Crew App

The Viasat Crew App allows airline crew members to interface and interact with the connectivity and entertainment systems while on board the aircraft. This mobile application provides crew members with essential system information to help promptly diagnosis and address passenger service issues.

Key features

System health and status monitoring

Displays the current status of all onboard hardware and passenger services, including the server, modem, satellite connectivity, wireless access points, wireless entertainment system, and passenger portal.

Flight information

Presents key flight details including destination, arrival, real-time flight progress, and aircraft nose ID from a user-friendly dashboard.
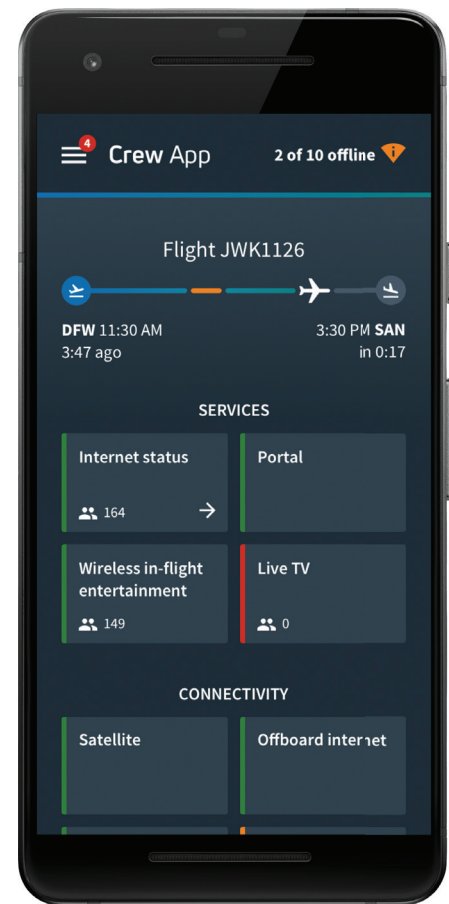
Wi-Fi service management

Enables crew to remotely manage passenger SSID access, enabling or disabling access when necessary to resolve passenger connectivity challenges.

Notifications

Immediately notifies crew members when there is a change in the status of connectivity or entertainment services, allowing them to proactively inform passengers of potential service disruptions.

Service usage details

Crew members can monitor service usage in real-time, including the number of active sessions and devices connected per SSID.