

Subject: Installation of International Internet (Wi-Fi) and Voice Over Internet Phones



Introduction

As announced earlier this year, Delta is installing satellite-based internet (Wi-Fi) on all international widebody aircraft. The service will be provided by Aircell GoGo Inflight Internet and is part of Delta's investment in the customer experience.

After initial modification, the Flight Deck and Cabin Handsets will be active. The internet service will be activated next summer.

Modification Schedule

Aircraft 6305 is the prototype. All aircraft will be modified by June 01, 2014.

Normal Procedures

System operation is automatic and does not require any flight crew action. Wi-Fi is available while the aircraft is above 10,000 feet. The system can also support flight and cabin crew use below 10,000 feet when the aircraft is moving greater than 30 knots. The system will not transmit when the aircraft is moving less than 30 knots. Flight attendants will ensure that the guarded INTERNET switch by Door 1L is in the ON position.

Note: The INTERNET switch should not be used to regain service after interruptions.



To use the Flight Deck or Cabin Handset:

- (1) Press SND for 5 seconds to turn the phone on
- (2) Enter D-A-L (325) to unlock the phone if required
- (3) Press RCL to access the phone menu
- (4) Use up/down keys to locate PAX WIFI NETWORK
- (5) Press SEND
- (6) Select ATL RADIO, OCC MANAGER, PANASONIC MANAGER, or GOGO SUPPORT
- (7) Press SEND
- (8) Press SEND to call, END to hang-up, or STO to re-lock the handset

Note: Earpiece volume may be adjusted by selecting FCN 4, User Configuration, Earpiece Volume.

Note: Earpiece communications will have a significant latency, characteristic of geosynchronous satellites.

Non-Normal Procedures

If smoke, fire, or fumes are thought to be caused by the Onboard Broadband Wi-Fi Internet System, accomplish the Smoke, Fire or Fumes checklist in the QRH.

Note: Wi-Fi system power is removed when the L - UTILITY switch is OFF.

System De-activation (not associated with a QRH procedure)

If the flight crew determines the need to deactivate the Wi-Fi system, they should contact Maintenance for guidance, and instruct the cabin crew to turn the system off using the INTERNET switch located at 1L, or perform the following steps on either Handset.

Note: Wi-Fi system power is removed when the L - UTILITY switch is OFF.

- (1) Press FNC
- (2) Press 8
- (3) Use up/down keys to locate PAX WIFI NETWORK
- (4) Press SND
- (5) Use up/down keys to locate PAX WIFI OFF
- (6) Press SND

System Description

This upgrade will install the Ku-Band Antenna, a radome (just aft of the upper deck), electronics racks, six wireless LAN access points, circuit breakers, relays, and two Voice Over Internet Phones (VOIPs).

The GoGo International Internet System uses a Ku band satellite antenna mounted under a radome on the fuselage crown, aft of the upper deck. The system is powered by the Number 1 Utility Bus and requires the Left IRU to be operational for position and attitude data, so that it can properly aim the satellite antenna.



A guarded master power switch, labeled INTERNET, is located by the Cabin Handset at Door 1L. This switch allows the cabin crew to turn the wireless internet on and off. This master switch should be left in the ON position during all phases of flight, and is not recommended to be used to regain service after interruptions.

Outgoing calls are limited to the following pre-programmed speed-dial numbers:

- ATL RADIO
- OCC MANAGER
- PANASONIC MANAGER
- GOGO SUPPORT

Note: Incoming calls are disabled.

The Flight Deck Handset should only be used to communicate if all other radios (VHF, HF, and SATCOM) are inoperative.

The Cabin Handset is intended for crew use only. It is located by Door 1L, and allows the crew to place voice calls or to disable the passenger Wi-Fi. The Cabin Handset and functionality is identical to the Flight Deck Handset.

The Flight Deck and Cabin Handsets are not critical components of the Wi-Fi system. The loss or degradation of phone functionality will not cause any adverse affect to the Wi-Fi system.

Conclusion

Volume 1 and 2 will be updated during an upcoming revision cycle.

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