

NUMBER	SIL1813
TO	T-Series Customers and End Users
SUBJECT	Cell Phone Configuration Suggestions
REVISION	Rev A
DATE	6/26/18

## AFFECTED ASTRONICS AEROSAT PRODUCT

DESCRIPTION	T-Series SATCOM System
PART NUMBER	000-2129-1001
PART NUMBER REVISION	Rev All

### 1.0 COMPLIANCE — (OPTIONAL)

This Service Information Letter pertains to service optimization. Compliance is optional and not required for performance.

### 2.0 BACKGROUND

Many customers use the Astronics AeroSat system for data service and Wi-Fi calling while in the air. Phones are subject to a variety of configurations that allow use of the Ku WAN source for function performance.

### 3.0 PURPOSE

Use this Service Information Letter as a guideline to configure phone settings that optimize performance of Wi-Fi calling and related functions while using Ku SATCOM.

### 4.0 SCOPE

This notification is limited to smartphone configurations to support Wi-Fi calling and related functions.

### 5.0 APPROVAL

Astronics AeroSat Product Support and Field Service Engineering approve this Service Information Letter.

## 6.0 RECOMMENDED ACTION

### NOTE:

The instructions in this SIL are based on various cell phone providers and cell phone manufacturers. The procedures in this SIL are for reference only and may not suit all phone configurations.

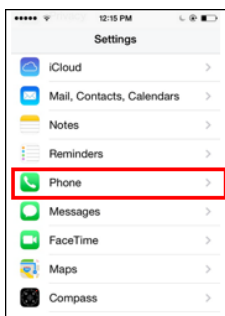
### Wi-Fi Calling

#### iPhone

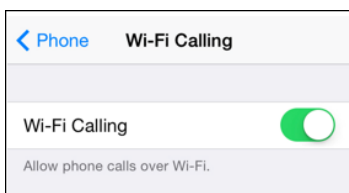
You can make phone calls over Wi-Fi connections with iPhone 5c or later versions. You can select Wi-Fi connections as the preferred call path when roaming.

To enable Wi-Fi calling on the iPhone:

1. Open the **Settings** application, (typically found on the home screen).
2. Scroll or search for the **Phone** settings. Tap **Phone**.

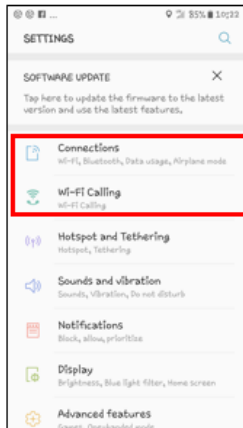


3. Make sure the **Wi-Fi Calling** and **Prefer Wi-Fi While Roaming** (if available) features are turned on. If it is off, move the slider to turn the setting on.



## Android

1. From the Home screen, tap the **Apps** icon.
2. Select **Settings**, then **Connections**. Slide the Wi-Fi switch to the **ON** position if the Wi-Fi is not already enabled.



3. From the **Settings** menu, select **Wi-Fi Calling**. Slide the switch to the **ON** position.



4. Select **Wi-Fi preferred** or similar nomenclature (depending on the service provider).

## Efficient use of bandwidth

- To prevent unnecessary data consumption and the appearance of limited bandwidth, disable any automatic cloud sync applications prior to connecting to the aircraft Wi-Fi.
- Close all unused applications on the device and limit the number of open browser windows to prevent background app bandwidth usage.
- Enable **Low Power Mode/Battery Saver** to disable background application updates.
- Limit the use of voice activated search functions and support applications such as Siri. Programs like these require the use of a WAN connection to the internet and use bandwidth to support the searches.
- Disable background application refreshing from the application's control settings (if able).
- Disable automatic updates from control applications such as iTunes and App Stores. Most phones automatically download updates using a Wi-Fi WAN source by default. These downloads can be large and take up to an hour to complete with ground-based Wi-Fi connections. For example, when downloading a 512 Mb update over a Ku link, the update consumes much of the bandwidth, so bandwidth is not available for more important traffic.
- Limit uploading media and large e-mail file attachments (if possible).

## CONTACT INFORMATION

For questions regarding this Service Information Letter, please contact Astronics AeroSat Product Support.

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