

AVANCE™

CONNECTING TO YOUR INFLIGHT WI-FI SERVICES



DOWNLOAD GOGO APPS BEFORE TAKE OFF

Prior to departure, ask your crew if you have **Gogo Text & Talk** (personal smartphone use) and **Gogo Vision** (inflight entertainment) service on this flight. If so, you'll want to download the apps to your mobile device (available for iOS and Android devices). Laptop users can access Gogo Vision directly from their internet browser.
Note: You will need to register Gogo Text & Talk while on the ground. For full instructions, refer to the Gogo Text & Talk and Gogo Vision cards.



Gogo Text & Talk



Gogo Vision

CONNECT TO WI-FI

When you can connect to the internet varies based on the services available to your plane. Gogo services are available when on the ground (via the terrestrial modem) and at 3,000 ft or above altitude during flight.

1

If connecting a smartphone or tablet, place your device in airplane mode. Some devices require that you re-enable Wi-Fi after placing in airplane mode. Confirm Wi-Fi is enabled on your device.

2

Connect to the aircraft Wi-Fi network and enter password (if needed).
Note: Your crew can give you the name of the network as well as any password.

3

A Gogo Log In page displays. Click **Connect** to access the internet.

If you don't successfully connect to the internet, an error page displays stating that you're not connected. Ask your crew to confirm when connectivity services will be available.

TIPS TO OPTIMIZE INFLIGHT CONNECTIONS



Limit the number of devices connected to the aircraft's Wi-Fi at any given time. Even devices not in active use use bandwidth; power them down, place in airplane mode or disable auto updates while airborne.



Sign out of any cloud services (iCloud, Google Drive, etc.). Sync them once you've landed.



Be aware of data types you're consuming. Watching a video consumes more bandwidth than downloading an Excel sheet. Content within apps – like that autoplaying Facebook video – can rob you of bandwidth.



Understand your options for streaming video. Download what you want to watch or listen to prior to flying. Leverage the Gogo Vision entertainment system (flight info, TV episodes, movies, magazines, weather, news) if you have it onboard your aircraft.



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