

AVANCE USER GUIDE

FLYING SMARTER STARTS HERE

Life goes on between takeoff and landing, and with Gogo connectivity and entertainment on board you'll never miss a moment of it. That's the personal and professional power of flying smarter.

This guide will show you how to get started with your services and make the most of them. After all, it's really not about what our technology can do, but what you can do with it.

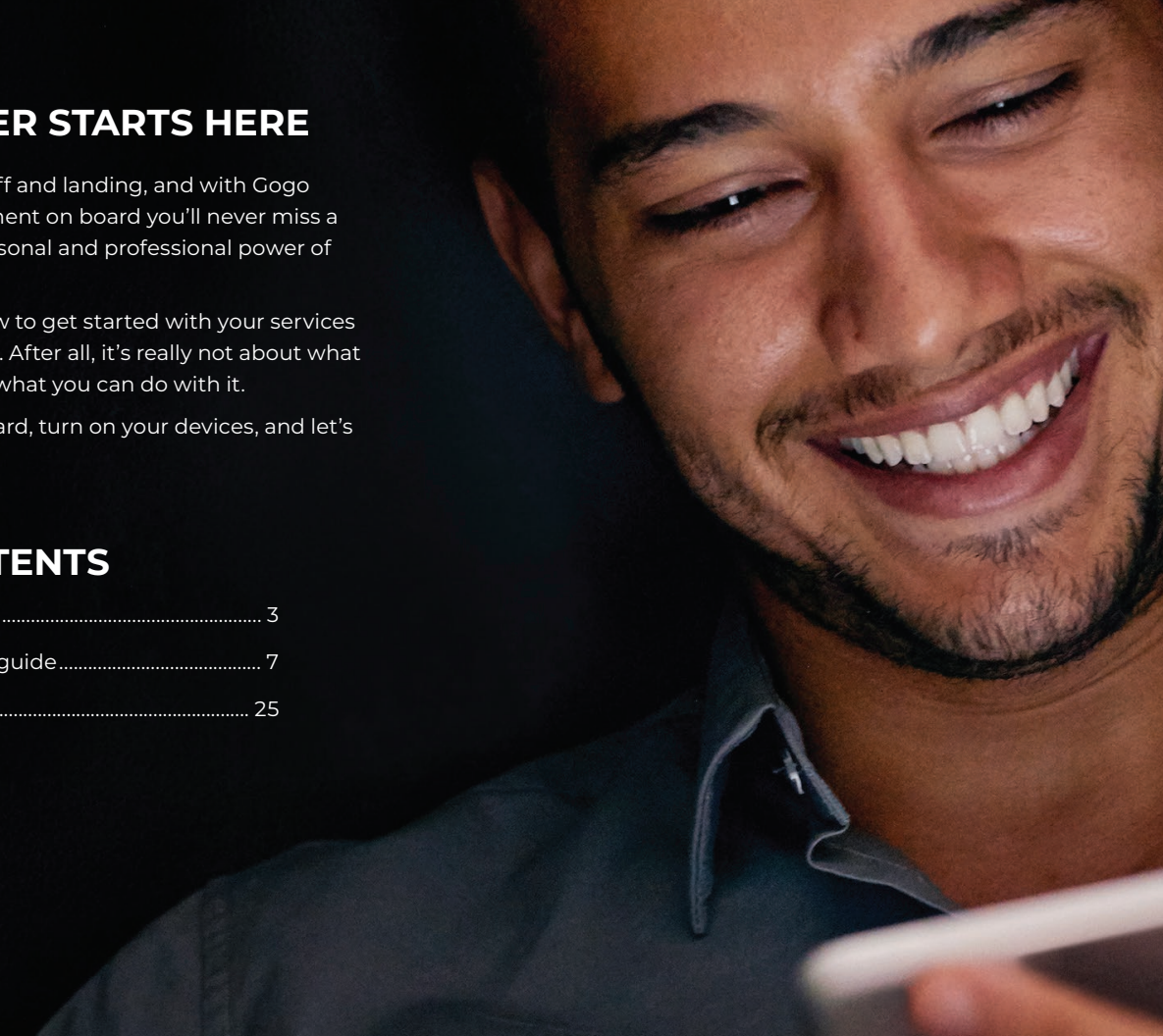
So if you're ready: get on board, turn on your devices, and let's get you connected.

TABLE OF CONTENTS

Connecting to inflight Wi-Fi 3

Gogo Vision entertainment guide 7

Gogo Skyline 25



CONNECTING TO INFLIGHT WI-FI



CONNECTING TO INFLIGHT WI-FI

CONNECTING TO WI-FI

When you can connect

This varies depending on the equipment and services available on your aircraft. Generally, you will be able to connect when you reach 3,000 feet above ground level. Gogo AVANCE customers can also access the internet while on the ground (via the terrestrial modem). Please ask the crew for what to expect from your inflight connection.

Connect your device

If connecting a laptop computer:

1. Select to join the aircraft Wi-Fi network.

   You may be asked for a Wi-Fi password. If you are, please ask the crew for the password.

2. Once you join the Wi-Fi network, 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.

If connecting a smartphone or tablet:

1. Place your device in airplane mode.

   Some devices require you to re-enable Wi-Fi once you place your device in airplane mode. Confirm Wi-Fi is enabled on your device.

2. Select to join the aircraft Wi-Fi network.

   You may be asked for a Wi-Fi password. If you are, please ask the crew for the password.

3. Once you join the Wi-Fi network, 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.

CONNECTING TO INFLIGHT WI-FI

OPTIMIZE YOUR INFLIGHT CONNECTIONS

Knowing how to maximize your available bandwidth can make a big difference in inflight Wi-Fi performance. A few ideas can help you get the most from your airborne connections.

Tip 1: Turn off any devices not in use and suspend background tasks like app updates and cloud sync activities.

Close any apps not in use and disable automatic app updates and cloud sync (iCloud, Google Drive, etc.) functions while you're in the air. Turn them back on once you've landed.

Tip 2: Place devices in airplane mode

Tip 3: Be aware of what data types you're consuming

For example, watching a streaming video consumes exponentially more bandwidth than downloading an Excel sheet. And content within apps can stealthily rob you and other passengers aboard of bandwidth.

Tip 4: Understand your options for streaming or viewing video

The Gogo AVANCE L5 and LX5 systems support streaming, and your experience depends on network capacity at any given time.

To view movies and TV, consider our Gogo Vision entertainment services. Gogo Vision minimizes unexpected data charges due to streaming and improves the connectivity experience for all passengers onboard.

CONNECTING TO INFLIGHT WI-FI

WI-FI NETWORK CAPABILITIES

Wi-Fi capabilities vary depending on the Gogo AVANCE product and services available on your aircraft. Most networks support light to heavy web browsing (no streaming), sending emails with attachments, VPN access, voice calling, and access to Gogo Vision moving maps, destination weather, and news clips.

Some capabilities that vary, depending on the system on your aircraft, are:

- Total number of devices you can connect to the network
- Streaming audio or video content on the web or through an app
- Access to movies, TV episodes, and magazines on Gogo Vision
- Ability to make calls from your personal smartphone with Gogo Skyline

BEFORE YOU TAKE OFF

For smartphone and tablet users: download the apps you need.

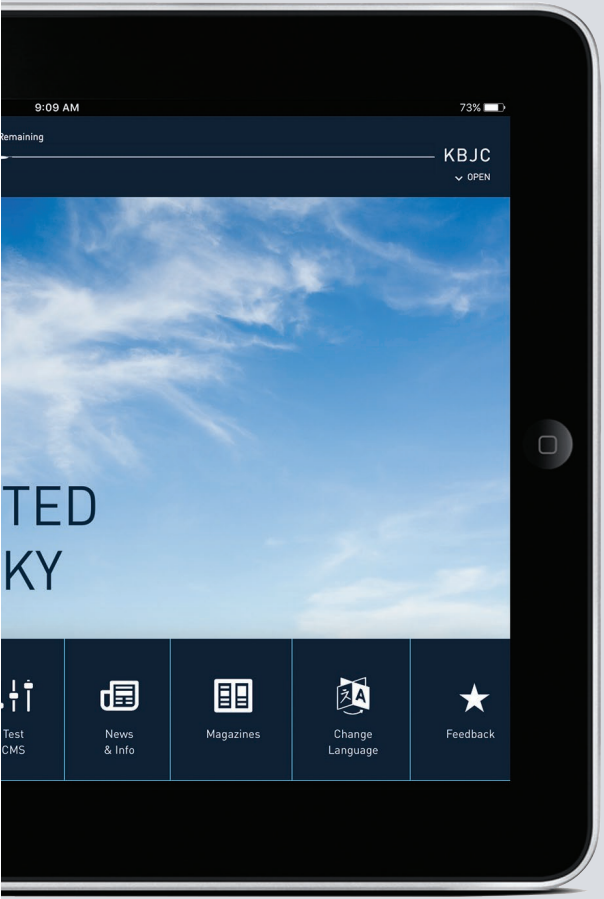
Your aircraft includes access to Gogo Vision information, which features a flight progress tracker, current video news clips, and destination weather. You may also have access to optional Gogo Vision entertainment services, including a library of Hollywood movies, TV episodes, and an optional library of magazines.

If your aircraft system includes optional Gogo Skyline service, you can also use your own phone to make phone calls while in flight. For full instructions, refer to the Gogo Skyline and Gogo Vision information.

To access these services, you'll need to download these apps from the Apple App Store or Google Play while you're on the ground, prior to departure.







GOGO VISION

Flight tracking, destination weather, and news. Movies, TV, and magazines. Here's how you access Gogo Vision information and entertainment.

ACCESSING THE APPLICATION

Gogo Vision is compatible with the following web browsers and Android and Apple devices running:

Android:
Compatible with the latest Android version and one prior release.

Apple:
Compatible with the latest iOS version and one prior release.

Browsers:
Compatible with the latest versions and one prior release.

- Mozilla Firefox
- Safari
- Chrome



Via smartphones or tablets:

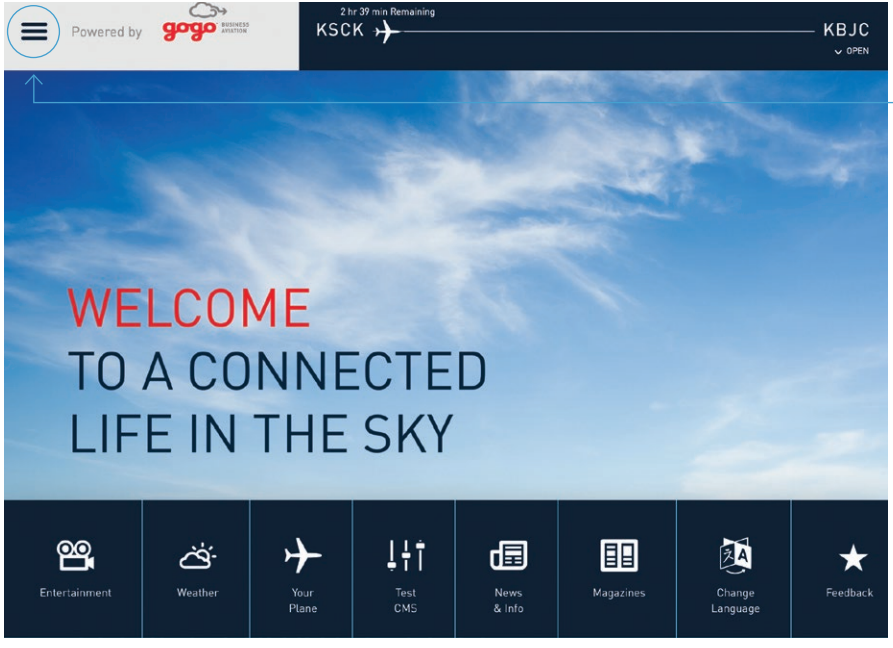
First, if you haven't done so already, you will need to download the Gogo Vision app while on the ground.

1. Place your device in **Airplane Mode.**
2. From your device's Wi-Fi settings, connect to the aircraft Wi-Fi network.
3. To access the application, open the Gogo Vision app.

Via laptops:

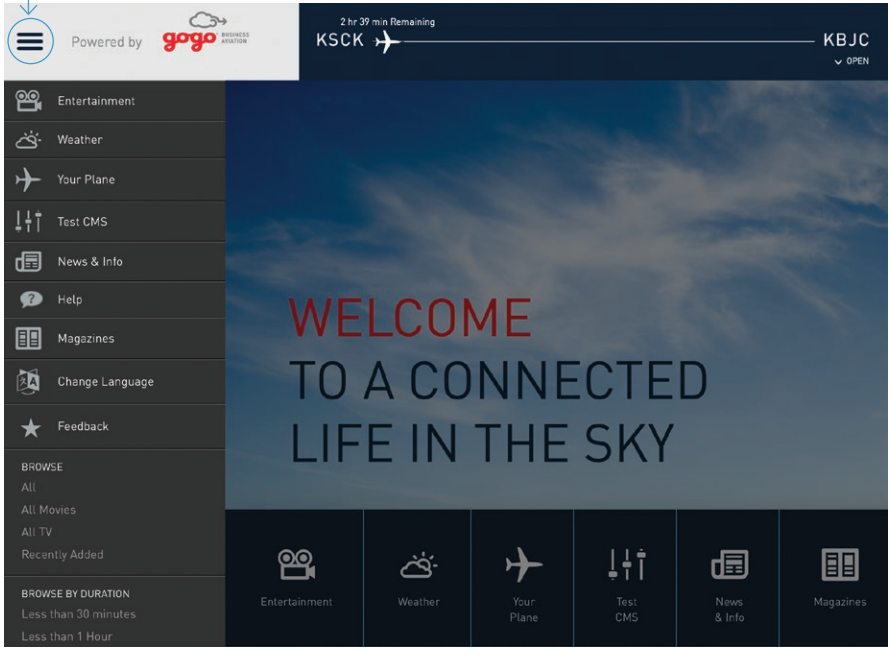
1. From your laptop Wi-Fi settings, connect to the aircraft Wi-Fi network.
2. Once you connect to the network, open a web browser to view Gogo Vision at: **video.gogo.aero.**

HOME PAGE



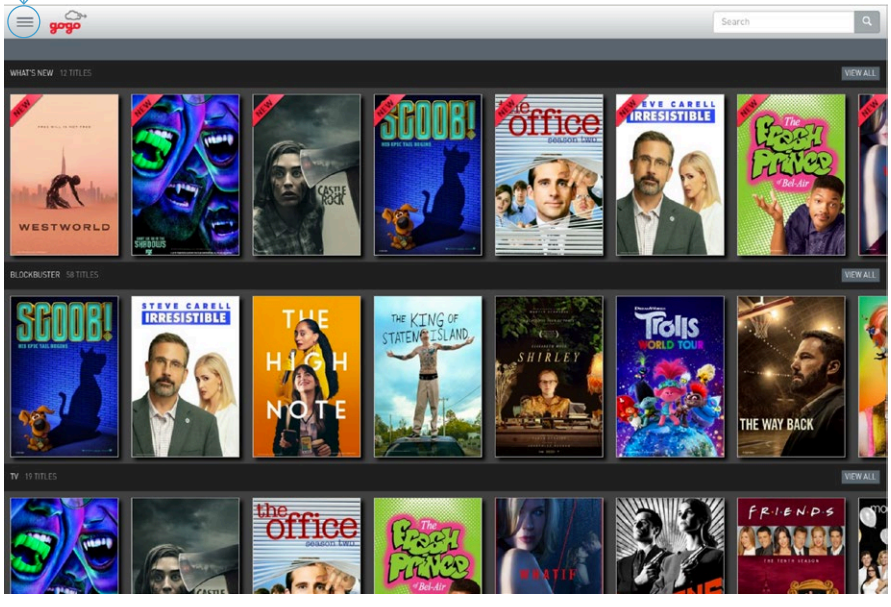
The Gogo Vision home page serves as a launching point for all of the application's features. At any time, click the **Main Menu** icon to return to the home page.

MENU AND NAVIGATION



Gogo Vision's main menu is accessed by tapping the menu icon to the left of the logo. You can open and close the menu at any time. The main menu is where you can select any Gogo Vision functions, as well as search titles and get help.

MOVIES & TV EPISODES



Access movies, TV episodes, and magazines (subscription required) via the **Entertainment** button in the main menu.

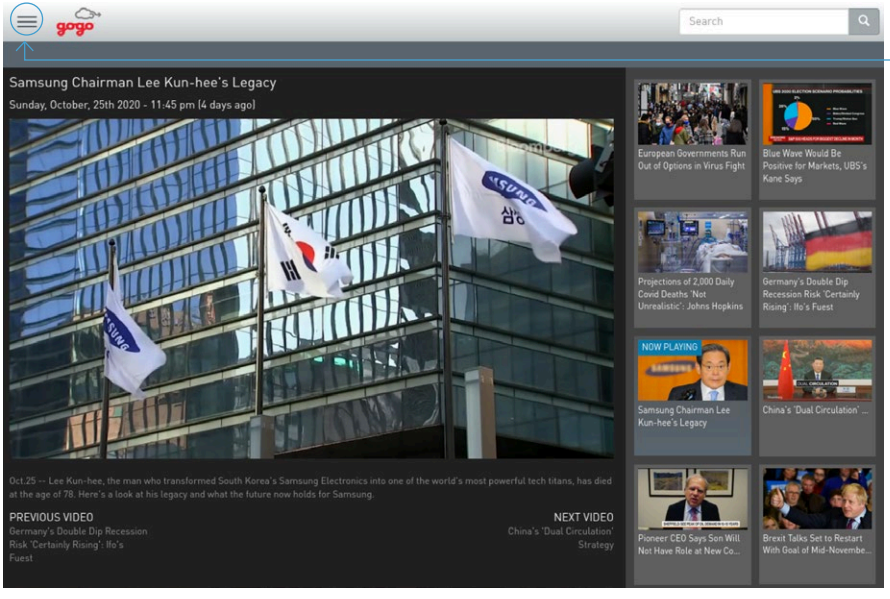
Or, you also can browse all content based on genre or flight duration from the main menu.

Simply click the thumbnail image to open and view the item.

IMPORTANT NOTE:

If you want to view the most recently added content, select **What's New** in the main menu, or scroll to the bottom of the **Entertainment** page to view the recently added titles catalog.

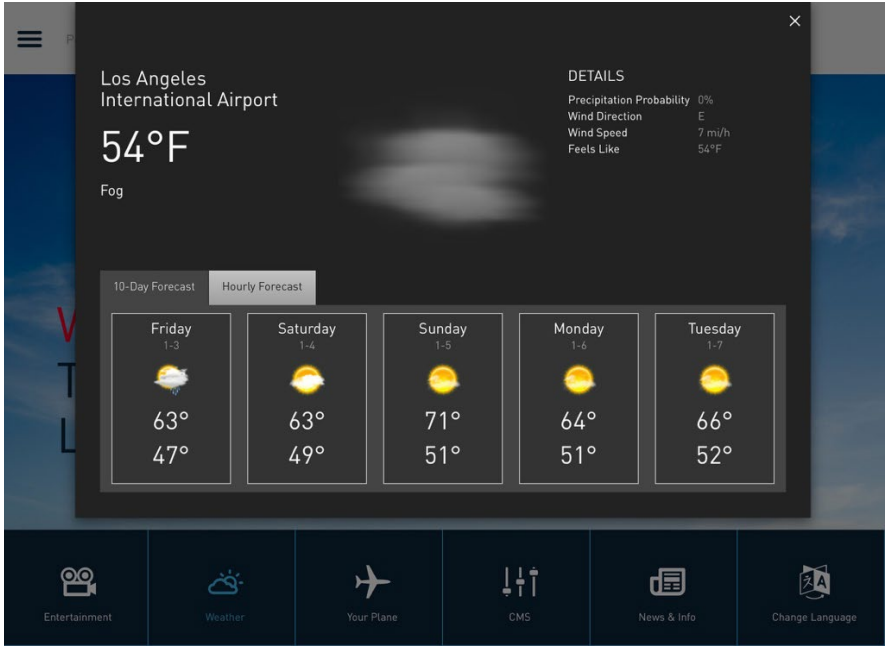
RECENT NEWS



Recent video news clips can be accessed from the home page or main menu.

News clips are provided by Bloomberg News, and are updated on the ground, between flights. Clips will automatically advance to the next selection upon completion of playback.

WEATHER

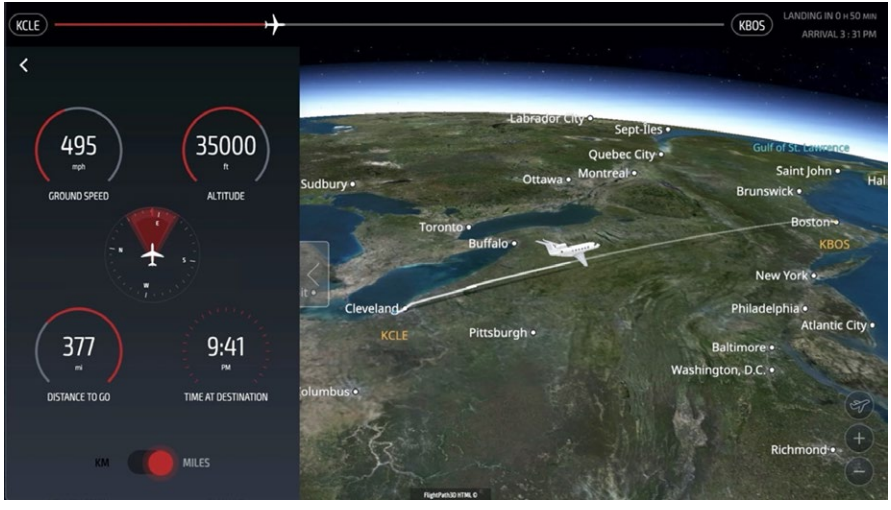


Access destination weather via the Weather button in the main menu.

IMPORTANT NOTE:

Destination weather is only available with connectivity, and when a specific destination is input into the system.

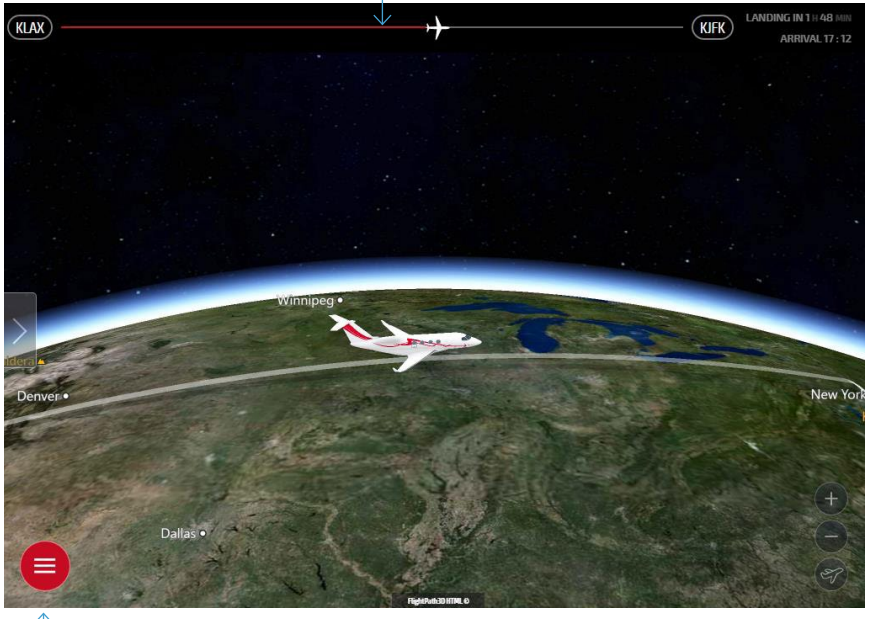
YOUR PLANE (FLIGHT PROGRESS)



Track your flight progress at any time. Access **Your Plane** from the home page or main menu.

The FlightPath3D moving map provides an immersive flight information experience from departure to destination. Follow your flight path and view a realistic and detailed aircraft rendering set against a full 3D Earth satellite imagery background. View flight data as the aircraft travels along its route. See altitude, speed, distance to go, direction to your destination, and other pertinent flight information. Full gesture controls allow passengers to pan, zoom, tilt and rotate the map as desired.

FLIGHTPATH3D WEB APP: PREMIUM



Origin airport ICAO code

Flight progresss bar

Destination airport ICAO code

Time to destination

Estimated time of arrival

Zoom buttons

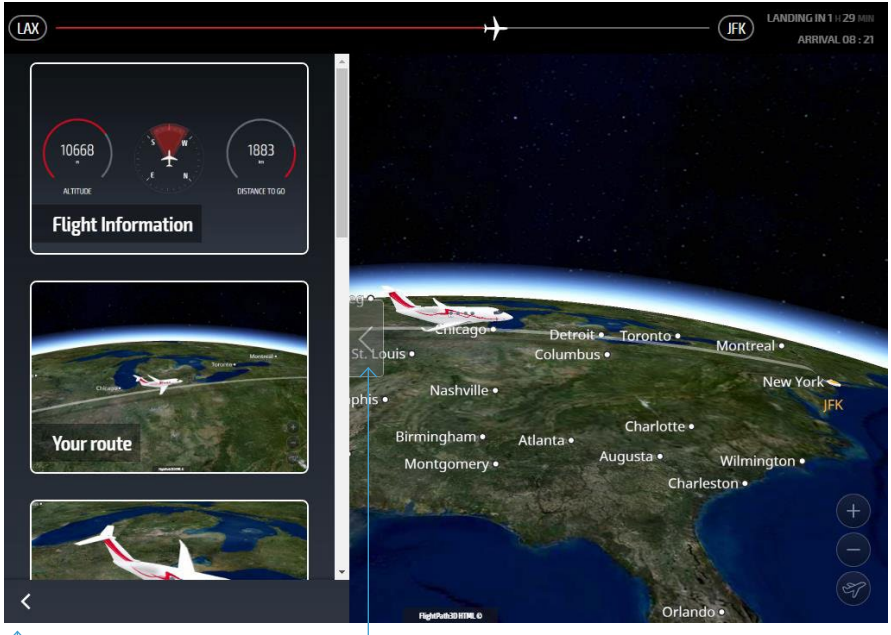
Find plane button:
moves focus to the aircraft

Menu button: opens side menu panel

Menu slider: opens/closes side menu panel

FLIGHTPATH3D WEB APP PREMIUM: MENU

Side menu panel: Contains buttons for different views and infoscreens



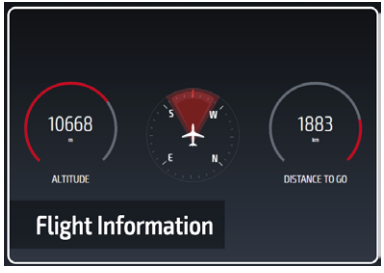
Menu button: opens side menu panel

Menu slider: opens/closes side menu panel

Standard map only includes “Flight Information” and “Your Route” views.

Default view on Standard map is “Your Route”. Clicking the “Your Route” view tile will not change the view on Standard Map. To center view on aircraft, click “Find Plane” button.

NEW VIEWS: VIEW SUMMARY



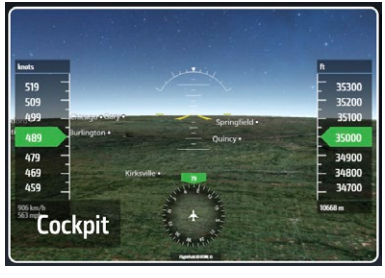
Real-time flight data



Close up view of the aircraft (focus always stay on the aircraft)



Current route flightpath



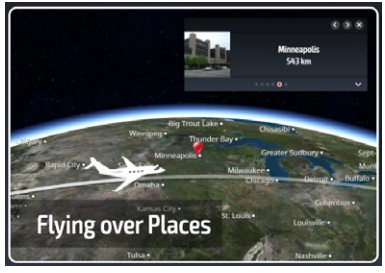
See the flight from the pilot's cabin of the aircraft. Camera always moves with the aircraft imitating flight process

NEW VIEWS: VIEW SUMMARY



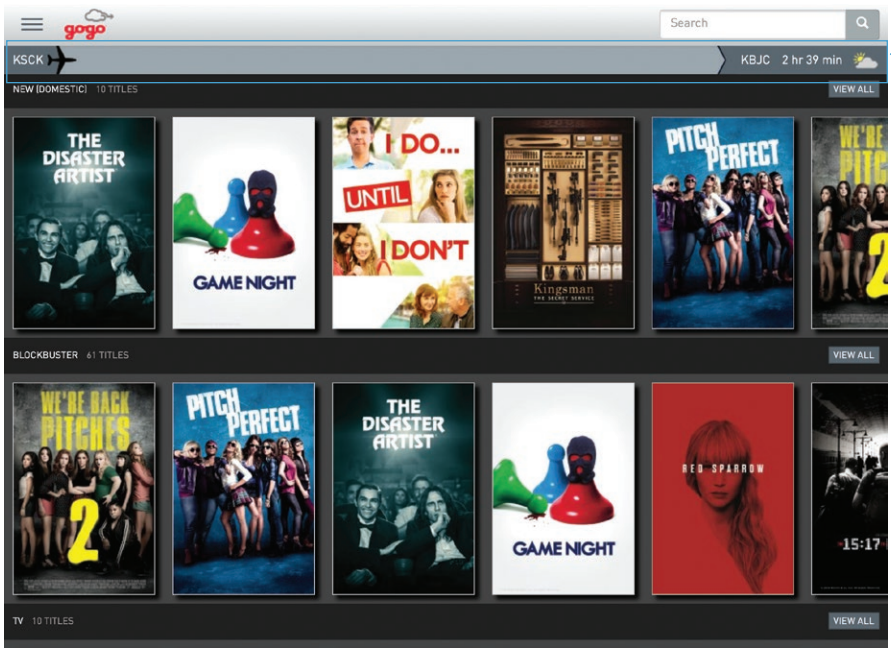
Left / Right Window: See Earth's surface to the left and right of the aircraft. Camera always moves with the aircraft imitating flight process.





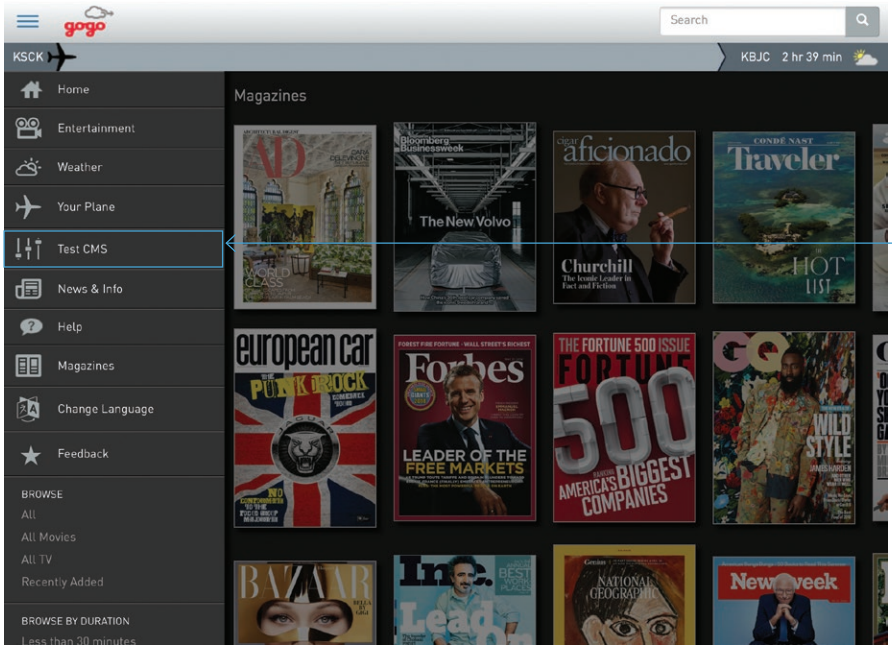
See small popups with the info about places of interest located nearby plane position. Single pin shows the position of the place of interest on the map

FLIGHT PROGRESS



Always available, the **Flight Progress** bar displays your flight's current destination, progress, and remaining flight time. Clicking on the bar will open the moving map feature.

CABIN MANAGEMENT ACCESS

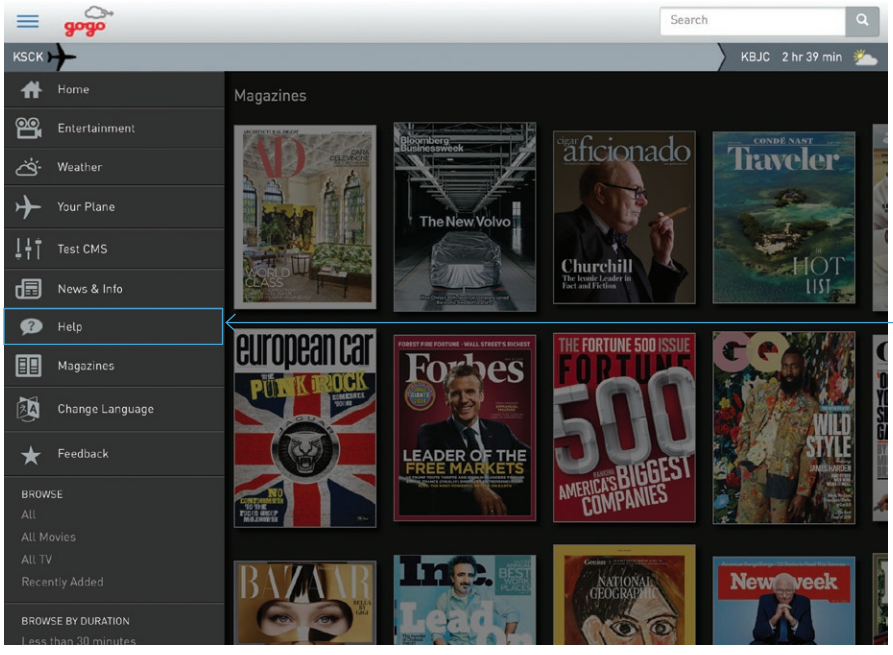


For aircraft with a cabin management system integrated with Gogo Vision, CMS controls (like turning lights on and off, etc.) can be accessed straight from the Gogo Vision app menu. Just tap to open your CMS, do what you need, and get right back to your entertainment.

IMPORTANT NOTES:

Your aircraft may or may not have access to Cabin Management controls. If it does, the feature may be named something else as it is set up during installation by the operator.

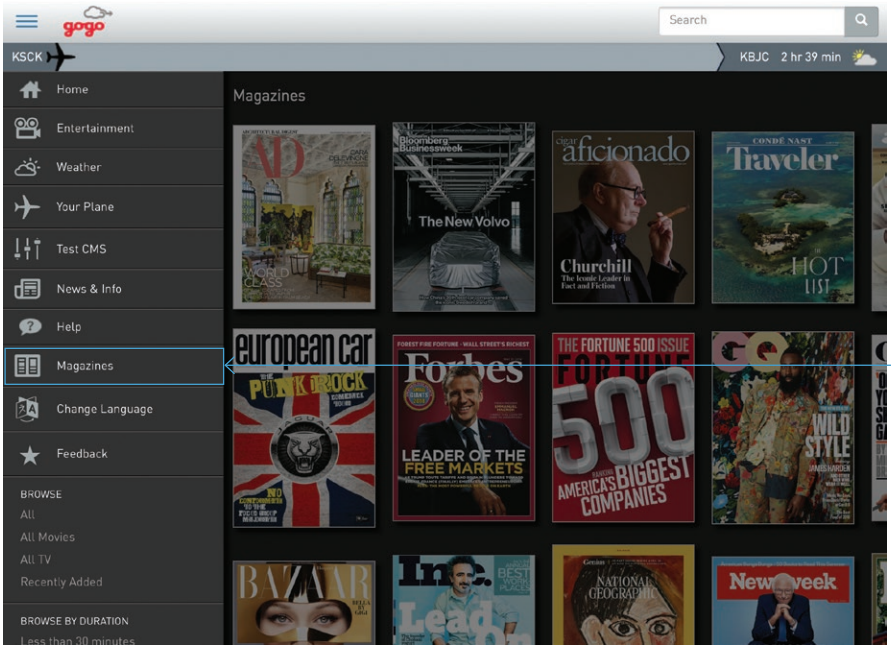
HELP



ADDITIONAL HELP

Additional help can be accessed via the **Help** button from the main menu.

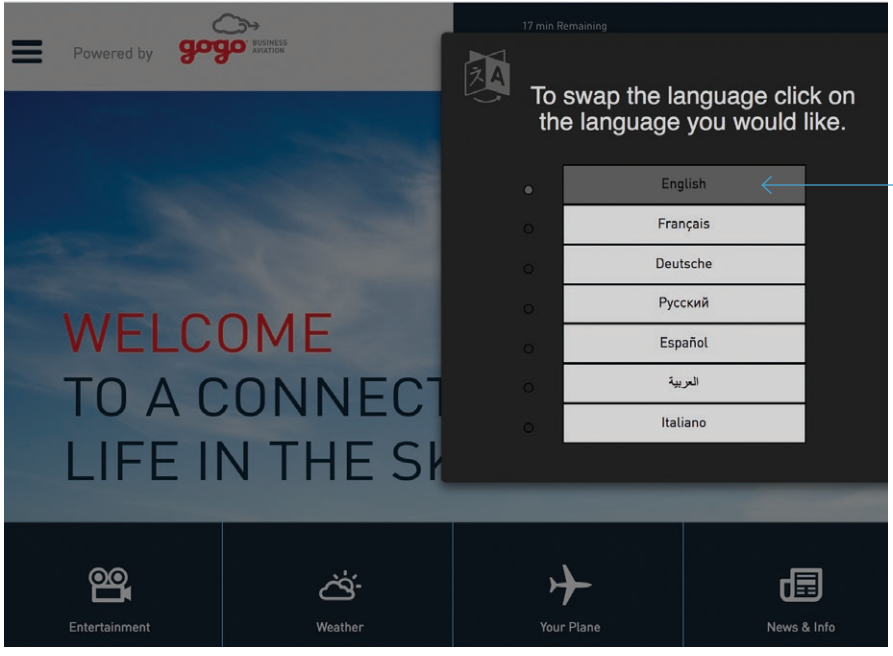
MAGAZINES



You can select from approximately 30 popular magazine publications (subscription required). Access **Magazines** from the home page, main menu, or view the available magazines catalog on the **Entertainment** page. Each publication features the most current issue plus the prior issue.

Click **View** to open the magazine e-reader, where you can choose from multiple viewing options, including the ability to view a single page at a time or a spread.

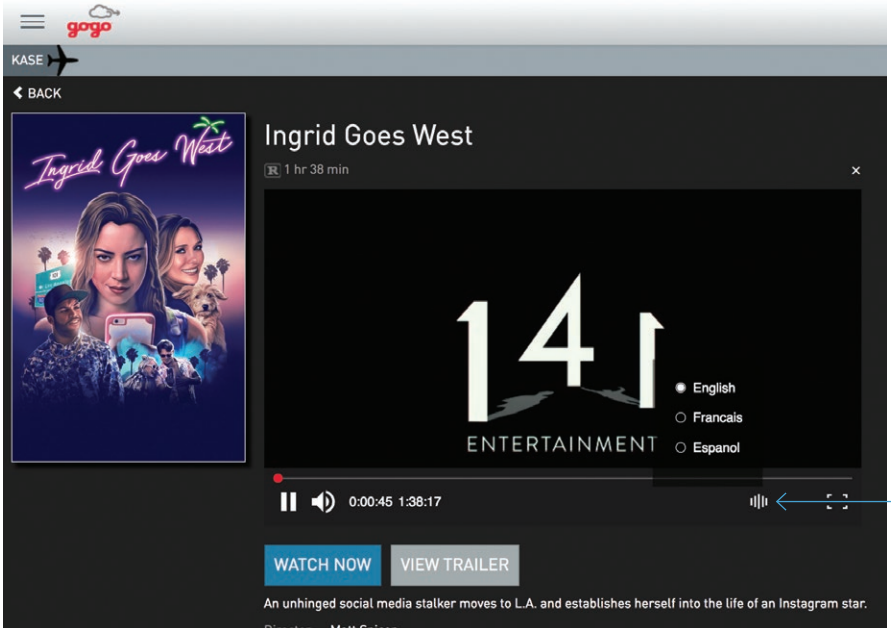
CHANGE THE USER INTERFACE LANGUAGE



If available, you can change the language of the Gogo Vision interface. (This is a default setting set up by the administrator during installation.)

Access **Change Language** from the home page or main menu. When prompted, choose the language you'd like to update the interface to.

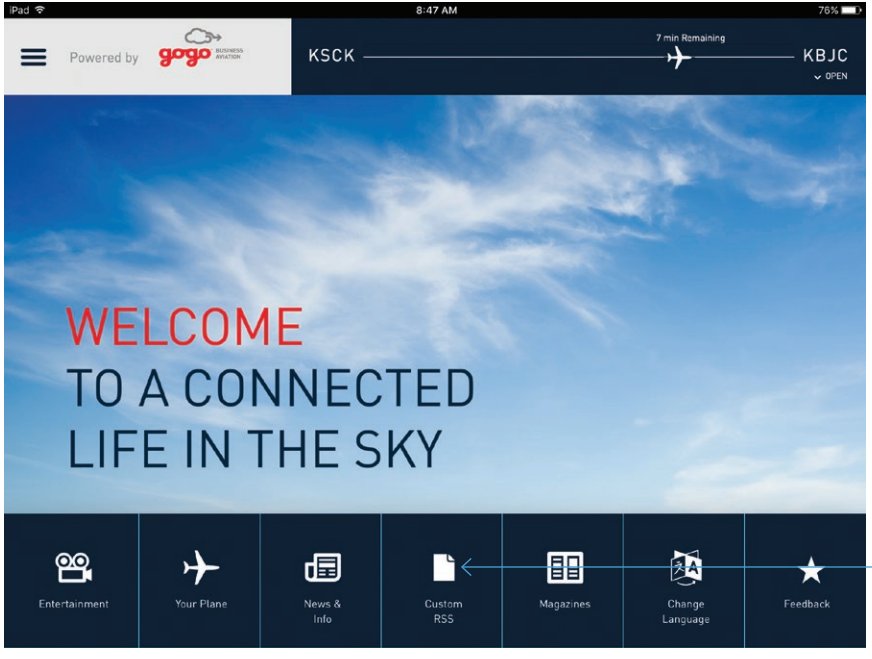
INTERNATIONAL CONTENT



If your aircraft includes TV episodes and movies, you may be able to select the language of the audio you hear when choosing these entertainment options. All international content is labeled by the language available in its own catalog on the **Entertainment** page (for example, **French Audio** or **Latin Spanish Audio**).

To change the language, select your desired movie or TV episode and click the audio language icon. This prompts you to select your preferred language. Not all languages are available.

CONTENT RSS



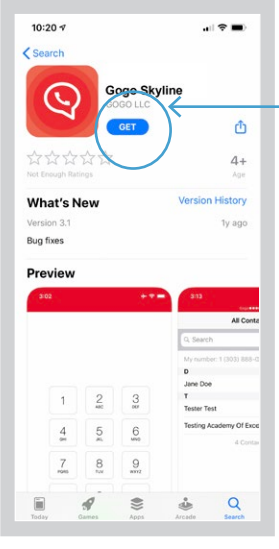
Your aircraft may include custom content that was set up by the administrator during installation. If it does, you can select this content from the Gogo Vision home page.



GOGO SKYLINE USER GUIDE

QUICK SET UP

1. DOWNLOAD AND INSTALL



1. Download Gogo Skyline app from Apple App Store or Google Play to your personal device.



Note: Gogo Skyline eliminates the need for ground registration. Just open the app in flight and it will automatically detect your hardware for the best call.

2. Open Skyline app.
3. Allow Skyline to find and connect to devices on your local network.
4. Allow Skyline to send notifications to your device.
5. Allow Skyline to use the microphone on your device.
6. Allow Skyline to access the contacts on your device.
7. Review Gogo's Terms and Privacy Policy. After review, select Click to Continue.

QUICK SET UP

2. CONNECT TO AIRCRAFT WI-FI AND PROVISION





1. Open the Settings page on your device and connect device to desired aircraft Wi-Fi network.
2. Launch the Skyline app on your device.

Note: Skyline automatically provisions for any Gogo bearer. Provisioning may take up to thirty seconds. When provisioning is complete and service is ready to use, Gogo Voice or Iridium Voice and an extension number will appear at the top of your device screen. If provisioning does not happen automatically, refer to Special Provisioning at the end of this guide.

CALL MODE

3. MAKE A CALL FROM THE AIRCRAFT

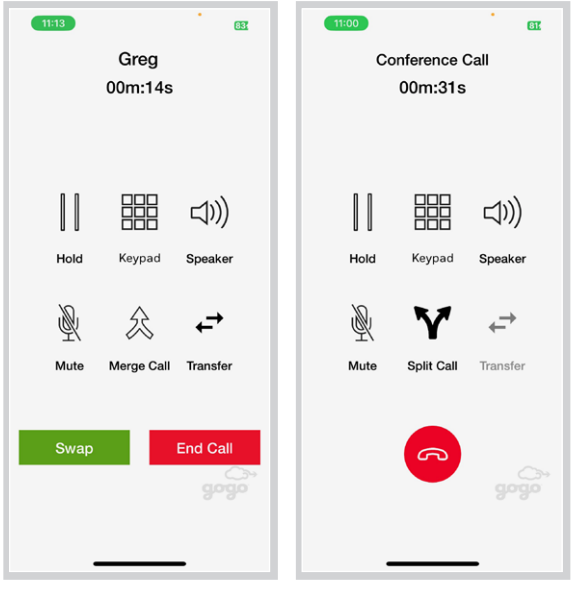
To place a call, simply dial the number using the keypad or select an existing contact.

4. CALL THE AIRCRAFT FROM THE GROUND

Dial the aircraft's dedicated phone number. On Gogo Voice the aircraft phone number is now displayed above the extension on your dialer.

Note: You can obtain your Iridium Voice phone number from Gogo or by making a call out while in the app and recording that number.

CALL MODE



5. CALL AN EXTENSION IN THE SAME AIRCRAFT

Dial the extension number directly.

6. CONFERENCE CALLING

1. While connected to the first caller, select Add Call and dial phone number or select caller from Contacts.

   Note: First call will be placed on hold while dialing second number.

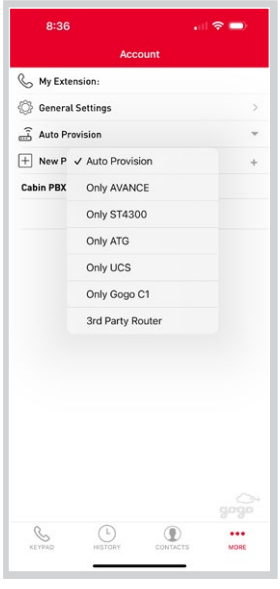
2. When third party answers:

   - Select Merge Call to initiate a conference call between all three parties.
   - Select Split Call to end a conference call and resume one-on-one call.
   - Select Transfer to end call with first caller and transfer call to second caller.
   - To end conference call, select either Split Call or red button to end call.

3. Users may also use conference calling for incoming calls by accepting the call and selecting Merge Call.

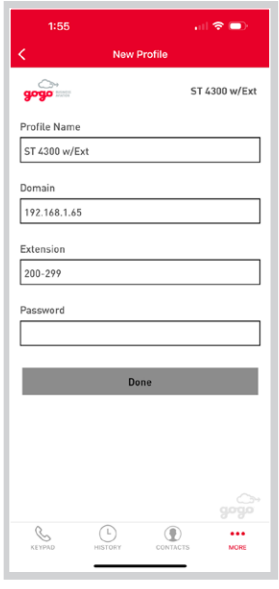
ADVANCED SET UP

7. SPECIAL PROVISIONING



1. If Skyline is unable to provision automatically, select More from bottom right corner of screen.
2. In the Provisioning drop-down menu, select the option that matches aircraft configuration.

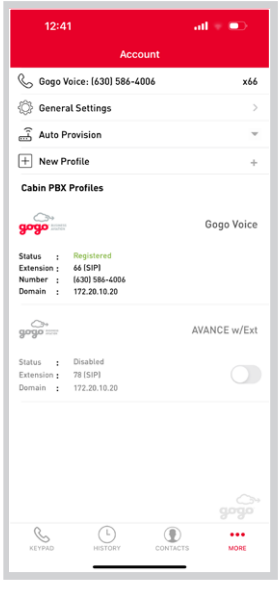
Note: For Classic ATG systems accessed through an ST4300, users must select the “Only ATG” provisioning option to make a Gogo Voice call. Auto provisioning and “Only ST4300” settings will only provide Iridium Voice service without additional configuration of the ST4300. For assistance with ST4300 configuratiuon, contact Gogo Technical Support at +1 303.301.3278, option 3.



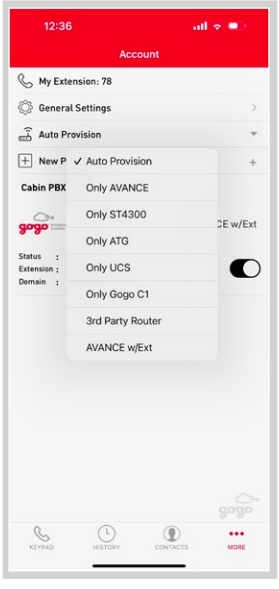
If your equipment is not in the auto-provisioning list, you have the option to configure Skyline to connect to your equipment. Select the New Profile (+) to create a custom profile. Custom profiles allow users to set up extensions and country-specific dial plans. Refer to your cabin equipment installation manual for domains and extensions specific to your system.

Note: For aircraft equipped with ST 4200, ST 4300 w/ Ext, or Cobham systems, extensions must be enabled via the LRU GUI before the extension will register on Skyline.

ADVANCED SET UP



4. You can enable or disable this profile if you have multiple aircraft.



5. Once added this profile will show up to be used by the auto-provisioning logic.

HELP

24/7 TECHNICAL SUPPORT

USA Phone Toll-Free: +1 888.286.9876

Fax: +1.888.398.1800

International Phone: +1 303.301.3278

Fax: +1 303.301.3279

Email: batechsupport@gogoair.com

Connect with us:
+1 888.328.0200 (Toll-free)
+1 303.301.3271 (Worldwide)

connect@gogoair.com

gogoair.com