



# **iPass Inflight Wi-Fi Quick Start Guide**

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# iPass Inflight Wi-Fi

The iPass Inflight Wi-Fi Connection service enables secure and easy Wi-Fi connections on many commercial airliners.

- For US domestic and Canadian flights, iPass Inflight is powered by Aircell's gogo Inflight. For a list of carriers that offer Aircell gogo service, visit the coverage page at <http://www.gogoinflight.com>.
- For transcontinental international flights, iPass Inflight is powered by T-Mobile. Carriers currently offering the service on many flights include Lufthansa, Gulf Air, Transaero, and Japan Airlines.

## Features of Inflight Wi-Fi

- Use your existing iPass authentication credentials.
- Wi-Fi hotspot onboard authentication and enforcement of your enterprise's security policies on connection.
- iPass Inflight Wi-Fi uses CAPTCHA to ensure security.
- Available for Windows, Mac, iOS , Android, Windows RT/Touch, and Windows Phone 8.

## Limitations

- Service may not be available on all flights from a particular carrier. (Not all aircraft are currently equipped with Wi-Fi.)
- Gogo Inflight may only be used on US domestic and Canadian flights, at flight altitudes over 10,000 feet.
- International Inflight may only be used on transcontinental international flights.
- Voice Over IP (VOIP) services, such as Skype, are not supported.
- Implicit log-off, such as 802.11 radio link drop and laptop shutdown, is not supported.

## Usage for Inflight Wi-Fi

iPass Inflight Wi-Fi usage is tracked by flight *segment*. A flight segment is any interval between takeoff and landing. A non-stop flight is one segment, while a flight with a stop in the middle comprises two segments. Establishing a connection to the iPass Inflight Wi-Fi service on two successive segments will count as two sessions, and will be charged as two distinct transactions. You may stay connected as long as you like during a flight segment, subject to airline regulations, safety rules, and technical constraints.

### **Concurrent Connections**

When using the Open Mobile client, iPass Inflight customers may use multiple devices to connect simultaneously during a flight. For example, an iPass customer can have a mobile device connected with Open Mobile, while also being logged on with a laptop using Open Mobile. Please note that a separate billing record will be created for each device that authenticates on the network. A user that signs in with a laptop and a mobile device simultaneously would be charged for each connection.

Users may not make concurrent connections using browser login. A user can have a combination of one browser login and multiple Open Mobile client connections.



## About CAPTCHA

The United States Federal Aviation Administration (FAA) mandates the use of CAPTCHA verification for all airborne Wi-Fi connections, including those made by Open Mobile.

CAPTCHA verification, used on many popular Web sites, requires you to enter a randomly generated verification code to ensure your authenticity. These codes are deliberately designed to be difficult for machines to read.

Review and enter the code exactly as it is displayed. CAPTCHA codes are case-sensitive. You must enter the code within 120 seconds of login, and you are permitted up to 15 attempts to enter the code correctly.

## System Requirements

To make an iPass Inflight Wi-Fi connection, your Open Mobile administrator must have enabled gogo Inflight (for US domestic flights) or International Inflight (for international flights). Check with your help desk for more information.

### Technical Requirements:

- **Windows:** Microsoft Internet Explorer or Mozilla Firefox Web browser. Gogo Inflight requires Open Mobile v1.3 or later; International Inflight requires Open Mobile v2.2 or later.
- **Mac:** Safari or other Web browser. Gogo Inflight requires Open Mobile v1.1 or later; International Inflight requires Open Mobile v2.1 or later.
- **iOS:** Open Mobile app or Web browser.
- **Android:** Open Mobile app or Web browser.
- **Windows RT/Touch:** Open Mobile app or Web browser.
- **Windows Phone 8:** Open Mobile app or Web browser.

# Gogo Inflight Service

If Gogo Inflight has been enabled for domestic US and Canadian flights by your Open Mobile administrator, you can connect to the service using either Open Mobile or your supported device's Web browser.

**Remember that you can only connect at flight altitudes over 10,000 feet.**

## Using Open Mobile to Connect

Use your existing Open Mobile credentials to connect on any supported device.

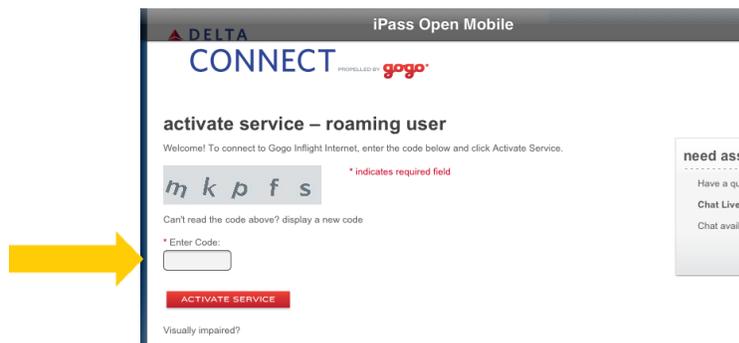
*When attempting to make a connection with any of the devices or methods described below, **do not minimize Open Mobile or navigate to another page.** If minimized, the CAPTCHA page will not be displayed properly and the connection will fail.*

### Windows or Mac

1. At **10,000 feet altitude or greater**, launch **Open Mobile**.
2. From the list of available networks, select **gogoinflight**.



3. Click **Connect**. (If you have not saved your username and password in Open Mobile, enter them when prompted.)
4. On the **Activate Service** landing page, review the CAPTCHA verification code.



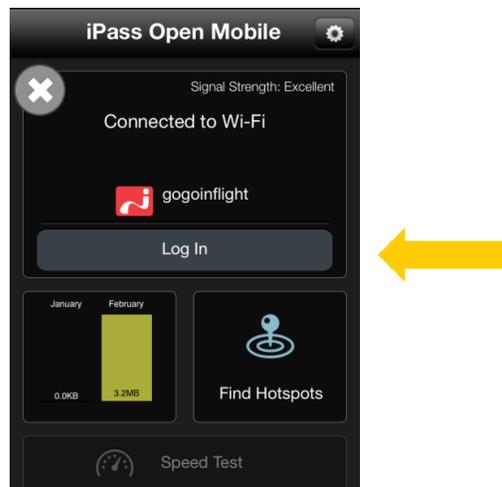
5. In **Enter Code**, enter the CAPTCHA verification code as displayed, and then click **Activate Service**. **Note:** the code is **case sensitive**. You are now connected and your status is shown as **Active**.

## iOS

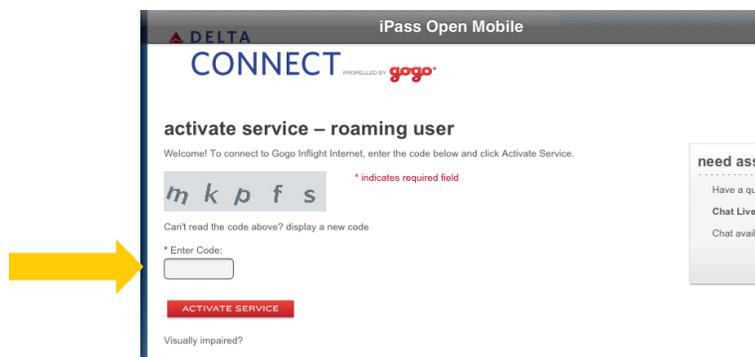
1. At **10,000 feet altitude or greater**, tap **Settings**, select **Wi-Fi**. Choose the **gogoinflight** Wi-Fi network.



2. Exit **Settings**. Some users (depending on their company settings) may see a notification atop their screen, informing them that they must enter additional information. If this is the case, tap on the notification to go directly to the CAPTCHA page.
3. Launch **Open Mobile**. (If you have not saved your username and password in Open Mobile, enter them when prompted. Then, tap **Save**.)
4. Tap **Log In**. Open Mobile will log you in to the Wi-Fi access point.

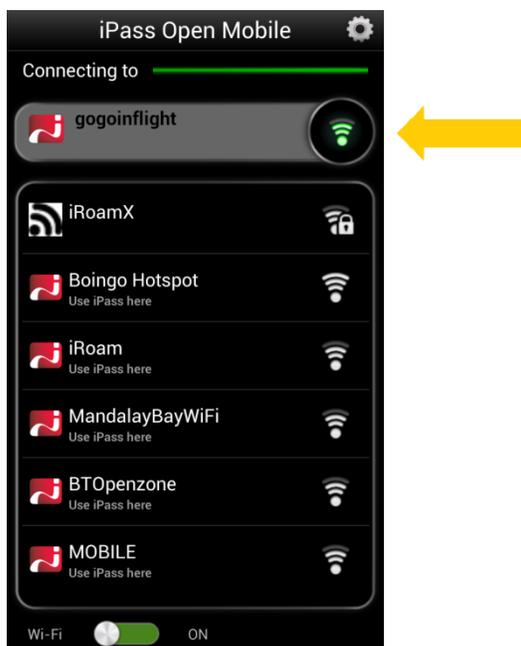


5. On the gogo landing page, in **Enter Code**, enter the CAPTCHA verification code as it is presented. Then, tap **Activate Service** (or **Activate**). You are now connected and your status is shown as **Active**.

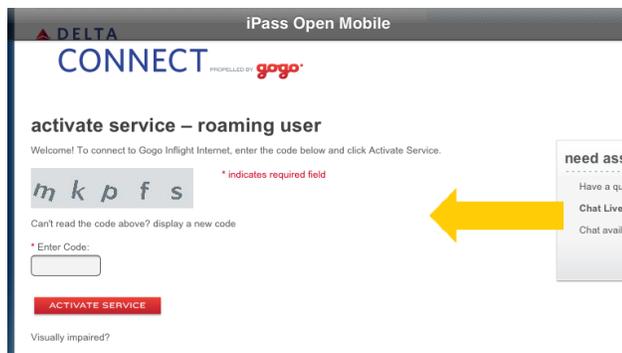


## Android

1. At **10,000 feet altitude or greater**, launch **Open Mobile** and connect to the **gogoinflight** network. (If you have not saved your username and password in Open Mobile, enter them when prompted.)



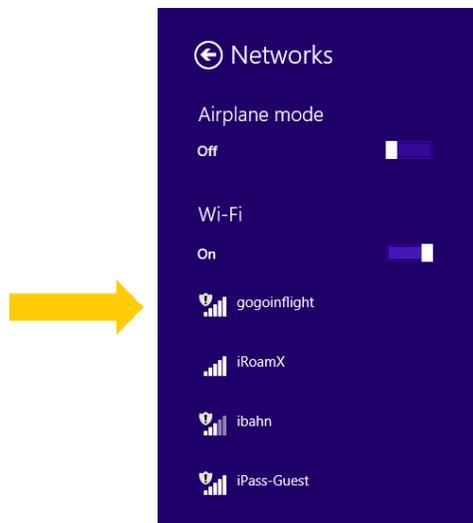
2. On the gogo landing page, in **Enter Code**, enter the CAPTCHA verification code as it is presented. Then, tap **Activate Service** (or **Activate**). You are now connected and your status is shown as **Active**.



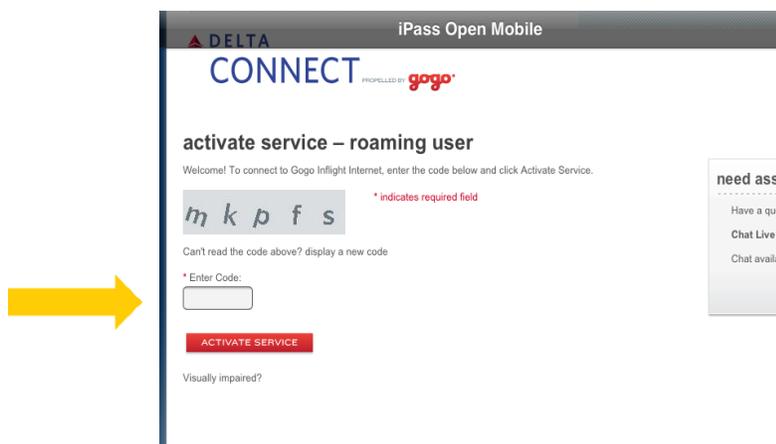
**Airplane Mode:** Putting your handheld device into Airplane mode will disable its 3G and Wi-Fi connectivity. However, once in Airplane mode, you can re-enable your Wi-Fi connection separately, which will allow Inflight Wi-Fi connections. For directions on enabling a Wi-Fi connection while in Airplane mode, consult your device's documentation.

## Windows RT/Touch

1. At **10,000 feet altitude or greater**, launch Open Mobile and swipe in from the right hand side.
2. Tap **Settings**.
3. Tap the Wi-Fi networks icon (it shows bars of signal strength).



4. Tap on the **gogo Inflight** network and select **Connect**. (If you have not saved your username and password in Open Mobile, enter them when prompted. Then tap **Login**.)
5. After a few moments, a screen will appear asking the user for additional validation.
6. Enter the appropriate response in the **CAPTCHA** validation page that appears.



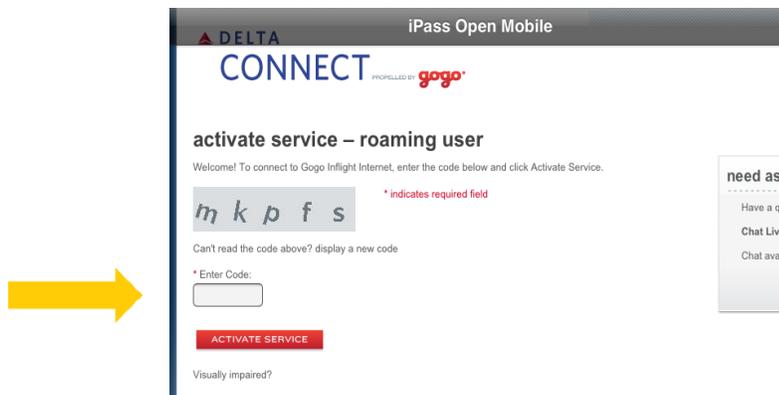
7. Click or tap on **Activate Service**.
8. Once login is successful, the Open Mobile welcome screen will appear and indicate a connection has been established.

## Windows Phone 8

1. At **10,000 feet altitude or greater**, launch **Open Mobile** and tap on the **Wi-Fi Settings** icon  on the bottom of the screen.
2. Connect to the **gogoinflight** network
3. When the landing page appears, tap on the back button twice to get to the **Open Mobile** welcome screen.
4. Tap **Log in**. (If you have not saved your username and password in Open Mobile, enter them when prompted. Then tap **OK** to continue.)



5. On the Gogo landing page, in **Enter Code**, enter the CAPTCHA verification code as it is presented. Then, tap **Activate Service** (or **Activate**).



6. Tap the back button once to get to the Open Mobile welcome screen (the welcome screen will indicate that you are connected).

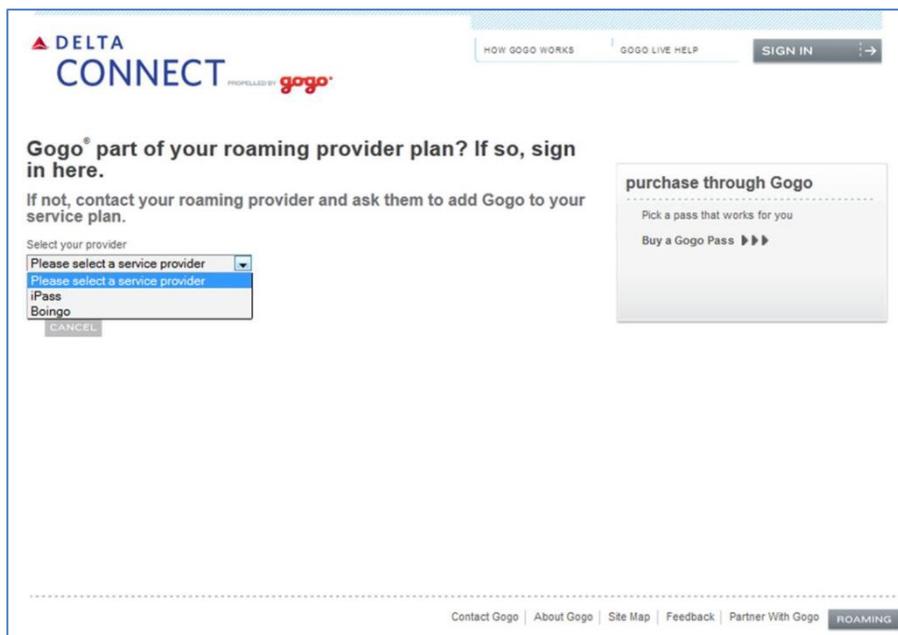
## Browser Login

You can also use the Web browser on a supported device to connect to iPass Inflight Wi-Fi, without launching Open Mobile. For assistance in connecting, or to obtain your Open Mobile credentials, contact your IT administrator.

1. At **10,000 feet altitude or greater**, on your device, launch your Web browser. The gogo landing page will display.
2. At the bottom of the gogo landing page, tap or click **Roaming**. The **Roaming Users** page will display.



3. From the **Select your Provider** drop-down list, choose **iPass**.



- In **Username**, enter your iPass username and domain (for example, jsmith@example.com, where “jsmith” is your iPass username and “example.com” is your company’s iPass roaming domain). Contact your service administrator if you do not know your iPass roaming domain.

**DELTA CONNECT** POWERED BY **gogo**

HOW GOGO WORKS | GOGO LIVE HELP | SIGN IN

**Gogo® part of your roaming provider plan? If so, sign in here.**

If not, contact your roaming provider and ask them to add Gogo to your service plan.

Select your provider  
iPass

Username

Password

SIGN IN | CANCEL

**purchase through Gogo**

Pick a pass that works for you  
Buy a Gogo Pass ▶▶▶

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- In **Password**, enter your iPass password.
- Tap or click **Sign In**.
- On the **Activate Service – Roaming User** page, in **Enter Code**, enter the CAPTCHA verification code as it is displayed. Then, tap or click **Activate Service**. You are now connected and your status is shown as **Active**.

**DELTA**  
**CONNECT** POWERED BY **gogo**

**activate service – roaming user**

Welcome! To connect to Gogo Inflight Internet, enter the code below and click Activate Service.

**m f d w y** \* indicates required field

Can't read the code above? display a new code

\* Enter Code:

**ACTIVATE SERVICE**

Visually impaired?

**need assistance?**  
Have a question or need more information?  
**Chat Live with Gogo®** ▶▶▶  
Chat available on US carriers only

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# International Inflight Service

If iPass Inflight has been enabled for international transcontinental flights by your IT administrator, you can connect to the service using any device with Open Mobile installed or a supported device's Web browser.

## Using Open Mobile to Connect

Use your existing Open Mobile credentials to connect on any supported device.

*When attempting to make a connection with any of the devices or methods described below, **do not minimize Open Mobile or navigate to another page.** If minimized, the CAPTCHA page will not be displayed properly and the connection will fail.*

### Windows or Mac

1. Launch **Open Mobile**.
2. From the list of available networks, select the aircraft's Wi-Fi network.
3. Click **Connect**.
4. On the **Hotspot Login** landing page, under **Hotspot**, click **Enter Here**.
5. On the **Security Check** page, review the CAPTCHA verification code.
6. Enter the CAPTCHA verification code as displayed, and then click **Submit**.
  - a. If you have not saved your username and password in Open Mobile, enter them and then, click **Connect**.
  - b. If you have saved your username and password, you are connected without being prompted for them.

### iOS, Android, Windows RT/Touch, & Windows Phone 8

1. Launch **Open Mobile**.
2. From the list of available networks, connect to the aircraft's Wi-Fi network.
3. On the landing page, enter the CAPTCHA verification code as it is presented. Then, tap **Submit**.
4. If you have not saved your username and password in Open Mobile, enter them when prompted. Then, tap **Connect** or **Save**. If your credentials were saved, you'll connect without being prompted for a username or password.

## Browser Login

You can also use the Web browser on a supported device to connect to iPass Inflight Wi-Fi, without launching Open Mobile. For assistance in connecting, or to obtain your Open Mobile credentials, contact your IT administrator.

*The instructions given here apply to Lufthansa aircraft only. The exact steps for your carrier's browser login procedure may differ from the procedure outlined here.*

1. On your device, launch your Web browser. The aircraft's landing page displays.

2. On the aircraft's landing page, under **Hotspot**, tap or click **Enter Here**.
3. On the **Security Check** page, review the CAPTCHA verification code.
4. Enter the CAPTCHA verification code as displayed, and then click **Submit**.
5. On the T-Mobile hotspot page, click **Choose Roaming Partner**.
6. From the list of roaming partners, select *iPass*.
7. On the **Access the iPass Mobile Network** page, enter your Open Mobile username and password, and then click **Login**. You will be connected to the iPass network.

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