BendixKing AeroWave 100™ in-flight internet
## Internet access Instructions for your portable device

Connecting your mobile device

Connecting to the AeroWave System is similar to connecting to your home Wi-Fi network although you must put your device in airplane mode to disable the cellular service and then turn on Wi-Fi.
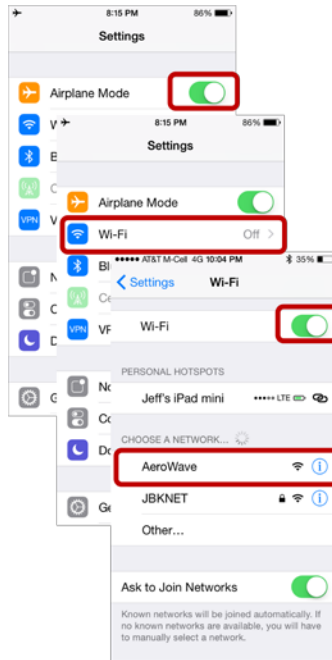
iPhone/iPad device:

1. Open Settings [icon], and turn on Settings->**Airplane Mode**
2. Enable Wi-Fi via Settings->**Wi-Fi**
3. Select the network (SSID)

   _____

   and enter the password if required:

   _____

   When connected to the network, the iOS Wi-Fi icon [icon] will be displayed in the status bar at the top of the screen.

   NOTE: Example screen shots to the right are for an iPhone running IOS 8 connected to the SSID AeroWave. Menus are OS, device and carrier dependent.
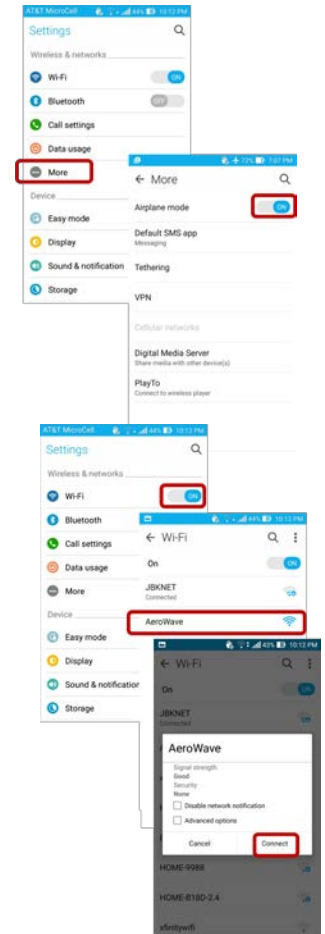
Android device:

1. Open Settings [icon], touch Settings-> **More**->**Airplane Mode**
2. Enable Wi-Fi via Settings->**Wi-Fi**
3. Select the network (SSID)

   _____

   and enter the password if required:

   _____

   touch **Connect**

   When connected to the network, the Wi-Fi icon [icon] will be displayed in the status bar at the top of the screen.

   NOTE: Example screen shots to the right are for an Android device running V5.0 connected to the SSID AeroWave. Menus are OS, device, and carrier dependent.
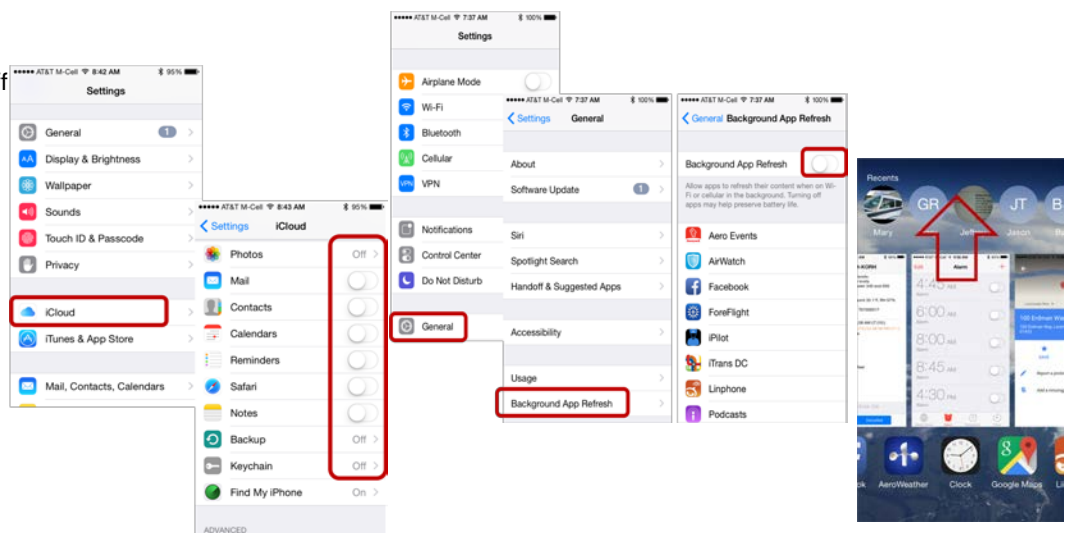
Getting the best performance out of the AeroWave system

Portable devices today perform a lot of background network operations. To prevent saturation of the network don't connect more than 3-4 devices to the Wi-Fi at the same time. You should also minimize any background network activity as suggested below:

iPhone/iPad device:

1. Make certain iCloud is turned off to prevent background synchronization of your system via Settings->**iCloud**
2. Ensure Background App Refresh is turned off via Settings->General->**Background App Refresh**
3. Remove all background activity by double clicking the home button and swiping unneeded applications upward
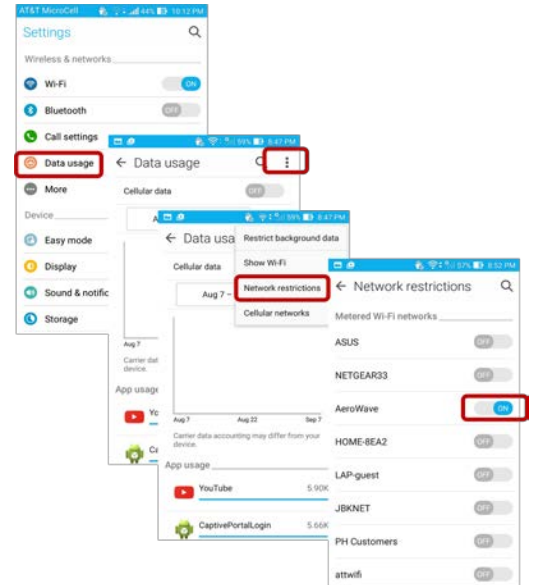
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Getting the best performance out of the AeroWave system (continued)

Android device:

1. Open **Settings** ⚙, touch Settings->**Data usage**

2. Touch the menu icon ⋮ in the top right corner of the screen

3. Touch **Network restrictions**
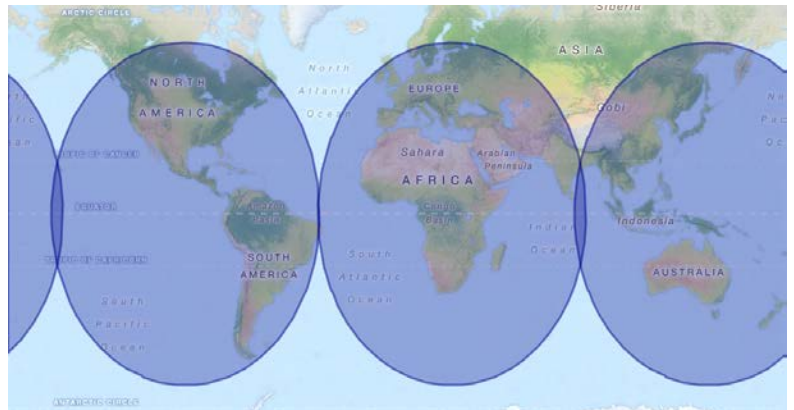
4. Turn on restrictions for the AeroWave network

How does the AeroWave system work?

The AeroWave system is designed to provide basic internet access via the Inmarsat satellite network. The system works similar to your home internet connection but the network traffic is routed over a satellite and therefore has additional latency and a limited amount of bandwidth.

See the image to the right for the coverage area.

Performance is sufficient for email with attachments, texting, applications, etc. Streaming and other high bandwidth services such as YouTube and Netflix are blocked. The time required to send/receive an attachment such as a 1MB image will vary but will generally take about 1.5 minutes with no other concurrent network use.

AeroWave supports up to 4 devices. The more devices connected, the slower the performance will become.

FAQs

Q: I don't see the Wi-Fi SSID. How do you turn on the system?
A: Check with the flight crew. The system generally has a switch in the cockpit that allows the crew to turn the system on/off.

Q: The system seems unresponsive. What should I do?
A: Start by making certain only a few devices are connected to the system at one time and that you have followed the directions to remove any background applications and network activity. If the system is still unresponsive, ask the flight crew to re-cycle the system.

NOTE: Cell phone use is not allowed during flight. Be certain to turn your phone radio off or to airplane mode while using the AeroWave services in flight.

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