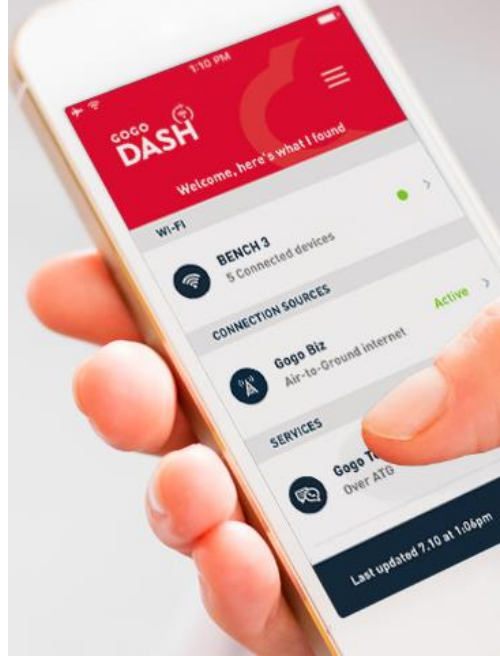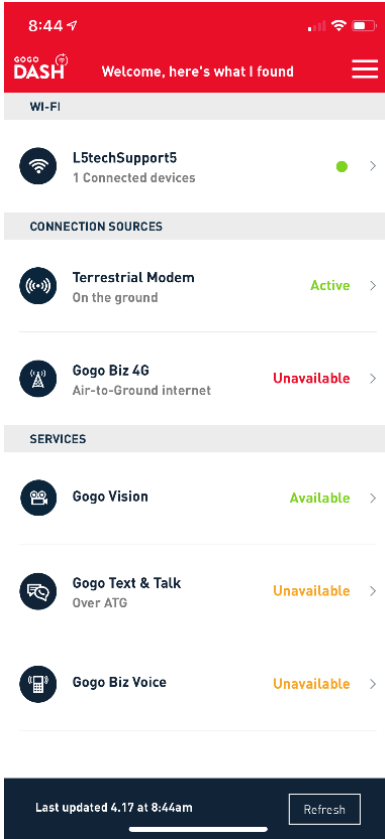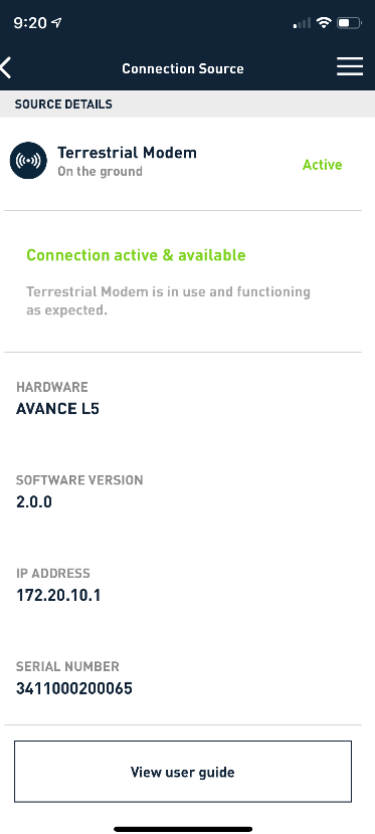# DASH Mobile App

User Guide
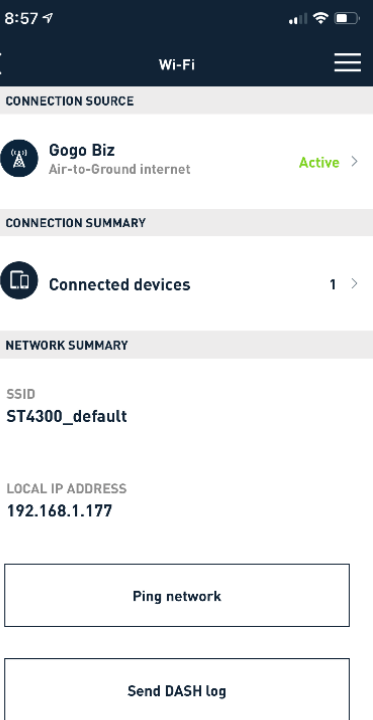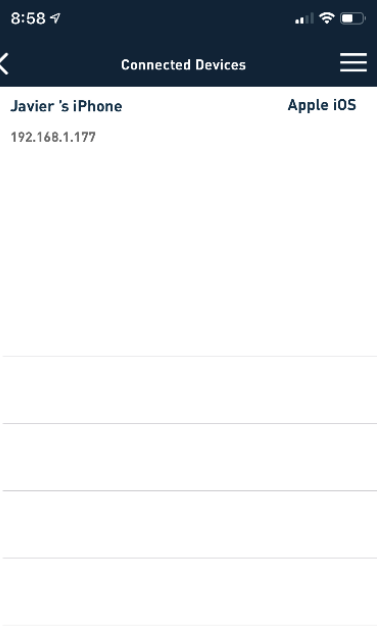
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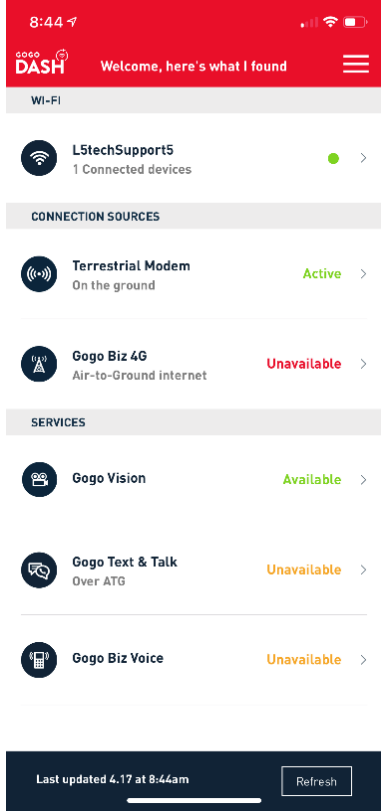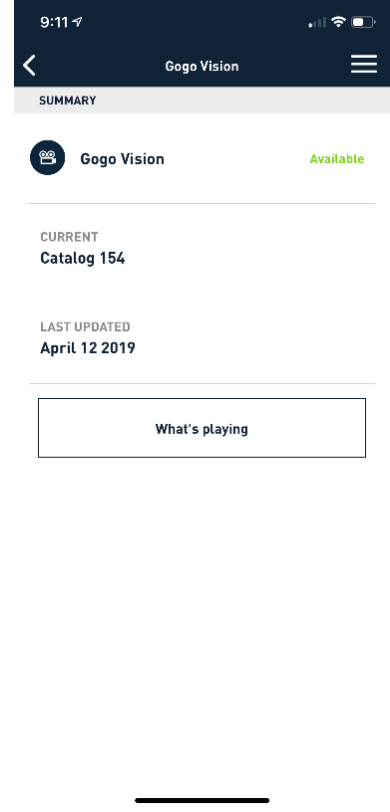
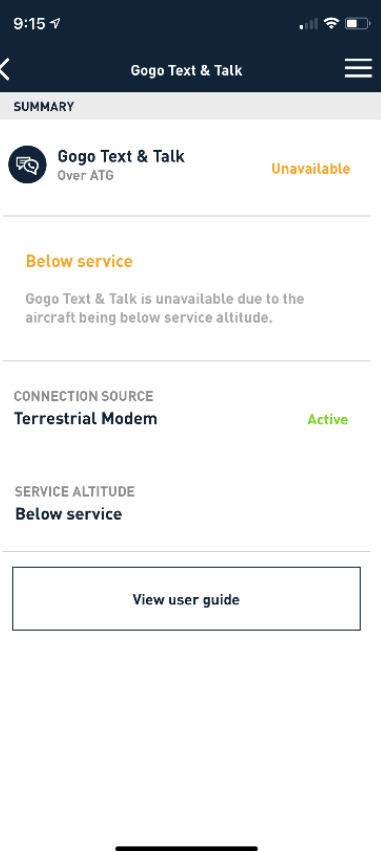| Section/Objective	Notes	
Describe overall functionality	The Gogo DASH Ecosystem includes both a ground portal and a mobile app. The free application for iOS and Android provides visibility into the inflight connectivity system performance that enables flight departments to stand in the aircraft cabin (on the ground and in the air) and quickly check real-time system status and network availability for any Gogo-equipped aircraft. The DASH app allows you to verify the operational state of inflight connectivity (both Wi-Fi and the bearers) and Gogo services. In the event of an issue, the app allows for improved troubleshooting to rule out issues quickly and easily. Gogo DASH empowers the flight crew by giving them the ability to provide inflight details to the maintenance staff. Feel free to tap anything and explore the app. There is nothing to break! The DASH app is "read only;" it will not allow you to make any changes to the onboard connectivity systems. Lost? Tap Home, or quit and restart the app.	

Section/Objective	Notes	
Acquire, install, and start using the app	**Purpose:** Install and configure DASH on your device and get started. **Step 1:** Download and install the app from the Apple App Store or Google Play Store before boarding the aircraft. **Step 2:** Onboard the aircraft and before takeoff, open your phone or tablet's Wi-Fi settings. Set your device to airplane mode and connect to the aircraft's Wi-Fi network. NOTE: be sure you're connecting to the Gogo network device and not another hotspot (e.g., someone else's smartphone that is set up as a hotspot). **Step 3:** Open DASH and proceed to the task you need to accomplish. The status of any system or service will show as green, yellow, or red.	ANDROID APP ON Google play Download on the App Store **Connection source, service status, and color explanation** | STATUS	EXPLANATION
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Active	Current connection source & functioning as expected.
Available	Connection source and/or ready for use and functioning as expected.
Available	Connection source and/or service ready for use but experiencing degraded functionality or service updates exist.
Unavailable	Connection source and/or service unusable and functionality may resume shortly.
Unknown	Searching for status: The system is determining the current connection status.
Unavailable	Connection source and/or service detected, unusable and possible issue exists. Attempt suggested troubleshooting steps to resolve issue. If issue persists, contact Gogo customer service for further assistance.	

Section/Objective	Notes
Find out what system is on board; check system status and network availability	**Purpose:** In order to help your passengers get the most out of the onboard Gogo system and services, you need to know what is installed, activated, and active. A passenger may report that Wi-Fi is down, but they may be mistaken. It's important to know what's actually going on with the onboard Gogo system. The DASH app allows you to quickly and clearly see the status of each component on the network. **Step 1:** Open the DASH app on your mobile device. The first thing you will see is the Home Screen. **Step 2:** The top row shows the active Wi-Fi access point (what your device is connecting with on the onboard network–this could be the UCS, CTR, or AVANCE system, displayed with the name your administrator gave it). The second row shows the connection sources (bearers) which are how the aircraft's onboard network is connecting to the Internet on the ground. You'll see whether the bearer is active or unavailable. The third row shows services that have been provisioned, e.g., Gogo Vision, Gogo Text & Talk, Gogo Biz Voice, or Iridium Voice, and their status. **Step 3:** Get more information by tapping each device or service indicated.

Section/Objective	Notes		
Determine network device connectivity	**Purpose:** A passenger may report slow speed or other performance issues. It will be helpful to gather information on what may be causing the reduction in performance. Who's on the network? How many devices are connected? **Step 1:** On the Home Screen, tap the Connection Source. On the following screen, tap Connected Devices. You will see a list of clients on the network– devices connected to that connection source, including the device's name, type, and IP address. **Step 2:** If you don't see a passenger's device listed in DASH, and you know that it is connected to Wi-Fi but not connecting to the Internet, check that device's own Wi-Fi screen to see whether the device may have automatically switched to another WAP (Wireless Access Point), e.g., another passenger's phone set up as a Wi-Fi hotspot. The passenger will need to disconnect from the incorrect WAP and manually reconnect to the Gogo WAP. (Prevent this by having passengers check their devices before takeoff to ensure that they are not set up as a hotspot.) **Step 3:** Outcome: You will now know what devices are connected to the onboard network. If there are too many, and performance is suffering, you will need to communicate with the passengers to manage and prioritize their use of the network.	8:57 **Wi-Fi** CONNECTION SOURCE **Gogo Biz** Air-to-Ground internet — Active > CONNECTION SUMMARY **Connected devices** — 1 > NETWORK SUMMARY SSID **ST4300_default** LOCAL IP ADDRESS **192.168.1.177** Ping network Send DASH log	8:58 **Connected Devices** **Javier 's iPhone** — Apple iOS 192.168.1.177

Section/Objective	Notes		
Check IFE content and availability	**Purpose:** What movies and TV shows are available on Gogo Vision? Is the content up-to-date, or in need of refreshing? The DASH app includes "What's Playing" as well as indicating whether content updates are available. **Step 1:** Check the Services section of the Home Screen to determine that Vision is available. **Step 2:** Tap the Vision icon to see what catalog is currently loaded, and when it was last updated. **Step 3:** Tap the What's Playing icon to view the catalog of titles available to play.		

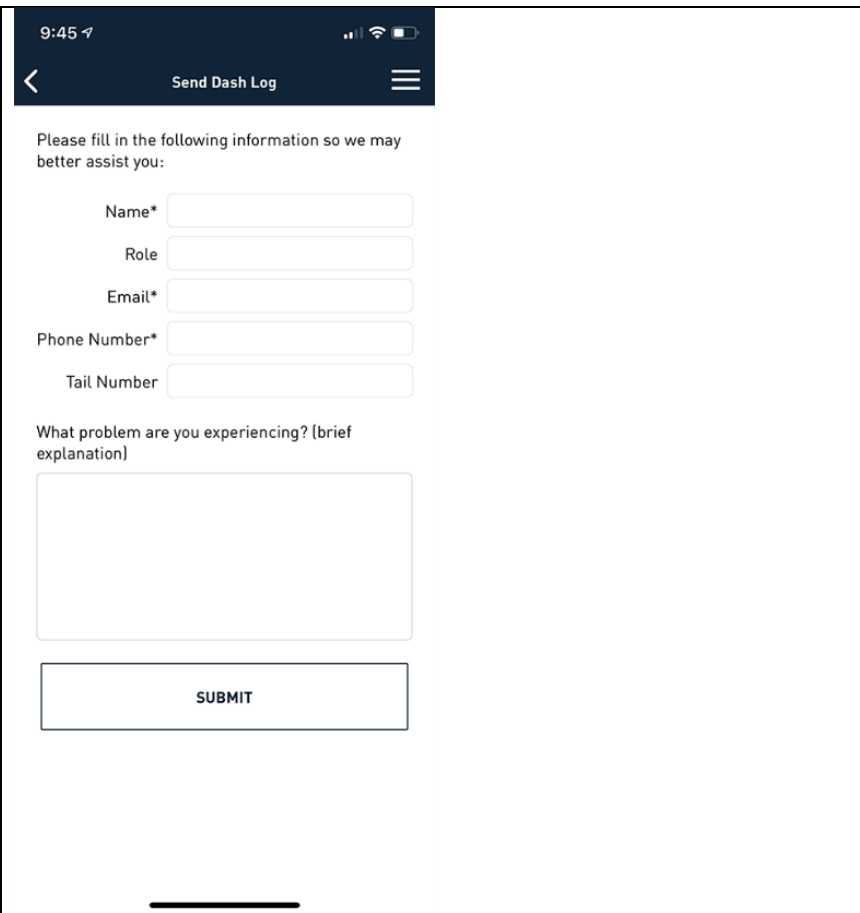| Section/Objective	Notes	
Check GGT&T and GGBV availability	**Purpose:** Telephone calls are one of the most important reasons passengers want Gogo on their aircraft, so the ability to use that service is critical. The DASH app shows you the status of the provisioned bearers for Gogo's telephony services, Gogo Text & Talk and Gogo Biz Voice. **Step 1:** Check the Services section of the Home Screen to determine telephone service availability. Look for Gogo Text & Talk, Gogo Biz Voice, or Iridium Voice. Each provisioned service shown will be either Active or Unavailable. **Step 2:** Tap a Service to view details. In the screen that appears, you will see whether the service is available, and you will see the status of the bearer that is providing the connection that makes phone service possible. **Step 3:** If needed, tap the *View user guide* link to the user guide for that service.	9:15 **Gogo Text & Talk** SUMMARY **Gogo Text & Talk** Unavailable Over ATG **Below service** Gogo Text & Talk is unavailable due to the aircraft being below service altitude. CONNECTION SOURCE **Terrestrial Modem** Active SERVICE ALTITUDE **Below service** View user guide

Collect information to share with Gogo Support	**Purpose:** Any call to tech support requires information from you. The DASH app gives you the ability to collect and transmit crucial operational data to support your report and make calls to Gogo more effective and efficient. **Step 1:** On the Home Screen, tap the Connection Source. Near the bottom of the subsequent screen, tap Send DASH Log. **Step 2:** Complete the form. In the blank for email, type your email address so that Gogo can reply. In the text box, provide as much detail as possible (see Call Prep Check List for helpful details to include). Tap Submit. **Step 3:** Gogo Customer Support receives your message, which automatically includes identifying information about the aircraft, systems, and device used to send the report. If there is no available connection, the app will store your message and send it when the connection is reestablished.	9:45 **Send Dash Log** Please fill in the following information so we may better assist you: Name* Role Email* Phone Number* Tail Number What problem are you experiencing? (brief explanation) SUBMIT