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Welcome to Axxess Marine

Axxess Marine LLC

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22/1

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

Chris Keenan

European Sales

Manager



Dennis Henri Managing Director

Martijn Haasdijk Caribbean Sales Manager / Engineer



Attila Kovacs Client Account Specialist



Brunno Lobo

Engineer



Technical Support



Angus MacLeod Client Business Development



Kimane Henry Customer Service



Tricia Greenaway Account Manager



Warwick Stanley Support Engineer



SUMMARY

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FIRST LOGIN

Login to <u>https://portal.axxess-marine.com/</u> 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 AXXESS 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
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.

Please enter your contact in	formation and email address.
First name	Last name
First Name	Last Name
emali	Confirm email
Email Address	
Axxess Marine A	ccount Signup
Axxess Marine A Please enter the yacht name information to ensure you ar services.	and optionally the AIS MMSI. We utilize the AIS location e signing up for the appropriate Axxess Marine data plans and
AXXESS Marine A Please enter the yacht name information to ensure you ar services. Yacht name	CCOUNT Signup and optionally the AIS MMSI. We utilize the AIS location e signing up for the appropriate Axxess Marine data plans and Yacht MMSI
Axxess Marine A Please enter the yacht name information to ensure you ar services. Yacht name Yacht name	ccount Signup and optionally the AIS MMSI. We utilize the AIS location e signing up for the appropriate Axxess Marine data plans and Yacht MMSI AIS MMSI
Axxess Marine A Please enter the yacht name information to ensure you ar services. Yacht name Yacht name If you have been provided wi number on the packaging.	ccount Signup and optionally the AIS MMSI. We utilize the AIS location e signing up for the appropriate Axxess Marine data plans and Yacht MMSI AIS MMSI th an Axxess Marine SIM packet please enter the SIM bundle
Axxess Marine A Please enter the yacht name information to ensure you ar services. Yacht name Yacht name If you have been provided wi number on the packaging. SIM bundle	CCOUNT Signup and optionally the AIS MMSI. We utilize the AIS location e signing up for the appropriate Axxess Marine data plans and Yacht MMSI AIS MMSI th an Axxess Marine SIM packet please enter the 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.



AXXESSMARINE

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.

Axxess	Marine	SERVICES	τv	STORE	ACCOUNT	SUPPORT
SERVIC	ES					
DATA S	UBSCRIPTIONS					
SATEL Usage See yo	LITE/CELLULA summary for our account pa	R BUNDLE SU Satellite/Cellu age to view inv	BSCRIPT Ilar data oices	IONS subscriptio	ns for the curre	nt billing period.
$Q_{\prime\prime}$	4096 / 512 ki	ops (1024 / 256	kbps)			7.3 GB used
	250 GB availa	able per month lafone Europe 944089118050XXXX vate additiona	n XXX I SIMs fo	r this subsc	Vodafone E 89440891180 ription by clicki	100.0 GB used urope D50XXXXXX ng the activate
	additional Si	MS DUTION DEI	^{ow.} ctivate	additiona	I SIMs	

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

a new date.

MANAGE DATA PLAN	NOC INCIDENTS	CURRENT AIRTING REAN
Satellite Network Ku Band / VSAT / Yachting Region Airtime Plan 3072/512 MIR (512/256 CIR)	This section shows the service incident history with the satellite service provider Network Operations Center (NOC).	CURREN JAIKTIME PLAN Network Ku Band / VSAT / Yachting Region Contract Term 12 active month contract Pontract Plan 3072/912 MIR (912/256 CIR)
Satellite Network Ku Band / VSAT / Yachting Region Airtime Plan 3072/512 MIR (512/256 CIR)		Current Plan 3072/512 MIR (512/256 CIR)
Cellular 68 per month Centrat 12 scitive months / 3 DynamicSuspend months. DynamicSuspend 30 days remaining from 3 months purchased. Centrate Period January 22, 2019 to April 21, 2020	Satellite, teleport and backhaul availability (%) and latency (ms) per day for current period. Average availability for month to date is 9% and average latency for month to date is 9% and average la	EFFECTIVE DATE Please select the date from which you would like your VSAT plan changed. Same day request are submitted immediately but may go into effect on the next day when submitted after 18.00 GMT.
SATELLITE HARDWARE	1000 ms 100%	Change requests scheduled for a future date will go into effect after midnight GMT on the dat requested. i.e. a change request for Sunday, 11 Oct 2020 will be processed early in the morning on that date.
ACTIVE SIMS	600 ma	Saturday, 12 Sep 2020
V00AF0NE EUROPE V00AF0NE EUROPE 8944089118050XXXXXXX 8944089118050XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX	400 ma 200 ma ma 100 data 00 data 00 data 10 data 1	AIRTIME PLAN Select the new airtime plan that you require.
You can activate additional SIMs for this subscription by clicking the activate additional SIMs button below	- Availability - Latency	ф Ф

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



CELLULAR SUBSCRIPTIONS	SIMS AVAILABLE FOR ACTIVATION
Usage summary for cellular data subscriptions for the current billing period. See your account page to view involces	THE AMERICAS SIMS In the US, Canada, Bahamas and Caribbean. If you don't see the North American country SIM you require below please contact calles. Prices start
250GB AMERICAS BUNDLE	at \$125 per month. Click on a SIM to activate.
	FLOW ALIV
150.0 GB used of 250 GB purchased (0 top-ups)	
ALIV e19196-0491092/000000 FLOW e19196-0491092/000000 Diglice1FWI e 89910115030103/000000	DIGICE: FWI ATET 8959622011639X0000X
250GB ONE SIM EUROPE	ONESIM EUROPE SIMS
	Activated OneSIM Europe SIMs work in all European countries including the popular
101.0 GB used of 250 GB purchased (0 top-ups)	yearning locations of Hence, Monaco, italy, Spain, Greece and Croatia, Prices start at \$290 per month. Click on a SIM to activate.
Vodafone Europe se4acestisosacoccoc	VODAFONE EUROPE VODAFONE EUROPE 8944100030413640000X 8944100030413640000X

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.

PLEASE SELECT A PLAN FLEW SIM 88010155030400000000 support will have the opportunity to confirm the char	s the plans listed below. Once you select a plan yo ges and select a payment method.
5008 AMERICAS BUNDLE	150GB AMERICAS BUNDLE
50 GB	150 GB
\$350 per month	\$890 per month
50 GB topup for \$300.	50 68 topup for \$250.
25058 AMERICAS BUNDLE	50008 AMERICAS BUNDLE
250 GB	500 GB
\$1390 per month	\$1,890 per month

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

Carrier	FLOW	
SIM	89010155030400XXXXX	
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.



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



Allocated SIM Booklets

IE AMERICAS SIMS	= H = -	LATIN AMERICAN SIMS	≤ 2 = = = 11 47 0
coses Marine has SMs for the US, Canada, D e North American country SIM you require t \$125 per month. Click on a SIM to activate.	lahamas and Caribbean. If you don't see below please contact sales. Prices start	Access Marine has SIMs for Latin Americ Penama, Costa Rica, Guatemala and Max a SIM to activate.	ca including Argentina, Brazil, Columbia, xico. Prices start at \$2190 per month. Click
FLDW	ALIV	AXXESS MARINE LATIN AMERICA	AXYERS MARINE LATIN AMERICA
B9010155030400000000	89136404916091000000	Sala A- 89340721790053000000	144 A- 8934072179005300000X
DIGICEL PWI	ATAT		
89596200116390000000	89014103279257000000	MIDDLE EAST SIMS	= = = = = = = = = = = = = = = = = = =
		Access Marine has SIMs for Middle Easts	ern countries including Saudi Arabia, Bahr
			Tradem and how Prince start of \$1250 per-
		Oman, Jordan, Kuwait, UAE, Qatar, Egypt	, runkey and mag. Prices start at \$100 per
		month. Click on a SIM to activate.	, ronwy and mag. Prices start at \$100 per
NESIM EUROPE SIMS		Oman, Jordan, Kuwait, UAE, Qatar, Egypt month. Click on a SIM to activate.	VIXA
NESIM EUROPE SIMS	opean countries including the popular	oman, Jonden, Kuwait, UAE, Qakar, Egypt month. Click on a SIM to activate.	VIX.
NESIM EUROPE SIMS clivated OneSIM Europe SIMs work in all Europe schiling locations of France, Monaco, Italy, Sj 20 net model Click on a SiM ana Italia	opean countries including the popular pain, Greece and Croatia. Prices start at	Omen, Jonden, Kulwen, UAA, Qeoer, Egypti month. Click on a SIM to activate.	VIX. 82965040115200000X
NESIM EUROPE SIMS clowled OneSIM Europe SIMs work in all Eur chiling locations of France, Monaco, Italy, Sj 290 per month. Click on a SIM to activate.	opean countries including the popular pain, Greece and Croatia. Prices start at	Omen, Jonden, Kulwer, UAA, Geler, Egypt month. Elick on a SIM to activate. Vite BRR65040715EXXXXXXX	
NESIM EUROPE SIMS clivated OneSIM Europe SIMs work in all Eur chiling locations of France, Monaco, Italy, S ISO per month. Click on a SIM Io activate. VEDAFONE EUROPE	opean countries including the popular pain, Greece and Croatia. Prices start at VODAFONE DUSOPE	Omen, Jonden, Kulwer, UAA, Gwer, Egypt month. Click on a SIM to activate. Viva BSR450401158XXXXXXX	
NESIM EUROPE SIMS citivated OneSIM Europe SIMs work in all Euro chiling locations of France, Moneco, Italy, Sj 250 per month. Click on a SIM to activate. VSDAFDAE EUROPE BE44100023041384000000	Depend countries including the popular pain, Greece and Croatia. Prices start at VODAFONE DUBOPE	Omen, Jonden, Kurwer, UAA, Geler, Egypt month. Click on a SIM to activate.	
NESIM EUROPE SIMS clivated OneSIM Europe SIMs work in all Euro chiling locations of France, Monaco, Italy, Si 250 per month. Click on a SIM to activate.	Depend countries including the popular pain, Greece and Croatia, Prices start at VODAFONE DUBOPE 2014/0003041364X0000X	Comer, Jonden, Kurwer, UAA, Geler, Egypt month. Click on a SIM to activate.	
NESIM EUROPE SIMS Cloaded OneSIM Europe SIMs work in all Europe chiling locations of Prance, Monaco, Italy, S 200 per month. Click on a SIM to activate. VEDAFOXE EUROPE IESA410003041386XXXXXX	Dopean countries including the popular pain, Greece and Croatia, Prices start at VODAFONE DUROPE 29441000304136400000X	Omen, Joneen, Kurwel, UAA, Qaley, Egypt month. Elick on a STM to activate.	VINA UNA BIRRESOADTISECOCIOX
NESIM EUROPE SIMS Ethabed OneSIM Europe SIMs work in all Europe ching locations of France, Monaco, Italy, Si SIO per month. Click on a SIM to activate. VEOAFONE EUROPE EXE441000304138400000	opean countries including the popular pain, Greece and Croatia, Prices start at VODAFONE DUROPE ap44100033041384X000X	Omer, Joneer, Kurwer, UAA, Gwee, Egypt month. Elick on a SIN to activate. Viva BERESO40115EXXXXXXX ELIRASIA COUNTRY SINS AccessMarine has SIMs for Russie and J on a SIM to activate.	VIX. UXX. BR3650401158X0000X Appen. Prices start from \$390 per month. C
NESIM EUROPE SIMS Closided OneSIM Europe SIMs work in all Europe Industry Iocalitans of France, Monaco, Italy, S 280 per month. Click on a SIM to activate. VEDAFONE EUROPE ES4410003041364X0000X	Dopean countries including the popular pain, Greece and Croatis, Prices start at VODAFONE DUBOPE 284410003041364000000	Comer, Joneer, Kurwer, LAA, Queer, Egypt month. Elick on a SM to activate. Vite BERESONOTISECCOCK ELIRASIA COLINTRY SIMS AccessMarine has SM/a for Russia and J on a SM to activate.	VINA UNA BIRRESOMOTISERCOCION Ingen. Prices start from \$330 per month. C
NESIM EUROPE SIMS chvided OneSIM Europe SIMs work in all Europe chving locations of Prance, Monsco, Lidy, Si 200 per month. Click on a SIM to activate. VEDAFONE EUROPE BB4410003041365000000 NGLE COUNTRY EUROPEAN SIMS coses Marine has country specific SIMs for 1	CODAFONE DUBOFE VODAFONE DUBOFE AP441000204126400000X Lady and Spain. If you don't area the	Comer, Joneer, Kurwer, LAA, Queer, Egypt month. Elick on a SIM to activate.	VIX. UNX. BRESDADTISEXCODOX Appen. Prices start from \$390 per month. C
NESIM EUROPE SIMS Clouded OneSIM Europe SIMs work in all Euro chiling locations of France, Monace, Italy, S S0 per month. Click on a SIM to activate. VEDAFONE EUROPE S84410003041385XXXXXX NGLE COUNTRY EUROPEAN SIMS cossa Marine has country specific SIMs for 1 matry SIM you require below please contact bioms on SIM sections.	Depend countries including the popular pain, Greece and Croatis. Prices start at VODAFONE DUBOPE 2014100030413843000000 2014100030413843000000 2014100030413843000000	Comer, Joneer, Kurwer, LAA, Queer, Egypt month. Elick on a SIM to activate.	VINA VINA BS985504011558000000x Iapan. Prices start from \$390 per month. C MEBAPHONE B27010269487X00000x
NESIM EUROPE SIMS chvided OneSIM Europe SIMs work in all Europe sito per month. Click on a SIM to activate. VEDAFONE EUROPE E84410003041385000000 NGLE COUNTRY EUROPEAN SIMS coses Marine has country specific SIMs for 1 untry SIM you require below please contactick on a SIM to activate.	Depend countries including the popular pain, Greece and Croatis. Prices start at VODAFONE DUBOPE 284410003041384300000 284410003041384300000 284410003041384300000	Comer, Joneer, Kurwer, LAA, Queer, Egypt month. Elick on a SIM to activate.	VINA VINA BERESCHEDTISEXCOCICX ABEREN. Prices start from \$390 per month. C MERAPHONE BERONCK
NESIM EUROPE SIMS citivated OneGIM Europe SIMs work in all Europe ching locations of Prance, Nonaco, Italy, Si 280 per month. Click on a SIM to activate. VEDAFONE EUROPE BR441000304138400000 ISBE COUNTRY EUROPEAN SIMS coses Marine has country specific SIMs for 1 curtry SIM you require below please contac lick on a SIM to activate.	Depend countries including the popular pain, Greece and Croatis. Prices start at VODAFONE DUROPE 200410003041384XXXXX 200410003041384XXXXX 200410003041384XXXXXX 200410003041384XXXXXX	Comer, Jonden, Kurwer, LAA, Queer, Egypt month. Elick on a SIM to activate.	VINA. VINA. BERESCHOTTSEXCOCICX Appen. Prices start from \$380 per month. C MERAPHONE BERCOCICZER467X0000X
NESIM EUROPE SIMS Elwaled OneSIM Europe SIMs work in all Europe SIMs work in all Europe SIM Europe SIMs work in all Europe VEDAFONE EUROPE SIM 10 ACTIVE EUROPE NGLE COUNTRY EUROPEAN SIMS Coses Marine has country specific SIMs for I untry SIM you require below pleases contact Info SIM to activate. VEDAFONE SPAN SIM 10 ACTIVATE SIM 10	Compare countries including the popular pain, Greece and Croatia, Prices start at VODAFONE EUROPE 2944100030413640000X 2944100030413640000X Estly and Spain, if you don't see the tasker. Prices start at \$200 per month. TELERDM	Comer, Jonaer, Kurwer, LAA, Qalay, Egyps month. Elick on a STM io activate. Vite BaseSodOTISBXXXXXXX ELIRASIA COUNTRY SIMS AccessMarine has STMs for Russia and J on a STM to activate. Bast200291360X000X	VINK VINK BERRESONDTISEXCODOX Bapen. Prices start from \$380 per month. C MERAPHONE B270102/5945.7X00XXX

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		
androidtv	AXXESS MARINE IPTV IPTV service, in conju enables streaming of internet networks.	Inction with an AndroidTV device live TV over cellular or satellite ORDER SUBSCRIPTION
Order WowTV S	Subscription	
IPTV Package	Please Select a subscri Select the number of mon	ntion ·
IPTV Hardware		ire .
CUSTOMER SI	UPPLIED 🗸	AXXESS IPTV
Name	Enter optional name for Enter an optional name to -e.g. Owners Cabin	subscription describe this subscription and IPTV device
		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.







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.

		Add Payment Method	VISA CONTRACTOR
		Name on Card	
PAYMENT METHODS	+	Card Number	
No payment methods defined. You will not be able to activate or topup SIM cards without a configured payment method.	VISA Manager	CVC Expiration Month ex.311 MM CMAke this your default payment method	Expiration Year
		Access Marine do not store your ci servers. We utilize a payment prov specialize in the secure storage an data.	edit card information on our ider called Stripe.com who id processing of credit card

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.

SERVICE INVOICES						
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 DOCUMEN	TS			≡
These are Axxe	ss Marin e ref e	eren <mark>ce doc</mark> uments.	Click a link to view/download.	
CONTRACTS	MANUALS	SERVICE REPORTS		
Cellular	2020-Cellular_ r Hardware In:	Hardware_Install_9 stallation Report 20	Gervice_Report.pdf)20 Jan 22	~



ADD CANCEL



SUPPORT

Support Conversations and FAQs

query in the search area below and o	licking the search button.
2 Search	SEARCH
ennis Henri	May 22, 2020
o problem - shipment going out today.	
ennis Henri	May 21, 2020
e've scheduled the install for Wednesday -	please confirm the quote is ok

SUPPORT FAQS					
Search Axxess/Marine FAQs by entering a query in the search area below and clicking the search button.					
ADDING VLAN WITH OUTBOUND RULE TECHNICAL					
CAN I FIND OUT HOW MUCH MY BILL WILL BE BEFORE I ACTIVATE MY CARD? YES you can be what you are generating BEFORE you activate or top your SNL end by clicking a SNL end on your account gas and choosing the ACTIVATE button. A screen will pop-up with detailed SNL exist information and all associated fees, Many clients table as access who of this access for their records. By checking the box to accept the charges, the card accivation process is					
HOW CAN I FIND BILLING CYCLE FOR EACH CARD? ENLINE When you log onto your account, click any card for information about its billing cycle. By clicking the DETAIL button the billing cycle appears on the top right hand corner of the page.					
IF I AM HAVING CONNECTIVITY PROBLEMS WHAT SHOULD IDO? EXERCIT The Axxess Marine team can be reached 24-7-365 via email. First and foremost, let us know that you are having a problem right away so we can help you. My service is slow, what should I do?					
WHAT COUNTRIES DOES THE AXXESS MARINE EURO SIM COVER [EXAMINES Austris Cyprus France Germany Greece Hollend Ireland Italy Lectheratein Luxembourg Math Northern Ireland Norwey Portugal San Merino Spain Sweden Switzerland UK Belgum Prinded					
· 1 2 3 4 8 . 8 >					

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@axxess-marine.com



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