



AVANCE USER GUIDE



FLYING SMARTER STARTS HERE

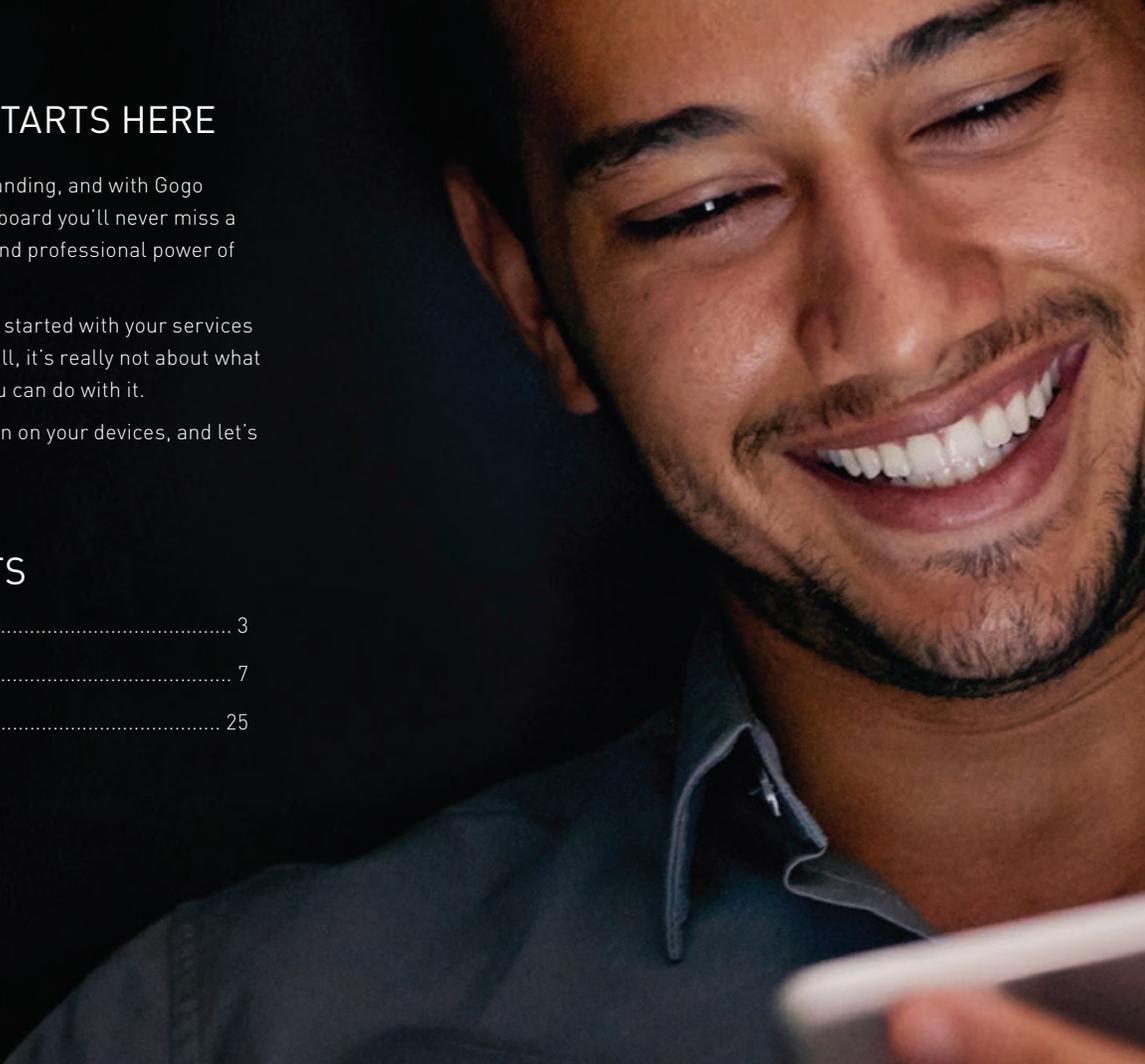
Life goes on between takeoff and landing, and with Gogo connectivity and entertainment on board you'll never miss a moment of it. That's the personal and professional power of flying smarter.

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.

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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 system supports some 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

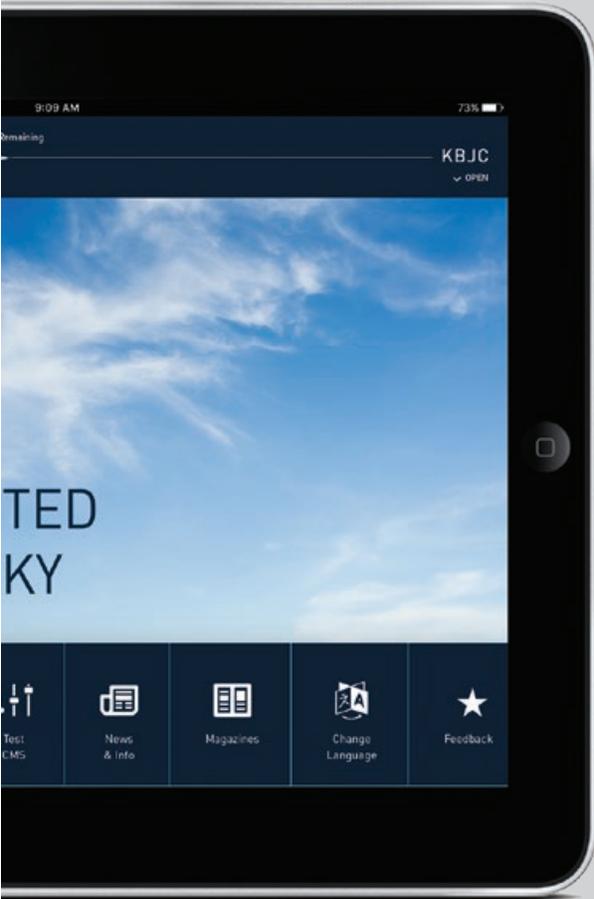
For smartphone and tablet users: download the apps you need.

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:



Gogo Vision is compatible with Android and Apple devices as well as the Mozilla Firefox, Safari and Chrome internet browsers. Gogo maintains compatibility with the most recent major software and the prior major release.



Via smartphones or tablets:

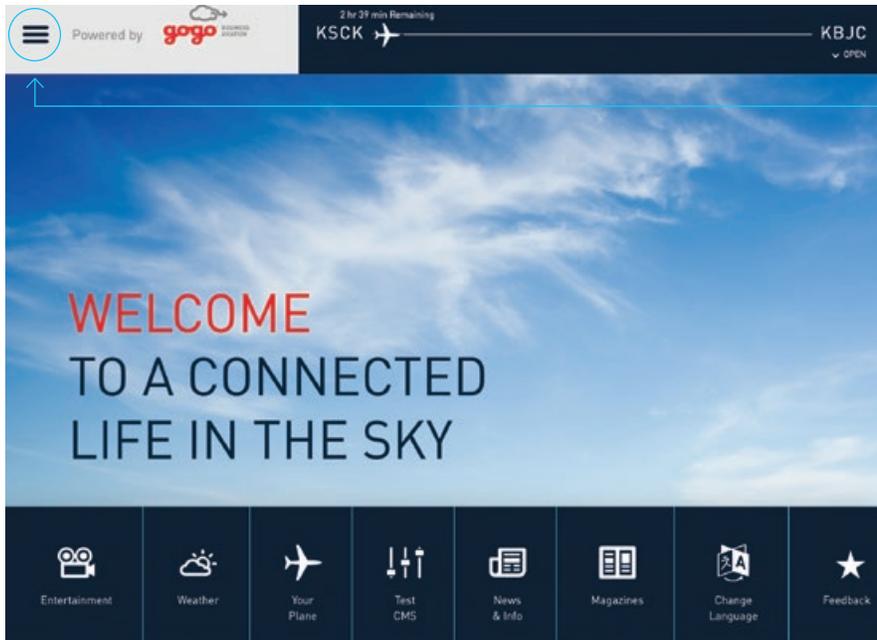
First, if you haven't done so already, you will need to download the Gogo Vision app while on the ground.

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:

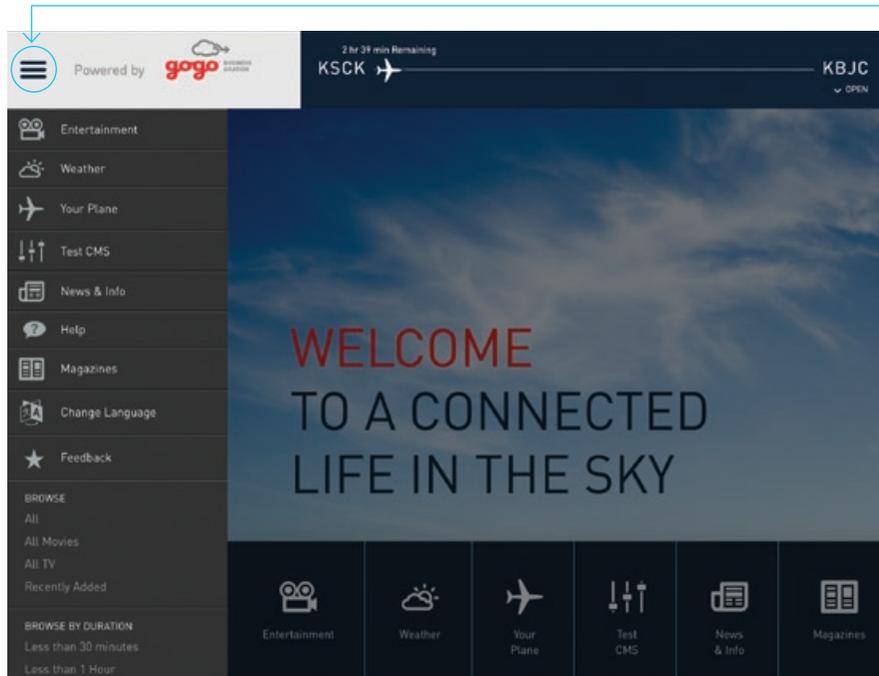
1. From your laptop Wi-Fi settings, connect to the aircraft Wi-Fi network.
2. Once you connect to the network, open a web browser to view Gogo Vision at: **video.gogo.aero**

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.

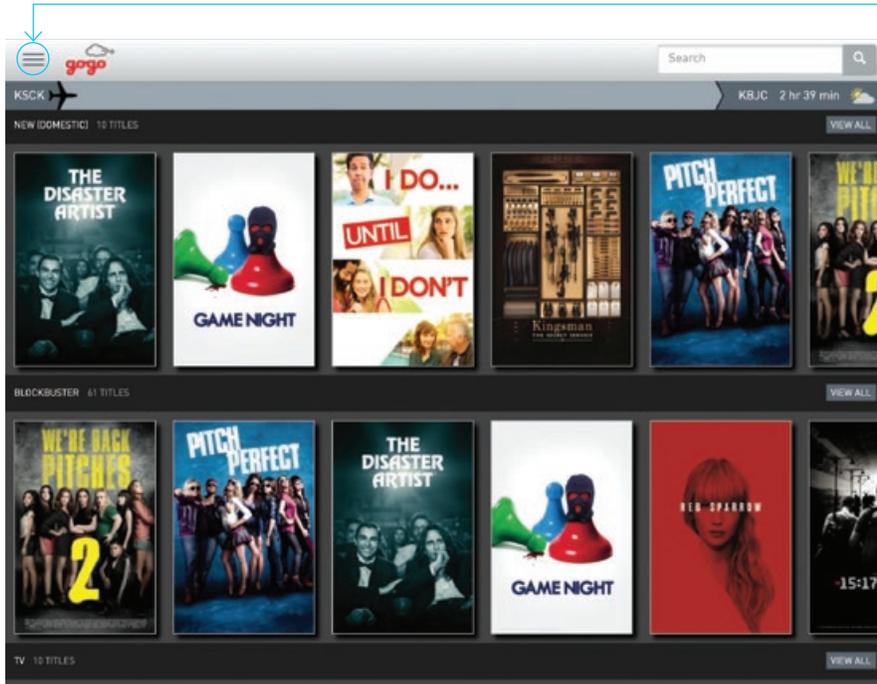
MENU AND NAVIGATION



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 **Recently Added** in the main menu, or scroll to the bottom of the **Entertainment** page to view the recently added titles catalog.

DESTINATION WEATHER

The screenshot shows the Gogo Inflight Entertainment weather interface for Rocky Mountain Metropolitan Airport. The current temperature is 66°F and the condition is Partly Cloudy. A large sun and cloud icon is displayed. The interface includes a 'DETAILS' section with the following information:

DETAILS	
Precipitation Probability	15%
Wind Direction	SW
Wind Speed	6 mi/h
Feels Like	66 F°

Below the details is a 10-Day Forecast section with a 'Hourly Forecast' tab selected. The forecast shows the following data:

Day	Date	Icon	High	Low
Friday	6-22	Partly Cloudy	55°	55°
Saturday	6-23	Partly Cloudy	84°	55°
Sunday	6-24	Thunderstorm	69°	52°
Monday	6-25	Partly Cloudy	82°	59°
Tuesday	6-26	Sunny	93°	62°
Wednesday	6-27	Partly Cloudy	92°	62°

A blue circular icon for 'The Weather Channel' is located in the bottom-right corner of the interface, with a blue line pointing to it from the text on the right.

You can check the weather at your destination at any time. Access **Destination Weather** from the home page, main menu, or via the weather icon located underneath the search button.

To view weather in other locations, visit the Weather Channel website by selecting the logo in the bottom-right corner.

RECENT NEWS

The screenshot displays the Gogo Vision news interface. At the top left, there is a hamburger menu icon and the Gogo logo. A search bar is located at the top right. The main content area features a large video player on the left and a grid of smaller video thumbnails on the right.

Main Video Player:

- Title:** How Options Strategist Steve Sosnick Is Trading Fiat Chrysler
- Date/Time:** Thursday, June, 7th 2018 - 1:59 pm (20 hours ago)
- Stock Info:** FIAT CHRYSLER AUTOMOBILES NV, Bloomberg 21.40, ▲0.23, 1.06%
- Description:** Jun 07 -- Steve Sosnick, Interactive Brokers' chief options strategist, discusses his options strategy with Bloomberg's Julie Hyman on "Bloomberg Markets."
- Navigation:** PREVIOUS VIDEO (HSBC's Bhandari Sees RBI Raising Rates Again in October) and NEXT VIDEO (Kingdon CIO Calls Commerzbank an Attractive Acquisition Target).

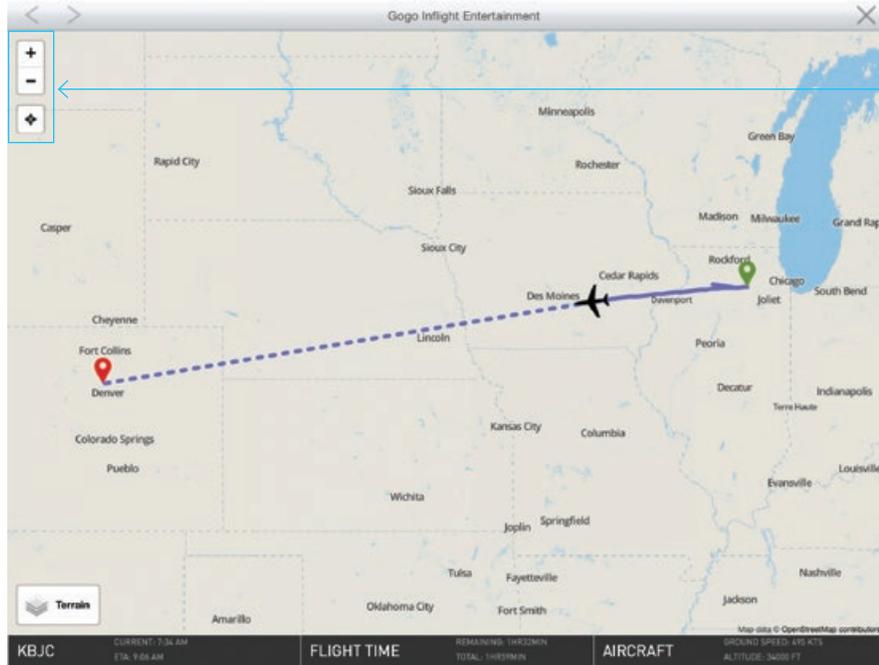
Video Grid:

- NOW PLAYING:**
 - How Options Strategist Steve Sosnick Is Trading Fiat Chrysler
 - Kingdon CIO Calls Commerzbank an Attractive Acquisition Target
- U.S. Deal With ZTE Meets With Congressional Criticism**
- Laszard CEO Says Crypto Shows Reserve Status Isn't Assured for Dollar**
- Russian Projects Received \$1.8 Billion From Saudi Investors, RDF ...**
- Laszard CEO Says Crypto Shows Reserve Status Isn't Assured for Dollar**
- UBS Is Said To Trim Asset-Management Jobs in China Pivot**
- Emerging Market Crisis Talk Is Nonstart, Says UBS's Deloof**

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.

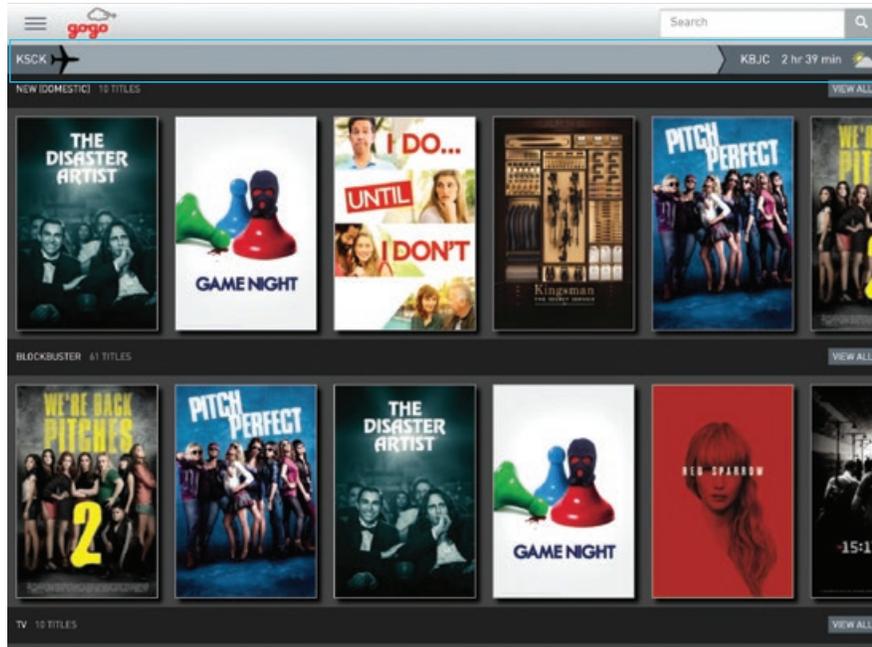
YOUR PLANE (FLIGHT PROGRESS)



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

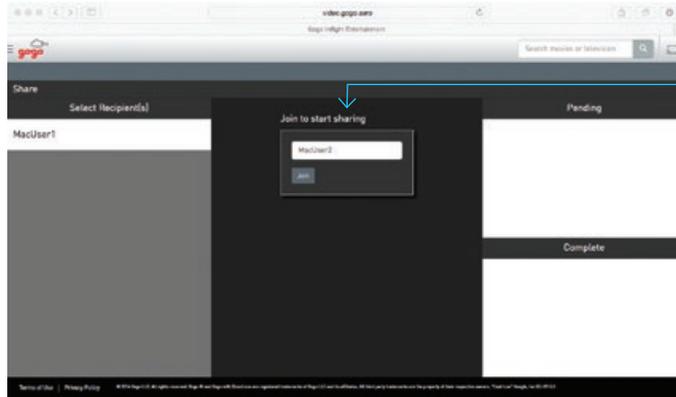
The live moving map provides a birds-eye view of the aircraft's position, route previously traveled, planned route to destination, current altitude and ground speed, arrival time, destination weather and more. You can zoom, switch between satellite and standard map display modes, and select full or partial screen views.

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.

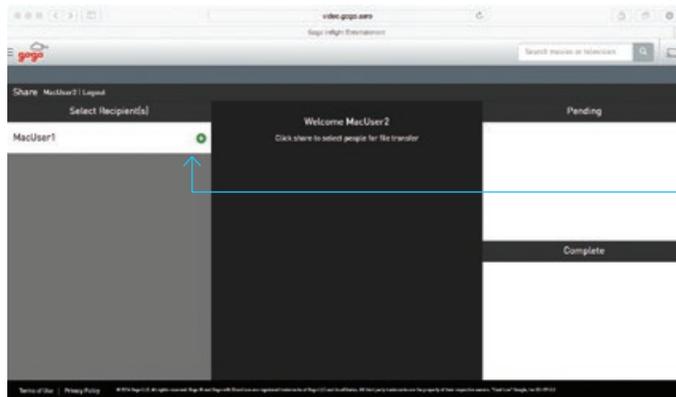
FILE SHARING (SHARE): LAPTOP ONLY



Access Gogo Vision's file sharing capability from the main menu.

Step 1:

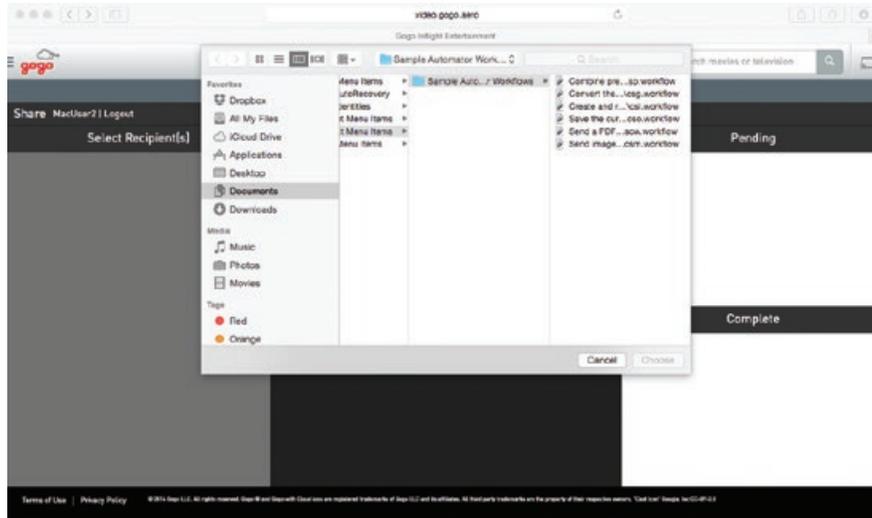
After selecting "Share" from the application's feature menu, you will be prompted to log in with a desired username.



Step 2:

After logging in, you can select recipients to share with on the left-hand side of the screen.

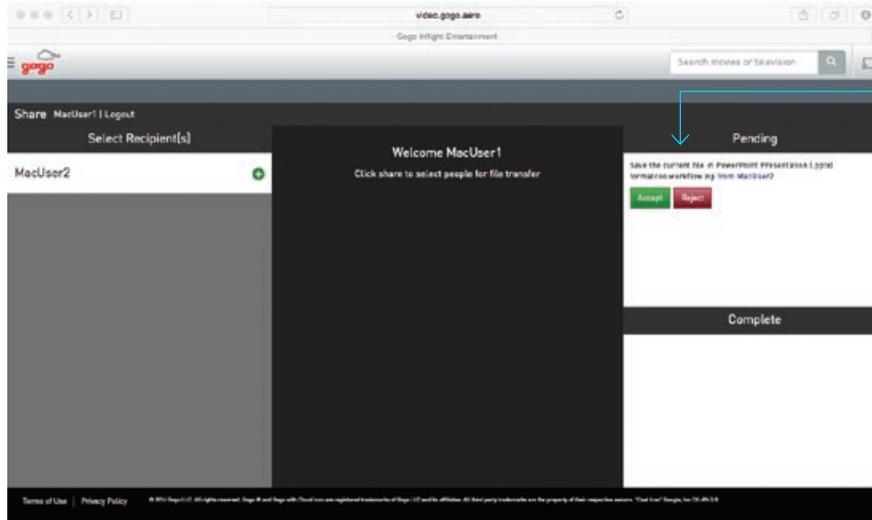
FILE SHARING (SHARE): LAPTOP ONLY



Step 3:

When you select to share a file, you will be prompted to select the file that you wish to share.

FILE SHARING (SHARE): LAPTOP ONLY

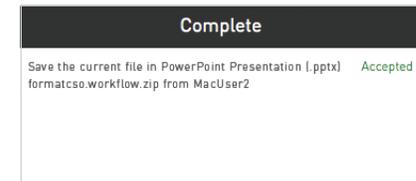


Step 5:

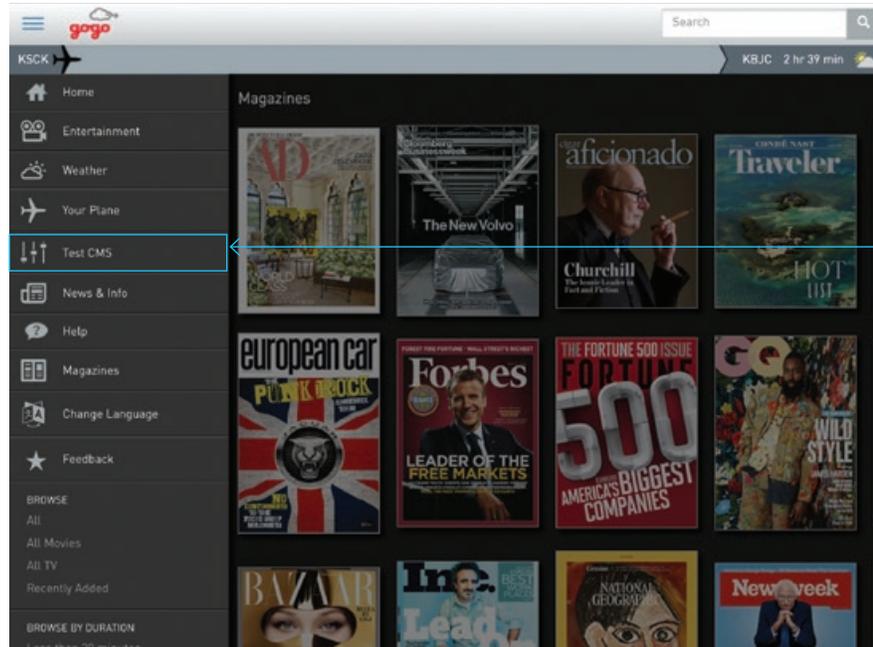
After a file has been selected, the recipient user will be prompted to accept or reject the incoming file share.

If the incoming file share is rejected, users will be notified and the action is canceled. If the share is accepted, the incoming file will be saved to the recipient's **Downloads** folder.

You can view past file share activity by looking in the "Complete" window on the page.



CABIN MANAGEMENT ACCESS

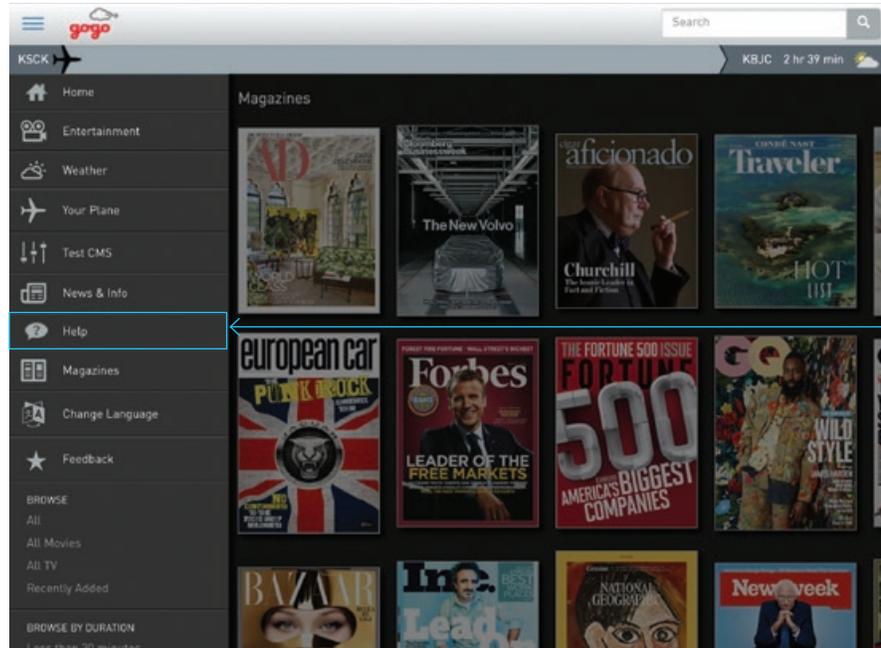


For aircraft with a cabin management system integrated with Gogo Vision, CMS controls (like turning lights on and off, etc.) can be accessed straight from the Gogo Vision app menu. Just tap to open your CMS, do what you need, and get right back to your entertainment.

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.

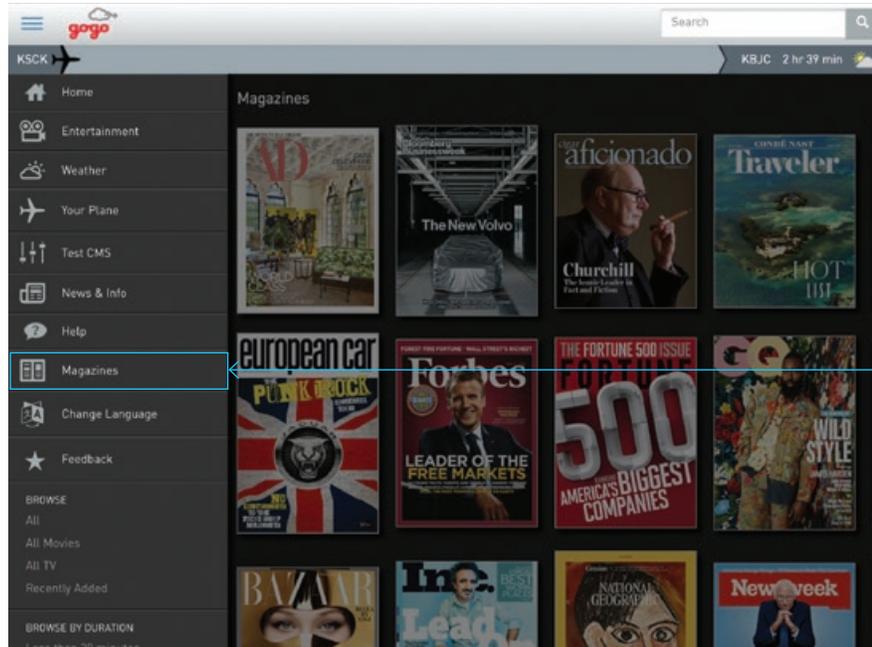
HELP



ADDITIONAL HELP

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

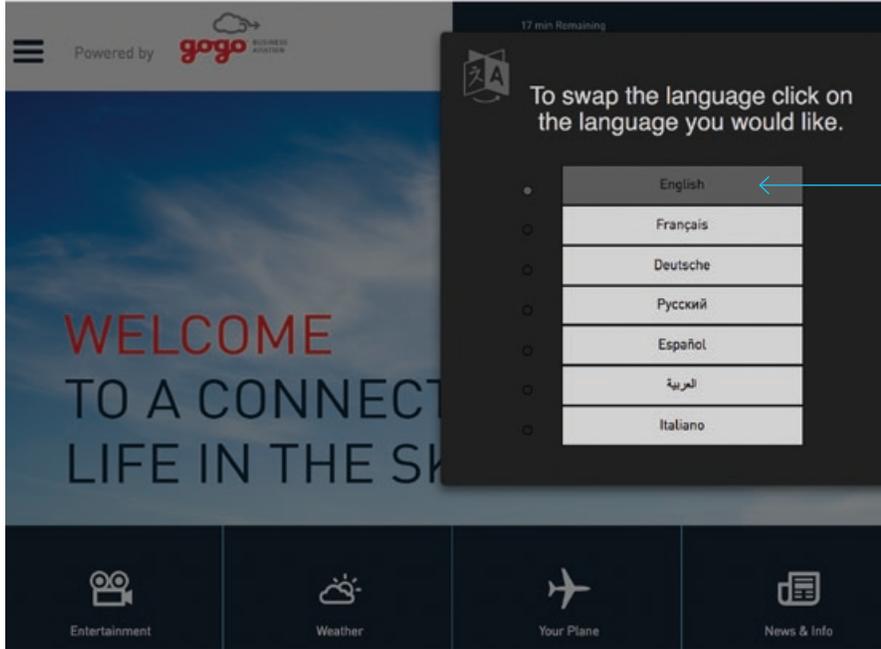
MAGAZINES



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.

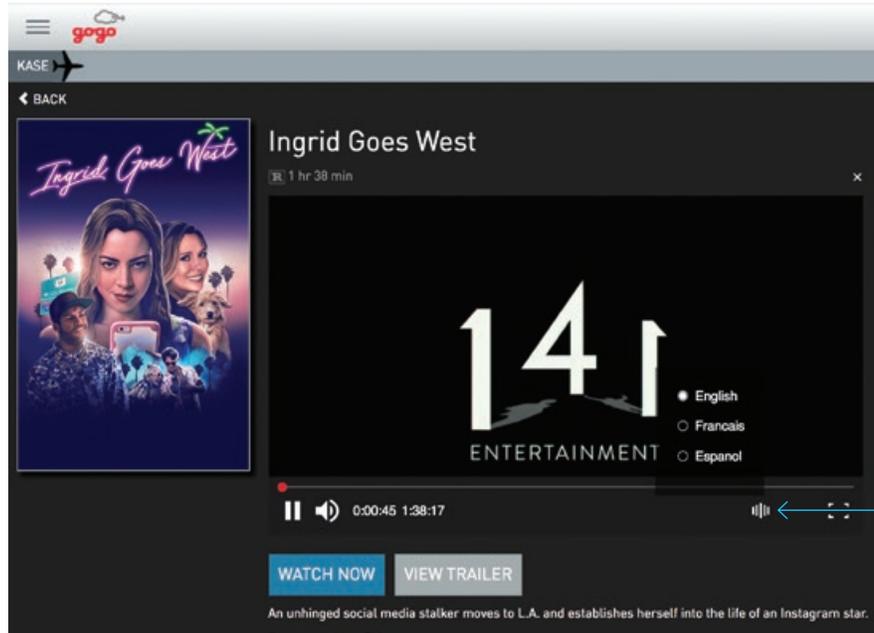
CHANGE THE USER INTERFACE LANGUAGE



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

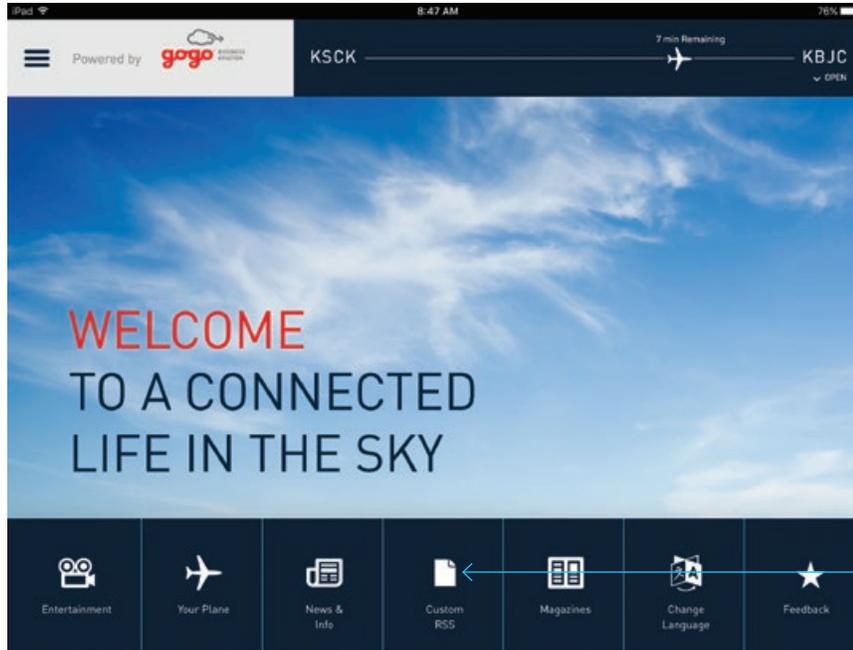


The screenshot shows the Gogo Vision interface. At the top left, there is a menu icon and the 'gogo' logo. Below that, the text 'KASE' is visible with a right-pointing arrow, and a 'BACK' button with a left-pointing arrow. The main content area features a movie poster for 'Ingrid Goes West' on the left, which shows a woman holding a smartphone. To the right of the poster, the title 'Ingrid Goes West' is displayed, followed by a duration of '1 hr 38 min'. A large, semi-transparent overlay is centered on the screen, featuring the number '14' in a large font, with a small upward-pointing arrow to its right. Below the number, the word 'ENTERTAINMENT' is written in a smaller font. To the right of 'ENTERTAINMENT', there are three radio button options: 'English' (which is selected), 'Français', and 'Español'. At the bottom of the interface, there is a video player with a progress bar, a play/pause button, a volume icon, and a time display showing '0:00:45' out of '1:38:17'. Below the player are two buttons: 'WATCH NOW' and 'VIEW TRAILER'. At the very bottom, a short synopsis is visible: 'An unhinged social media stalker moves to L.A. and establishes herself into the life of an Instagram star.'

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

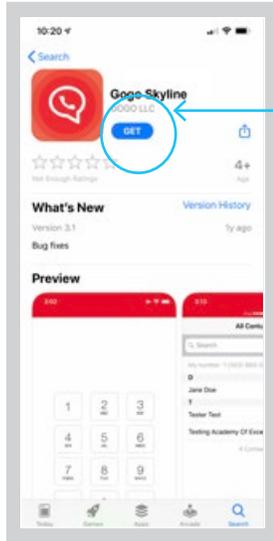


Ready to use your own smartphone in flight? We'll show you how to install and use the app.



QUICK SET UP

1. DOWNLOAD AND INSTALL



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

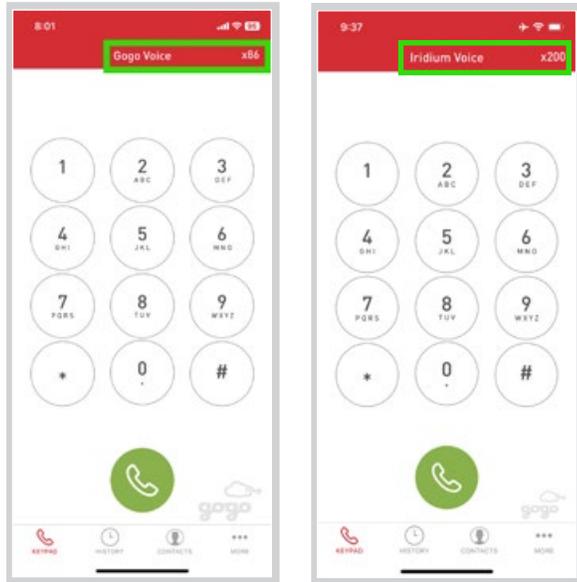


Note: Gogo Skyline eliminates the need for ground registration. Just open the app in flight and it will automatically detect your hardware for the best call.

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

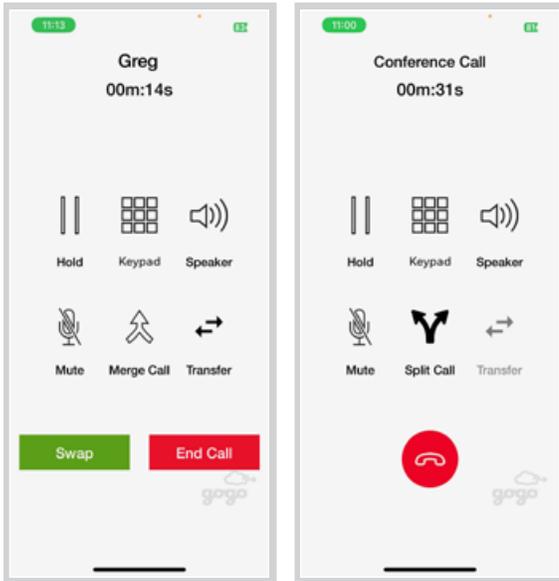
To place a call, simply dial the number using the keypad or select an existing contact.

4. CALL THE AIRCRAFT FROM THE GROUND

Dial the aircraft's dedicated phone number.

Note: Obtain your aircraft 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.

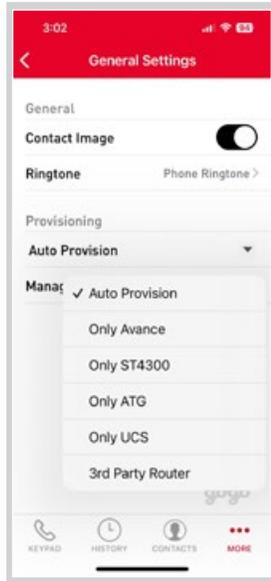
Note: First call will be placed on hold while dialing second number.

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.

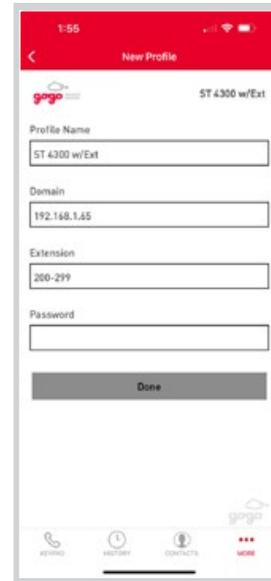
ADVANCED SET UP

7. SPECIAL PROVISIONING



1. If Skyline is unable to provision automatically, select More from bottom right corner of screen.
2. Select General Settings. 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 configuration, contact Gogo Technical Support at +1 303.301.3278, option 3.



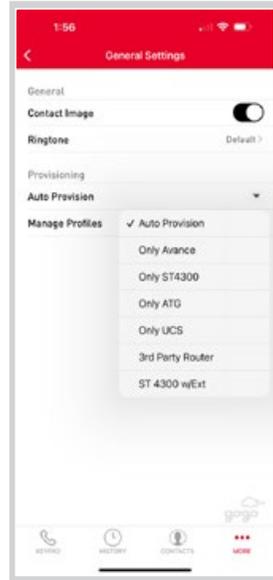
If your equipment is not in the auto-provisioning list, you have the option to configure Skyline to connect to your equipment. Select Manage Profiles, select the plus sign (+) to create a custom profile. Custom profiles allow users to set up extensions and country-specific dial plans. Refer to your cabin 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

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Fax: +1.888.398.1800

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