

GOGO BIZ[®]

QUICK TROUBLESHOOTING GUIDE



This guide is intended to help you troubleshoot problems connecting a wireless device to the Gogo Biz network. ↓

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WINDOWS OPERATING SYSTEM

If you are unable to join a Wi-Fi network, or are unable to access the Internet

First check whether other devices (e.g. laptops) are able to connect to the Wi-Fi network and access the Internet. If other devices can access the Internet:

1

Make sure your wireless connection is enabled.

- Click on Start, then Control Panel.
This may be under Settings.
- Look for an icon called Network Connections and click to open.
- Under Network Connections, check to see that the Wireless Network Connection is set to enable. If it shows as disabled or has a red X on it, right click the connection and choose the Enable option.
- Also verify that your Wi-Fi card is turned on, which is usually done by a switch on the side or front of the laptop.
- Try connecting to the Internet again.

2

Verify that you are selecting the Gogo® Business Aviation network SSID, if your aircraft has multiple Wi-Fi networks.

- To check which Wi-Fi networks you have available, right-click on the network icon on the toolbar on the bottom right of your laptop's desktop. A sub-menu will appear.
- From here, select the View Available Wireless Networks list. This will provide another menu that lists local wireless networks; ensure that the network you wish to use is the one selected (e.g. Gogo Business Aviation).
- If the appropriate wireless network is already selected, right-click on the network icon on the toolbar on the bottom right of your laptop's desktop again and choose repair.
- Try connecting to the Internet again.

3

If you have previously configured your computer with a static IP address (for example, to connect to your office network), you will need to configure Windows to "Obtain an IP address automatically".

To choose automatic IP addressing for your configuration:

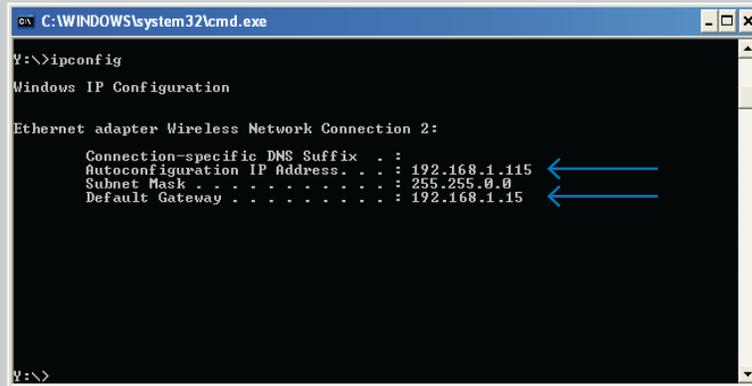
- Click Control Panel, and then click Network Connections.
- Right-click on the network card icon (Local Area Connection), and click Properties. This will open up the properties dialog.
- Select Internet Protocol (TCP/IP), and then click on Properties to bring up the dialog box
- On the General Tab confirm that Obtain an IP address automatically is selected
- Restart your computer.

WINDOWS OPERATING SYSTEM

4

Verify you have the correct network information. The following instructions tell you how to find your network IP address and Default Gateway on Windows XP and Vista.

- **WINDOWS XP:** Go to the Start menu and select Run. Type cmd in the Run dialog box, then press OK.
- **WINDOWS VISTA AND WINDOWS 7:** Go to the Start menu, then type cmd in the Search box at the bottom.
- The *Command Prompt* window will open. You will see **C:\>**
Type **ipconfig**, then press **Enter**. Your IP address, subnet mask and default gateway will be displayed. If you are connected to Gogo Biz, your computer's IP address will begin with **192.168.1.X** and the Default Gateway will be **192.168.1.15**
- If you have the correct network information try connecting to the Internet.



```
C:\WINDOWS\system32\cmd.exe
V:\>ipconfig

Windows IP Configuration

Ethernet adapter Wireless Network Connection 2:

    Connection-specific DNS Suffix . . . :
    Autoconfiguration IP Address. . . : 192.168.1.115
    Subnet Mask . . . . . : 255.255.0.0
    Default Gateway . . . . . : 192.168.1.15

V:\>
```



NOTE:
Your IP address may be different than the one shown above.

If you are still unable to connect

- If all the previous steps fail, try connecting using a physical Ethernet cable and a network jack located inside the aircraft cabin. After connecting the network cable to your laptop, verify that you have a link light on the network adapter.
- Restart your computer
- Check your network information as described in the steps above using the ipconfig command
- If your network information is correct try connecting to Internet through the wired connection.

BLACKBERRY

If you are unable to join a Wi-Fi network, or are unable to access the Internet

- Go to Manage Connections, disable Mobile and Bluetooth.
- Enable the Wi-Fi, select Set up Wi-Fi, then scan for networks.
- Connect to your aircraft's wireless access point then open your browser.*

* For BlackBerry version 5.0 devices will also need to: Select Wi-Fi Hotspot Login and your Wi-Fi Browser will open.

TO CHECK YOUR VERSION:

- Hold ALT + Shift, then press H (the Platform # will start with 5 or 6).
- Press the Back key to return to your previous screen.

If you are still unable to connect

- On the BlackBerry device, in the device options, click Wi-Fi Connections.
- Press the Menu key.
- Click Wi-Fi Tools > Wi-Fi Diagnostics.
- Verify the information in the status fields for the following connection groups:
 - Wi-Fi Status Field:
 - Local IP Address [192.168.1.X]
 - Gateway Address [192.168.1.15].

ANDROID*

If you are unable to join a Wi-Fi network, or are unable to access the Internet

- On your Android device, select the Settings icon.
- Under Settings, choose Wireless & networks.
- Next, select Wi-Fi settings.
- If Wi-Fi is not already turned on, tap the check mark by Wi-Fi to turn it on. When Wi-Fi is enabled, available SSID's will appear below. Encrypted networks will be indicated with a padlock icon. Select your aircraft's network.
- If password protected, type in your password and select Connect.
- You should now see that you are connected to the network.
- Now you can browse the web through your Wi-Fi router.

* NOTE: WE ARE USING ANDROID 2.1 FOR OUR EXAMPLES.

APPLE MACBOOK

Joining a Wi-Fi network is as easy as clicking the AirPort menu and choosing the network from the list. If the wireless network is password-protected, enter the password. Open your web browser to verify the connection to your aircraft's Wi-Fi network.

If you are still unable to connect

1

Turn Airport on & off – You can do this via the Airport menu bar or from the Network Preferences. This is the first thing you should try when troubleshooting Mac wireless problems.

2

If all the previous steps fail, try connecting using a physical Ethernet cable and a network jack located inside the aircraft cabin then follow the steps below:

- From the Apple menu, choose System Preferences.
- From the View menu, choose Network.
- Choose Built-in Ethernet from the Show pop-up menu (the Configure pop-up menu prior to Mac OS X 10.1).
- Click the TCP/IP tab, if necessary.
- Choose Using DHCP from the Configure pop-up menu.
- Click Apply Now.
- Open a Web browser or other TCP/IP application to test your connection to the Internet.

APPLE IPAD / IPHONE

If you are unable to join a Wi-Fi network, or are unable to access the Internet

First check whether other devices (e.g. laptops) are able to connect to the Wi-Fi network and access the Internet.

1

Verify that you are selecting the correct network SSID (e.g. Gogo® Business Aviation) if your Aircraft has multiple Wi-Fi networks.

2

Verify that the Wi-Fi network settings are correct. You can view and configure network-specific settings, including IP address (192.168.1.X), Default Gateway (192.168.1.15), settings by using the following steps:

- Tap Settings > Wi-Fi.
- Locate the Wi-Fi network you are currently using and tap. 



Now you can verify that you have the correct network information.

NOTE: *Your IP address maybe different than the one shown below.*



APPLE IPAD / IPHONE

3

If you've verified that your settings are correct and the issue persists, try the following:

- Tap Renew Lease to acquire a new IP address, and network information from the Wi-Fi network. Try connecting to the network again.
- Tap Forget this Network to reset settings for this Wi-Fi network, including the password. Then try connecting to the network again.

NOTE: *This can be useful if you identify a network issue and want to prevent the device from automatically using this network in the future.*

4

After joining a Wi-Fi network, if you notice the signal strength is weak or fluctuates.

- Try moving closer to the CTR antenna/unit to see if the Wi-Fi signal improves.
- Remove iPad or iPhone from any cases, stands, or other attachments to see if the Wi-Fi signal improves.
- Open Safari and try to load a webpage to see if the Wi-Fi signal improves.

If you are still unable to connect

- Reset network settings by tapping **Settings > General > Reset > Reset Network Settings.**

NOTE: *This will reset all network settings, including passwords, VPN, and APN settings.*

- Restart the device:
- Hold the power button until "slide to power off" appears. Slide to power off your device. When it is off, press the power button to turn it back on.

FOR IPAD ONLY

Increasing the brightness of the iPad can improve signal strength

- Check to see if your screen brightness is set to the lowest level by going to **Settings > Brightness & Wallpaper.** If brightness is at lowest level, increase it by moving the slider to the right and set auto brightness to off.

CISCO VPN

Make sure you are connected to your aircraft's network by browsing to a website. One solution may be to change your VPN transport protocol from TCP to UDP.

Open your VPN client and complete the following steps:

- Select Modify
- On the Transport tab, select IPSec over UDP
- Click Save.

NOTE: *Changing your VPN protocol may be restricted by your I.T. Department.*



ABOUT GOGO BUSINESS AVIATION

Gogo Business Aviation is today's leading provider of in-flight connectivity solutions that increase the productivity, safety, and enjoyment of the business aviation travel experience. A trusted brand in airborne communications, Gogo Business Aviation is a factory option at every major business aircraft manufacturer and installed on the world's largest fractional ownership fleets.

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