

User guide

# DASH CONNECTIVITY INSIGHTS

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## **DASH CONNECTIVITY INSIGHTS OVERVIEW**

Gogo DASH Connectivity Insights is one component of the Gogo DASH toolkit. The toolkit consists of the front-end applications, back-end systems, and processes that capture and display Gogo installed equipment, and network, operation, and general logistical information regarding that aircraft and its associated fleet.

### **DASH Connectivity Insights primary features:**

1. Web application that is agnostic to personal device type and browsers
2. Fleet and single aircraft views
3. Aircraft flight summary/overview
4. Installation and operational information regarding Gogo equipment on the aircraft
5. Summary and individual connected device information
6. Summary reporting on fleet and Individual aircraft

## DASH CONNECTIVITY INSIGHTS PAGE NAVIGATION

### 1. Login

The login page features a large blue sky and aircraft wing background. At the top left is the Gogo DASH logo. Below it is a form with fields for 'USERNAME' and 'PASSWORD', a 'SIGN IN' button, and a 'Forgot Password?' link. The bottom right corner contains copyright information: 'Copyright © 2014 Gogo Business Aviation LLC. All Rights Reserved'.

### 2. Login accepted - loading account

The dashboard header includes the Gogo DASH logo, account dropdown ('SELECT'), and user profile ('John Doe'). Below the header is a search bar and a message: '7346 accounts. Use account pulldown or search to filter...'. The bottom right corner shows copyright information: 'Copyright © 2014 Gogo Business Aviation LLC. All Rights Reserved'.

### 3. Aircraft information – fleet summary

The fleet summary page has a 'FLEET SUMMARY' section with account details ('Account: Learjet', 'Aircraft: 67', 'In Flight: 4 [1 Alert, 2 Warning]') and a 'LEARJET - FLIGHT OVERVIEW' table. The table lists aircraft details like N199WN, N490KE, N505XU, and N505XU, along with their flight status, connected devices, usage, and last update. A note at the bottom states: '\* Flight status info only available for Avance L30/S equipped aircraft'.

### 4. Aircraft information – specific tail summary

The specific aircraft summary page has an 'AIRCRAFT SUMMARY' section for N490KE - Gulfstream III, showing flight status ('In Flight'), and a 'N490KE - FLIGHT HISTORY' table. The table lists four flights from March 28, 2018, to March 27, 2018, with details like flight number, status, connected devices, usage, and last update. A note at the bottom states: '\* Flight status info only available for Avance L30/S equipped aircraft'.

## 5. Aircraft information – network

**Cargo DASH**

DASHBOARD ADMINISTRATION CONTACT John Doe

Account: LEARJET | Aircraft: N490KE | Flight: | Interval: UTC 11:00 | UTC 10:15 | ALL | Search:

**INTERVAL DETAIL**  
Aircraft: N490KE  
Flight: 24 Jul 2018 UTC 11:00  
In Flight

Interval UTC	Health	Altitude	Lat.	Long.
UTC 12:15		10281 ft	37.21	122.42
UTC 12:20		11781 ft	37.11	119.22
UTC 12:25		13281 ft	37.01	116.87
UTC 12:30		14781 ft	36.91	112.91
UTC 12:35		16281 ft	36.81	109.12
UTC 12:40		17781 ft	36.71	106.99
UTC 12:45		19281 ft	36.61	105.57

**NETWORK** **HARDWARE** **DEVICES** **SERVICES**

**GOGO BIZ NETWORK**  
(Above Service Altitude)

Latitude	Airport ID	Altitude
36.9421°N	A07100	18917 ft
-121.3981		

Data Rate Consumption: --- Signal To Noise Ratio: ---

\* Flight status info only available for Avance L3/L5 equipped aircraft

## 6. Aircraft information - device usage

**Cargo DASH**

DASHBOARD ADMINISTRATION CONTACT John Doe

Account: LEARJET | Aircraft: N490KE | Flight: | Interval: UTC 11:00 | UTC 10:15 | ALL | Search:

**FLIGHT SUMMARY**  
N490KE - Gulfstream III  
Intervals: 6  
Status: In Flight

Interval UTC	Health	Altitude	Lat.	Long.
UTC 12:15		10281 ft	37.21	122.42
UTC 12:20		11781 ft	37.11	119.22
UTC 12:25		13281 ft	37.01	116.87
UTC 12:30		14781 ft	36.91	112.91
UTC 12:35		16281 ft	36.81	109.12
UTC 12:40		17781 ft	36.71	106.99
UTC 12:45		19281 ft	36.61	105.57

**USAGE** **SINR/DRC**

Interval UTC	Health	SINR 1	DRC 1	SINR 2	DRC 2
UTC 12:15		10.1231	1791	11.0114	1801
UTC 12:20		10.1231	1791	11.0114	1801
UTC 12:25		10.1231	1791	11.0114	1801
UTC 12:30		10.1231	1791	11.0114	1801
UTC 12:35		3.1454	1791	11.0114	1801
UTC 12:40		10.1231	1791	11.0114	877
UTC 12:45		10.1231	1791	2.0123	1801

\* Flight status info only available for Avance L3/L5 equipped aircraft

## 7. Aircraft information - device SINR/DRC

**Cargo DASH**

DASHBOARD ADMINISTRATION CONTACT John Doe

Account: LEARJET | Aircraft: N490KE | Flight: | Interval: UTC 11:00 | UTC 10:15 | ALL | Search:

**FLIGHT SUMMARY**  
N490KE - Gulfstream III  
Intervals: 6  
Status: In Flight

Interval UTC	Health	Altitude	Lat.	Long.
UTC 12:15		10281 ft	37.21	122.42
UTC 12:20		11781 ft	37.11	119.22
UTC 12:25		13281 ft	37.01	116.87
UTC 12:30		14781 ft	36.91	112.91
UTC 12:35		16281 ft	36.81	109.12
UTC 12:40		17781 ft	36.71	106.99
UTC 12:45		19281 ft	36.61	105.57

**USAGE** **SINR/DRC**

Interval UTC	Health	SINR 1	DRC 1	SINR 2	DRC 2
UTC 12:15		10.1231	1791	11.0114	1801
UTC 12:20		10.1231	1791	11.0114	1801
UTC 12:25		10.1231	1791	11.0114	1801
UTC 12:30		10.1231	1791	11.0114	1801
UTC 12:35		3.1454	1791	11.0114	1801
UTC 12:40		10.1231	1791	11.0114	877
UTC 12:45		10.1231	1791	2.0123	1801

\* Flight status info only available for Avance L3/L5 equipped aircraft

## 8. Aircraft summary report

**Cargo DASH**

DASHBOARD ADMINISTRATION CONTACT John Doe

Account: LEARJET | Aircraft: N490KE | Flight: | Interval: UTC 11:00 | UTC 10:15 | ALL | Search:

**Aircraft Report**  
Summary 06/07/2018 - 06/04/2018

**Aircraft Summary**

Flight	Total Usage
CONNECTED DEVICES	0
VISUAL HEADS	0

**Network Summary**

Interval	Lat	Long	Count
A07100	36.9421°N	-121.3981	1

DISCLAIMER: All usage data is derived and may differ from actual usage total.

## DASHBOARD DESCRIPTION

The Dashboard is the initial screen that allows you to navigate Connectivity Insights. The menu at the top of the screen will guide you through the system.

There are six columns of viewable data with an aircraft search function to find individual tail numbers. These elements can be ordered by clicking on the column names.

FIELD NAME	DEFINITION
Aircraft	Fleet aircraft tail number
Flight Status	Current status of the aircraft (in-flight or at gate)
Connected Devices	Number of currently connected devices
Usage	In-flight only measure and combines both upload and download usage
Updated UTC	Last updated time slice of data
Health	Gogo system health

- › **Login/Authentication**
- › **External vs. Internal login**
  - External sees just their fleet
  - Dashboard basic health status
  - Choose flight
  - Click through tabs
  - Click through time dots on map
- › **Internal sees system-wide view**
  - Fleet view all accounts
  - Choose flight
  - Click through tabs
  - Click through time dots on map
- › **Data**
  - Derivation is from real data feeds
  - DASH displays date for a 14-day window; after 14 days, that data becomes historical
  - Data refresh - approximately every 25 minutes for AVANCE systems and 45 minutes for Gogo Biz ATG systems
- › **General navigation clicks point, and data will change in the Tabs Network, Hardware, devices, services**
  - On that specific tail, we can pick up flights for that tail within a 14-day window
- › **Reporting**
  - Available for a specific aircraft or a fleet
  - Reporting is for a 90-day window
- › **DASH administrators can add users within their organization**
  - Performance indicators
    - o Green: systems performing as expected
    - o Yellow: Signal-to-Noise Ratio (SiNR) and/or Data Rate Consumption (DRC) is below the expected threshold
    - o Red: system(s) performance is not performing as expected

## SPECIFIC AIRCRAFT-SUMMARY DETAIL AND FLIGHT DERIVATIONS

Once you select an aircraft tail number from the fleet list, you will be taken to the Aircraft Summary and Flight selection page. This page will allow you to identify one or more flight derivations you would like to inspect.

gogo DASH

DASHBOARD ADMINISTRATION CONTACT John Doe ?

Account Aircraft Flight  
LEARJET N490KE ALL Search

AIRCRAFT SUMMARY REPORT...  
N490KE - Gulfstream III

Flights: 4 Status: In Flight ...additional aircraft summary details...

Map of the United States showing flight paths and locations. A red dot indicates the current position of the aircraft.

N490KE - FLIGHT HISTORY March 2018

FLIGHT	FLIGHT STATUS	CONNECTED DEVICES	USAGE	UPDATED (UTC)	HEALTH
28 Mar 2018 - 10:13 UTC	IN-FLIGHT	3	12 MB	Mar 28, 21:17:25	!
28 Mar 2018 - 08:27 UTC	GATE	8	1.25 MB	Mar 28, 21:17:25	✓
27 Mar 2018 - 15:35 UTC	GATE	4	403 KB	Mar 27, 21:17:25	✗
27 Mar 2018 - 07:54 UTC	GATE	4	3.75 MB	Mar 27, 21:17:25	!

...additional aircraft summary cards...

\* Flight status info only available for Avance L3/L5 equipped aircraft

Once you select a flight, you will be taken to a detailed page that will allow you to choose information summaries on:

- › Overview
- › Network
- › Hardware
- › Devices
- › Services

The screenshot displays the Gogo DASH interface. At the top, there's a navigation bar with tabs for DASHBOARD, ADMINISTRATION, and CONTACT, and a user profile for John Doe. Below the navigation bar, there are dropdown menus for Account (LEARJET), Aircraft (N490KE), Flight (UTC 11:00), and Interval (UTC 12:15). A search bar and a status indicator (green checkmark, yellow warning, red error) are also present.

**INTERVAL DETAIL**

Aircraft: N490KE  
Flight: 24 Jul 2018 UTC 11:00  
In Flight ✈

SINR	12.231
DRC	-1.123
USAGE UPLOAD	12.0 MB
TOTAL USAGE	125.5 MB
TOTAL NETWORK MGMT EVENTS	0

**MAP**

A map of the United States showing flight paths. A specific flight path is highlighted with a series of green dots and ends with a yellow circle containing a plane icon, indicating the current position or destination.

**NETWORK**

Interval UTC	Health	Altitude	Lat.	Lng.
UTC 12:15	●	10281 ft	37.21	122.42
UTC 12:20	●	11781 ft	37.11	119.22
UTC 12:25	●	13281 ft	37.01	116.87
UTC 12:30	●	14781 ft	36.91	112.91
UTC 12:35	●	16281 ft	36.81	109.12
UTC 12:40	●	17881 ft	36.71	106.99
<b>UTC 12:45</b>	●	<b>19281 ft</b>	<b>36.61</b>	<b>105.57</b>

**GOGO BIZ NETWORK**

(Above Service Altitude)

LATITUDE	36.942215	ALTITUDE	18957 ft.
LONGITUDE	-121.3591		
Data Rate Consumption: --		Signal To Noise Ratio: --	

\* Flight status info only available for Avance L3/L5 equipped aircraft

## SPECIFIC AIRCRAFT-NETWORK DETAIL

Once you select a tail number from the Fleet Dashboard, you will be taken to that flight's current flight map and detail screen for Network information. The Network tab will allow you to visualize the connection source and see details about each source.

### Example

CONNECTION SOURCES	GOGO BIZ NETWORK	
Swiftbroadband	{Above service altitude}	
Satellite	Latitude	Altitude
Gogo Biz	Longitude	Horizontal velocity
Air-to-Ground internet	Time (UTC)	Vertical velocity
	Flight date	
	Data rate consumption	Signal-to-Noise Ratio (SINR)
	Data rate consumption 2 (2nd card)	Signal-to-Noise Ratio 2 (2nd card)

## SPECIFIC AIRCRAFT-HARDWARE DETAIL

Once you select a tail number from the Fleet Dashboard, you can navigate to the Hardware submenu to find the Gogo equipment information and user guides associated with the aircraft.

**Note:** If the flight department has chosen to switch equipment on an aircraft and has not updated the maintenance logistics records associated with Gogo equipment management, information displayed within the associated Hardware submenu might be delayed or inaccurate.

Sep 24th - 4:10 PM America/Denver

**ACM**

AIRCRAFT ID (ACID)	BFDE65
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**AVANCE L5**

SERIAL NUMBER	3411000200249	REVISION CODE	B
SOFTWARE VERSION	2.0.0.30065		

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## SPECIFIC AIRCRAFT-CONNECTED DEVICES DETAIL

Once you select a tail number from the Fleet Dashboard, you can navigate to the connected devices detail submenu item to find the device summary information page. This page lists a summary of all connected devices and a general summary of usage with respect to how the devices are using the bandwidth.

The screenshot shows the DASH interface for flight N490KE. The top navigation bar includes Account (LEARJET), Aircraft (N490KE), Flight (UTC 11:00), Interval (ALL), and a Search bar. The main area is divided into two sections: FLIGHT SUMMARY and USAGE.

**FLIGHT SUMMARY:**

- N490KE - Gulfstream III**
- Intervals:** 6
- Status:** In Flight
- ASA:** 143 min
- USAGE DOWNLOAD:** 113.5 MB
- USAGE UPLOAD:** 12.0 MB
- TOTAL USAGE:** 125.5 MB
- VOLUME CONTROL EVENTS:** 0

A map of the United States shows the flight path with several green dots indicating device locations and one orange dot at the current position.

**USAGE:**

Interval UTC	Health	Altitude	Lat.	Lng.	SINR/DRC					
					MANUFACTURE	MAC ADDRESS	IP ADDRESS	UPLOAD	DOWNLOAD	
UTC 12:15	●	10281 ft	37.21	122.42	Viewsonic V37	C1-F1-AE-9A-04-79	192.168.0.5	500.6 KB (10%)	1.4 MB (40%)	***
UTC 12:20	●	11781 ft	37.11	119.22	iPhone 6S Plus	F0-19-78-AC-D6-92	243.103.72.74	17.5 KB (3%)	805.4 KB (20%)	***
UTC 12:25	●	13281 ft	37.01	116.87	Macbook Pro	af-59-d6-54-fc-3b	188.104.61.89	70.2 KB (7%)	74.2 KB (6%)	***
UTC 12:30	●	14781 ft	36.91	112.91	iPhone 7 Plus	48:d2:47:1e:89:d0	38.25.128.250	2.6 KB [1%]	5.4 KB (2%)	***
UTC 12:35	●	16281 ft	36.81	109.12						
UTC 12:40	●	17881 ft	36.71	106.99						
UTC 12:45	●	19281 ft	36.61	105.57						

Legend: ● Browsing ■ Secure ■ Streaming ■ Gaming

\* Flight status info only available for Avance L3/L5 equipped aircraft

A list of connected devices is shown. IP addresses are always available along with the individual device usage. MAC addresses and device manufacturers will not always be available. As DASH incorporates more informational resources, this information will be populated when available.

This section provides a detailed view of the connected devices and their usage, similar to the one in the screenshot above but with more rows of data.

Interval UTC	Health	Altitude	Lat.	Lng.	SINR/DRC					
					MANUFACTURE	MAC ADDRESS	IP ADDRESS	UPLOAD	DOWNLOAD	
UTC 12:15	●	10281 ft	37.21	122.42	Viewsonic V37	C1-F1-AE-9A-04-79	192.168.0.5	500.6 KB (10%)	1.4 MB (40%)	***
UTC 12:20	●	11781 ft	37.11	119.22	iPhone 6S Plus	F0-19-78-AC-D6-92	243.103.72.74	17.5 KB (3%)	805.4 KB (20%)	***
UTC 12:25	●	13281 ft	37.01	116.87	Macbook Pro	af-59-d6-54-fc-3b	188.104.61.89	70.2 KB (7%)	74.2 KB (6%)	***
UTC 12:30	●	14781 ft	36.91	112.91	iPhone 7 Plus	48:d2:47:1e:89:d0	38.25.128.250	2.6 KB [1%]	5.4 KB (2%)	***
UTC 12:35	●	16281 ft	36.81	109.12						
UTC 12:40	●	17881 ft	36.71	106.99						
UTC 12:45	●	19281 ft	36.61	105.57						

Legend: ● Browsing ■ Secure ■ Streaming ■ Gaming

## SPECIFIC AIRCRAFT-SERVICES DETAIL

Once you select a tail number from the Fleet dashboard, you can navigate to the services detail submenu item to find the service summary information page. This page will list a summary of all provisioned services associated with the aircraft.

### Plan Information

TYPE OF PLAN	<b>Gogo Biz 4G Data Pro</b>	USAGE THIS CYCLE	<b>21,862 mb</b>
TRAFFIC SHAPING POLICY	<b>BA_High</b>		

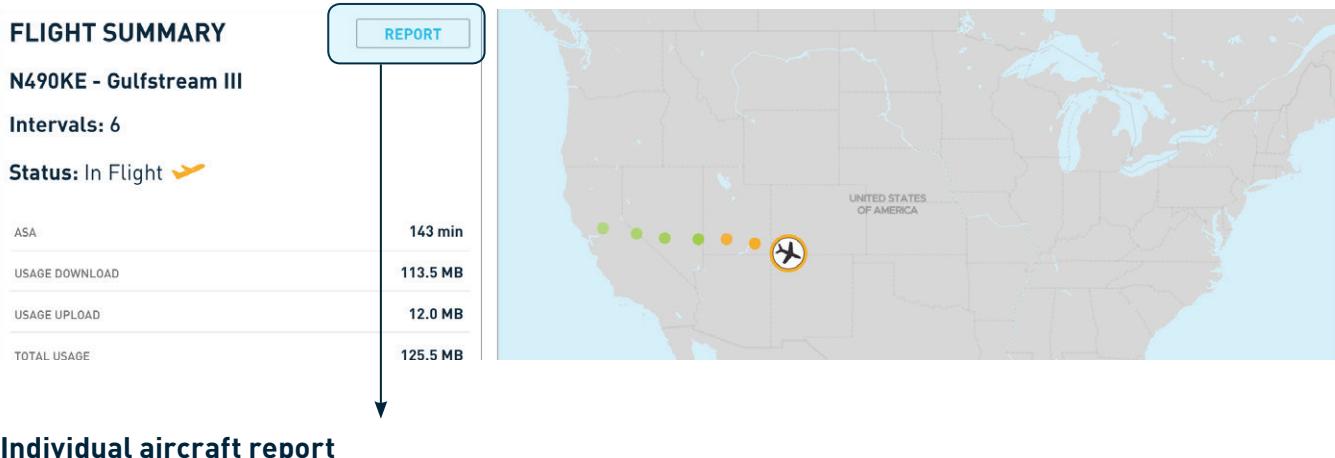
### Gogo Vision

SERIAL NUMBER	<b>50678</b>	SOFTWARE VERSION	<b>1.5</b>
CONTENT VIEWS	<b>4</b>	CATALOG VERSION	<b>127</b>

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## REPORTING

Easily run reports via the REPORT option in the FLIGHT SUMMARY. This reporting feature allows you to take a 90-day look at your fleet or individual tail-numbered aircraft.



### Individual aircraft report

The screenshot shows the 'Aircraft Report' page for aircraft N290EE. The interface includes:

- Summary** section with metrics: 0 FLIGHTS, 0 CONNECTED DEVICES, 0 KB TOTAL USAGE, 0 VISION VIEWS.
- Aircraft Summary** section for N290EE, showing flight history from 6/27 to 7/15.
- DISCLAIMER**: All usage data displayed is estimated and may differ from actual usage billed.

Once you choose to generate the report, the following information will be displayed for either a fleet or an individual aircraft.

## All aircraft fleet report

All Aircraft

Fleet Summary

AIRCRAFT	<b>52</b>	TOTAL USAGE	<b>87,173 MB</b>
FLIGHTS	<b>569</b>	CALLS	<b>32</b>
CONNECTED DEVICES	<b>2,193</b>	TEXTS	<b>8</b>
HEARTBEAT AVAILABILITY %	<b>98.3%</b>	VIEWS	<b>29</b>

01/23/2017 ~ 02/04/2018

Aircraft Summary

**N199WN**  
Boeing Business Jet
 

	<	1/23	1/24	1/25	1/26	1/27	1/28	1/29	1/30	1/31	2/01	2/02	2/03	2/04	>
OVERALL		✓	✓	✓	✓					✓	✓	✓	✓	✓	
NETWORK		✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	
GOOD TEXT & TALK		✓	!	✓	✓	✓	✓	✓	✓	!	✓	✓	✓	✓	
VISION		✓	✓	✓	✓		✓	✓	✗	✗	✓	✓	✓	✓	

**N490KE**  
Gulfstream III
 

	<	1/23	1/24	1/25	1/26	1/27	1/28	1/29	1/30	1/31	2/01	2/02	2/03	2/04	>
OVERALL		✓	✓	✓	✓					✓	✓	✓	✓	✓	
NETWORK		✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	
GOOD TEXT & TALK		✓	!	✓	✓	✓	✓	✓	✓	!	✓	✓	✓	✓	
VISION		✓	✓	✓	✓		✓	✓	✗	✗	✓	✓	✓	✓	

**N505XU**  
Embraer Lineage 1000
 

	<	1/23	1/24	1/25	1/26	1/27	1/28	1/29	1/30	1/31	2/01	2/02	2/03	2/04	>
OVERALL		✓	✓	✓	✓					✓	✓	✓	✓	✓	
NETWORK		✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	
GOOD TEXT & TALK		✓	!	✓	✓	✓	✓	✓	✓	!	✓	✓	✓	✓	
VISION		✓	✓	✓	✓		✓	✓	✗	✗	✓	✓	✓	✓	

**N253XG**  
North American Sabreliner
 

	<	1/23	1/24	1/25	1/26	1/27	1/28	1/29	1/30	1/31	2/01	2/02	2/03	2/04	>
OVERALL		✓	✓	✓	✓					✓	✓	✓	✓	✓	
NETWORK		✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	
GOOD TEXT & TALK		✓	!	✓	✓	✓	✓	✓	✓	!	✓	✓	✓	✓	
VISION		✓	✓	✓	✓		✓	✓	✗	✗	✓	✓	✓	✓	

## USER ADMINISTRATION

An administrator of an account can request that additional users within the company be registered for account access. This is done through the ADMINISTRATION menu item at the top of the screen.

The screenshot shows the Gogo DASH interface. At the top, there's a navigation bar with 'DASHBOARD' (highlighted in red), 'ADMINISTRATION' (which is the current page), 'CONTACT', and a user profile for 'John Doe'. Below the navigation is a search bar and filter dropdowns for 'Account' (set to 'LEARJET') and 'Aircraft' (set to 'ALL'). A toolbar with icons for search, refresh, and notifications is at the top right.

**FLEET SUMMARY**

Account: Learjet  
Aircraft: 67  
In Flight: 4 (1 Alert, 2 Warning)  
...additional fleet summary details...

**Learjet - FLIGHT OVERVIEW**

AIRCRAFT	FLIGHT STATUS	CONNECTED DEVICES	USAGE	UPDATED (UTC)	HEALTH
N199WN Boeing Business Jet	IN-FLIGHT	3	12 MB	Mar 28, 21:17:25	✗
N490KE Gulfstream III	IN-FLIGHT	8	1.25 MB	Mar 28, 21:17:25	!
N505XU Embraer Lineage 1000	--	6	5.2 MB	Mar 27, 21:17:25	!
N505XU Embraer Lineage 1000	GATE	4	1 MB	Mar 26, 21:17:25	✓

\* Flight status info only available for Avance L3/L5 equipped aircraft

You will need the following information to add users to your account:

- › Confirmation of account they are associated with in the Gogo instance of Salesforce
- › First name
- › Last name
- › Email address (this becomes the user ID)
- › Welcome email is sent to this address

Once the ADMINISTRATION menu item is selected, you will have to choose an account or add a new user to an existing account.

1. After the account is selected, the Administrator will be asked to add the user.

The screenshot shows a modal dialog titled "Create New User". It contains fields for First Name (Jill), Email (jsmith@email.com), Password (\*\*\*\*\*), and Confirm Password (\*\*\*\*\*). The "ADMIN" checkbox is unchecked. Below the form is a table showing existing users:

NAME	EMAIL	ACTIONS
Fenders 1a	fenders1a@example.com	▼
Max Berger	mberger@gogolair.com	▼

An "Add New User" button is located at the bottom right of the dialog.

2. Add the user to the account
3. Added user has been added to the account list and can now be modified

The screenshot shows a table of users with actions:

NAME	EMAIL	ACTIONS
Max Berger	mberger@gogolair.com	<a href="#">Edit User</a> <a href="#">Send Password Reset</a> <a href="#">Delete User</a>
Quander18 Test78	quander18test78@automatetest.com	▼
Quander27 Test8	quander27test88@automatetest.com	▼

## **CONTACT**

The CONTACT top menu item will take you to information you need to contact Gogo Technical and Customer Support.

### **Technical Support**

HOURS	Technical Support is available 24/7
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	<a href="mailto:batechsupport@gogoaair">batechsupport@gogoaair</a>

### **Customer Support**

HOURS	Monday—Friday   0703-1700 (7:30 am-5:00 pm) MST
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	<a href="mailto:bacustomerservice@gogoaair">bacustomerservice@gogoaair</a>

## APPENDIX

### Gogo systems engineering acronym guide

[inside.gogoair.com/pages/viewpage.action?Spacekey=NAS0&title=The+guide+to+Gogo+acronym%27s](http://inside.gogoair.com/pages/viewpage.action?Spacekey=NAS0&title=The+guide+to+Gogo+acronym%27s)

### Legends, metrics, and scales

#### Within a flight interval

- Total network management events > 0

Health = WARNING

- Total network management events derive health status of the Network tab

#### Derive health status of the Network tab

##### Within an interval:

(ASA/BSA == ASA) and (SINR >= 5) and (DRC >= 1800)

Health = HEALTHY

(ASA/BSA == ASA) and (5 > SINR > 1)

Health = WARNING

(ASA/BSA == ASA) and (DRC < 1800)

Health = WARNING

(ASA/BSA == ASA) and (SINR <= 1)

Health = ALARM is 0

Health = HEALTHY

### Gogo equipment and supported services

#### Equipment supported:

- › AVANCE L5/L5i/L3
- › AVANCE SCS Media/SCS Elite
- › UCS 5000
- › ATG 1000/2000/4000/5000
- › ST4200
- › ST4300
- › Swiftbroadband (Aviator 300/350/700);  
Services and information supported
- › Plan information
- › Gogo Vision
- › Gogo Text and Talk

#### Bearers supported

- › Gogo Biz/Gogo Biz 4G network
- › Terrestrial modem
- › Iridium
- › Swiftbroadband

#### Supported operating systems

- › The system is device and OS agnostic.
- › This product was built with a strategic continual deployment and development strategy that enables very quick time to market for vetted change requests.

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