

GOGO IN-FLIGHT GUIDE

This document is designed as an add-on to your Getting Started Guide and shows you how to connect to Gogo in-flight Wi-Fi using the iPass app.

WHAT IS DIFFERENT?

You initially connect to Gogo in-flight Wi-Fi in the same way that you connect to any other iPass hotspot. The service will only be available at **10,000 feet** (3,000 metres) or higher and the login requires one additional step.

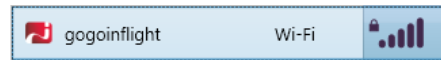
1. SELECT GOGO HOTSPOT

Before you connect to Gogo in-flight Wi-Fi, please ensure that **Wi-Fi** is **enabled** on your device.

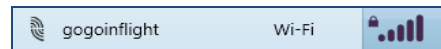
- At **10,000 feet** (3,000 meters) or higher, select the Gogo hotspot which is shown as an iPass network and typically called **gogoinflight**.



iPhone/iPad Wi-Fi settings



Windows laptop 2.4.x



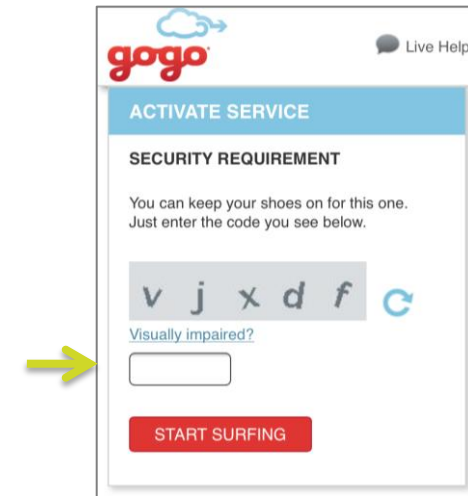
Windows laptop 2.5.x

- Complete the connection steps as you would for any other iPass hotspots.

2. SECURITY CODE

Next, a browser window opens and prompts you to confirm a security code (CAPTCHA) which is displayed on the screen.

- Type the code exactly as it appears in the field below.



CAPTCHA code

- Press the button at the bottom to start surfing – you are now connected to the internet.
- If you experience difficulties with CAPTCHA please try the **Visually impaired?** link.

SUPPORT

If you need assistance, please contact help@ipass.com

Please check the following for a successful connection:

- Ensure you have Wi-Fi enabled.
- Wi-Fi will only work at **10,000 feet** (3,000 meters) or higher on US domestic flights.
- Does auto-correct try and change the security code that you typed?