



# GOGO TEXT & TALK USER GUIDE



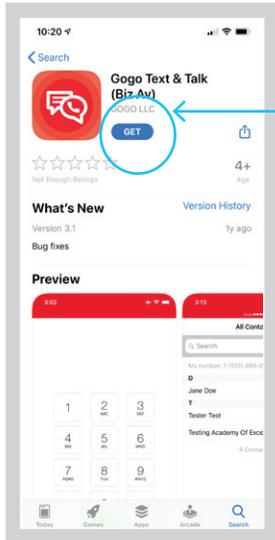
# GOGO TEXT & TALK

## iPHONE USER GUIDE



# GROUND SET UP

## 1. DOWNLOAD AND INSTALL



1. Go to the app store
2. Search for Gogo Text & Talk
3. Download the app by clicking 'GET' and then 'INSTALL'

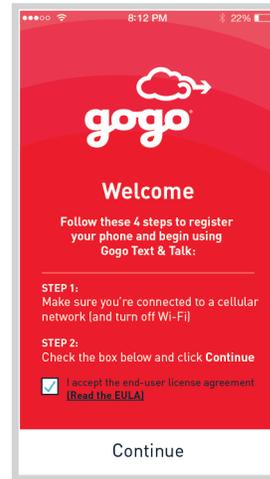


After the app has been installed, click the Gogo Text & Talk icon to begin the ground registration process.

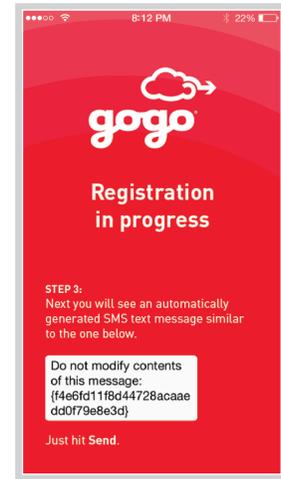
### Devices supported:

Compatible with the latest major iOS release and the one prior.

## 2. REGISTRATION



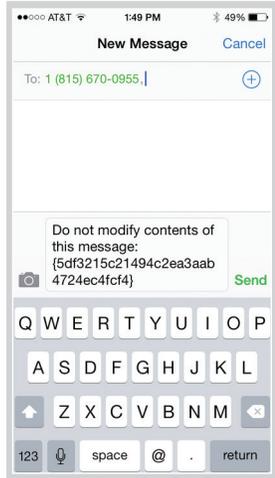
While you're on the ground, you need to register your phone to roam on Gogo Business Aviation's network.



1. Open the app and follow the on screen instructions.
2. Some iPhones may require an extra step. Please follow the on-screen instructions.

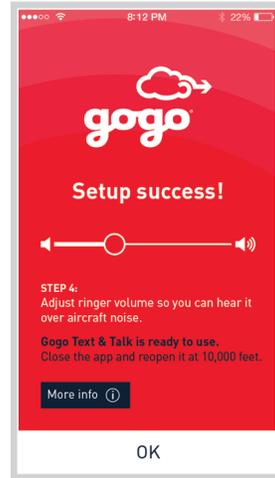
## GROUND SET UP

### 3. REGISTRATION CONTINUED



3. A text message to Gogo Business Aviation will be generated to complete registration. Click 'Send' to send the text.

**Do not modify the contents of the text message.**



4. You will see the 'SETUP SUCCESS!' screen when ground registration is complete. This is a good time to adjust your ringer volume. Then close the app and reopen when you are at 10,000 ft and above.

**Note:** Gogo Technical Support must be called if your personal electronic device is replaced (even if the phone number is retained). Your device must be unregistered by Gogo and you must re-register your phone.

**Note:** If you experience problems while using a Verizon iPhone, de-register using the Gogo Text & Talk app. Then adjust LTE and Roaming settings and complete ground registration using the following steps:

1. Go to Settings/Cellular/LTE and set to "Data" only, not Voice and data.
2. Ensure "Roaming" is set to "Voice only".
3. After registration, return settings to normal.

## IN-FLIGHT SET UP

1. Set your phone to 'Airplane Mode'
2. Enable Wi-Fi and connect to the plane's SSID.

### CONGRATULATIONS!

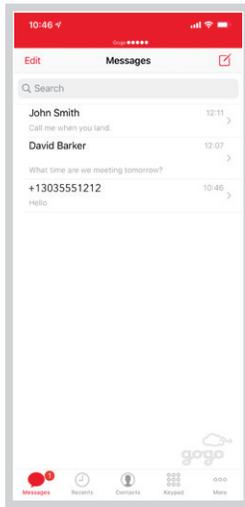
You are now ready to use Gogo Text & Talk

### Service Unavailable?

Use your phone to check connection availability by choosing, **More > Network Status**

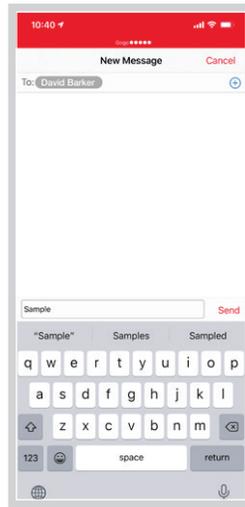
## TEXT & TALK MODE

Take advantage of full text and talk functionality when connected to our Gogo air-to-ground (ATG) network.



### SEND A TEXT:

Click the 'Message' button on the bottom left corner of the app. This will take you to the 'Messages' screen where your conversations will be stored.

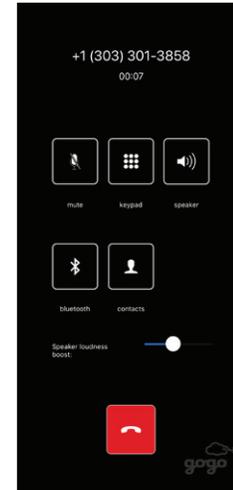


To create a 'New Message,' click the icon. 



### MAKE A CALL:

Click the 'Keypad' button and dial the number. All outgoing calls will display the phone number of your cell phone.



### RECEIVE A CALL:

Click the 'Answer' button when the app alerts you of an incoming call.

 Speak naturally: Speaking louder because of aircraft noise will actually distort your voice for the person receiving your call.

## HANDSET MODE



### HANDSET MODE

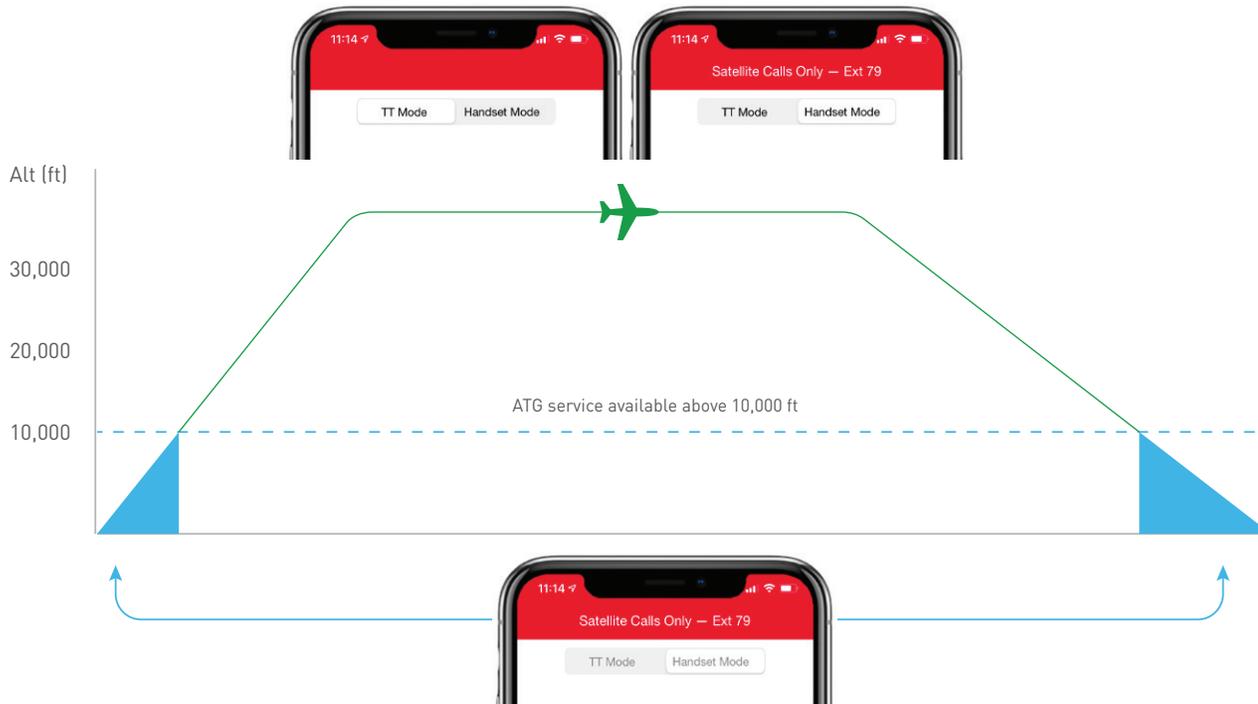
If your aircraft has supporting hardware, you can make and receive phone calls using satellite service even when the aircraft is outside the Gogo Text & Talk service area.

### TO RECEIVE A CALL WHILE IN HANDSET MODE

1. Dial 1.480.768.2500
2. Wait for the prompt and then dial the Aircraft Iridium Telephone Number. This will cause all extensions on the aircraft to ring. Every running instance of the Gogo Text & Talk App that is in Handset mode is an extension.

**Note:** Each aircraft equipped with an Iridium satellite bearer has a unique Aircraft Iridium Telephone Number 8816-XXX-XXXXX. To obtain your Aircraft Iridium Telephone Number contact Gogo Business Aviation Customer Service at +1 303 301 3278 with the appropriate aircraft ID.

When Aircraft is in ATG service area and above service altitude, the app can be switched in and out of handset mode.



When Aircraft is out of ATG service area or below service altitude, the app will automatically switch to handset mode.

## GENERAL TIPS

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### 1.

#### **TURN OFF IMESSAGE.**

Send and receive ALL text messages (iPhone and Android) within Gogo Text & Talk by turning off iMessage.

**Settings > Messages and turn off/on iMessage**

### 2.

#### **HOW MANY PEOPLE CAN USE THE GOGO TEXT & TALK SERVICE AT ONE TIME?**

Gogo Text & Talk supports two simultaneous phone calls, and up to 24 simultaneous text sessions.

### 3.

#### **GRANT GOGO TEXT & TALK ACCESS TO YOUR ADDRESS BOOK.**

Gogo Business Aviation never sees or collects your address book information. To access your contacts:

**Settings > Privacy > Contacts > Turn on Gogo Text & Talk**

### 4.

#### **TURN OFF SIRI.**

Aircraft noise can activate Siri and cause the first few seconds of a Gogo Text & Talk call to be unusable. To prevent this, turn Siri off.

**Settings > Siri > Raise to speak > OFF.**  
Then re-start the Gogo Text & Talk app.

### 5.

#### **SERVICE AVAILABILITY:**

If service is not available, Gogo Text & Talk will show that status on the top of the screen. Texting and talking will not be available while the service unavailable message is shown.

Use your phone to check connection availability by choosing:

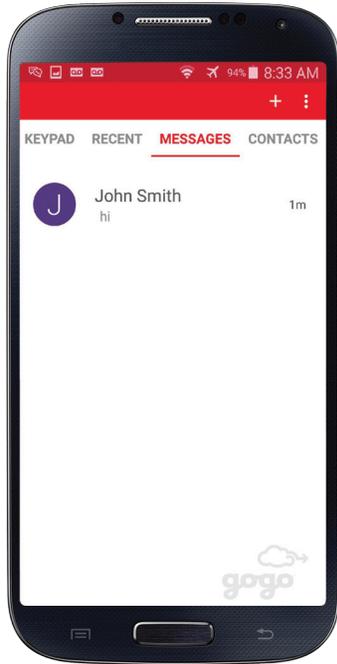
**More > Network Status**

### 6.

#### **ENABLE SOUND NOTIFICATIONS.**

To hear calls when your phone is asleep:

**Settings > Notifications > Text & Talk >**  
Turn Sounds to "On"



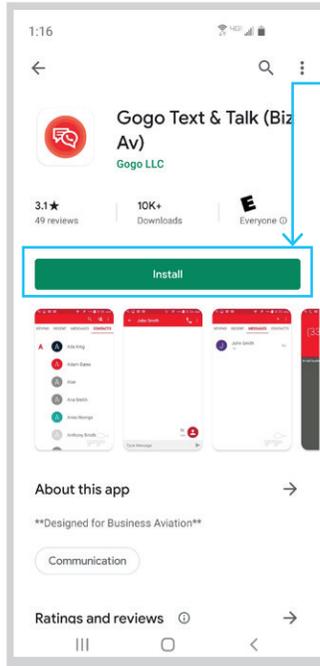
# GOGO TEXT & TALK

ANDROID USER GUIDE



# GROUND SET UP

## 1. DOWNLOAD GOGO TEXT & TALK



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2. Search for "Gogo Text"
3. Download the app by clicking the 'INSTALL' button

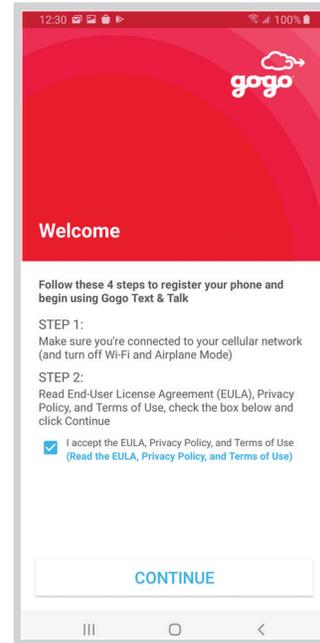


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### Devices supported:

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## 2. REGISTRATION

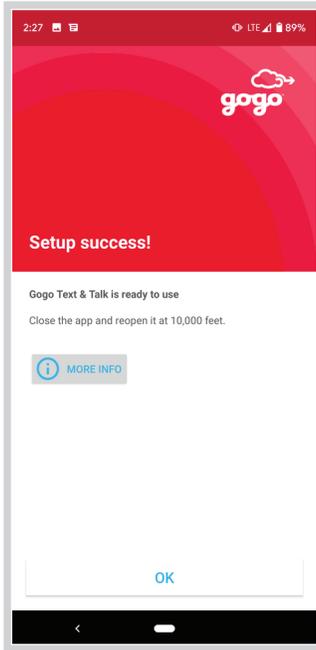


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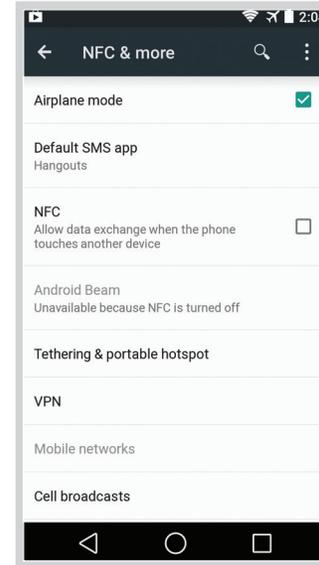
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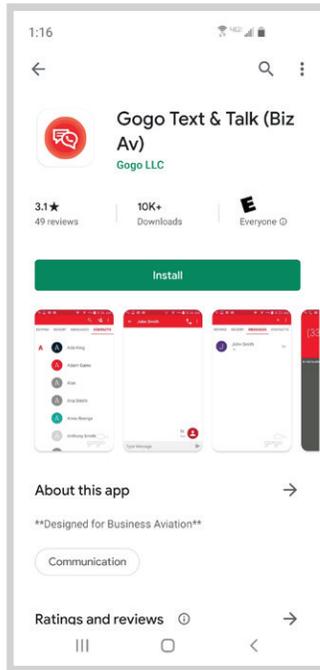
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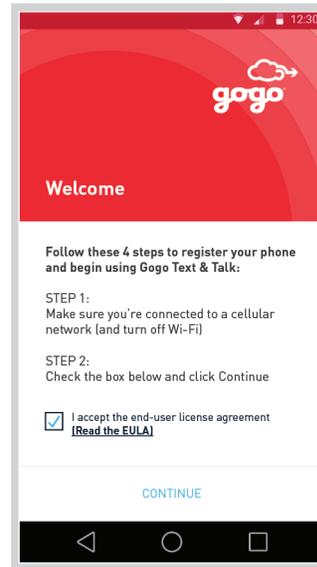
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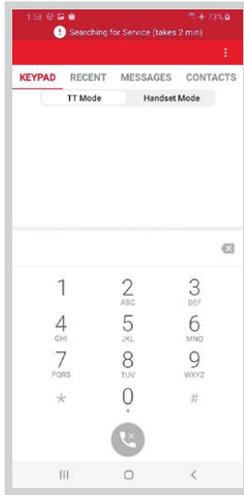
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### SPEAK NATURALLY:

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# HANDSET PHONE MODE



## HANDSET MODE

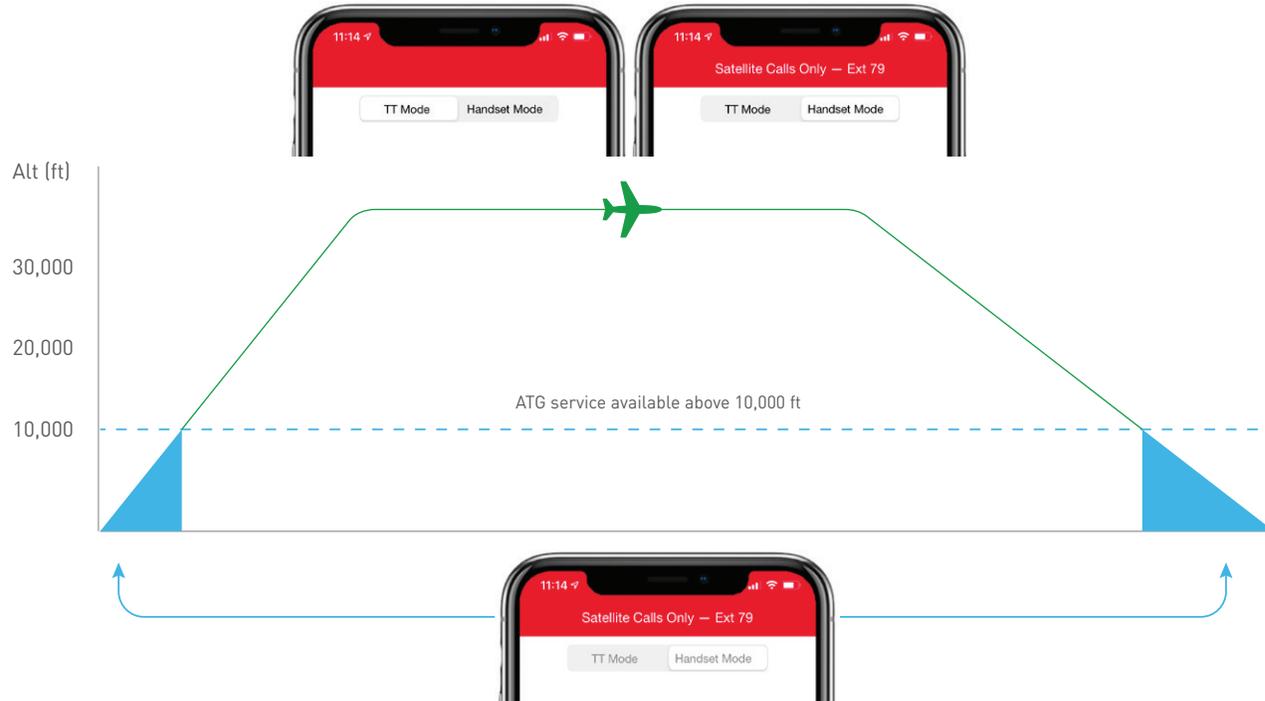
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**More > Help > Check ATG Status**

## HELP

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#### **Hours**

Monday–Friday

07:30–17:00 (7:30 am–5:00 pm) MST

Technical Support is available 24/7 for urgent installation or troubleshooting issues at +1 303.301.3278

#### **24/7 Technical Support**

**USA Phone Toll-Free:** +1 888.286.9876

**Fax:** +1.888.398.1800

**International Phone:** +1 303.301.3278

**Fax:** +1 303.301.3279

**Email:** [batechsupport@gogoair.com](mailto:batechsupport@gogoair.com)



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