iPass Inflight Wi-Fi Connection Quick Start Guide

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Welcome to 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

iPass Inflight Wi-Fi includes these features:

- You can use your existing iPass authentication credentials.
- You are authenticated to onboard Wi-Fi hotspots, and your enterprise's security policies are enforced on connection.
- iPass Inflight Wi-Fi uses CAPTCHA to ensure security.
- The service is available for Windows and Mac laptops, as well as iOS and Android handheld devices.

Limitations

These limitations apply to iPass Inflight Wi-Fi connections.

- 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.

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.

In addition, your particular platform will have technical requirements, as follows:

Laptops

- ■ **Windows**: Windows operating system; 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 OS X:** Mac OS X operating system; Safari or other Web browser. Gogo Inflight requires Open Mobile v1.1 or later; International Inflight requires Open Mobile v2.1 or later.

Handheld Devices

- ■ **Android:** Android operating system; Open Mobile client or Web browser.
- ■ **iOS:** iOS operating system; Open Mobile client or Web browser. US domestic flights only; iOS devices do not support International Inflight connections.

Making an iPass Inflight Wi-Fi Connection

Making an iPass Inflight Wi-Fi connection is easy on your supported device. You can connect using Open Mobile, or you can connect using a Web browser.

> *For more information on using Open Mobile to connect to Wi-Fi hotspots worldwide, see the* Open Mobile Quick Start Guide.

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.

The Gogo Inflight Service

If iPass 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.

Using Open Mobile to Connect

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

Using a Windows or Mac Laptop

To make an iPass Inflight connection with Open Mobile on a laptop,

1. Launch Open Mobile.

2. From the list of available networks, select *gogoinflight*.

3. Click **Connect**.

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.** You are then connected. On the Gogo status page, your status is shown as *Active*.

Using a Handheld Device

For iOS Devices

To make an iPass Inflight connection using Open Mobile on an iOS device,

1. Tap **Settings**, and then select **Wi-Fi**. Choose the *gogoginflight* Wi-Fi network.

2. Exit **Settings**, and then launch Open Mobile.

3. Tap **Log In**. Open Mobile will connect to the aircraft's access point.

4. On the Gogo landing page, in **Enter Code,** enter the CAPTCHA verification code as it is presented. Then, tap **Activate**. You are connected and the Aircell status page displays.

For Android Devices

To make an iPass Inflight connection using Open Mobile on an Android device,

1. Launch Open Mobile and connect to the *gogoinflight* network on the aircraft.

2. On the Gogo landing page, in **Enter Code,** enter the CAPTCHA verification code as it is presented. Then, tap **Activate**. You are then connected. On the Gogo status page, 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.*

Login by Browser

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.

To connect using a Web browser on an aircraft equipped with iPass Inflight,

1. On your device, launch your Web browser. The Gogo loglanding pagein page displays.

2. At the bottom of the Gogo landing page, tap or click **Roaming**. The **Roaming Users** page displays.

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

4. 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.

5. In **Password**, enter your iPass password.

6. Tap or click **Sign In.**

7. 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 then connected. On the Gogo status page, your status is shown as *Active*.
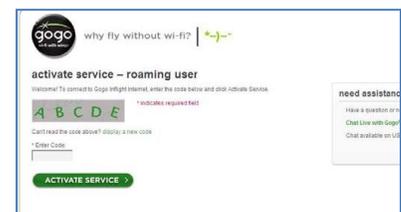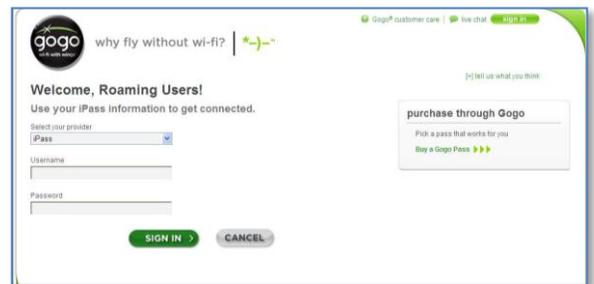
The International Inflight Service

If iPass Inflight has been enabled for international transcontinental flights by your IT administrator, you can connect to the service using either Open Mobile on a laptop of Android device, or a supported device's Web browser.
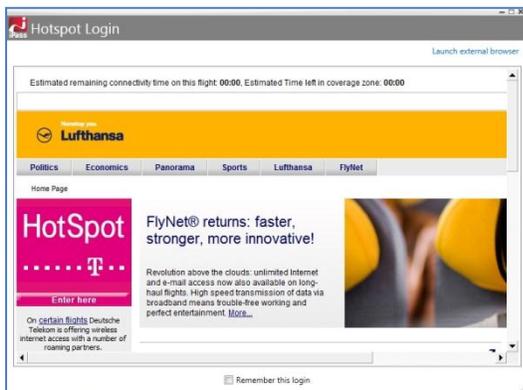
Using Open Mobile to Connect

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

Using a Windows or Mac Laptop

To make an International Inflight connection with Open Mobile on a laptop,

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.

Using an Android Device

**To make an International Inflight connection using Open Mobile on an Android device,**

1. Launch Open Mobile and connect to the Wi-Fi network on the aircraft.

2. On the T-Mobile landing page, in **Enter Code**, enter the CAPTCHA verification code as it is presented. Then, tap **Submit**.

a. If you have not saved your username and password in Open Mobile, enter them. Then, tap **Connect**.

b. If you have saved your username and password, you are connected without being prompted for them.

Do not minimize Open Mobile or navigate to another page during a connection attempt. If minimized, the CAPTCHA page will not be displayed properly and the connection will fail.
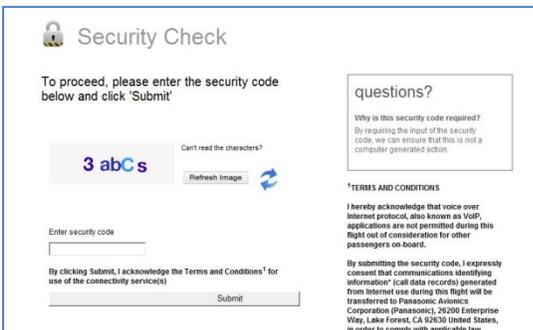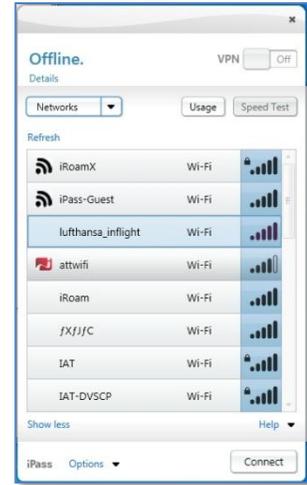
Login by Browser

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.

To connect using a Web browser on a Lufthansa aircraft equipped with iPass Inflight,

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.