SIM number 8944089118050XXXXX. A green button labeled 'Activate additional SIMs' is visible at the bottom.

You can Active/Suspend a VSAT plan, change your current plan or set up a new plan from a new date.

The screenshot shows the 'MANAGE DATA PLAN' section of the Axxess Marine website. It displays details for the current plan, including the network (Ku Band / VSAT / Yachting Region), airtime plan (3072/512 MIR (512/256 CIR)), and contract information. There are buttons for 'CHANGE VSAT AIRTIME PLAN' and 'SUSPEND VSAT AIRTIME PLAN'. Below this, there is a section for 'ACTIVE SIMS' showing two Vodafone Europe SIMs. A green button labeled 'Activate additional SIMs' is also present. To the right, there is a 'NOV. INCIDENTS' section and a 'VSAT SLA' section for September 2020, which includes a line graph showing availability and latency over time.

The screenshot shows the 'VSAT Plan Change' page. It displays the current airtime plan details, including the network, contract term, contract plan, and current plan. Below this, there is an 'EFFECTIVE DATE' section where a date is selected (Saturday, 12 Sep 2020). There is also an 'AIRTIME PLAN' section where a new airtime plan can be selected. At the bottom, there are 'PURCHASE' and 'CANCEL' buttons.

To active a plan, you need to add a Credit Card (See [Payment Methods](#)).

CELLULAR SUBSCRIPTIONS

Usage summary for cellular data subscriptions for the current billing period. See your account page to view invoices

250GB AMERICAS BUNDLE

150.0 gb used of 250 gb purchased (0 top-ups)

ALIV 89136404916092XXXXXX	Axxess Marine USA 8944303352580XXXXXX
FLOW 89010115030103XXXXXX	Digicel FWI 8959620011639XXXXXX

250GB ONE SIM EUROPE

101.0 gb used of 250 gb purchased (0 top-ups)

Vodafone Europe 8944089118050XXXXXX	Vodafone Europe 8944089118050XXXXXX
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SIMS AVAILABLE FOR ACTIVATION

THE AMERICAS SIMS

Axxess Marine has SIMs for the US, Canada, Bahamas and Caribbean. If you don't see the North American country SIM you require below please contact sales. Prices start at \$125 per month. Click on a SIM to activate.

FLOW ACTIVATE	ALIV 89136404916091XXXXXX
DIGICEL FWI 8959620011639XXXXXX	AT&T 89014103279257XXXXXX

ONESIM EUROPE SIMS

Activated OneSIM Europe SIMs work in all European countries including the popular yachting locations of France, Monaco, Italy, Spain, Greece and Croatia. Prices start at \$290 per month. Click on a SIM to activate.

VODAFONE EUROPE 894410003041364XXXXXX	VODAFONE EUROPE 894410003041364XXXXXX
--	--

In Cellular Subscription's Session, you can see all the plans from the selected SIM Card. Select the best plan in your case and follow the steps to see all the information, charges and fees associated with your plan.

Activate SIM

PLEASE SELECT A PLAN
FLOW SIM 89010115030400XXXXXX supports the plans listed below. Once you select a plan you will have the opportunity to confirm the charges and select a payment method.

50 GB \$300 per month 50 GB topup for \$300	150 GB \$850 per month 50 GB topup for \$350
250 GB \$1300 per month 100 GB topup for \$600	500 GB \$1800 per month 100 GB topup for \$600

When a card is activated, you can see all the settings to apply to your Cellular Router. Example:

SIM DETAILS

Carrier	FLOW
SIM	89010155030400XXXXXX
PIN	-
APN	ppinternet
Username	None required
Password	None required
Roaming	Roaming must be disabled for this SIM

Service subscriptions

In Service Subscription's session, you can see all of the services available for your yacht, including AxxessCare for your hardware devices and our services.

SERVICE SUBSCRIPTIONS

AXXESS CYBERSECURE SUBSCRIPTION

Your Axxess CyberSecure yacht status is shown below.

VANIR FIREBOX M200
VNR-M200
SNDEMO00000663

Firewall	DPI	DLP	RED	WEB	APP	Users
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AXXESS CYBERSECURE
M/Y Demo One is secured by Axxess CyberSecure.

AXXESS CARE DEVICE SUBSCRIPTIONS

Your device Axxess Care device subscription status is shown below.

PEPWAVE MAX TRANSIT DUO ● Online

MAX-TST-DUO-E
2932-XXXX-XXXX 371 MB
5.7 MB

LTE LTE

AXXESS CARE
Paid AxxessCare coverage from November 20th 2019.

PELINK MEDIAFAST 500 ● Online

MFA-500-B
1825-XXXX-XXXX 36.5 MB
5.4 MB

AXXESS CARE
Paid AxxessCare coverage from November 20th 2019.

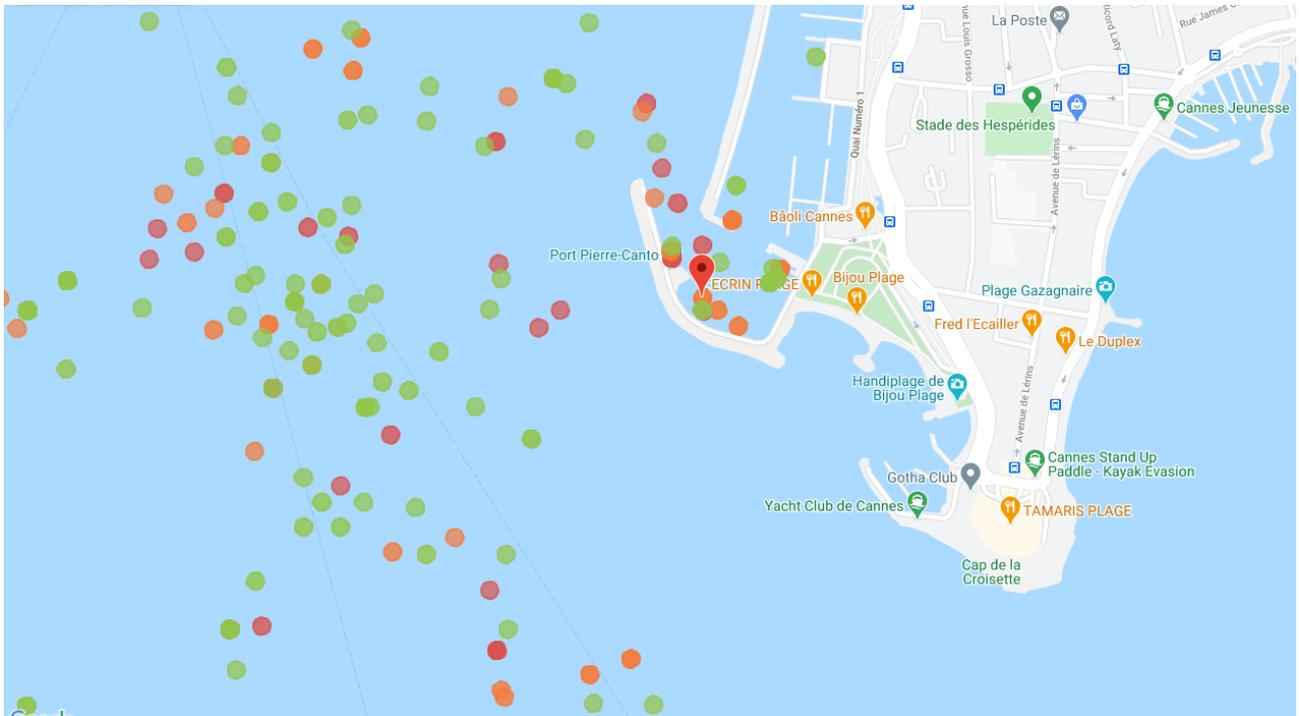
SERVICE SUBSCRIPTION CHARGES

Your AxxessMarine Service Subscriptions will incur charges of \$1,485.77 on June 01, 2020. [Click here](#) for details.

Axxess Signal Map

In this session, you can view our database of cellular signals worldwide. We measure the reception signal of our customers to show which area offers good signal strength, and you can then verify you are in a good location to get cellular internet access.

Example:



As you can see, the green dots are locations with a good signal, the orange dots represent an unstable signal and the red dots are a poor signal.

SIMs Available for activation

SIMS AVAILABLE FOR ACTIVATION

THE AMERICAS SIMS 

Access Marine has SIMs for the US, Canada, Bahamas and Caribbean. If you don't see the North American country SIM you require below please contact sales. Prices start at \$125 per month. Click on a SIM to activate.

FLOW

[ACTIVATE](#) [DETAILS](#)

ALIV

 89136404916091XXXXX

DIGICEL FWI

 8959620011639XXXXXX

AT&T

 89014103279257XXXXX

SIM DETAILS

Carrier	FLOW
SIM	89010155030400XXXXX
PIN	-
APN	ppinternet
Username	None required
Password	None required
Roaming	Roaming must be disabled for this SIM

Allocated SIM Booklets

SIMS AVAILABLE FOR ACTIVATION

THE AMERICAS SIMS 

Access Marine has SIMs for the US, Canada, Bahamas and Caribbean. If you don't see the North American country SIM you require below please contact sales. Prices start at \$125 per month. Click on a SIM to activate.

FLOW

 89010155030400XXXXX

ALIV

 89136404916091XXXXX

DIGICEL FWI

 8959620011639XXXXXX

AT&T

 89014103279257XXXXX

ONE SIM EUROPE SIMS 

Activated OneSIM Europe SIMs work in all European countries including the popular yachting locations of France, Monaco, Italy, Spain, Greece and Croatia. Prices start at \$290 per month. Click on a SIM to activate.

VODAFONE EUROPE

 894410003041364XXXXX

VODAFONE EUROPE

 894410003041364XXXXX

SINGLE COUNTRY EUROPEAN SIMS 

Access Marine has country specific SIMs for Italy and Spain. If you don't see the country SIM you require below please contact sales. Prices start at \$590 per month. Click on a SIM to activate.

VODAFONE SPAIN

 34569821700XXXXXX

TELECOM

 89382000180000XXXXX

LATIN AMERICAN SIMS 

Access Marine has SIMs for Latin America including Argentina, Brazil, Columbia, Panama, Costa Rica, Guatemala and Mexico. Prices start at \$2190 per month. Click on a SIM to activate.

ACCESS MARINE LATIN AMERICA

 8934072179005XXXXXX

ACCESS MARINE LATIN AMERICA

 8934072179006XXXXXX

MIDDLE EAST SIMS 

Access Marine has SIMs for Middle Eastern countries including Saudi Arabia, Bahrain, Oman, Jordan, Kuwait, UAE, Qatar, Egypt, Turkey and Iraq. Prices start at \$1190 per month. Click on a SIM to activate.

VIVA

 899650401158XXXXXX

VIVA

 899650401158XXXXXX

EURASIA COUNTRY SIMS 

Access Marine has SIMs for Russia and Japan. Prices start from \$390 per month. Click on a SIM to activate.

SOFTBANK

 8981200291260XXXXXX

MEGAPHONE

 897010269467XXXXXX

In this session you can see all your SIM cards available in your SIM Bundle and active when you travel to a new region.

TV

IPTV Subscriptions

In this session you can see your IPTV subscriptions and products. You can contract an IPTV plan or you can buy a device and a plan.

IPTV SUBSCRIPTIONS



AXCESS MARINE IPTV

IPTV service, in conjunction with an AndroidTV device enables streaming of live TV over cellular or satellite internet networks.

ORDER SUBSCRIPTION

Order WowTV Subscription

IPTV Package PLEASE SELECT A SUBSCRIPTION

Select the number of months for this new subscription

IPTV Hardware 1 CUSTOMER SUPPLIED DEVICE

CUSTOMER SUPPLIED

Must Support Android TV

AXCESS IPTV



4K and HD Video
Wireless and LAN
110/220 Power

Name Enter optional name for subscription

Enter an optional name to describe this subscription and IPTV device
- e.g. Owners Cabin

ORDER SUBSCRIPTION

CANCEL

Satellite Receivers

In this session you can see your Satellite TV subscriptions and products. You can contract a Satellite TV plan or you can buy a device and a plan.

SATELLITE RECEIVERS

MANAGE SATELLITE TV RECEIVERS

Manage your satellite TV receivers with Axxess Marine for any of the providers listed below. Axxess Marine charges a \$400 Activation/Support fee for any activation or reconnection of services.



DIRECTV TRINIDAD

You have no receivers defined for DirectTV Trinidad.



DIRECTV USA

You have no receivers defined for DirectTV USA.



DISH NETWORK

You have no receivers defined for Dish Network.



SKY

You have no receivers defined for Sky.



ACCOUNT

Payment Methods

In this session you will see how to add a new Credit Card in your Axxess Marine Portal's account.

In the main page scroll down and find 'Payment Methods' session.

Click on ADD PAYMENT METHOD and you can complete all the required information to add a new Credit Card.

When your card is confirmed, you can purchase our services.

Service Invoices

In this session you can see all of your billings and associated detailed information.

Invoice	Date	Description	Status	Amount
000001	May 1, 2020	Monthly VSAT bundle	Paid	\$1,290.44
000002	May 1, 2020	AxxessCare Invoice	Paid	\$353.26
000003	May 1, 2020	250GB One SIM Europe renewal	Paid	\$1,236.41
000004	Apr 1, 2020	AxxessCare Invoice	Paid	\$353.26
000005	Apr 1, 2020	250GB One SIM Europe renewal	Paid	\$1,236.41

Documents

In this session you can see all of your documents as Technical Drawings, Personal User Guides, Services, Installation Reports and Contracts.

YACHT DOCUMENTS

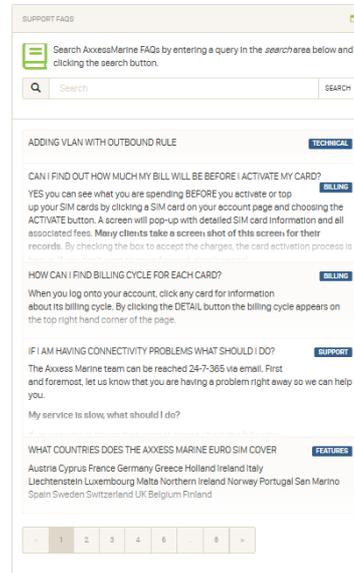
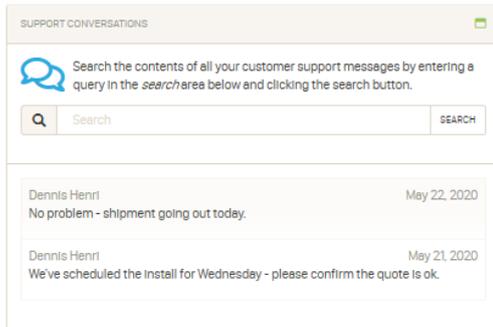
These are Axxess Marine reference documents. Click a link to view/download.

22-01-2020-Cellular_Hardware_Install_Service_Report.pdf
 Cellular Hardware Installation Report 2020 Jan 22



SUPPORT

Support Conversations and FAQs



At Axxess Marine we aim to support both our portal and our services. We gather the most common questions and queries from our customers and register them in the Support FAQ tab. Click on the image above and you will be redirected to our most common questions and answers.

The Axxess Marine Team would love to speak with you. Call us at any of our offices WORLDWIDE, or email us at:

support@axcess-marine.com

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