

## Aircell High Speed Internet Quick User Guide

Congratulations! You now have Aircell High Speed Internet and all of its benefits on your plane. A Wi-Fi hotspot (or wired connection) in your aircraft's cabin allows you to connect to this high-speed link, browse the Internet, send & receive e-mails with attachments, stream video and enjoy a host of other web-based services - just like you can on the ground. Available above 10,000 feet anywhere over the continental United States, Aircell High Speed Internet operates over our exclusive air-to-ground network.

***And it's just as easy to get online in the air as it is on the ground!***

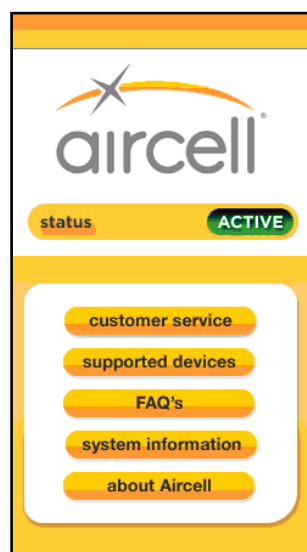
**Get online in 3 easy steps:**

- 1. Enable Wi-Fi on your laptop or handheld device**
- 2. Look for the Aircell signal (Aircell-xxxxx) and connect\***
- 3. Enjoy!**

**\*Note: If you do not see the Aircell wireless network, you may need to connect via cable to the Ethernet jack in the cabin.**

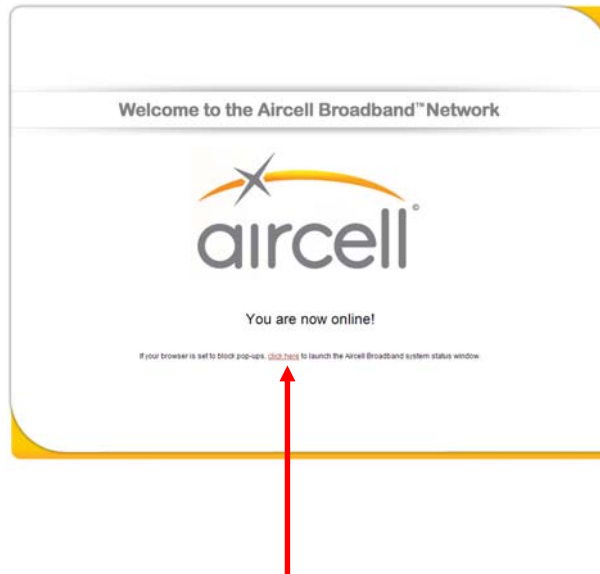
***It's also easy to check on the network, contact us, or get answers to frequently asked questions.***

Aircell High Speed Internet comes with a Status window, providing you with real-time verification of your network's connection and other useful information, including links to Aircell Customer Service, a list of supported devices, FAQs, and information about Aircell and the system.



This indicator shows if the aircraft is above 10,000 feet and inside the service area. The indicator will show INACTIVE if the aircraft is below 10,000 feet or outside the service area.

## Aircell High Speed Internet Quick User Guide



To view your Status window, be sure to disable pop-up blockers or click the link on the splash page while it is open on your screen. You will have this opportunity the first time you open your browser on any flight.

You can always minimize the Aircell High Speed Internet Status window; however, if you do not open it when you launch your browser or if you close it during your flight, it will remain closed for the remainder of the flight.

### ***And it's easy to tell us what you think!***

We'd really like to know what you think about Aircell High Speed Internet! Please take a moment to tell us about today's experience at [www.aircellsurvey.com](http://www.aircellsurvey.com) . We appreciate your feedback.

***If you have any questions, please contact Customer Service or Technical Support:***

#### **Hours**

Customer Service & Technical Support are available  
Monday through Friday, 0730 (7:30 am) to 1700 (5:00 pm)  
USA Mountain Time

#### **Telephone** **Fax**

+1.303.301.3278  
+1.303.301.3279

#### **Email**

[customerservice@aircell.com](mailto:customerservice@aircell.com)  
[techsupport-co@aircell.com](mailto:techsupport-co@aircell.com)