

**KVH Industries, Inc.**

# **TracPhone® V7IP**

**26" (66 cm) Configuration**



**User's Guide**

# TracPhone V7-IP

## User's Guide

This user's guide provides all of the basic information you need to operate, set up, troubleshoot, and maintain the TracPhone V7-IP system. For detailed installation information, please refer to the TracPhone V7-IP Installation Guide.

If you have any comments regarding this manual, please e-mail them to [manuals@kvh.com](mailto:manuals@kvh.com). Your input is greatly appreciated!



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# Table of Contents

## 1 Introduction

About this Manual .....	3
Who Should Use this Manual .....	3
Icons Used in this Manual .....	3
Typographical Conventions .....	3
Related Documentation .....	4
Important Safety Information .....	5
RF Radiation Hazard Area.....	6
System Overview .....	7
System Components.....	8
Satellite Communications .....	9

## 2 Getting Started

Service Activation .....	13
Contacting KVH's Satellite Airtime & Product Activation Department.....	14
Turning On the System .....	15
System Startup .....	16
Accessing the Web Interface .....	17
Understanding the Home Page .....	18
Viewing the Help (User Documentation) .....	19

## 3 Interface Preferences

Changing the Administrator Password .....	23
Entering the Vessel Name.....	24
Assigning Phone Line Names .....	25
Adjusting the LCD Brightness .....	26

## 4 No-Transmit Zones

No-Transmit Zones Overview.....	29
Status of No-Transmit Zones .....	30
Establishing No-Transmit Zones .....	31
Disabling No-Transmit Zones.....	33
Clearing No-Transmit Zones .....	34

## 5 Voice Connections

Voice Service Overview.....	37
How the Voice Service Works.....	37
Making a Ship-to-Shore Call.....	38
Making a Shore-to-Ship Call.....	40
Adding Phone Lines .....	41
Additional MTA(s) .....	42
Crew Calling Gateway.....	43
Virtual Numbers .....	44
VoiceMail .....	45
Recording a VoiceMail Personal Greeting.....	45
Listening to Your VoiceMail Messages .....	45
Faxing .....	47
UCH-250 Fax Server .....	48
Accessing Your Voice Account.....	49

## 6 Network Configuration

Wired DHCP Configuration .....	53
Wireless DHCP Configuration.....	54
Wireless Settings on CommBox-ACU.....	55



Configuring Computers for DHCP .....	57
Windows 7 or Windows Vista DHCP Settings .....	57
Windows XP DHCP Settings .....	58
Mac OS X DHCP Settings .....	60
Static IP Configuration .....	61
LAN Settings on CommBox-ACU .....	64
Cache Settings on CommBox-ACU .....	65
CommBox Settings on CommBox-ACU .....	66

## **7 Data Connections**

Internet Access Overview .....	69
Connecting to the Internet .....	69
Tips for Minimizing Data Usage .....	70
Preventing Automatic Updates .....	71
Firewall Protection .....	71
Web Browser Settings .....	72
Data-Intensive Applications .....	75
Mobile Websites .....	75
E-mail Best Practices .....	76
CommBox Features .....	77
Accessing the CommBox Web Interface .....	77

## **8 Troubleshooting**

Initial Steps for Any Problem .....	81
Troubleshooting a Voice Problem .....	83
Troubleshooting a Data Problem .....	85
Error Messages .....	87
Status Information .....	91
Status Information on the Web Interface .....	91
Status Information on the CommBox-ACU Front Panel LCD ...	97

LED Indicators.....	101
System Logs .....	104
Operational Log .....	104
Event Log.....	105
Equipment ID Numbers .....	106
Software Versions.....	107
Technical Support.....	108
Remote Diagnostics.....	109

## **9 Maintenance**

Preventive Maintenance .....	113
Software Updates .....	114
Using the CommBox-ACU to Update Software .....	115
Using Your Computer to Update Software.....	116
Using an iPhone/iPod touch to Update Software.....	117
Using a USB Flash Drive to Update Software .....	118
Modem Configuration Updates .....	119
Manually Updating the Modem's Configuration Files.....	120
Corrective Maintenance .....	124
Gyro Calibration .....	125
Hardware Restart.....	127

## **A Wiring Diagram**

Wiring Diagram .....	131
----------------------	-----

## **B LCD Menus**

LCD Menus Quick Reference Guide .....	135
---------------------------------------	-----

**C Regulatory Approvals**

CE Declaration of Conformity..... 139

**D Specifications**

System Specifications ..... 143

**E Glossary**

Glossary ..... 147

**F Index**

Index ..... 161

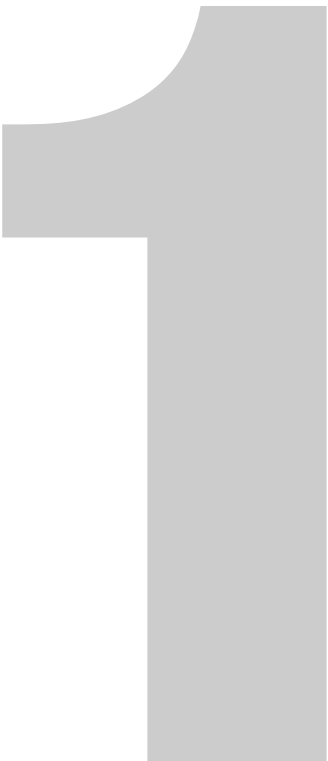


# 1. Introduction

This section provides important safety information you need to know before using the system. It also provides a basic overview of the system and satellite communications.

## Contents

About this Manual.....	3
Important Safety Information .....	5
System Overview .....	7
Satellite Communications.....	9



## About this Manual

This manual provides complete operation, configuration, and troubleshooting information for the TracPhone V7-IP system.

### Who Should Use this Manual


The **user** should refer to this manual to learn how to operate the system, configure all aspects of the system, and identify the cause of any problem.

The **installer** should refer to this manual for information on setting up the system for the user's desired preferences.

The **servicing technician** should refer to this manual to help identify the cause of a system problem.

### Icons Used in this Manual

This manual uses the following icon:

Icon	Description
	This is a danger, warning, or caution notice. Be sure to read these carefully to avoid injury!

### Typographical Conventions

This manual uses the following typographical conventions:

Text Example	Description
Press <b>MENUS</b> to view the menu.	Name of CommBox-ACU buttons
At the confirmation message, click <b>Save</b> .	Element of a graphical user interface
<b>SELECT SATELLITES</b>	Text as it appears on the CommBox-ACU display
See <a href="#">"Using this Manual" on page 3</a> .	Cross-reference to another chapter in the manual
Visit <a href="http://www.kvh.com/mvbservice">www.kvh.com/mvbservice</a> for details.	Cross-reference to a website

## Related Documentation

In addition to this User's Guide, the following documents are provided with your TracPhone system:

Document	Description
Installation Guide	Complete installation instructions
Quick Start Guide	Handy quick reference guide with basic operating instructions
Activation Checklist	Details on activating the system for mini-VSAT Broadband service
Installation Checklist	Form that the installer must return to validate the quality of the installation
Antenna Mounting Template	Template that the installer uses to lay out the antenna mounting holes
Warranty Statement	Warranty terms and conditions
Kitpack Contents List	List of every part supplied in the kit
Documentation CD	Extended Help, plus documents in PDF format

## Important Safety Information

For your own safety, and for the safety of your passengers and/or crew, be sure to read the following important notices.



### WARNING

#### Risk of Electric Shock

Potentially lethal voltages are present within the CommBox-ACU and the modem. To avoid electric shock, do not open the chassis enclosures of the belowdecks equipment. They contain no user-serviceable parts, and opening the enclosure(s) will void the product's warranty.



### WARNING

#### Risk of Electric Shock

Failure to ground the TracPhone system properly to ship's ground will cause an unsafe floating ground condition, risking potentially lethal electric shock. Refer to the Installation Guide for details on the proper grounding of the equipment.



### CAUTION

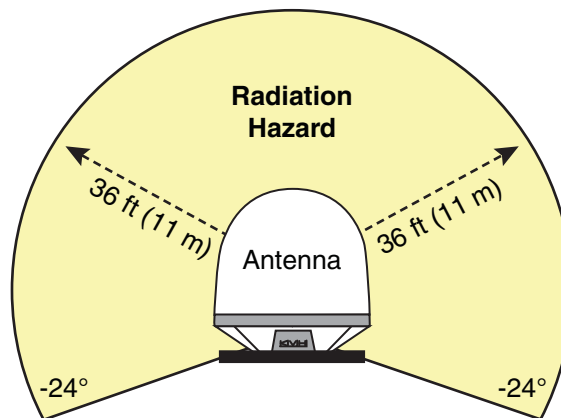
#### RF Radiation Hazard

The antenna transmits up to 4 watts of radio frequency (RF) energy that is potentially harmful. Whenever the system is powered on, make sure everyone stays more than 36 feet (11 m) away from the antenna. No hazard exists directly below the antenna.

## RF Radiation Hazard Area

If a person is standing outside the antenna's main transmission beam, minimum safe distance is 1 foot (0.3 m). However, since a person above deck may not know which direction the antenna is pointing, you should always observe the full 36 feet (11 m) minimum safe distance to prevent RF radiation exposure.

Figure 1-1 Minimum Safe Distance to Avoid Risk of RF Radiation Exposure



*NOTE: You can set up no-transmit zones to inhibit transmissions within areas frequented by passengers and/or crew. See [“No-Transmit Zones”](#) on page 27 for details.*

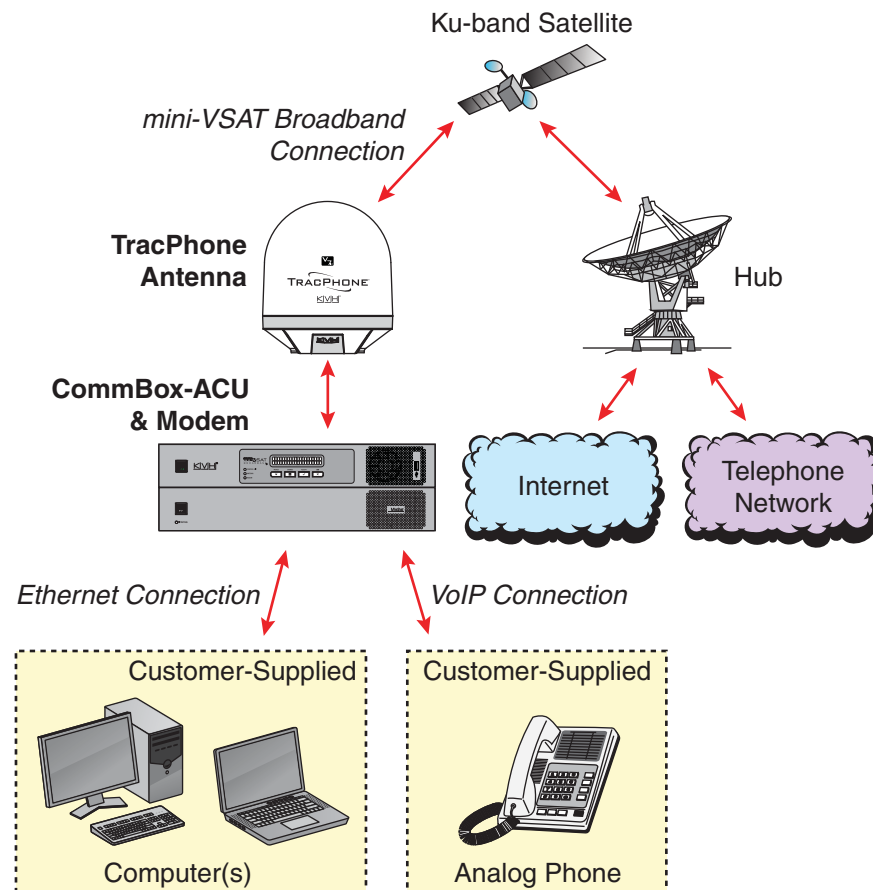
## System Overview

Your TracPhone V7-IP is a complete mini-VSAT Broadband communications system for mariners on the move. Using cutting-edge CRMA and spread spectrum technologies, the TracPhone V7-IP delivers a seamless and consistent Internet experience. And it all comes with an antenna that is smaller and lighter than traditional VSAT antennas.

The system consists of an antenna, CommBox-ACU, and modem that connect to a land-based hub via a Ku-band satellite. The hub, managed by a Network Operations Center (NOC), then provides the link to the Internet and the terrestrial telephone network.

*NOTE: A detailed wiring diagram is provided in "Wiring Diagram" on page 131.*

Figure 1-2 TracPhone V7-IP mini-VSAT Broadband Network Diagram



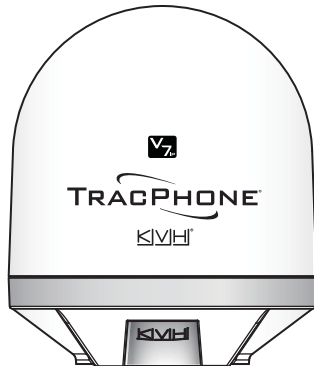
## System Components

The TracPhone V7-IP system includes the following components:

### Antenna Unit

The antenna unit provides the satellite link between the onboard modem and the land-based hub. Using its integrated GPS, advanced reflector technology, and gyro stabilization, the antenna automatically locates and tracks the correct satellite, even while your vessel is on the move. In addition, the antenna's three-axis range of motion allows it to track the satellite at high elevations, even directly overhead.

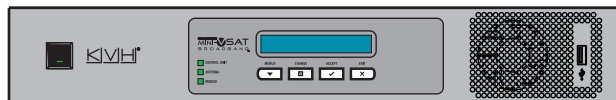
Figure 1-3 Antenna Unit



### CommBox-ACU

The CommBox-ACU links together all system components, including the antenna, the modem, and your onboard computers and phones. Its built-in router and wireless access point (WAP) transfer all data traffic between the modem and your onboard local area network (LAN). Its easy-to-use web interface and front panel LCD allow you to operate and configure all aspects of the system.

Figure 1-4 CommBox-ACU



### Modem

The modem is the transceiver and "brain" of the system. It processes all incoming and outgoing data traffic between the antenna and the onboard LAN using its proprietary spread spectrum technologies.

Figure 1-5 Modem

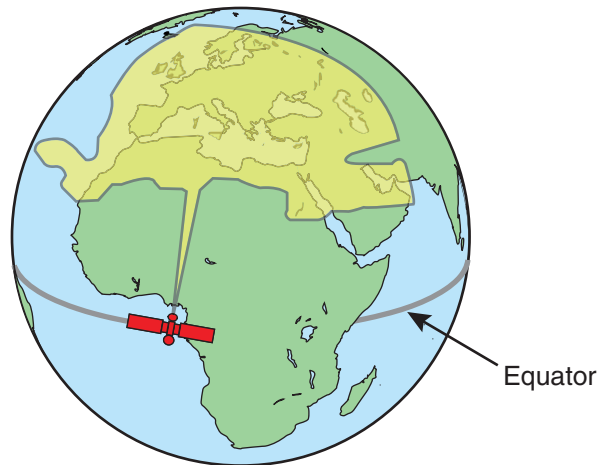


## Satellite Communications

Ku-band communications satellites are located in fixed positions above the Earth's equator and relay data to/from the earth within the regions that they serve. Therefore, to communicate via a given satellite, you must be located within that satellite's unique coverage area, also known as its "footprint."

To view the latest mini-VSAT Broadband satellite coverage map, visit KVH's website at [www.kvh.com/minivsatmap](http://www.kvh.com/minivsatmap). The map is an amalgamation of all of the individual satellites' coverage areas.

Figure 1-6 Example of a Satellite Footprint



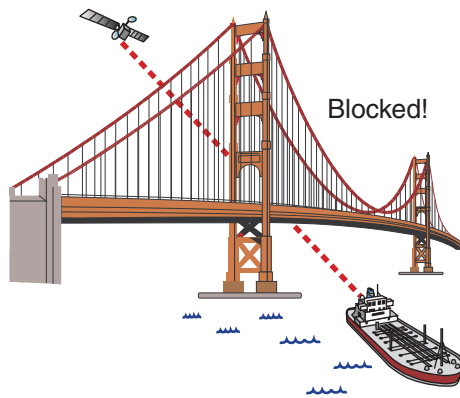


In addition, since satellites are located 22,300 miles (35,900 km) above the equator, the TracPhone antenna must have a clear view of the sky to transmit and receive signals. Anything that stands between the antenna and the satellite can block signals, resulting in lost data.

Common causes of blockage include the following:

- Trees, buildings, and bridges
- Other vessels docked alongside your vessel
- Onboard masts, antennas, or other structures
- Inclement weather conditions

Figure 1-7 Example of Satellite Blockage





# 2. Getting Started

This section explains how to activate the TracPhone system for mini-  
VSAT Broadband service. It also explains how to turn on the system for  
the first time and how to interpret the system's startup screens. Then it  
introduces the TracPhone V7-IP web interface, detailing how to access  
the Home page and the Help documentation.

## Contents

Service Activation.....	13
Turning On the System.....	15
System Startup.....	16
Accessing the Web Interface.....	17
Understanding the Home Page.....	18
Viewing the Help (User Documentation).....	19



## Service Activation

Before you can start using the TracPhone system, you need to activate it for mini-VSAT Broadband service. To activate, fill out and submit the following forms:

- **mini-VSAT Broadband Service Activation Form**  
Complete the leisure or commercial form, as appropriate
- **End User Agreement**  
Read and initial each page in the bottom right-hand corner
- **Airtime Account Authorized Representative Form**  
Complete, if applicable

All forms are available in PDF format at [www.kvh.com/mvbservice](http://www.kvh.com/mvbservice).

*NOTE: You will need to enter equipment ID numbers on the activation form. You can find these numbers on the Support page of the TracPhone V7-IP web interface or in the System Info LCD menu on the CommBox-ACU's front panel. See "Equipment ID Numbers" on page 106.*

Fax or e-mail the completed forms to KVH:

**North/South America, Australia:**

Fax: +1 401 851-3823

E-mail: [satelliteservices@kvh.com](mailto:satelliteservices@kvh.com)

**Europe, Middle East, Asia, Africa:**

Fax: +45 45 160 181

E-mail: [satelliteservices@emea.kvh.com](mailto:satelliteservices@emea.kvh.com)

Once KVH processes these forms, activates your account, and registers your product, you will receive an e-mail with the details of your new service, including your vessel's phone numbers.

## **Contacting KVH's Satellite Airtime & Product Activation Department**

If you have any questions, or would like to make a change to your account, please contact KVH's Satellite Airtime & Product Activation Department:

### **North/South America, Australia:**

*Mon.-Fri., 8:30 am-5 pm ET*

Toll-free: +1 866 399-8509 (*U.S. only*)

Phone: +1 401 847-3327

E-mail: [satelliteservices@kvh.com](mailto:satelliteservices@kvh.com)

### **Europe, Middle East, Asia, Africa:**

*Mon.-Thu., 8 am-4:30 pm CET*

*Fri., 8 am-2 pm CET*

Phone: +45 45 160 180

E-mail: [satelliteservices@emea.kvh.com](mailto:satelliteservices@emea.kvh.com)

## Turning On the System

To turn on your TracPhone system, follow these steps:

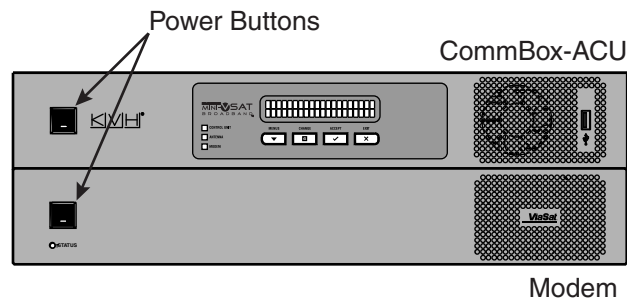


### CAUTION

The antenna transmits RF energy that is potentially harmful. Make sure everyone stays more than 36 feet (11 m) away from the antenna while it is in use. The antenna transmits down to an elevation of  $-24^{\circ}$ , so no hazard exists directly below the antenna.

1. Make sure the antenna has a clear, unobstructed view of the sky.
2. Make sure vessel AC power is applied to the modem, CommBox-ACU, and your computer(s).
3. Press the power buttons on the front of the modem and CommBox-ACU. The buttons' lights should illuminate green.

Figure 2-1 Power Buttons



4. Wait five minutes for system startup.
5. Turn on your computer(s) that are connected to the network. Once the antenna finds the service satellite and the modem logs into the mini-VSAT Broadband service, all status lights on the CommBox-ACU and modem should be lit green. If any lights are not lit green, refer to [“LED Indicators” on page 101](#).

## System Startup

The CommBox-ACU shows the following screens during startup. Similar messages will also appear on the web interface. If the display shows an error message, see [“Error Messages” on page 87](#).

CommBox-ACU Screen	Description
COMMBX-ACU INITIALIZING...59	The system is running a self test routine
NO-TRANSMIT ZONE 1 AZ RANGE: 335-025	Displays the azimuth ranges of any user-configured no-transmit zones
ANTENNA READY WAITING FOR MODEM	The antenna is waiting for the modem to initialize
MODEM COMMS: OK	The modem is communicating with the CommBox-ACU
WAITING FOR GPS	The antenna is waiting for a GPS fix
GPS: ACQUIRED 41.5198N, 123.5817W	When GPS acquires a fix, momentarily displays your latitude/longitude
RECEIVING SATELLITE INFO FROM MODEM	The modem is providing satellite identification data to the antenna
ANTENNA STATE INITIALIZING	The antenna is initializing
SEARCHING FOR 105.0W SATELLITE	The antenna is searching for the mini-VSAT Broadband satellite
RF RADIATION HAZARD! TRANSMIT INHIBITED	If the antenna is pointing within an enabled no-transmit zone, it will not transmit
OFFLINE TRACKING 105.0W	The antenna is now tracking the satellite
ONLINE TRACKING 105.0W	The modem has accessed the mini-VSAT Broadband service; the system is ready for use!

## Accessing the Web Interface

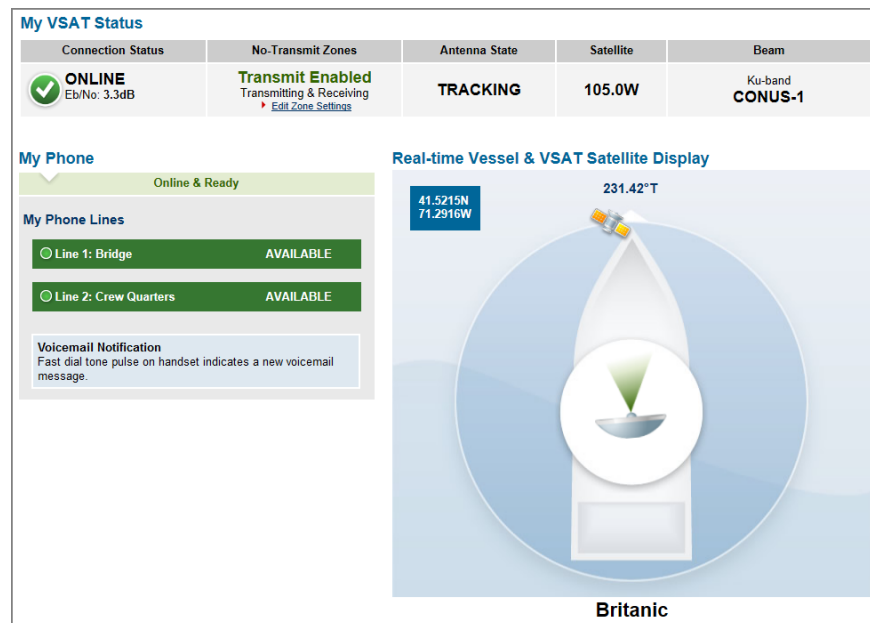
The CommBox-ACU offers a local web interface, which you can use to check system status, update software, and configure all aspects of the system. To access the web interface, simply open a web browser window on any computer on the network and enter the following web address:

**`http://minivsat.kvh`**

*NOTE: This web address may not work on all platforms and browsers. If the web interface does not appear, enter the CommBox-ACU's IP address instead (default is 192.168.5.1). You can find this address on the CommBox-ACU front panel LCD (go to Settings > Network Settings > IP Assignments).*

As long as the CommBox-ACU is turned on and functioning properly, the Home page will appear in your browser.

**Figure 2-2 Web Interface Home Page**



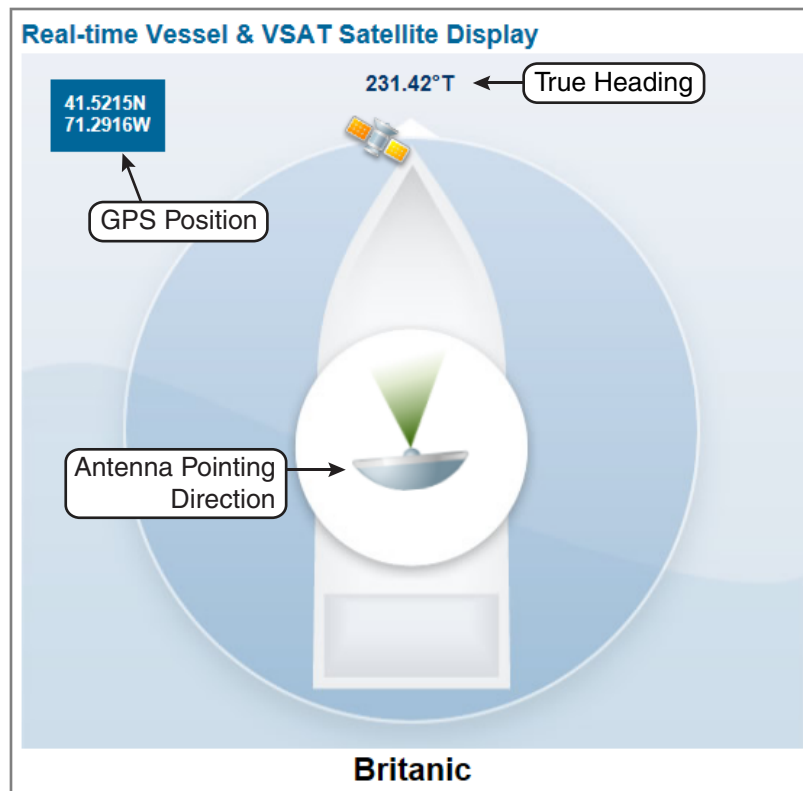
## Understanding the Home Page

The Home page of the TracPhone V7-IP web interface provides essential system status information, including the status of the antenna, the modem's connection to the mini-VSAT Broadband service, and the voice service connection. It also displays the vessel's GPS position and true heading and provides a graphical representation of the antenna's pointing direction relative to the bow of the vessel.

### Important!

If true heading is not displayed ("No Heading Available" is displayed instead), the TracPhone system does not have a valid connection to the vessel's NMEA 0183 talker.

Figure 2-3 Real-time Vessel & VSAT Satellite Display





## Viewing the Help (User Documentation)

The system's Help is available on the Support page of the TracPhone V7-IP web interface. Two options are offered: Condensed and Extended. Refer to either of these resources for answers to your operation, configuration, or troubleshooting questions.

*NOTE: The Help is compatible with the following web browsers: Internet Explorer, Mozilla Firefox, Google Chrome, and Apple Safari.*

### Condensed Help

- Resides on the CommBox-ACU locally
- Text-only format

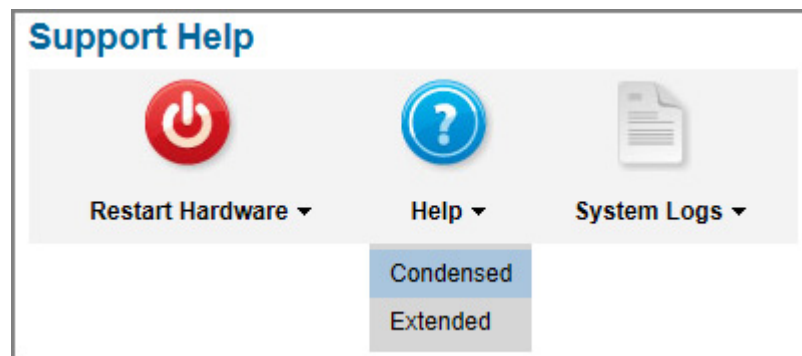
### Extended Help

- Resides on the KVH website (airtime charges may apply)
- Media-rich format, complete with images and tutorials

To access either of these resources from the CommBox-ACU, follow these steps:

1. At the TracPhone V7-IP web interface, click the **Support** tab.
2. On the **Help** menu, click the desired option.

Figure 2-4 Help Options



*NOTE: The Extended Help is also available on the documentation CD provided in the Customer Welcome Kit.*



# 3. Interface Preferences

This section explains how to customize the TracPhone V7-IP web interface by entering the names of the vessel and phone lines. It also explains how to change the Administrator password and adjust the brightness of the CommBox-ACU's front panel LCD.

## Contents

Changing the Administrator Password .....	23
Entering the Vessel Name .....	24
Assigning Phone Line Names .....	25
Adjusting the LCD Brightness .....	26



## Changing the Administrator Password

You must be logged in as an Administrator to make any substantial changes to the system's configuration on the TracPhone V7-IP web interface. To prevent unauthorized user access, KVH recommends that you change the Administrator password to something unique.

To change the Administrator password, follow these steps:

1. At the TracPhone V7-IP web interface, click the **Settings** tab. Then click **Account**.
2. In Security, click **Edit**.
3. Enter the current password. If the password has never been changed, enter the default password: "**password**".

*NOTE: The password must be between 4 and 20 characters in length, with at least one letter and one number, case-sensitive.*

4. Enter and then re-enter your new password.
5. Click **Save Settings**.

Figure 3-1 Changing the Administrator Password

The screenshot shows a web interface titled "Security" with a subtitle "Change the administrator's login password." It contains three input fields: "Enter the current password:" with a masked password of 8 dots; "Enter the new password:" with a masked password of 12 dots and a green "Strong" status indicator; and "Re-enter the new password:" with a masked password of 12 dots. The status indicator text reads: "(between 4 and 20 characters long, with at least one letter and one number, case sensitive)". At the bottom right are "Cancel" and "Save Settings" buttons.

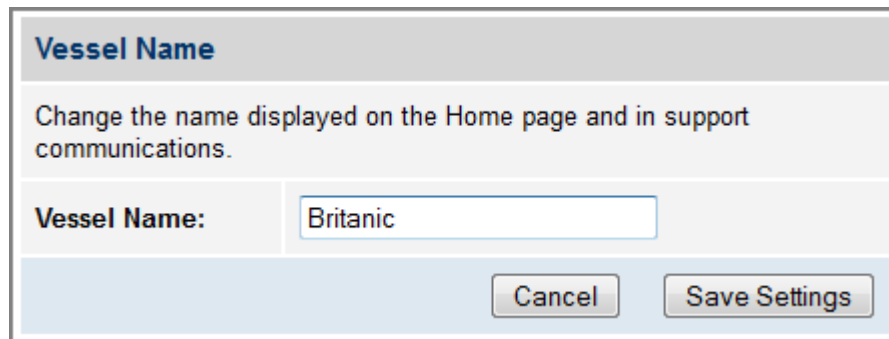
## Entering the Vessel Name

The vessel name is displayed on the Home page of the TracPhone V7-IP web interface. It also appears in all technical support communications.

To enter your vessel's name in the TracPhone V7-IP web interface, follow these steps:

1. At the TracPhone V7-IP web interface, click the **Settings** tab. Then click **Account**.
2. In Vessel Name, click **Edit**.
3. If the Login window appears, log in with the Administrator password.
4. Enter your vessel's name.
5. Click **Save Settings**.

Figure 3-2 Entering the Vessel Name



The screenshot shows a web interface dialog box titled "Vessel Name". Below the title, it says "Change the name displayed on the Home page and in support communications." There is a label "Vessel Name:" followed by a text input field containing the word "Britanic". At the bottom right of the dialog, there are two buttons: "Cancel" and "Save Settings".

## Assigning Phone Line Names

The phone line names are displayed on the Home page of the TracPhone V7-IP web interface. They also appear in all technical support communications. For example, you might assign the name “Bridge” to Line 1 and “Crew Quarters” to Line 2.

To assign a name to each phone line, follow these steps:

1. At the TracPhone V7-IP web interface, click the **Settings** tab. Then click **Other**.
2. In Phone Line Names, click **Edit**.
3. If the Login window appears, log in with the Administrator password.
4. Enter names for Lines 1 and 2.
5. Click **Save**.

Figure 3-3 Assigning Phone Line Names

Phone Line Names	
The names displayed on the home page and in support communications ( <a href="#">see example</a> )	
Line 1:	<input type="text" value="Bridge"/> (up to 25 characters)
Line 2:	<input type="text" value="Crew Quarters"/> (up to 25 characters)
<div>Cancel Save</div>	

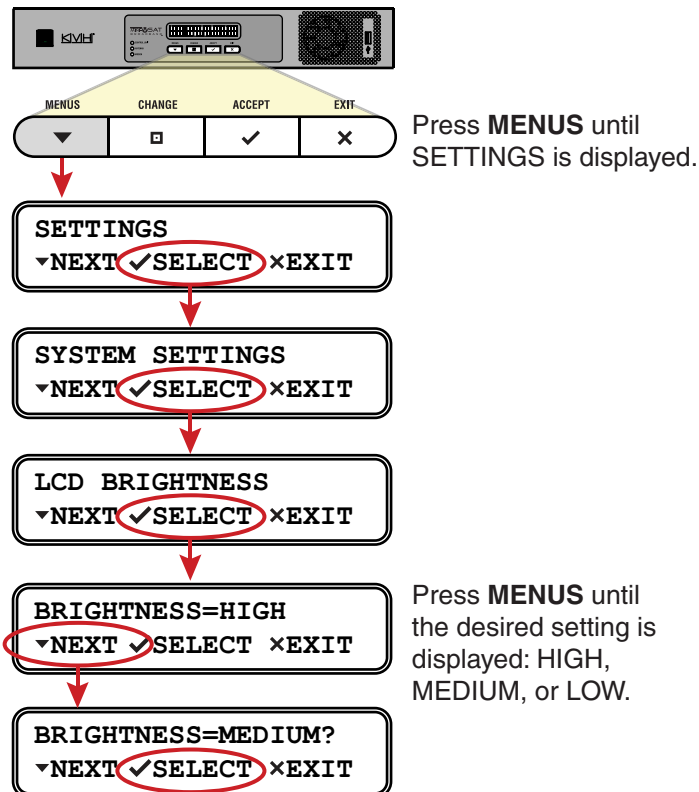
## Adjusting the LCD Brightness

You can adjust the brightness of the CommBox-ACU's front panel LCD to suit your preferences.

To adjust the brightness of the CommBox-ACU's display, follow these steps:

1. At the CommBox-ACU front panel, press **MENUS** until the display shows "SETTINGS."
2. Press **ACCEPT**.
3. At "SYSTEM SETTINGS," press **ACCEPT**.
4. At "LCD BRIGHTNESS," press **ACCEPT**.
5. Press **MENUS** until the display shows the desired brightness setting: HIGH, MEDIUM, or LOW.
6. Press **ACCEPT**.
7. Press **EXIT** to exit the menu.

Figure 3-4 LCD Brightness Setting





# 4. No-Transmit Zones

This section explains how to view, configure, temporarily disable, and clear no-transmit zones, which prohibit the antenna from transmitting within a certain azimuth range.

## Contents

- No-Transmit Zones Overview ..... 29
- Status of No-Transmit Zones..... 30
- Establishing No-Transmit Zones..... 31
- Disabling No-Transmit Zones ..... 33
- Clearing No-Transmit Zones..... 34

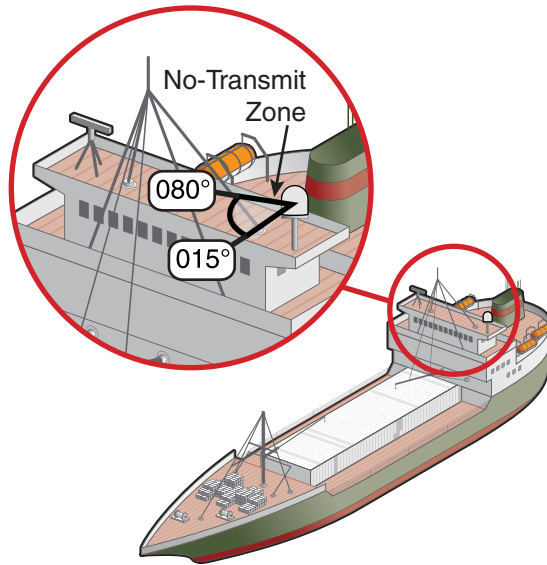


## No-Transmit Zones Overview

To prevent exposure to the antenna's radiated RF (radio frequency) energy, you can configure up to two no-transmit zones for areas where crew and passengers frequent. Whenever the antenna points within a no-transmit zone, the system disables the transmitter. Transmission capability is restored whenever the antenna points outside the zone.

*NOTE: See "RF Radiation Hazard Area" on page 6 for details on the minimum safety distances.*

Figure 4-1 Example of a No-Transmit Zone

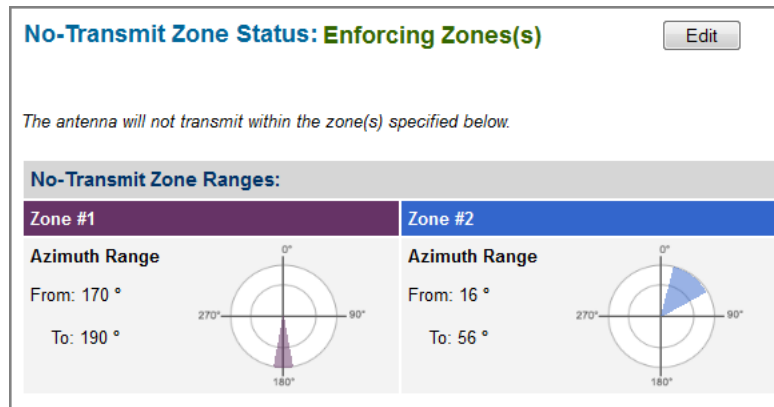




## Status of No-Transmit Zones

You can view the current status of the system's no-transmit zones on the TracPhone V7-IP web interface. Just click the **Settings** tab. Then click **No-Transmit Zones**.

Figure 4-2 No-Transmit Zones Page



The No-Transmit Zones page will display one of the following status indications:

- **Not Set Up** – No-transmit zones have not been set up yet. The antenna can transmit in any direction without restriction.
- **Enforcing Zone(s)** – One or two no-transmit zones have been set up and are currently enforced. The antenna will not transmit within those zones.
- **Transmit Enabled, Ignoring Zone(s)** – One or two no-transmit zones have been set up, but they are currently being ignored. The antenna can transmit in any direction without restriction.

*NOTE: You can also view the status of no-transmit zones on the CommBox-ACU's front panel LCD (go to No-Transmit Zones).*

## Establishing No-Transmit Zones

To configure a no-transmit zone, follow these steps:

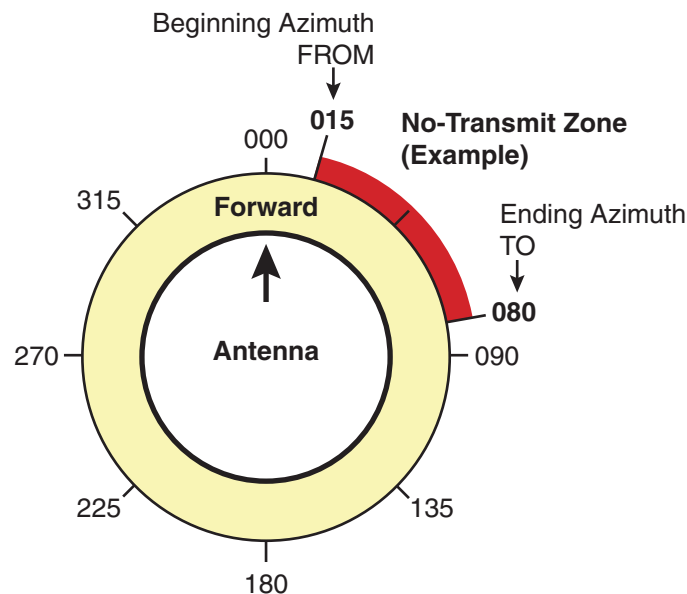
1. Identify the necessary azimuth range for the zone (see [“Identify the Azimuth Range”](#)).
2. At the TracPhone V7-IP web interface, configure a no-transmit zone for that azimuth range (see [“Configure the No-Transmit Zone\(s\) at the Web Interface”](#) on page 32).

### Identify the Azimuth Range

First, you need to determine the necessary azimuth range for the no-transmit zone(s). You will need to enter, in clockwise order, the beginning and ending azimuths that define the outer boundaries of the zone, **relative to the antenna's forward arrow**, which should be pointing toward the bow.

*NOTE: Each no-transmit zone must span at least 5°. Therefore, be sure to set beginning and ending azimuths at least 5° apart.*

Figure 4-3 Beginning and Ending Azimuths Defining a No-Transmit Zone (Example)



### Configure the No-Transmit Zone(s) at the Web Interface

1. At the TracPhone V7-IP web interface, click the **Settings** tab. Then click **No-Transmit Zones**.
2. Click **Edit**.
3. If the Login window appears, log in with the Administrator password.
4. In No-Transmit Zone Ranges, click **Enforce Zones**.

---

### Important!

When “Enforce Zones” is selected, the antenna will not transmit whenever it points within one of your configured no-transmit zones. If “Ignore Zones” is selected instead, the zones are disabled, allowing the antenna to transmit in any direction without restriction.

---


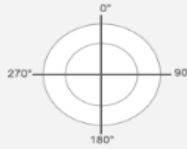
5. Enter the azimuth range for Zone 1.
6. If you wish to set up a second no-transmit zone, enter the azimuth range for Zone 2.
7. Click **Save All Settings**.
8. At the confirmation message, click **Save**.

Figure 4-4 Configuring No-Transmit Zones

**No-Transmit Zone Ranges:**

☒ **Enforce Zones**  
*The antenna will not transmit within the zone(s) specified below.*

☐ **Ignore Zones**  
*The antenna will be able to transmit in any direction without restriction. Be sure everyone stays at least 36 feet (11 meters) away from the antenna.*

Zone #1	Zone #2
<b>Azimuth Range</b> From: 15 ° To: 80 ° 	<b>Azimuth Range</b> From: --- ° To: --- ° 
<i>Select Enforce Zones first. Zone must span more than 5°.</i>	

Cancel Clear All Zones Save All Settings

## Disabling No-Transmit Zones

You can disable your programmed no-transmit zones to temporarily remove all restrictions on transmissions. This function permits the antenna to ignore the zones; it does not delete them from the system's memory.



### CAUTION

Disabling no-transmit zones allows the antenna to transmit in any direction, even if the antenna is pointing in an area accessible to passengers and crew. Make sure everyone stays the minimum safe distance away from the antenna while it is in use (see [“RF Radiation Hazard Area”](#) on page 6).

To disable the no-transmit zones, follow these steps:

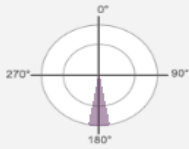
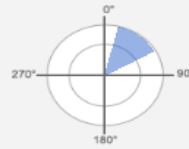
1. At the TracPhone V7-IP web interface, click the **Settings** tab. Then click **No-Transmit Zones**.
2. Click **Edit**.
3. If the Login window appears, log in with the Administrator password.
4. In No-Transmit Zone Ranges, click **Ignore Zones**.
5. Click **Save All Settings**.
6. At the confirmation message, click **Ignore Zones**.

Figure 4-5 Disabling No-Transmit Zones

**No-Transmit Zone Ranges:**

☐ **Enforce Zones**  
*The antenna will not transmit within the zone(s) specified below.*

☒ **Ignore Zones**  
*The antenna will be able to transmit in any direction without restriction. Be sure everyone stays at least 36 feet (11 meters) away from the antenna.*

Zone #1	Zone #2
<b>Azimuth Range</b> From: 170 ° To: 190 ° 	<b>Azimuth Range</b> From: 16 ° To: 56 ° 
<i>Select Enforce Zones first. Zone must span more than 5°.</i>	<i>Select Enforce Zones first. Zone must span more than 5°.</i>

Cancel Clear All Zones Save All Settings

## Clearing No-Transmit Zones

You can clear all no-transmit zones from the system's memory. Unlike disabling zones, clearing zones permanently deletes them.



### CAUTION

Clearing no-transmit zones allows the antenna to transmit in any direction without restriction. Make sure everyone stays the minimum safe distance away from the antenna while it is in use (see ["RF Radiation Hazard Area" on page 6](#)).

*NOTE: This procedure explains how to clear no-transmit zones using the TracPhone V7-IP web interface. If you prefer, you may use the front panel LCD menu instead (go to Diagnostic Tools > Factory Reset).*

To clear the no-transmit zones, follow these steps:


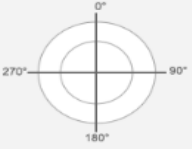
1. At the TracPhone V7-IP web interface, click the **Settings** tab. Then click **No-Transmit Zones**.
2. Click **Edit**.
3. If the Login window appears, log in with the Administrator password.
4. In No-Transmit Zone Ranges, click **Clear All Zones**.
5. At the confirmation message, click **Clear Zones**.

Figure 4-6 Clearing No-Transmit Zones

**No-Transmit Zone Ranges:**

☒ **Enforce Zones**  
The antenna will not transmit within the zone(s) specified below.

☐ **Ignore Zones**  
The antenna will be able to transmit in any direction without restriction. Be sure everyone stays at least 36 feet (11 meters) away from the antenna.

Zone #1	Zone #2
<b>Azimuth Range</b> From: 15 ° To: 80 ° 	<b>Azimuth Range</b> From: --- ° To: --- ° 
Select Enforce Zones first. Zone must span more than 5°.	Select Enforce Zones first. Zone must span more than 5°.

Cancel Clear All Zones Save All Settings



# 5. Voice Connections

This section covers everything you need to know about the enhanced voice service. It explains how to place calls, add additional phone lines and virtual numbers, check VoiceMail, send a fax, and access your voice account online.

## Contents

- Voice Service Overview ..... 37
- Making a Ship-to-Shore Call ..... 38
- Making a Shore-to-Ship Call ..... 40
- Adding Phone Lines ..... 41
- Virtual Numbers..... 44
- VoiceMail ..... 45
- Faxing ..... 47
- Accessing Your Voice Account ..... 49



## Voice Service Overview

KVH's enhanced voice service – Voice over IP (VoIP) optimized for satellite communications – allows you to make and receive phone calls via the TracPhone system and the mini-VSAT Broadband service. Voice traffic is given priority on the network over standard Internet data to ensure the highest quality voice connections at all times.

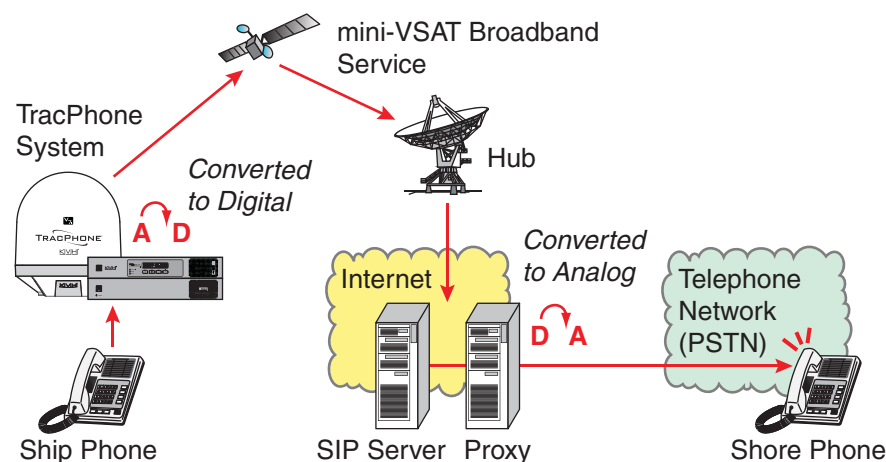
### Important!

The TracPhone V7-IP voice service will not provide Automatic Number Identification or Automatic Location Information capabilities associated with emergency services, such as 911 or E911. In addition, the voice service will not work in the event of either a network service outage or a power failure. Therefore, it is critical that you maintain your vessel's separate distress and safety communications system for emergency calls. Be sure to inform anyone who may use the TracPhone V7-IP of the limitations of emergency services. *The manufacturer, distributor, and service provider shall not be liable for, and expressly disclaim, any direct or indirect damages, claims, losses, expenses, liabilities, actions, risks, or harms arising out of or related to the services provided through this equipment, including without limitation, emergency services.*

## How the Voice Service Works

When you dial a phone number using the ship's analog phone, the TracPhone system converts its analog signal into digital VoIP data and transmits it over the mini-VSAT Broadband network to an Internet-based SIP (session initiation protocol) server. The digital VoIP data is then converted back into its original analog signal and routed via a proxy server to the appropriate public switched telephone network (PSTN). Finally, the telephone network's carrier completes the call to ring the desired shore phone line.

Figure 5-1 Voice Service Call Routing



## Making a Ship-to-Shore Call

To place a call from the vessel, follow these steps:

1. Make sure the TracPhone system is online.
2. Pick up the handset on any phone connected to the CommBox-ACU. You should hear a dial tone. If you don't, check the phone line status on the web interface's Home tab.
3. Dial the phone number you wish to call. The dialing sequence you use depends on the vessel's Line 1 phone number.

### Dialing a Number Outside the Country Assigned to Line 1

Dial the number as an international call:

<**International prefix**, as originating from your Line 1 country>  
+ <**country code**>  
+ <**area/city code**>  
+ <**local phone number**>

### Dialing a Number Within the Country Assigned to Line 1

Dial the number as an in-country call:

<**area/city code**>  
+ <**local phone number**>

### Dialing a Number Within the Country & Area Code Assigned to Line 1

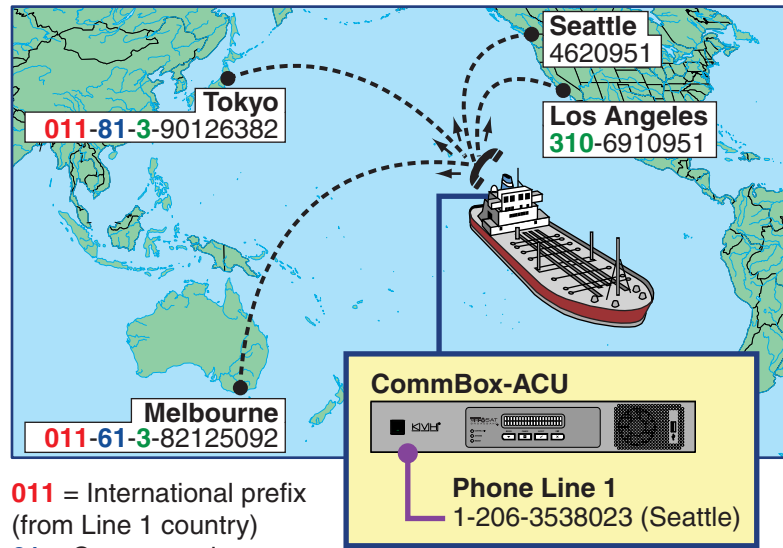
Dial the number as a local call:

<**local phone number**>

*NOTE: When you place a call, your voice travels to a satellite in space then back to Earth. This transit will cause a brief delay (approximately 1/2 second) in your conversation.*



Figure 5-2 Ship-to-Shore Calls (Example)



**011** = International prefix  
(from Line 1 country)  
**61** = Country code  
**3** = Area/City code  
82125092 = Local phone no.

On a fixed rate plan, all calls are charged termination fees as calls originating from the U.S., regardless of vessel location or phone number. Long distance rates will apply. On a metered rate plan, incoming and outgoing calls are charged one flat rate per minute. For details, refer to the rate sheet available online at [www.kvh.com/mvbcustomercenter](http://www.kvh.com/mvbcustomercenter).

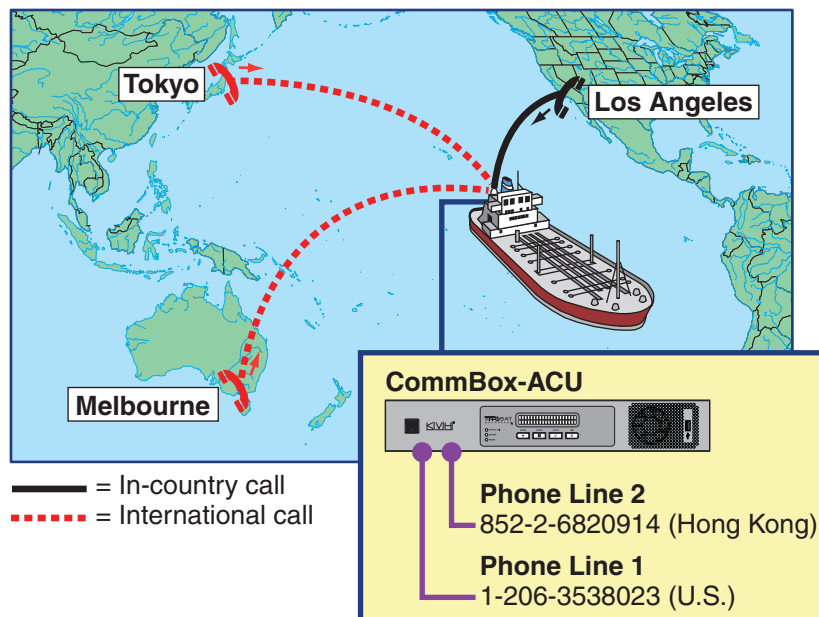
## Making a Shore-to-Ship Call

People on shore call your vessel by dialing one of your vessel's phone numbers. They are billed international and long-distance charges based on the vessel's phone number, and not on the location of the vessel. Therefore, when you set up phone numbers during service activation, it is advisable to select the same country code and area/city code you use at home. This will allow family, friends, and business associates in your home region to call your vessel as an in-country call.

*NOTE: If you wish to change your vessel's phone numbers, contact KVH's Satellite Airtime & Product Activation department. See ["Contacting KVH's Satellite Airtime & Product Activation Department"](#) on page 14.*

In the example shown here, people in Los Angeles who call the vessel's U.S.-based phone number will not be charged international fees.

Figure 5-3 Shore-to-Ship Calls (Example)





## Adding Phone Lines

The CommBox-ACU supports two phone lines, one for each “Voice Line” jack. As a result, the system supports two simultaneous voice calls. However, KVH offers the following optional accessories that add additional phone lines to support three or more simultaneous calls:

- Multimedia Terminal Adapter (MTA) (see [“Additional MTA\(s\)” on page 42](#))
- Crew Calling Gateway (see [“Crew Calling Gateway” on page 43](#))

*NOTE: Only voice calls carried on phone lines 1 and 2 are prioritized over general data traffic.*

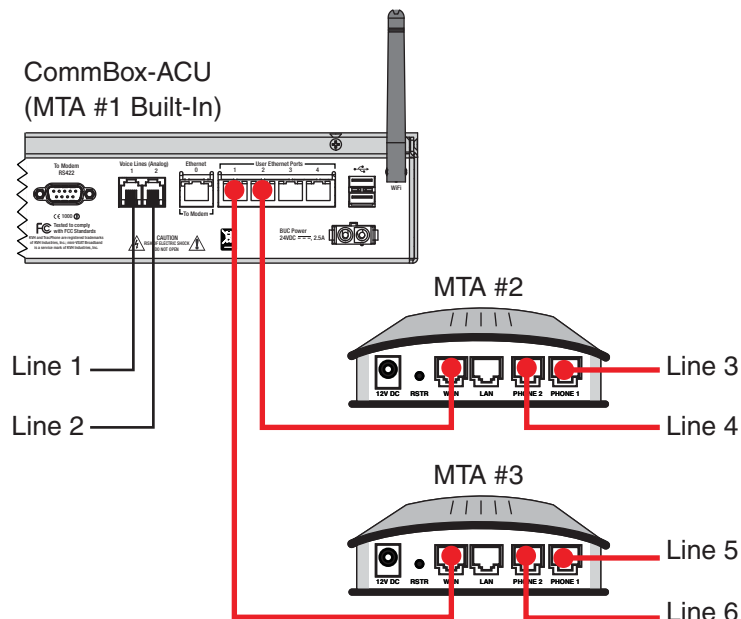
## Additional MTA(s)

If your vessel requires more than two phone lines, you may install one or two multimedia terminal adapters (MTAs) (KVH part no. 19-0504) to enable up to four additional lines. This allows the system to sustain three or more simultaneous calls. An additional monthly fee applies to each additional line. In addition, your service plan must accommodate the minimum data rate required (bidirectional) to support these additional lines:

- 1 or 2 phone lines - 128 kbps
- 3 or 4 phone lines - 256 kbps
- 5 or 6 phone lines - 512 kbps

Contact your dealer/distributor for details.

Figure 5-4 Multiple MTA Connections



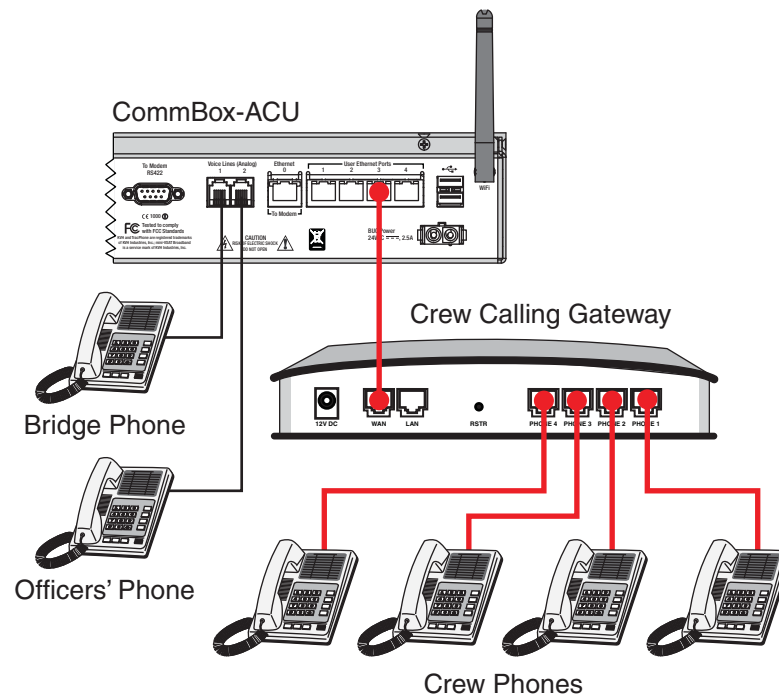
## Crew Calling Gateway

The optional Crew Calling Gateway (KVH part no. 72-0349) adds four additional phone lines for crew members and charter passengers to place ship-to-shore calls using prepaid calling cards. Since the CommBox-ACU also provides two main voice lines, the TracPhone V7-IP may support up to six simultaneous voice calls with the Crew Calling Gateway installed. To support multiple concurrent calls, your service plan must accommodate the minimum data rate required (bidirectional) to support the total number of calls:

- 1 or 2 concurrent calls - 128 kbps
- 3 or 4 concurrent calls - 256 kbps
- 5 or 6 concurrent calls - 512 kbps

Contact your dealer/distributor for details.

Figure 5-5 Crew Calling Gateway Connections



## Virtual Numbers

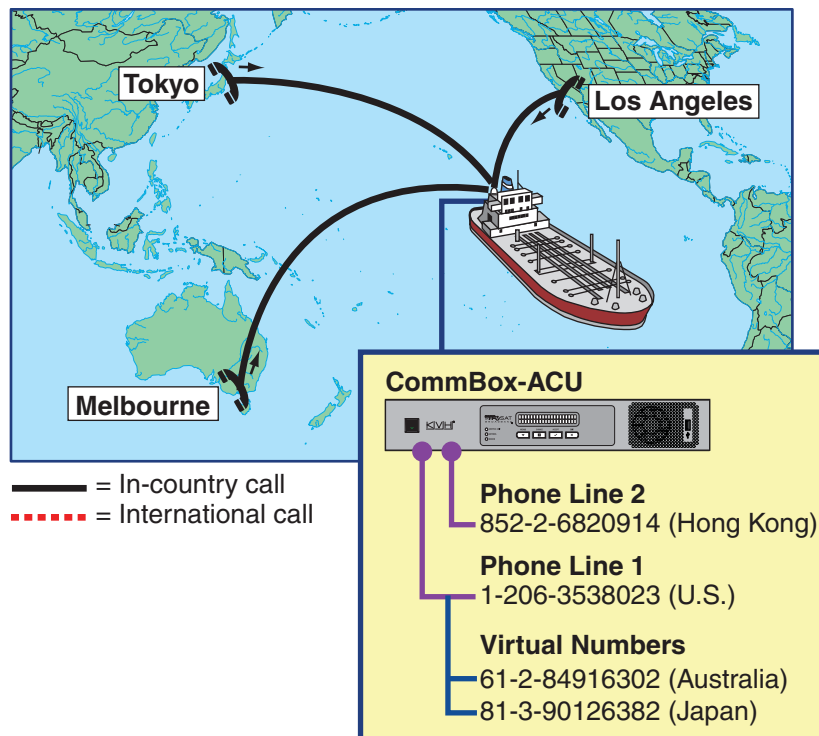
For an additional fee, you may assign up to five virtual phone numbers to each vessel phone line (10 total). Each of these numbers can be set up with a different country code and area/city code, allowing people on shore within those regions to avoid international or long-distance charges when they call the vessel.

To set up virtual numbers, contact KVH's Satellite Airtime & Product Activation department. See ["Contacting KVH's Satellite Airtime & Product Activation Department"](#) on page 14.

*NOTE: Each virtual number you set up will forward calls to a specific phone line and jack on the CommBox-ACU (whichever line you requested during setup). Only phones that are connected to that jack will ring when someone dials the virtual number.*

In the example shown here, the vessel's company has offices in Tokyo and Melbourne. Therefore, they set up Japanese and Australian virtual numbers so that their employees on shore can call the vessel without running up an international phone bill.

Figure 5-6 Virtual Numbers (Example)





## VoiceMail

KVH's enhanced voice service offers a similar suite of features as you might find with any landline telephone service. One of these features is VoiceMail.

With VoiceMail, people who call the vessel may record a message if you are unable to answer the call or the line is busy. You can then play back and listen to your messages anytime (24/7) from anywhere, even if you are not currently onboard the vessel.

### Recording a VoiceMail Personal Greeting

To record your VoiceMail personal greeting, follow these steps:

1. Pick up the handset on any phone connected to the CommBox-ACU. You should hear a dial tone.
2. Dial **123#** to connect to the VoiceMail system.
3. Press **2** to access your mailbox.
4. Press **1** to access your personal greeting.
5. Press **2** to change your greeting. You will be prompted to record your greeting.
6. Press **1** to listen to your personal greeting.
7. When you are satisfied with your greeting, press **3** to accept and activate your greeting. You will hear the message "Your personal greeting has been activated."

### Listening to Your VoiceMail Messages

If you hear a fast dial tone pulse in the phone's handset, you have new VoiceMail messages. To listen to your VoiceMail messages, follow these steps:

1. Dial **123#** to connect to the VoiceMail system.
2. Press **1** to listen to your messages.
3. Follow the spoken instructions to listen to, save, and/or delete your messages.

### **Listening to Your Messages on Shore**

You still have access to your VoiceMail messages when you disembark the vessel. Choose one of the following options:

- **Use a computer:** Go to your voice account web page (see [“Accessing Your Voice Account” on page 49](#)). Then click the **VoiceMail** button.
- **Use a regular landline telephone:** Dial the number for your main vessel phone line (Line 1), press \*, then enter your PIN (provided during service activation).





## Faxing

You can fax documents via the enhanced voice service. Connect a fax machine to either “Voice Line” jack on the CommBox-ACU and dial the fax number as you would a voice call (see [“Making a Ship-to-Shore Call” on page 38](#)).

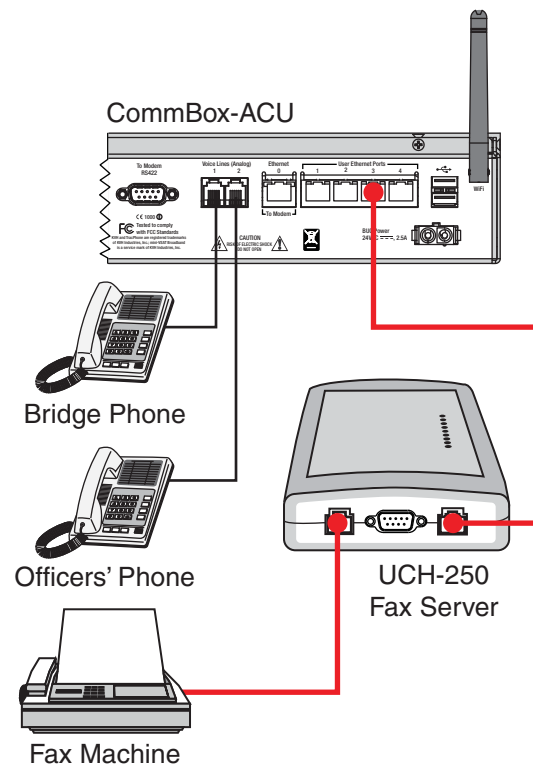
*NOTE: Faxing requires 70 kbps bandwidth for sending and up to 90 kbps bandwidth for receiving. When fax and voice are used simultaneously, the bandwidth requirement increases to between 100 kbps and 170 kbps.*

For extremely reliable faxing, KVH offers the UCH-250 fax server (see [“UCH-250 Fax Server” on page 48](#)). The UCH-250 avoids the industry-wide problem of dropped or incomplete faxes commonly associated with faxing over Voice over IP (VoIP) connections.

## UCH-250 Fax Server

Faxing over Internet Protocol can be unreliable at times (normally an 80% success rate). Glitches like latency, packet loss, and jitter, common with any VoIP connection, can interrupt the synchronization necessary for fax communications. KVH's optional UCH-250 Fax Server (KVH part no. 19-0520) overcomes these limitations by providing a dedicated fax line with the reliability of a fully managed, store-and-forward system. In addition to installing the fax server, you will need to activate the supplemental fax service. Contact your dealer/distributor for details.

Figure 5-7 UCH-250 Fax Server Connections



## Accessing Your Voice Account

You can manage your account online at KVH's Enhanced VoIP Service Account Center. You can view and configure all of the various calling features available to you, as well as view account information and listen to VoiceMails. To log onto the site, follow these steps:

1. Go to <http://kvh.myaccountcenter.net>.
2. At the login page, enter your primary phone number and PIN, provided during service activation. Then click **Login**.

Figure 5-8 Enhanced VoIP Service Account Center

The screenshot displays the 'mini-VSAT Broadband Enhanced VoIP Service Account Center' web page. The header includes the service name and the 'KVH INDUSTRIES MINI-VSAT BROADBAND' logo. A navigation bar shows 'Account Center ::' and a 'Logout' link. The main content area is titled 'My Information' and is divided into two columns. The left column displays 'Your Device ID: 00109911fd18', 'Phone Line(s): View all phone numbers', a dropdown for 'Line 1 - Phone Number: 14013674517', 'Your calling plan is: us unlimited (no canada)', and 'You have 0 new VoiceMail messages.' The right column shows 'Current Usage' for the period '14-Jul-2012 to 14-Aug-2012' with 'Calling Plan Usage: Local & National(Unlimited) -- Unlimited'. Below this, a notice provides contact information for support. A row of four icons with labels 'Call History', 'Find Rates', 'VoiceMail', and 'Manage Features' is present. Further down, a section titled 'Test your Internet connection speed:' explains the importance of internet speed for voice quality and provides a link to a speed test. A final section says 'Finished with Enhanced VoIP Service Account Center: Please Logout.' The footer contains links to 'www.kvh.com', 'Your Account Home', and 'Technical Support', along with a promotional message about TracVision and images of satellite equipment.

# 6. Network Configuration

This section explains the three main options for connecting your vessel's computers to the TracPhone system: wired DHCP, wireless DHCP, and static IP. (You can use one, two, or all three configurations to meet your network requirements.) It also provides an overview of the advanced network settings that are available on the CommBox-ACU.

## Contents

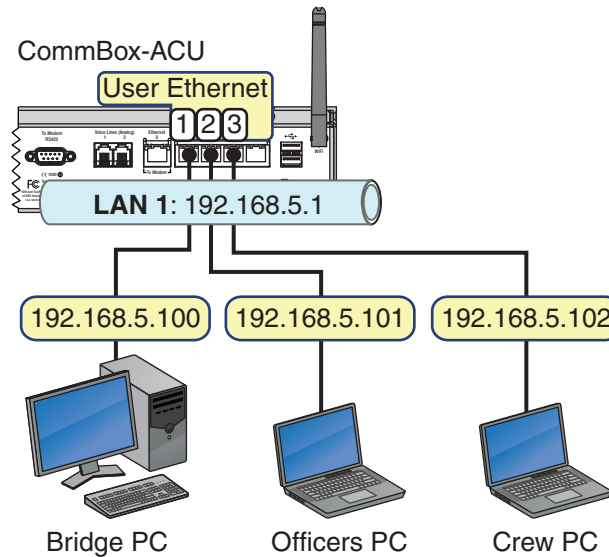
Wired DHCP Configuration .....	53
Wireless DHCP Configuration .....	54
Configuring Computers for DHCP .....	57
Static IP Configuration .....	61
LAN Settings on CommBox-ACU .....	64
Cache Settings on CommBox-ACU .....	65
CommBox Settings on CommBox-ACU .....	66



## Wired DHCP Configuration

In a wired DHCP configuration, vessel computers connect to the CommBox-ACU via Ethernet cables and receive IP addresses from the CommBox-ACU. This is the system's default configuration.

Figure 6-1 Wired DHCP Configuration (Example)



To configure a wired DHCP network connection, follow these steps:

1. Connect your computers and other network devices to any of the four "User Ethernet" ports on the rear panel of the CommBox-ACU.

*NOTE: Use straight-through 100 Mbps fast Ethernet UTP CAT5 cables (or better) with RJ45 connectors.*

2. Make sure the computers are configured for DHCP addressing (see ["Configuring Computers for DHCP" on page 57](#)).

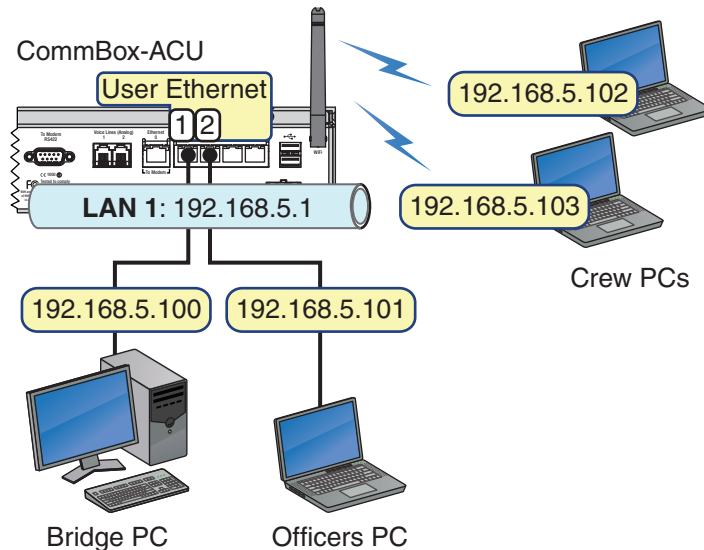
## Wireless DHCP Configuration

In a wireless (Wi-Fi) DHCP configuration, vessel computers connect to the CommBox-ACU via its built-in wireless access point (WAP) and receive IP addresses from the CommBox-ACU.

### Important!

The range of the CommBox-ACU's WAP will depend on the layout and structure of the vessel. For example, wireless signals degrade when passing through bulkheads and near metal masses. If the system is installed on a steel vessel, you might need a special WAP and the services of a technician with advanced networking expertise.

Figure 6-2 Wireless DHCP Configuration (Example)



To configure a wireless DHCP network connection, follow these steps:

1. Make sure the computers are equipped with a wireless network interface card and configured for DHCP addressing (see [“Configuring Computers for DHCP” on page 57](#)).
2. Enable the wireless access point on the CommBox-ACU and apply security settings to protect it from outside intrusion (see [“Wireless Settings on CommBox-ACU” on page 55](#)).

## Wireless Settings on CommBox-ACU

*NOTE: If the optional CommBox software is enabled, the CommBox-ACU's network settings are configured by KVH over the air. The Network Settings page of the CommBox-ACU will not contain any configurable fields. (See ["CommBox Features" on page 77](#) for details about enabling the CommBox software.)*

To enable a wireless network connection and protect it from outside intrusion, follow these steps:

1. At the TracPhone V7-IP web interface, click the **Settings** tab. Then click **Network Settings**.
2. In Wireless Settings, click **Edit**.
3. If the Login window appears, log in with the Administrator password.
4. Select **Enabled**.
5. Set the following wireless options:

**SSID:** Keep the default name, or enter a unique name for the wireless network.

**Security:** Select either security type - **WPA2** or **WEP (128-bit)**.

**Password/Passphrase:** If you selected WPA2, enter a password (between 8-20 characters). If you selected WEP, enter a passphrase (must be 13 characters).

**Channel:** Keep the default channel, or select any other channel for wireless communications.

6. Click **Save**.
7. At the confirmation message, click **Save**.

Figure 6-3 Wireless Settings

Wireless Settings	
State:	<input checked="" type="radio"/> Enabled <input type="radio"/> Disabled (default)
SSID:	<input type="text" value="KVH-ACUBTP113"/> (Up to 32 characters)
IP Address:	192 . 168 . 5 . 1
Security:	<input type="text" value="WPA2"/>
Password:	<input type="text" value="••••••"/> (between 8 to 20 characters)
Channel:	<input type="text" value="7"/>
<input type="button" value="Cancel"/> <input type="button" value="Save"/>	



## Configuring Computers for DHCP

To configure your computers for DHCP, allowing them to receive IP addresses from the CommBox-ACU, follow the steps for your operating system:

- [“Windows 7 or Windows Vista DHCP Settings”](#)
- [“Windows XP DHCP Settings”](#) on page 58
- [“Mac OS X DHCP Settings”](#) on page 60

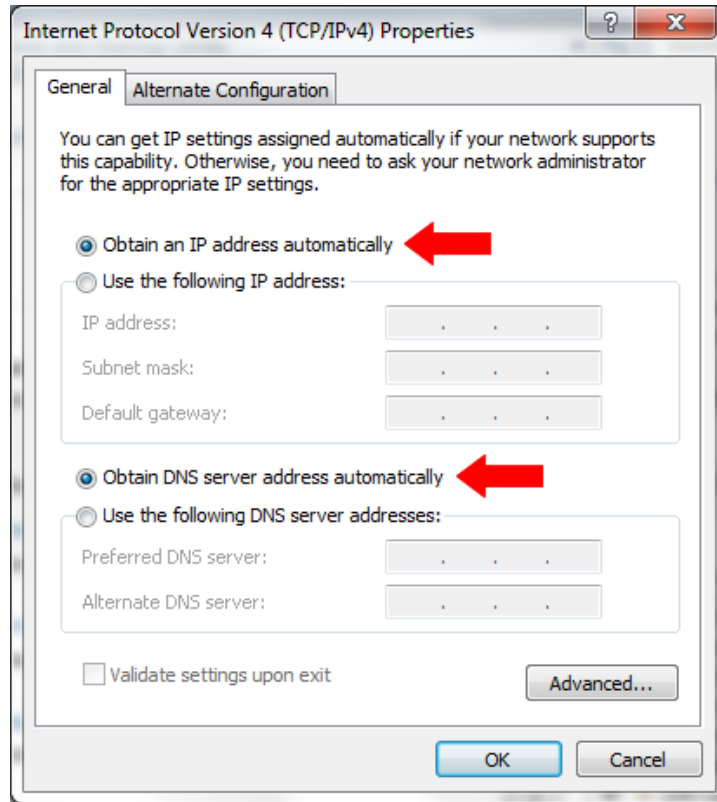
*NOTE: KVH Technical Support fully supports the four operating systems described here: Windows 7, Windows Vista™, Windows XP, and Macintosh® OS X.*

### Windows 7 or Windows Vista DHCP Settings

To configure a Windows 7 or Windows Vista computer for DHCP addressing, follow these steps:

1. In Control Panel, double-click **Network and Sharing Center**. (You might need to click **Network and Internet** first.) *You can find the Control Panel either through the Start menu or “My Computer.”*
2. In Network and Sharing Center, double-click the **Local Area Connection** (Windows 7) or **View Status** (Windows Vista) for the Ethernet connection you are using for mini-VSAT Broadband.
3. In the Local Area Connection Status dialog box, click **Properties**. *If this screen doesn't appear, just skip to Step 4.*
4. In the Local Area Connection Properties dialog box, click the **Networking** tab, select **Internet Protocol Version 4**, and then click **Properties**.
5. In the Internet Protocol Properties dialog box, select **Obtain an IP address automatically** and **Obtain DNS server address automatically**. Then click **OK**.

Figure 6-4 Windows 7/Windows Vista - Internet Protocol Properties



6. In the Local Area Connection Properties dialog box, click **OK**.

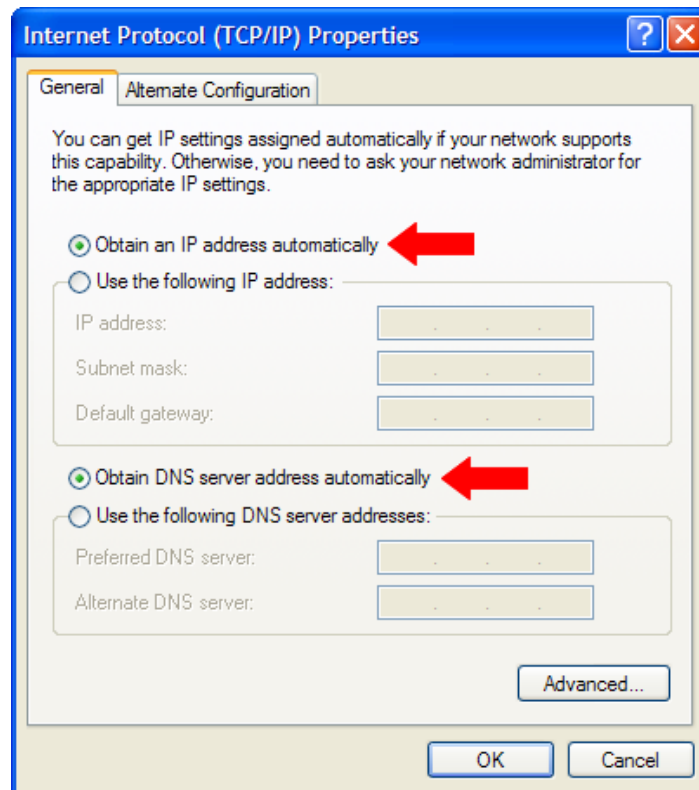
## Windows XP DHCP Settings

To configure a Windows XP computer for DHCP addressing, follow these steps:

1. In Control Panel, double-click **Network Connections**. *You can find the Control Panel either through the Start menu or "My Computer."*
2. In Network Connections, double-click the **Local Area Connection** for the Ethernet connection you are using for mini-VSAT Broadband.
3. In the Local Area Connection Status dialog box, click the **General** tab. Then click **Properties**. *If this screen doesn't appear, simply skip to Step 4.*

4. In the Local Area Connection Properties dialog box, click the **General** tab, select **Internet Protocol (TCP/IP)**, and then click **Properties**.
5. In the Internet Protocol (TCP/IP) Properties dialog box, click the **General** tab. Then select **Obtain an IP address automatically** and **Obtain DNS server address automatically**. Then click **OK**.

Figure 6-5 Windows XP - Internet Protocol (TCP/IP) Properties



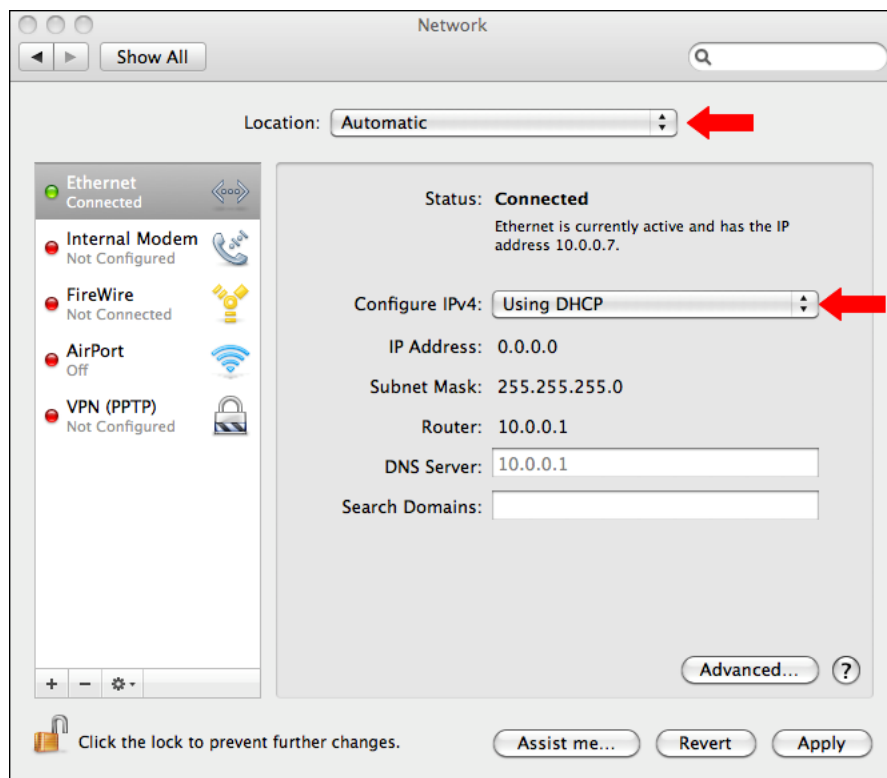
6. In the Local Area Connection Properties dialog box, click **OK**.
7. Restart your computer.

## Mac OS X DHCP Settings

To configure a Mac OS X computer for DHCP addressing, follow these steps:

1. In System Preferences, click **Network**.
2. In the Network dialog box, select **Ethernet** then set the following:
  - Location: **Automatic**
  - Configure IPv4: **Using DHCP**

Figure 6-6 Mac OS X - Network



3. Click **Apply**.
4. Restart the computer.

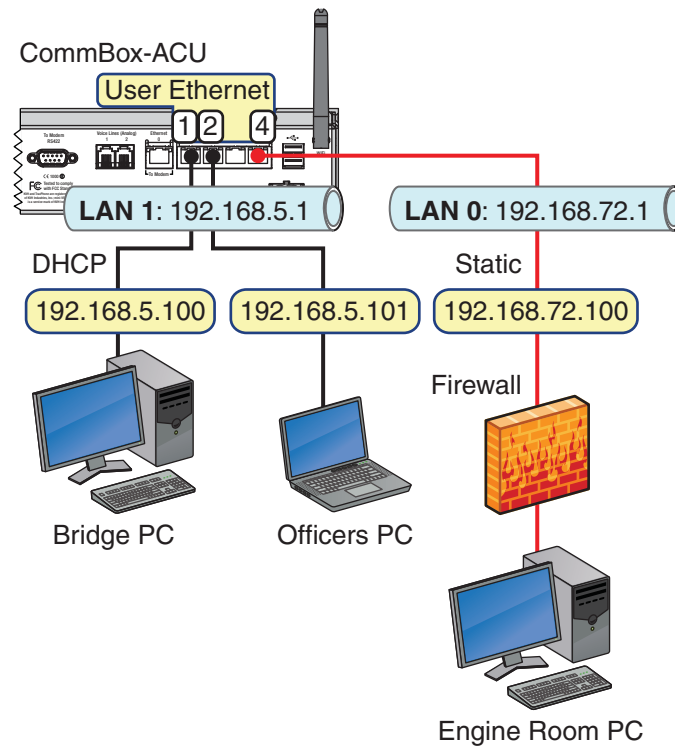
## Static IP Configuration

In a static IP configuration, an onboard network device is assigned a public IP address that can be accessed directly from the Internet. It does not receive an IP address from the CommBox-ACU.

### Important!

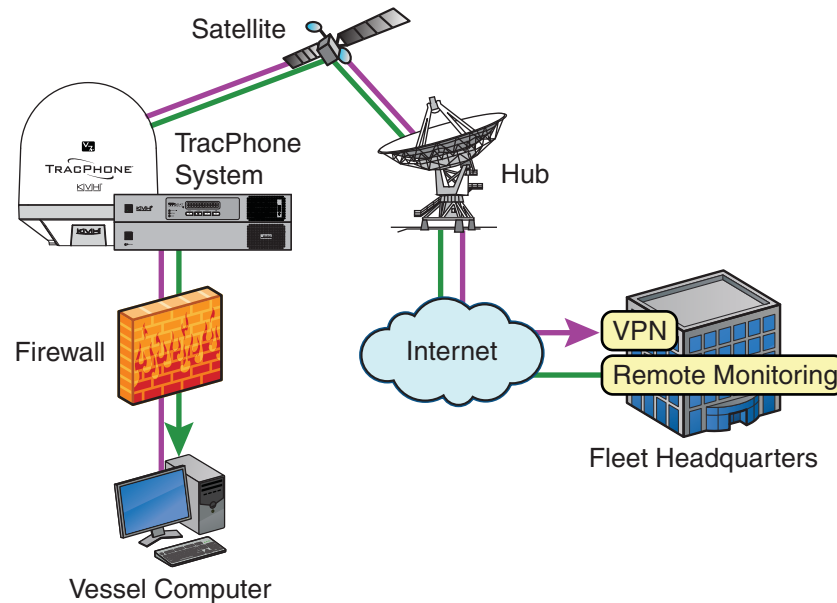
A static IP address provides an open, unprotected connection to the Internet. Therefore, you should only assign a static IP address to a secure device, such as a firewall router.

Figure 6-7 Static Configuration (Example)



A static IP connection is commonly used by commercial vessels to enable remote monitoring and IT management from shore, and to allow a vessel's crew to access their company's secure VPN (virtual private network).

Figure 6-8 Common Static IP Applications



### Setting Up a Static IP Connection

To establish a static IP network connection, follow these steps:

1. Make sure the system is activated for mini-VSAT Broadband service.
2. Turn on the TracPhone system and make sure it is "Online." The system must remain online to allow KVH to set up your system over the satellite link.
3. Fill out the online form at [www.kvh.com/mvbcustomercenter](http://www.kvh.com/mvbcustomercenter). Be sure to read all of the details on this form. An additional monthly fee for static IP service will apply.

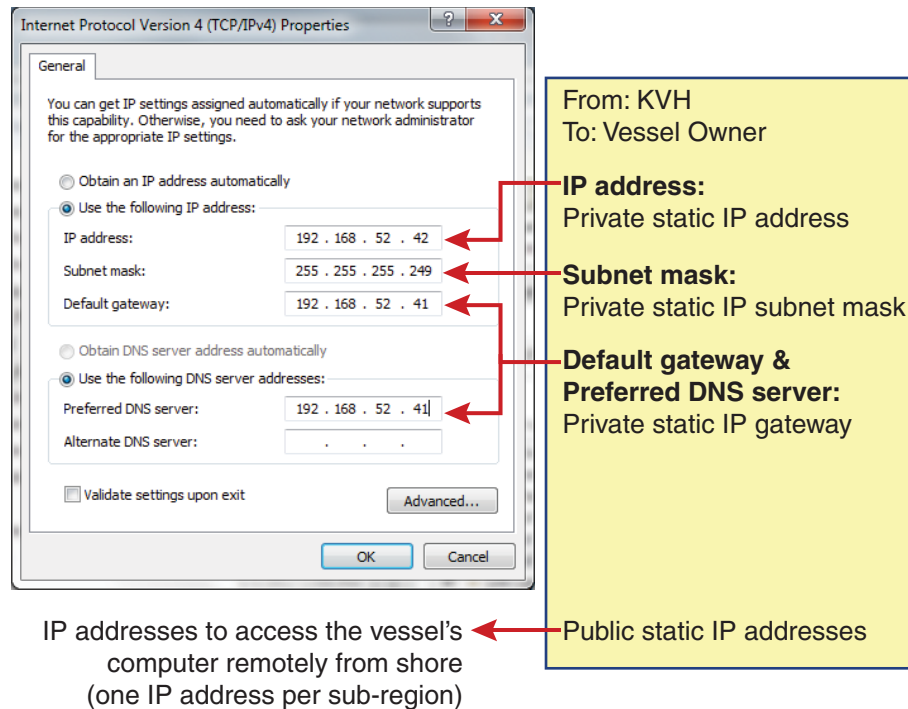
4. Connect your network device or computer to the "User Ethernet 4" port on the rear panel of the CommBox-ACU (see [Figure 6-7 on page 61](#)). Use a straight-through CAT5 (or better) Ethernet cable with RJ45 connectors.

## Important!

Only the "User Ethernet 4" port on the CommBox-ACU can be used to connect static IP devices, as this port bypasses the CommBox-ACU's local subnet to connect directly to the modem. Ports 1, 2, and 3 are configured for DHCP addressing only.

5. When you receive an e-mail from KVH confirming that your static IP address has been set up, configure the TCP/IP properties of your network device or computer with the static IP data provided in the e-mail. For details on accessing your computer's TCP/IP properties, refer to ["Configuring Computers for DHCP" on page 57](#).

Figure 6-9 Static IP Data



*NOTE: A unique public static IP address is associated with each sub-region in the region you requested. Therefore, users on shore must know where the vessel is located and use its corresponding IP address to access the onboard computer remotely.*

## LAN Settings on CommBox-ACU

By default, the CommBox-ACU has a gateway address of 192.168.5.1 and assigns IP addresses in the 192.168.5.100-200 range (DHCP configurations only). If this configuration conflicts with another onboard network, you may change these settings.

### Important!

The default LAN settings work well for most installations. Do not change these settings unless absolutely necessary.

*NOTE: If the optional CommBox software is enabled, the network settings are configured by KVH over the air. The Network Settings page of the CommBox-ACU will not contain any configurable fields. (See [“CommBox Features” on page 77](#) for details on enabling the CommBox software.)*

To change the CommBox-ACU's LAN settings, follow these steps:

1. At the TracPhone V7-IP web interface, click the **Settings** tab. Then click **Network Settings**.
2. In LAN Settings, click **Edit**.
3. If the Login window appears, log in with the Administrator password.
4. Modify the IP Address, Subnet Mask, and DHCP Mode settings as necessary.
5. Click **Save**.
6. At the confirmation message, click **Save**.

Figure 6-10 LAN Settings

The screenshot displays the 'LAN Settings' configuration page. It features three main sections: 'IP Address' with four input fields set to 192, 168, 5, and 1; 'Subnet Mask' with four input fields set to 255, 255, 255, and 0; and 'DHCP Mode' with radio buttons for 'Enabled (default)' and 'Disabled'. Below the DHCP Mode section, there are input fields for 'DHCP Start' (192.168.5.100) and 'DHCP End' (192.168.5.150). A note states: 'Note: 192.168.0.1 is reserved for system use. Be sure to assign a different IP address.' At the bottom, there are three buttons: 'Reset to Defaults', 'Cancel', and 'Save'.

LAN Settings	
IP Address:	192 . 168 . 5 . 1 <small>Note: 192.168.0.1 is reserved for system use. Be sure to assign a different IP address.</small>
Subnet Mask:	255 . 255 . 255 . 0
DHCP Mode:	<input checked="" type="radio"/> Enabled (default) <input type="radio"/> Disabled DHCP Start: 192 . 168 . 5 . 100 DHCP End: 192 . 168 . 5 . 150
<a href="#">Reset to Defaults</a> <span>Cancel</span> <span>Save</span>	



## Cache Settings on CommBox-ACU

By default, the local web cache is enabled on the CommBox-ACU. This feature allows the CommBox-ACU to temporarily store the content of web pages you visit, so they will load faster on subsequent visits. The local web cache should stay enabled to ensure the best possible web browsing experience. However, it can be disabled if necessary.

---

### Important!

Do not change the cache settings unless absolutely necessary.

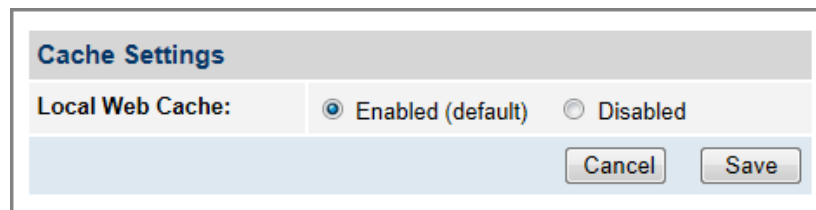
---

*NOTE: If the optional CommBox software is enabled, the CommBox-ACU's network settings are configured by KVH over the air. The Network Settings page of the CommBox-ACU will not contain any configurable fields. (See ["CommBox Features" on page 77](#) for details on enabling the CommBox software.)*

To disable the local web cache on the CommBox-ACU, follow these steps:

1. At the TracPhone V7-IP web interface, click the **Settings** tab. Then click **Network Settings**.
2. In Cache Settings, click **Edit**.
3. If the Login window appears, log in with the Administrator password.
4. Select **Disabled**.
5. Click **Save**.
6. At the confirmation message, click **Save**.

Figure 6-11 Cache Settings



Cache Settings	
Local Web Cache:	<input checked="" type="radio"/> Enabled (default) <input type="radio"/> Disabled
<div>Cancel Save</div>	

## CommBox Settings on CommBox-ACU

If the optional CommBox software is enabled, the CommBox-ACU's network settings are configured by KVH over the air. The Network Settings page of the CommBox-ACU will not contain any configurable fields.

*NOTE: See "CommBox Features" on page 77 for details on enabling the CommBox software.*

For complete details about the CommBox software, refer to the CommBox manual. To view the CommBox manual, follow these steps:

1. At the TracPhone V7-IP web interface, click the **CommBox** tab.

Figure 6-12 CommBox Tab

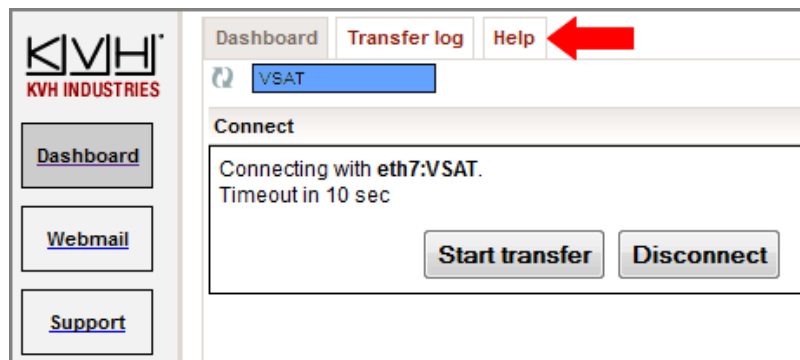


2. Click **Log in to CommBox Control**.
3. Log into the CommBox web page with your CommBox user name and password.

*NOTE: The CommBox user name and password differs from the CommBox-ACU's Administrator password.*

4. At the CommBox web page, click the **Help** tab.

Figure 6-13 CommBox Help Tab



# 7. Data Connections

This section explains how to connect to the Internet via the mini-VSAT Broadband service. It also provides a number of suggestions for minimizing the amount of data that's transferred over the network.

## Contents

Internet Access Overview .....	69
Tips for Minimizing Data Usage.....	70
CommBox Features .....	77



## Internet Access Overview

While the TracPhone system is online with the mini-VSAT Broadband service, you can perform all of the same Internet tasks you perform at home:

- E-mail
- Web browsing
- Weather and chart updates
- Instant messages
- Corporate network access (VPN)
- Data transfers

---

### Important!

High-bandwidth applications, such as peer-to-peer file sharing, web cameras, streaming media, and high-speed gaming, are not supported by fixed rate plans. For details, be sure to read all of the service terms and conditions in the End User Agreement, which can be found at [www.kvh.com/mvbcustomercenter](http://www.kvh.com/mvbcustomercenter).

---

## Connecting to the Internet

To connect to the Internet, follow these steps:

1. Make sure the TracPhone system is online.
2. Open a web browser window on any computer connected to the network.
3. If you're unable to connect, make sure your computer is configured for DHCP addressing. Refer to "[Configuring Computers for DHCP](#)" on page 57.

## Tips for Minimizing Data Usage

The configurations of operating systems, web browsers, and applications generally assume an unlimited, always-on broadband connection. As such, they will often try to connect to the Internet on their own to download updates and transfer files. They will also operate without any regard to the amount of traffic they generate to perform routine tasks.

While high data usage is not much of a concern with a broadband connection on shore, avoiding excessive data usage is worthwhile when using the mini-VSAT Broadband service at sea, especially if you are charged by the megabyte on a metered rate plan.

*NOTE: Installing network monitoring software on your computer(s) will allow you to keep track of how much data is downloaded to and uploaded from your computer(s). For the ultimate suite of network management tools, look no further than KVH's CommBox software – see [“CommBox Features” on page 77](#) for details!*

Consider the guidelines in this section to eliminate unnecessary background Internet activity and minimize the amount of data you consume. Adopting these guidelines will help ensure you use the service in the most efficient and cost-effective manner.

---

### Important!

You are responsible for **all** data transferred to/from your computers, including inadvertent downloads by applications running in the background.

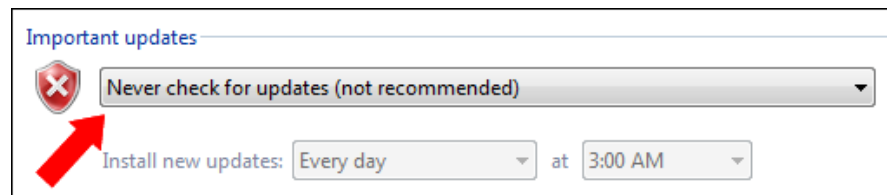
---

## Preventing Automatic Updates

The default configuration of many applications allow them to download updates from the Internet automatically, without any user interaction. KVH recommends that, while the computer is being used at sea, you set up these applications either to not check for updates or to notify you before downloading them. These applications include:

- Anti-virus software
- Spyware protection software
- Web browser
- Adobe Acrobat® Reader
- Apple iTunes®
- Windows Update

Figure 7-1 Windows 7 Updates Setting

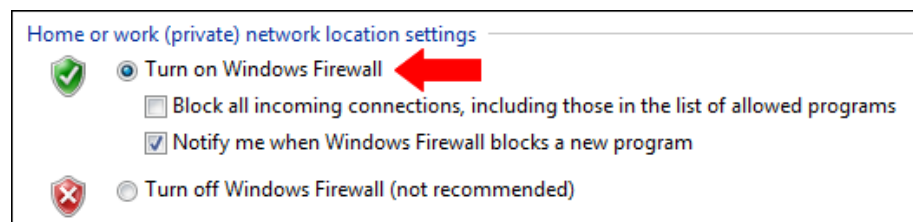


Any malicious applications hidden on your computer may also use your Internet connection without your knowledge. Therefore, prior to using your computer onboard the vessel, run a full system scan with an up-to-date anti-virus and spyware detection/removal utility.

## Firewall Protection

A firewall can prevent most applications from accessing the Internet without your knowledge, as well as protect your computers from outside intrusion. KVH recommends that you enable the firewall on your network device or individual computers. On a Windows PC, you can access its built-in firewall from the Control Panel.

Figure 7-2 Windows Firewall



## Web Browser Settings

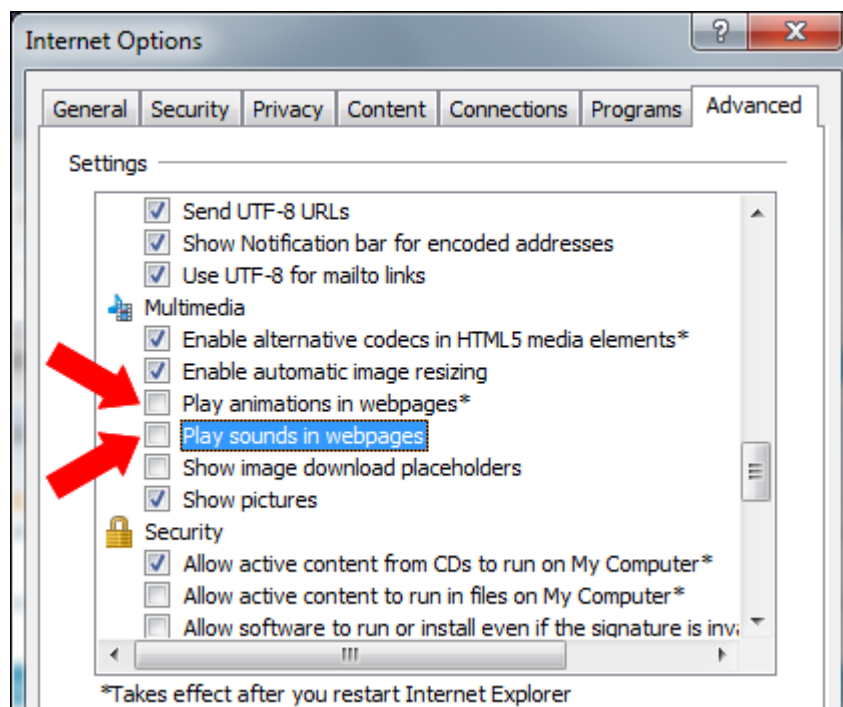
All popular web browsers, such as Internet Explorer, Mozilla Firefox, Google Chrome, and Apple Safari, offer various tools that allow you to minimize the amount of data they consume. Consider these options:

- “Limit Multimedia Downloads”
- “Enable Pop-Up Blocker” on page 73
- “Maximize Caching of Web Pages” on page 74
- “Avoid Multiple Browsing Tabs” on page 74

### Limit Multimedia Downloads

Set up your browser to disable multimedia content embedded in websites from playing automatically. For example, in Internet Explorer, go to Tools > Internet Options, click the **Advanced** tab, and clear the **Play animations** and **Play sounds** check boxes.

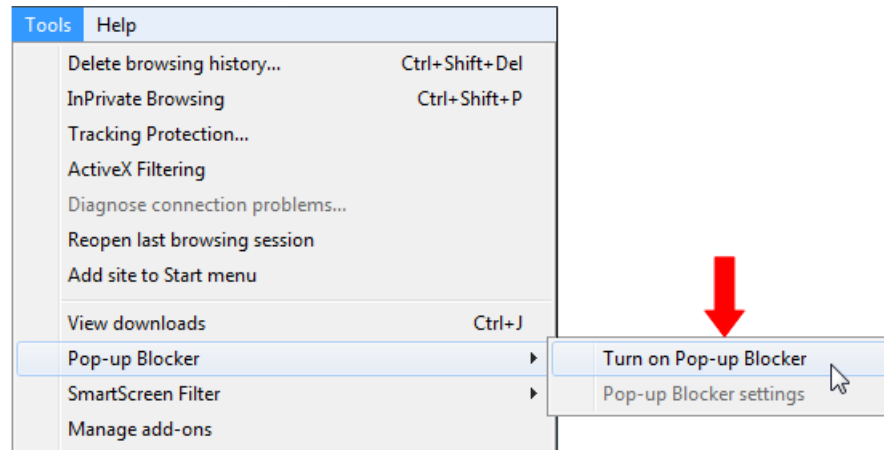
Figure 7-3 Internet Explorer Multimedia Options



## Enable Pop-Up Blocker

Many consumer websites overlay small pop-up windows over the main page to launch ads. Turn on your web browser's pop-up blocker to prevent these from running and consuming data. For example, in Internet Explorer, go to Tools > Pop-up Blocker, and click **Turn on Pop-up Blocker**.

Figure 7-4 Internet Explorer Pop-Up Blocker



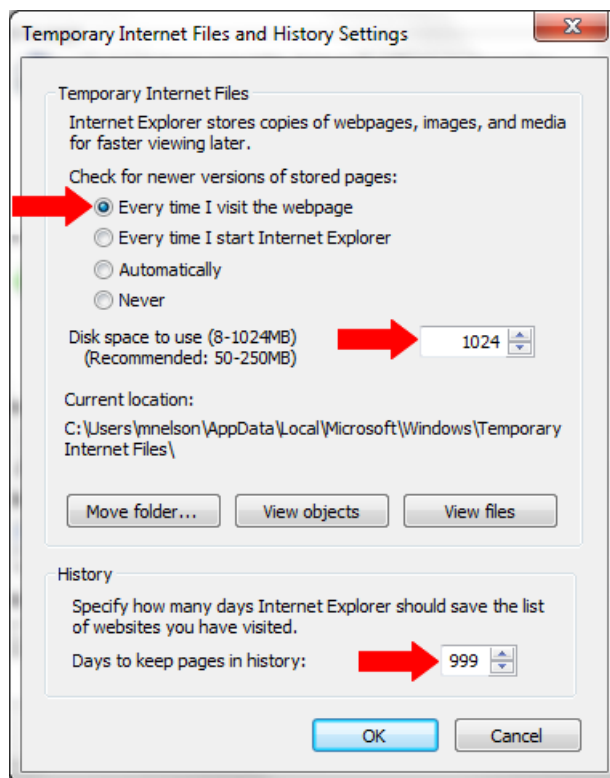
Your web browser might also offer tools to block websites or types of content that you specify, or allow access to only certain websites that you trust. For example, Internet Explorer's Content Advisor allows you to restrict access to sites that have been rated to contain objectionable material, such as sex and violence.



## Maximize Caching of Web Pages

By default, web browsers automatically refresh the content they have stored in their cache. If the browser finds a new version of a website is available, it will delete the version it has stored locally and download the new one. KVH recommends you set up your browser to download new versions of web pages only when you visit them, and also increase the size of the cache to the maximum level permitted for your browser. For example, in Internet Explorer, go to Tools > Internet Options, click the **General** tab, then click **Settings** under Browsing history.

Figure 7-5 Internet Explorer Temporary Internet Files and History Settings



## Avoid Multiple Browsing Tabs

KVH recommends that you browse the web using a single open browser tab. Any tabs left open in the background may continue to consume data.

## Data-Intensive Applications

The following applications can consume a great deal of data whenever they are active or running in the background:

- Skype (*uses 40 MB per month just to maintain your status, in addition to the data used for actual calls and chats*)
- RSS feeds and widgets presenting real-time information (*e.g., news, weather, stocks ticker, sports scores, etc.*)
- Social media (*e.g., YouTube and Facebook*)
- Peer-to-peer (P2P) file sharing (*e.g., BitTorrent, Gnutella, etc.*)

If you are charged by the megabyte on a metered rate plan, use caution when running these types of applications to help prevent unpleasant surprises on your airtime bill.

---

### Important!

Some high-bandwidth applications, such as peer-to-peer file sharing, web cameras, streaming media, and high-speed gaming, are not supported by fixed rate plans. For details, be sure to read all of the service terms and conditions in the End User Agreement, which can be found at [www.kvh.com/mvbcustomercenter](http://www.kvh.com/mvbcustomercenter).

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## Mobile Websites

Many organizations now offer alternative versions of their websites optimized for mobile devices. Although designed for smartphone users on a cellular connection, you can access these mobile websites on a desktop or laptop as well. KVH recommends you visit mobile websites instead of full sites whenever possible to minimize the amount of data used.

To view the mobile version of a website, simply replace the “www” in the address with an “m”. For example, to view the mobile version of CNN’s website, you would enter “m.cnn.com” in your web browser.

## **E-mail Best Practices**

There are several ways to reduce the amount of data your e-mail application uses. Consider the following e-mail best practices:

- Use an IMAP (Interactive Mail Access Protocol) server instead of traditional POP3 (Post Office Protocol 3).
- Disable automatic sending/receiving of new mail.
- Send messages in plain text rather than HTML format.
- Compress all attachments.
- Disable automatic signatures and read receipts.

## CommBox Features

The optional CommBox software extends the network capabilities of the CommBox-ACU to improve crew morale, streamline operations, improve efficiency, and reduce costs. Two options are available:

- **CommBox Standard Bundle** (KVH part no. 35-0010): Provides least cost routing, onboard firewall, bandwidth management, web caching, web image compression, ad removal, and URL and content filtering
- **CommBox Enterprise Bundle** (KVH part no. 35-0011): Provides everything included in the Standard bundle, plus automated file transfers, differential synchronization, mail relay server, web mail client, anti-spam and anti-virus filters, roaming crew accounts, and prepaid Internet and e-mail services

*NOTE: The CommBox Enterprise Bundle requires integration with a CommBox hub.*

### Purchasing a CommBox Bundle

To learn more about CommBox's powerful suite of network management features, go to the TracPhone V7-IP web interface and click the **CommBox** tab. Then contact KVH Network Services at [networkservices@kvh.com](mailto:networkservices@kvh.com) for a consultation. KVH will coordinate with you to select, install, and configure the appropriate bundle to meet your needs.

## Accessing the CommBox Web Interface

If a CommBox software bundle is enabled on the CommBox-ACU, follow these steps to access the CommBox web interface:

1. At the TracPhone V7-IP web interface, click the **CommBox** tab.

Figure 7-6 CommBox Tab

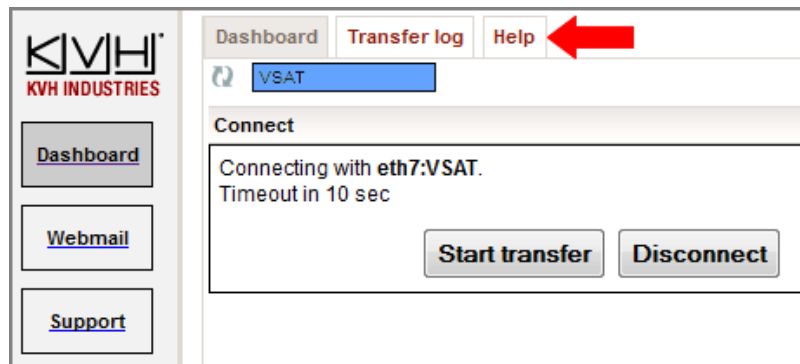


2. Click **Log in to CommBox Control**.
3. Log into the CommBox web interface with your CommBox user name and password.

*NOTE: The CommBox user name and password differs from the CommBox-ACU's Administrator password.*

For more details about how to use the CommBox, refer to the CommBox manual available on the **Help** tab of the CommBox web interface.

Figure 7-7 CommBox Help Tab



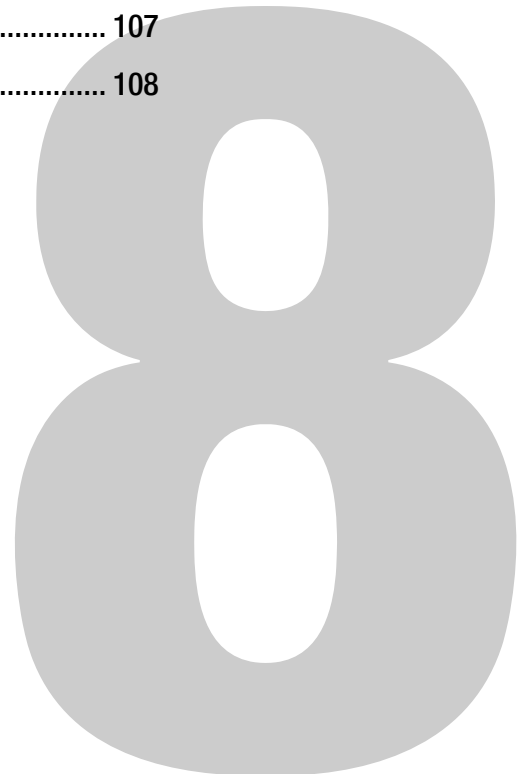


# 8. Troubleshooting

This section identifies some basic problems along with their possible causes and solutions. It also explains what the error messages, status messages, and LED conditions indicate, how to view and export the system logs, and how to get technical support.

## Contents

Initial Steps for Any Problem .....	81
Troubleshooting a Voice Problem .....	83
Troubleshooting a Data Problem .....	85
Error Messages .....	87
Status Information .....	91
LED Indicators .....	101
System Logs .....	104
Equipment ID Numbers.....	106
Software Versions .....	107
Technical Support.....	108



## Initial Steps for Any Problem

If you are experiencing a problem with your TracPhone system, first follow these basic steps:

### Step 1a: Check System Status Information on the Web Interface

Open a web browser window on any computer on the network and enter **http://minivsat.kvh** to access the TracPhone V7-IP web interface.

*NOTE: This web address may not work on all platforms and browsers. If the web interface does not appear, enter the CommBox-ACU's IP address instead (default is 192.168.5.1). You can find this address on the CommBox-ACU front panel LCD (go to Settings > Network Settings > IP Assignments).*

The Home page provides system status information. Check the following:

- **Connection Status:** "Online" indicates the system is connected to the mini-VSAT Broadband service.
- **Antenna State:** "Tracking" indicates the antenna is tracking the satellite.
- **My Phone:** "Online & Ready" indicates the CommBox-ACU's built-in MTA is connected to the enhanced voice service.

If a status message differs from the normal indications listed above, refer to ["Status Information" on page 91](#). If an error message is displayed, refer to ["Error Messages" on page 87](#).

### Step 1b: Check System Status Information on the Modem and CommBox-ACU Front Panels

If you are unable to connect to the web interface, you can find similar status information on the front of the modem and CommBox-ACU. Check the following:

- **CommBox-ACU LCD:** "Online Tracking" indicates the system is connected to the mini-VSAT Broadband service and the antenna is tracking the satellite.
- **LEDs:** All LEDs should be lit green.

If a status message differs from the normal indication listed above, refer to ["Status Information" on page 91](#). If an error message is displayed, refer to ["Error Messages" on page 87](#). If an LED is not lit green, refer to ["LED Indicators" on page 101](#).

### Step 2: Check for Blockage

If the antenna is continuously searching for the satellite, check the area around the antenna for blockage. The antenna needs an unobstructed view of the sky to receive satellite signals. Common causes of blockage include other onboard masts or structures, severe weather, and nearby buildings, bridges, trees, or other vessels.

*NOTE: You can determine which direction the antenna is pointing by viewing the Home page on the web interface or the "CURRENT AZ/EL" status message on the CommBox-ACU front panel LCD (go to Status > Antenna/ACU Status> Current Az/El).*

If there is no blockage, you might be located outside of the mini-VSAT Broadband service coverage area (for a coverage map, visit [www.kvh.com/minivsatmap](http://www.kvh.com/minivsatmap)).

### Step 3: Try Accessing the KVH Test Page

Try accessing the KVH test page at <http://208.83.165.11/mbbtest>. If the KVH test page appears in your browser, but you still can't access any other web page, there might be an account or hub issue – contact KVH Technical Support (see "Technical Support" on page 108).

### Step 4: Check Power and Cables

Make sure power is applied to all system components, including the modem and CommBox-ACU. Also make sure all cables are connected tightly.

### Step 5: Restart the System

Try restarting the system at the TracPhone V7-IP web interface (see "Hardware Restart" on page 127). If you cannot access the web interface, turn off the CommBox-ACU and modem at the front panels, then turn them back on.

*NOTE: You cannot restart the modem from the web interface. If you suspect the modem is locked up, try turning it off at the front panel, then turning it back on.*



# Troubleshooting a Voice Problem

If you are unable to make a voice call, follow these steps:

## Step 1: Check the Basics

Complete the initial steps described in [“Initial Steps for Any Problem” on page 81](#).

## Step 2: Make Sure You Are Dialing the Number Properly

As explained in [“Making a Ship-to-Shore Call” on page 38](#), if you are dialing a number outside the country assigned to Line 1, you need to dial the appropriate international prefix and country code, in addition to the area/city code and local phone number. For example, if your Line 1 is assigned a United States phone number and you are calling a number outside of the U.S., you need to dial 011 + Country Code + Area Code + Local Phone Number.

## Step 3: Check the My Phone Status on the Web Interface

At the TracPhone V7-IP web interface, go to the Home page and check the My Phone status information. If it shows “Unable to Register Voice Service,” there is an account or activation issue - contact KVH Technical Support (see [“Technical Support” on page 108](#)). The My Phone status also shows the status of phone lines 1 and 2.

## Step 4: Restart the MTA

The MTA built into the CommBox-ACU might need to download an updated configuration file from the network. Try restarting the MTA at the TracPhone V7-IP web interface (see [“Hardware Restart” on page 127](#)).

## Step 5: Verify the MTA Obtained an IP Address

The MTA must receive an IP address from the CommBox-ACU in order to provide a voice connection. Pick up the handset on any phone connected to the CommBox-ACU and press \*\*\*1 on the keypad. If you hear “0.0.0.0” in the handset, the MTA did not receive a valid IP address. Contact KVH Technical Support for assistance (see [“Technical Support” on page 108](#)).

### **Step 6: Try a Different Phone**

Disconnect the phone from the CommBox-ACU and connect another phone in its place (use a phone that you know is working properly). If you are then able to place a call with the new phone, the phone you were using is faulty.

### **Step 7: Verify the Phone Is Connected Properly**

Make sure your phone is connected to one of the RJ11 "Voice Line" jacks on the CommBox-ACU ("Voice Line 1" is the primary jack). If you are not receiving calls as expected via a virtual number, make sure your phone is connected to the "Voice Line" jack that is assigned that virtual number.

# Troubleshooting a Data Problem

If you are unable to access the Internet, follow these steps:

## Step 1: Check the Basics

Complete the initial steps described in [“Initial Steps for Any Problem” on page 81](#).

## Step 2: Check Your Computer's DHCP Configuration

Unless you have set up a static IP address, your computer's TCP/IP settings need to be configured for DHCP addressing, which allows the CommBox-ACU to assign it an IP address. Refer to [“Configuring Computers for DHCP” on page 57](#) for details.

## Step 3: Try a Direct Wired Connection

Connect your computer directly to the “Ethernet 1” port on the back of the CommBox-ACU using an Ethernet cable. Then restart your computer. If you are now able to access the Internet, there is a problem with your vessel's network.

## Step 4: Ping the Network Connections

The Ping command sends a test packet to any IP address you choose and reports how long it takes to receive a response.

### To send a Ping on a Windows PC:

Open a Command Prompt window (*go to Start > Run, then type `cmd`*). Then, at the command prompt, type **ping <IP address>**.

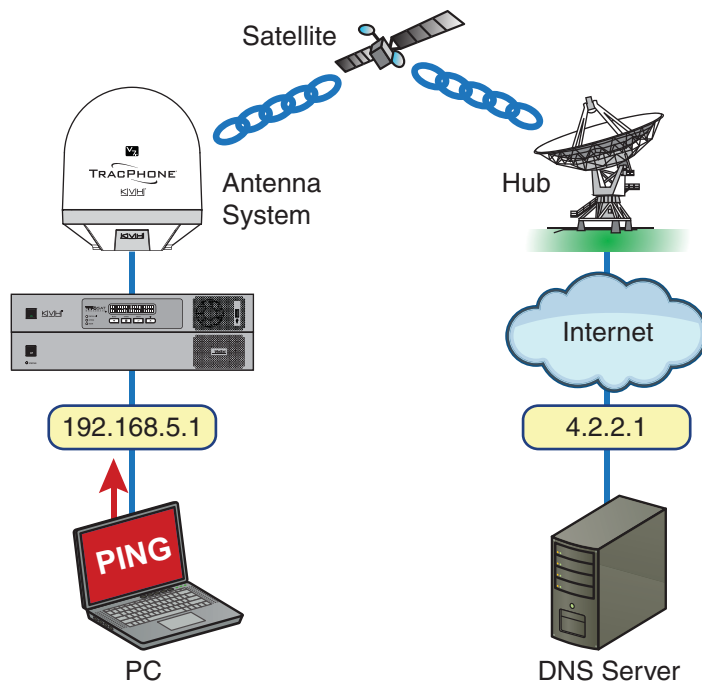
### To send a Ping on a Mac:

Open the Network Utility (*go to Finder > Utilities > Network Utility*). Then, in the Ping tab, type the IP address then click **Ping**.

Ping the IP address of the CommBox-ACU. You can find the IP address on the front panel LCD (*go to Settings > Network Settings > IP Assignments*). The default IP address is **192.168.5.1**. All packets sent should be received. If packets are lost, your computer is not connected properly to the CommBox-ACU.

Ping **4.2.2.1** to check your connection to the Internet. All packets sent should be received within 580-900 ms. If the ping fails, contact KVH Technical Support (see [“Technical Support” on page 108](#)).

Figure 8-1 Pinging the Network Connections



## Error Messages

This section lists the error message codes that might appear on the TracPhone V7-IP web interface and front panel LCD to indicate a system problem. Many of these faults should only be repaired by a KVH-certified technician; contact KVH Technical Support for assistance (see [“Technical Support” on page 108](#)).

Error	Description
100	There is an open circuit in the antenna power/data cable. Check the cable.
101	There is a short circuit in the antenna power/data cable. Check the cable.
102	The CommBox-ACU is not providing the proper power to the antenna. Check the wires on the back of the CommBox-ACU.
103	A software update file was not found on the USB device. Try these steps: <ul style="list-style-type: none"><li>• Remove the USB device from the CommBox-ACU, wait 10 seconds, then reinsert it.</li><li>• Verify that a valid TracPhone V7-IP update file (ending in “.kvh”) is present on the USB device.</li><li>• Replace the update file on the USB device with a new file.</li><li>• Use a different USB device.</li></ul>
104	The software update file you selected is corrupt. Try a new update file.
105	The CommBox-ACU is unable to read from or write to its internal memory (EEPROM). Contact KVH.
106	The CommBox-ACU has lost communications with the antenna. Try these steps: <ul style="list-style-type: none"><li>• Check the wiring on the back of the CommBox-ACU.</li><li>• Check the antenna power/data cable.</li><li>• Try turning the system off, then back on.</li></ul>

Error	Description
107	<p>The CommBox-ACU's internal temperature exceeds acceptable limits. Try these steps:</p> <ul style="list-style-type: none"> <li>• Listen for the cooling fan inside the CommBox-ACU. If you don't hear the fan, contact KVH.</li> <li>• If you hear the cooling fan, turn off the system and allow it to cool down. Then vacuum the CommBox-ACU's vents (see <a href="#">"Preventive Maintenance" on page 113</a>).</li> <li>• If the problem persists, you might need to relocate the unit to an area that provides better ventilation.</li> </ul>
111	<p>The CommBox-ACU is unable to initialize its built-in wireless access point (WAP). Contact KVH.</p>
112	<p>There is an internal fault in the CommBox-ACU. Contact KVH.</p>
117	<p>There is an open circuit in the BUC power cable (between the CommBox-ACU and the modem) or the transmit (TX) RF cable. Check the cables. If the cables are OK, the BUC might be faulty – contact KVH.</p>
118	<p>There is a short circuit in the BUC power cable (between the CommBox-ACU and the modem) or the transmit (TX) RF cable. Check the cables. If the cables are OK, the BUC might be faulty – contact KVH.</p>
120	<p>The modem's internal temperature exceeds acceptable limits. Try these steps:</p> <ul style="list-style-type: none"> <li>• Listen for the cooling fan inside the modem. If you don't hear the fan, contact KVH.</li> <li>• If you hear the cooling fan, turn off the system and allow it to cool down. Then vacuum the modem's vents (see <a href="#">"Preventive Maintenance" on page 113</a>).</li> <li>• If the problem persists, you might need to relocate the unit to an area that provides better ventilation.</li> </ul>
121	<p>The CommBox-ACU is not receiving satellite signal strength (RSSI) data from the modem. Try these steps:</p> <ul style="list-style-type: none"> <li>• Turn the modem off, then back on.</li> <li>• Check the serial data cable connecting the CommBox-ACU to the modem.</li> </ul>

Error	Description
122	<p>The modem is not communicating with the CommBox-ACU. This error occurs whenever the modem downloads a software update over the satellite connection, since it must temporarily cease normal operation while a download is in progress. Therefore, wait one hour to allow any downloads to complete before taking action. If the error persists after one hour, try these steps:</p> <ul style="list-style-type: none"> <li>• Check the interconnecting cables.</li> <li>• Try turning the modem off, then back on.</li> <li>• If the error persists, contact KVH.</li> </ul>
123	The modem is not responding to status queries from the CommBox-ACU. Contact KVH.
124	The software update file you selected is not valid for the TracPhone V7-IP. Try a new update file.
125	The CommBox-ACU has lost communications with the GPRS modem (remote service & support module) inside the antenna. Check the power/data cable and the wires on the back of the CommBox-ACU.
200	The antenna is not receiving adequate power. Check the power/data cable and the wires on the back of the CommBox-ACU.
204	The antenna's main board has lost RF communications. Try updating the software (see <a href="#">"Software Updates" on page 114</a> ).
206	The antenna's azimuth motor or limit switch failed. Contact KVH.
208	The antenna's elevation motor or limit switch failed. Contact KVH.
216	The antenna's cross-azimuth motor or limit switch failed. Contact KVH.
218	The antenna's skew motor or limit switch failed. Contact KVH.
219	One of the antenna's gyros is out of calibration. Try recalibrating the gyros (see <a href="#">"Gyro Calibration" on page 125</a> ). If a gyro fails to calibrate, contact KVH.

Error	Description
220	One of the antenna's gyros is out of calibration. Try recalibrating the gyros (see <a href="#">"Gyro Calibration" on page 125</a> ). If a gyro fails to calibrate, contact KVH.
221	The system is not receiving valid position data from the GPS. Check for blockage around the antenna (see <a href="#">"Step 2: Check for Blockage" on page 82</a> ).
222	The antenna's internal temperature exceeds acceptable limits. Turn off the system and allow it to cool.
234	The antenna is not receiving satellite signal strength (RSSI) data from the CommBox-ACU. Try these steps: <ul style="list-style-type: none"> <li>• Turn the CommBox-ACU off, then back on.</li> <li>• Check the wires on the back of the CommBox-ACU.</li> <li>• Check the power/data cable.</li> </ul>
235	The antenna has lost RF communications. Contact KVH.
240	The antenna's LNB is not receiving the proper power from the modem's receive (RX) RF cable. Check the RX RF cable.
241	The antenna's main board detects a power failure. Contact KVH.



## Status Information

You can find system status information on the TracPhone V7-IP web interface and front panel LCD. Similar information is available in both places. See the following for details:

- [“Status Information on the Web Interface”](#)
- [“Status Information on the CommBox-ACU Front Panel LCD” on page 97](#)

### Status Information on the Web Interface

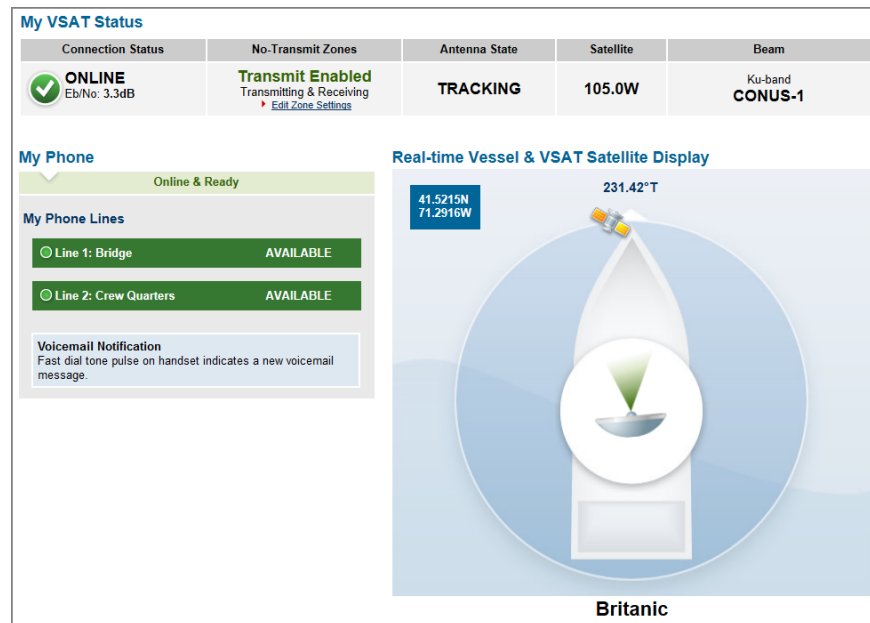
On the TracPhone V7-IP web interface, you can view status information on the following pages:

- Home page (see [“Home Page of the Web Interface”](#))
- Support page (see [“Support Page of the Web Interface” on page 94](#)).

### Home Page of the Web Interface

The Home page provides basic system status information.

Figure 8-2 Home Page



The tables below summarize the status information that is available on the Home page.

Figure 8-3 My VSAT Status

Message	Description
Connection Status	<p>General status of the modem:</p> <ul style="list-style-type: none"> <li>• Online – Modem is connected to the mini-VSAT Broadband service; the system is ready for use</li> <li>• Initializing</li> <li>• Waiting for Hub Comm – Modem is waiting for the antenna to lock onto the satellite</li> <li>• Attempting Login – Modem is attempting to log into the mini-VSAT Broadband service</li> <li>• Offline – Modem is not connected to mini-VSAT Broadband</li> </ul> <p><b>Eb/No:</b> Quality of the received satellite signal; Eb/No = Energy per bit/noise power per Hertz</p>
No-Transmit Zones <i>(if zones are set up)</i>	<p>Status of the no-transmit zones:</p> <ul style="list-style-type: none"> <li>• Transmit Enabled (green) – Antenna is not pointing within a no-transmit zone</li> <li>• Transmit Disabled (orange) – Antenna is pointing within a no-transmit zone; zones are being enforced</li> <li>• Transmit Enabled (red) – No-transmit zones are being ignored; antenna can transmit without restriction</li> </ul>
Antenna State	<p>General status of the antenna:</p> <ul style="list-style-type: none"> <li>• Tracking</li> <li>• Initializing</li> <li>• Searching</li> <li>• Cable Unwrap – Unwrapping the internal cable; the cable can wrap up to 710°</li> <li>• Waiting for Modem</li> <li>• Idle</li> <li>• Error</li> </ul>
Satellite	Satellite that the modem has currently selected for tracking
Beam	Beam of the satellite currently selected for tracking

Figure 8-4 My Phone

Message	Description
My Phone	General status of the MTA's connection to the enhanced voice service: <ul style="list-style-type: none"><li>• Online &amp; Ready – the voice service is ready for use</li><li>• Offline</li><li>• Logging In...</li><li>• Unable to Connect to Voice Service – Caused by an account or activation error; also displayed during system startup</li></ul>
Line 1/Line 2	General status of the phone lines: <ul style="list-style-type: none"><li>• Available (green) – the phone line is ready for use</li><li>• Dialing (green)</li><li>• Off Hook (green)</li><li>• Ringing (green)</li><li>• In Use (orange) – Phone call in progress</li><li>• Unavailable (gray)</li></ul>

For details on the Real-time Vessel & VSAT Satellite Display, refer to [“Understanding the Home Page” on page 18](#).

## Support Page of the Web Interface

The Support page provides more detailed system status information, as reported by the modem.

Figure 8-5 Support Page

The screenshot displays the 'Support Page' of a web interface. At the top, there are two main sections: 'Support Help' and 'Remote Help Controls'. 'Support Help' includes links for 'Restart Hardware', 'Help', and 'System Logs'. 'Remote Help Controls' indicates 'No Session in Progress' and provides information about remote support services.

The main content area is divided into several sections:

- My VSAT Status:** Shows 'Connection Status' as 'ONLINE' with a green checkmark. It also displays 'Eb/No: 3.8dB', 'Skew: -0.0°', 'Az: 338.3°', and 'El: 31.0°'. Below this, it shows 'No-Transmit Zones', 'Transmit Enabled' (Transmitting & Receiving), 'Antenna State' as 'TRACKING', 'Satellite' as '105.0W', 'Beam' as 'Ku-band', and 'CONUS-1'.
- Event History:** A list of events with a filter set to '5 per page'. The events are:
  - Aug 14 11:49:46 ALERT ANTENNA TRACKING.
  - Aug 14 18:54:26 ALERT ANTENNA SEARCHING FOR SATELLITE.
  - Aug 14 18:57:03 ALERT ANTENNA SEARCHING FOR SATELLITE.
  - Aug 14 18:58:12 ALERT ANTENNA TRACKING.
- System Details:** Includes 'Software Versions' (Operating System: 100, CommBox-ACU/Antenna: 305, Modem: 3611, MTA: 9.15.25, CommBox: 5.2.1) and 'Hardware Information' (Antenna S/N: 999999999, CommBox-ACU S/N: 999999999, Modem S/N: 24.68, MTA MAC Address: 00:10:50:11:04:07).
- KVH Technical Support:** Provides contact information for different regions:
  - Within the Continental U.S.A.:** Phone: 1 (866) 701-7103, E-mail: [mvhsupport@kvh.com](mailto:mvhsupport@kvh.com)
  - North/South America, Australia:** Phone: +1 401 851-3806, E-mail: [mvhsupport@kvh.com](mailto:mvhsupport@kvh.com)
  - Europe, Middle East, Asia, Africa:** Phone: +45 45 160 180, E-mail: [mvhsupport@kvh.com](mailto:mvhsupport@kvh.com)
- General Statistics:** A table showing modem IP (10.61.24.68), KVH Support IP (10.224.0.10), Latitude (41.5215N), Longitude (71.2921W), Login State (ONLINE), Successful Logins (9), BB Messages RX (87926), Last Login (2012-08-14T18:59:15Z), and Attempted Logins (0).
- RX Statistics:** A table showing FL State (LOCKED), FLR Packets RX (2632599), and Dropped (CRC) (0).
- TX Statistics:** A table showing Attenuation (19.30), Data Rate (128000 bps), IP Packets TX (58277), TX State (Enabled), and ACU State (ONLINE, Txhibit inactive).

At the bottom of the 'My VSAT Status' section, there is a link: 'Click here for more details'.

The “My VSAT Status” provides the same basic status information as the Home page, with the addition of antenna pointing information: Azimuth (Az), Elevation (El), and Skew. More detailed status information is provided at the bottom of the page.

The tables below summarize the detailed status information that is available on the Support page.

Figure 8-6 General Statistics

Message	Description
Modem IP	The modem's external satellite IP address: <b>10.61.xxx.xxx</b> ; its identity on the mini-VSAT Broadband network
KVH Support IP	The IP address assigned to the system for remote diagnostics by KVH Technical Support
Latitude	Vessel latitude reported by the GPS
Longitude	Vessel longitude reported by the GPS
Login State	Status of the network login: <ul style="list-style-type: none"><li>• Online – Modem is logged into the network</li><li>• Offline – Modem is logged out of the network; no user traffic will pass</li><li>• Waiting – Modem is attempting to log in; waiting for hub reply</li></ul>
Successful Logins	Number of times the modem has logged into the network since the last restart
BB Messages RX	Number of bulletin board messages received from the hub since the last restart; should continuously increment while logged in
Last Login	Date/time of the modem's last successful login to the network
Attempted Logins	Number of times the modem has attempted to log into the network since the last restart

Figure 8-7 RX Statistics

Message	Description
FL State	State of the forward link; should be "Locked" while the modem is logged in
FLR Packets RX	Number of data packets received; should continuously increment while logged in
Dropped (CRC)	Dropped data packets due to errors; should not increment in large numbers

Figure 8-8 TX Statistics

Message	Description
Attenuation	Set by the hub; the lower the number, the higher your antenna's transmission power; typically between 8-32 dB
Data Rate	Rate at which the modem is capable of transmitting data; does not indicate the actual data rate supported by your service plan
IP Packets TX	Number of data packets transmitted by the modem
TX State	Should be "Enabled" while tracking the satellite, "Disabled" when pointing within a configured no-transmit zone
ACU State	Status of the antenna/CommBox-ACU: <ul style="list-style-type: none"> <li>• OFFLINE, TxInhibit active – Antenna/CommBox-ACU is not communicating with the modem</li> <li>• SIGNAL ACQUISITION, TxInhibit active – Antenna is searching for the satellite</li> <li>• ONLINE, TxInhibit active – Antenna is tracking the satellite, but inhibited from transmitting due to either a no-transmit zone or location in a restricted area</li> <li>• ONLINE, TxInhibit inactive – Antenna is tracking the satellite and allowed to transmit</li> </ul>

You can view additional information on the modem's web page. Click the **Click here for more details** link to access it.

## Status Information on the CommBox-ACU Front Panel LCD

On the front panel of the CommBox-ACU, you can view much of the same status information that's available on the web interface.

To view the status information, follow these steps:

1. Press **MENUS** on the CommBox-ACU's front panel to bring up the Status menu.
2. Press **ACCEPT** to access the status menu. Then use the **MENUS** and **ACCEPT** buttons to scroll through the submenus.

Figure 8-9 Status Menu on CommBox-ACU Front Panel

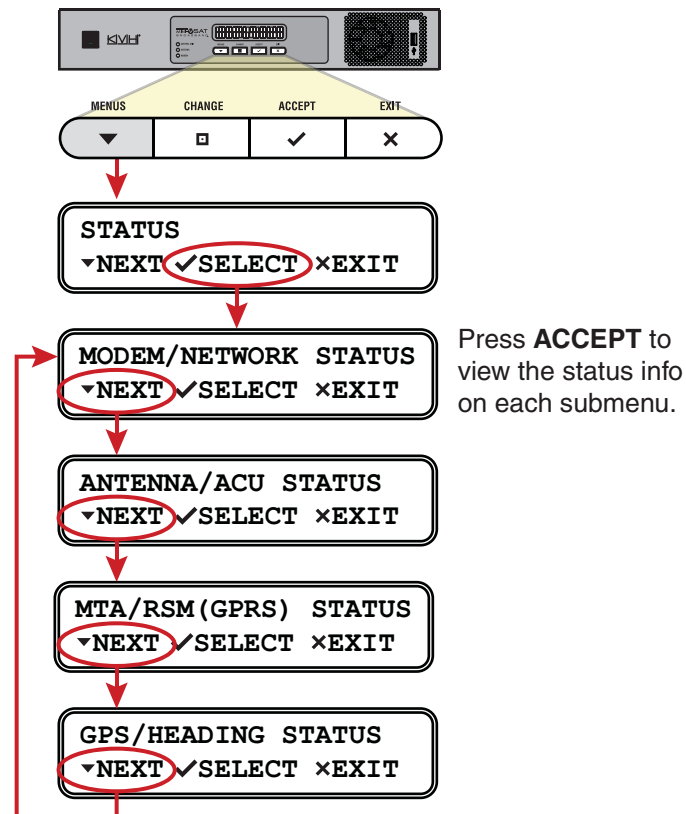


Figure 8-10 Modem/Network Status

Message	Description
<b>MODEM SATELLITE IP</b>	External IP address of the modem; identity of the modem on the mini-VSAT Broadband network (10.61.xxx.xxx)
<b>MODEM STATE</b>	General status of the modem; "Online" indicates the modem is connected to the mini-VSAT Broadband service
<b>LAN PORT STATUS</b>	Status of the Ethernet local area network (LAN); "Link Up" indicates a good connection
<b>EB/NO</b>	Quality of the received signal; Eb/No = Energy per bit/noise power per Hertz
<b>SATELLITE</b>	Satellite currently selected for mini-VSAT Broadband service
<b>BEAM</b>	Beam of the satellite currently selected for mini-VSAT Broadband service
<b>DOWNLINK FREQUENCY</b>	Frequency of the satellite downlink
<b>SKEW TO SATELLITE</b>	Skew angle of the antenna's LNB that is required to receive signals from the current satellite



Figure 8-11 Antenna/ACU Status

Message	Description
<b>ANTENNA STATE</b>	General status of the antenna; must be "Tracking" to connect to mini-VSAT Broadband
<b>ANTENNA DC INPUT</b>	DC voltage measured at the antenna's circuit board; should be between 38 VDC and 44 VDC
<b>BUC POWER STATUS</b>	Status of the antenna's BUC (transmit) power; should be between 23 VDC and 25 VDC
<b>CURRENT AZ/EL</b>	Azimuth and elevation at which the antenna is currently pointing; azimuth is relative to vessel heading if heading data is available, or the antenna's "Forward" arrow (bow) if heading data is not available
<b>CURRENT SKEW</b>	Current skew angle of the antenna's LNB
<b>IPACU DC INPUT</b>	DC voltage measured at the CommBox-ACU's power input; should be between 23 VDC and 25 VDC
<b>IPACU ENET MODEM PORT STATE</b>	Status of the CommBox-ACU's Ethernet connection to the modem; "Link" indicates the CommBox-ACU is connected to the modem

Figure 8-12 MTA/RSM(GPRS) Status

Message	Description
<b>MTA STATUS</b>	Status of the CommBox-ACU's built-in MTA; "Registered" indicates the MTA is connected to the voice service
<b>RSM (GPRS) STATUS</b>	Status of the antenna's built-in remote service and support module (GPRS modem); "Registered" indicates a good GPRS cellular connection

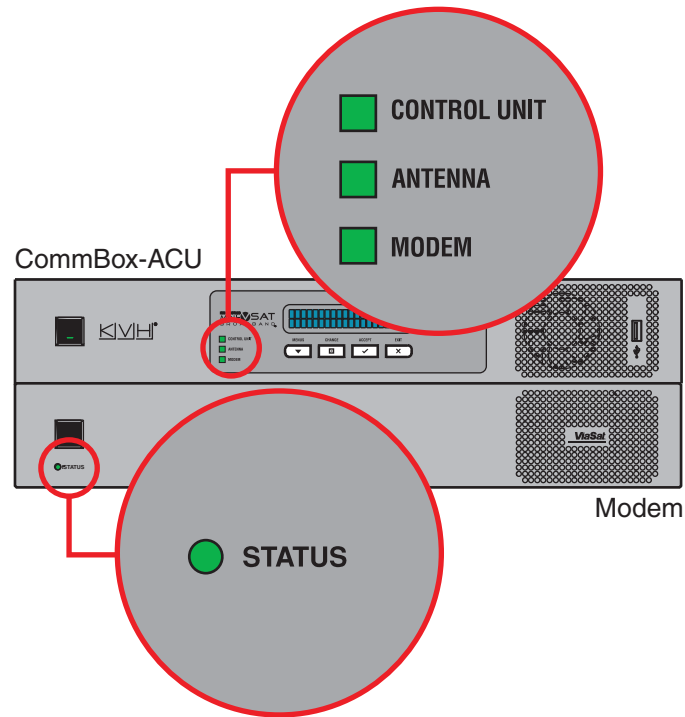
Figure 8-13 GPS/Heading Status

Message	Description
<b>CURRENT GPS SOURCE</b>	Source of the GPS data used by the system
<b>SYSTEM GPS STATUS</b>	Status of the antenna's GPS; displays vessel latitude/longitude if GPS has a valid fix
<b>NMEA TRUE HEADING</b>	True heading reported by the vessel's NMEA 0183 talker; "No Compass Input" indicates the system is not receiving a compatible heading message from the NMEA 0183 talker

## LED Indicators

Status lights on the front of the CommBox-ACU and modem indicate the current status of the system and can help you identify problems quickly.

Figure 8-14 Status Lights



During normal operation, all status lights should be lit green. The following tables explain what the different light conditions indicate.

## CONTROL UNIT Light

The table below explains what the CONTROL UNIT light indicates.

Figure 8-15 CONTROL UNIT LED on CommBox-ACU

Light is...	Indicates	Description
Off	Off	CommBox-ACU is powered off or no power input
Green	OK	Good input power; CommBox-ACU is operational
Orange	Bad power	Bad power supply circuit inside the CommBox-ACU
Red	Fault	Error detected during CommBox-ACU self test; try turning the CommBox-ACU off, then back on

## ANTENNA Light

The table below explains what the ANTENNA light indicates.

Figure 8-16 ANTENNA LED on CommBox-ACU

Light is...	Indicates	Description
Off	Off	No power input to the antenna
Green	Tracking	Antenna is tracking a satellite
Green, flashing	Searching	Antenna is searching for a satellite, or the modem is initializing
Red	Fault	Error detected; see error message on display

## MODEM Light

The table below explains what the MODEM light indicates.

Figure 8-17 MODEM LED on CommBox-ACU

Light is...	Indicates	Description
Off	Off	Modem is powered off or initializing
Green	Online	Modem is online and logged into the mini-VSAT Broadband service
Green, flashing	Comms OK	Modem is communicating with the antenna, but it is not yet online
Orange	Fault	Error detected; see error message on display
Red	No comms	CommBox-ACU lost communications with the modem; check wiring

## STATUS Light

The table below explains what the STATUS light indicates.

Figure 8-18 STATUS LED on Modem

Light is...	Indicates	Description
Off	Off	Modem is powered off or initializing
Green	Online	Modem is logged into the mini-VSAT Broadband network
Green, flashing	Transmitting	Modem is transmitting data or logging into the mini-VSAT Broadband network
Orange, flashing	Logging In	Modem is logging into the mini-VSAT Broadband network
Red	Searching or Fault	Antenna is searching for the satellite, or error detected in modem; if antenna is tracking the satellite, try turning the modem off, then back on

## System Logs

The CommBox-ACU offers two logs to capture historical antenna system data:

- Operational Log (see [“Operational Log”](#))
- Event Log (see [“Event Log” on page 105](#))

These logs are excellent diagnostic tools, so a technician or KVH Technical Support may refer to them when troubleshooting a system problem.

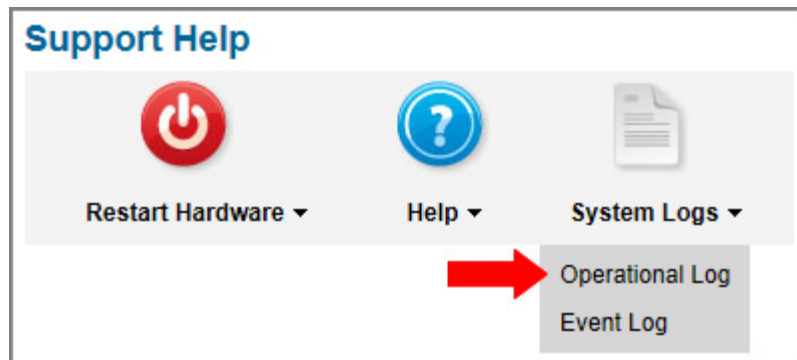
### Operational Log

The Operational Log, when initiated, records all messages that the antenna system generates.

To start a new log or view the current log, follow these steps:

1. At the TracPhone V7-IP web interface, click the **Support** tab.
2. On the **System Logs** menu, click **Operational Log**.

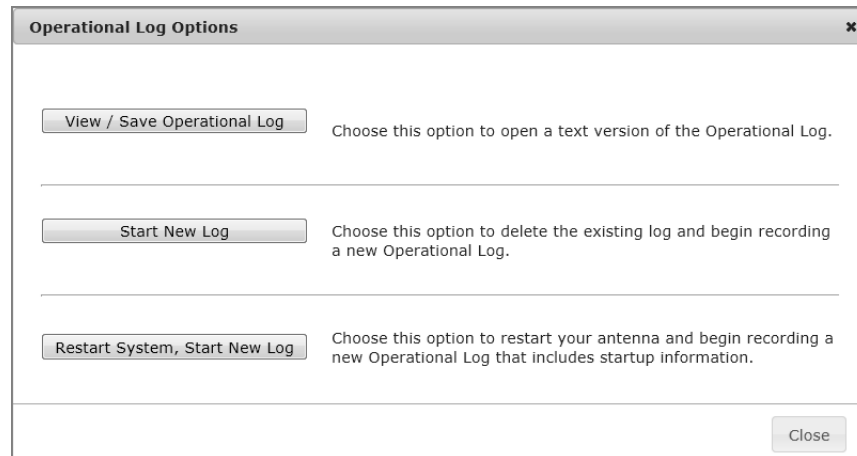
Figure 8-19 Viewing the Operational Log



3. Click the button for your desired option:
  - **View/Save Operational Log:** This option simply opens the current Operational Log. You can save this log as a text file to send to a technician or KVH Technical Support.
  - **Start New Log:** This option deletes the current Operational Log and begins recording a new one.

- **Restart System, Start New Log:** This option deletes the current Operational Log, restarts the antenna, and begins recording a new Operational Log. This log will begin with the system's startup messages, which include the results of various self-test routines.

Figure 8-20 Operational Log Options



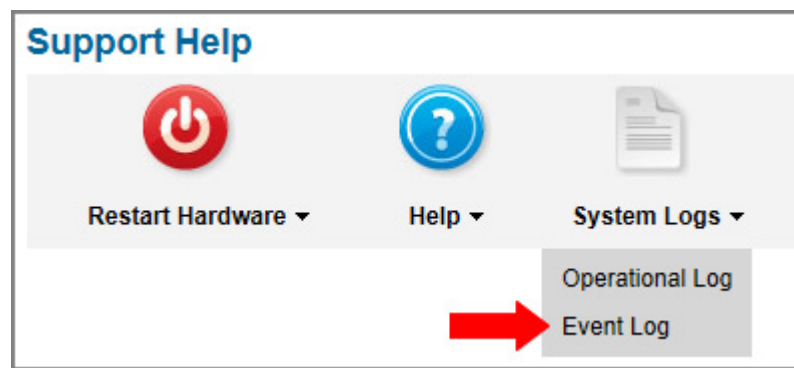
## Event Log

The Event Log keeps a historical record of the error messages the antenna system generates. The most recent entries in this log are displayed on the Support page of the TracPhone V7-IP web interface.

To view the complete Event Log, follow these steps:

1. At the TracPhone V7-IP web interface, click the **Support** tab.
2. On the **System Logs** menu, click **Event Log**.

Figure 8-21 Viewing the Event Log

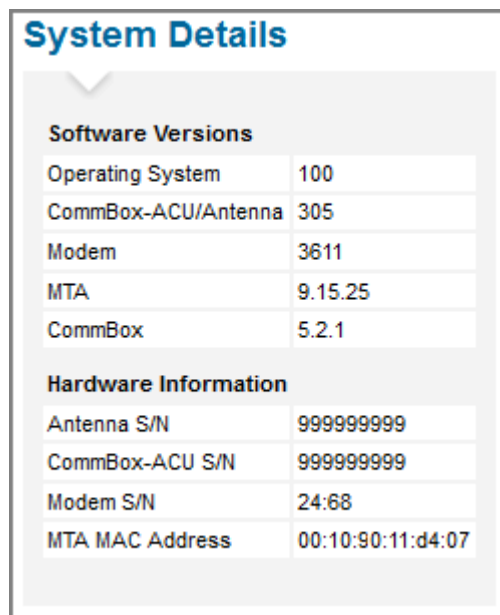


## Equipment ID Numbers

On the Support page of the TracPhone V7-IP web interface, you can find the following important equipment identification numbers:

- Antenna serial number
- CommBox-ACU serial number
- Modem serial number
- MTA MAC address

Figure 8-22 Viewing Equipment Identification Numbers



Software Versions	
Operating System	100
CommBox-ACU/Antenna	305
Modem	3611
MTA	9.15.25
CommBox	5.2.1
Hardware Information	
Antenna S/N	999999999
CommBox-ACU S/N	999999999
Modem S/N	24:68
MTA MAC Address	00:10:90:11:d4:07

*NOTE: You can also view these equipment ID numbers on the front panel LCD (go to System Info > Hardware Information).*

You will need these numbers when activating the system and whenever you contact KVH Technical Support. You will also need the modem's IP address, which is displayed on the Support page under General Statistics (see ["Support Page of the Web Interface" on page 94](#)).

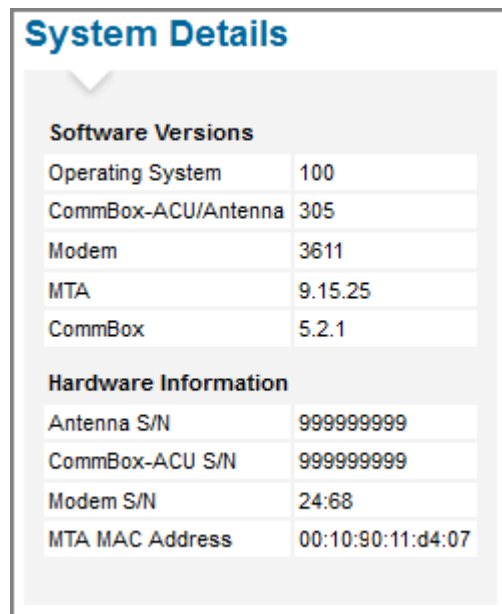


## Software Versions

On the Support page of the TracPhone V7-IP web interface, you can view the currently installed versions of the following software:

- Operating system (resides on CommBox-ACU)
- CommBox-ACU/ Antenna – *you can update this software through the CommBox-ACU (see “Software Updates” on page 114)*
- Modem
- MTA (built into the CommBox-ACU)
- CommBox

Figure 8-23 Viewing the Software Versions



The screenshot shows a web interface titled "System Details" with a dropdown arrow. It contains two sections: "Software Versions" and "Hardware Information".

Software Versions	
Operating System	100
CommBox-ACU/Antenna	305
Modem	3611
MTA	9.15.25
CommBox	5.2.1

Hardware Information	
Antenna S/N	999999999
CommBox-ACU S/N	999999999
Modem S/N	24:68
MTA MAC Address	00:10:90:11:d4:07

*NOTE: You can also view these software versions on the CommBox-ACU's front panel LCD (go to System Info > Software Versions).*

## Technical Support

The TracPhone V7-IP system is a sophisticated electronic device; only specially trained KVH-certified technicians have the tools and expertise necessary to diagnose and repair a system fault. Therefore, if you experience an operating problem or require technical assistance, please contact KVH Technical Support (24/7):

**Within the Continental U.S.A.:**

Phone: 1 866 701-7103

E-mail: [mvbsupport@kvh.com](mailto:mvbsupport@kvh.com)

**North/South America, Australia:**

Phone: +1 401 851-3806

E-mail: [mvbsupport@kvh.com](mailto:mvbsupport@kvh.com)

**Europe, Middle East, Asia, Africa:**

Phone: +45 45 160 180

E-mail: [mvbsupport@kvh.com](mailto:mvbsupport@kvh.com)

Please have your system serial numbers and software versions handy before you call (see [“Equipment ID Numbers” on page 106](#) and [“Software Versions” on page 107](#)).

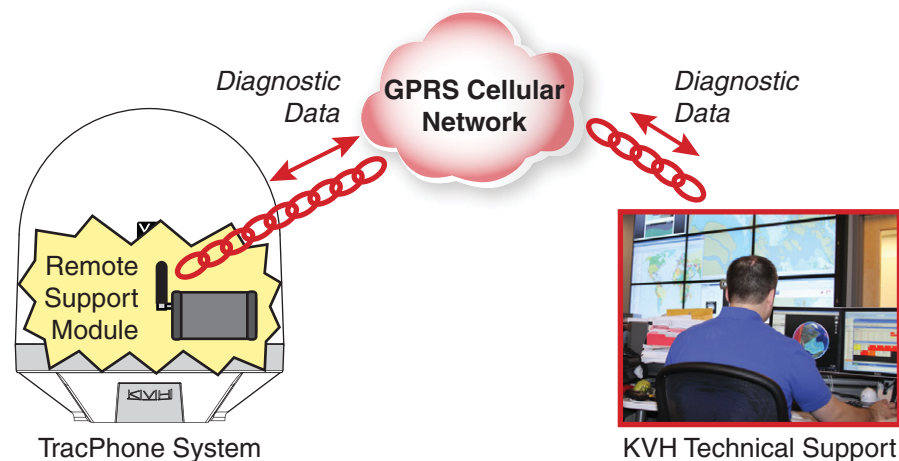
## Remote Diagnostics

If your vessel is located within a GPRS cellular coverage area, KVH Technical Support may be able to “dial in” to your TracPhone system through the antenna’s remote service and support module (RSM). With direct access to your system’s built-in diagnostic tools, KVH can often find the problem quickly to get you back up and running.

*NOTE: Standard airtime rates will apply.*

*NOTE: You can view the IP address used for remote diagnostics on the front panel LCD (go to Diagnostic Tools > KVH Support IP).*

Figure 8-24 Remote Diagnostics



The Support page of the TracPhone V7-IP web interface indicates when a KVH technician is connected to the system. Do not modify any system settings during this diagnostics session.

Figure 8-25 Remote Help Status Message

**Remote Help Controls**

**Connected! Active Remote Help Session in Progress**

A KVH Technical Support technician is now connected to your system. Unless directed, Please DO NOT modify settings while this session is active. You will be notified when the session ends.

*Note: Standard airtime rates apply*

# 9. Maintenance

This section explains how to perform preventive maintenance to keep the system in tip-top shape. It also explains how to update the software and the modem's satellite configuration files, calibrate the gyros, and restart system components.

## Contents

Preventive Maintenance .....	113
Software Updates .....	114
Modem Configuration Updates .....	119
Corrective Maintenance.....	124
Gyro Calibration .....	125
Hardware Restart .....	127

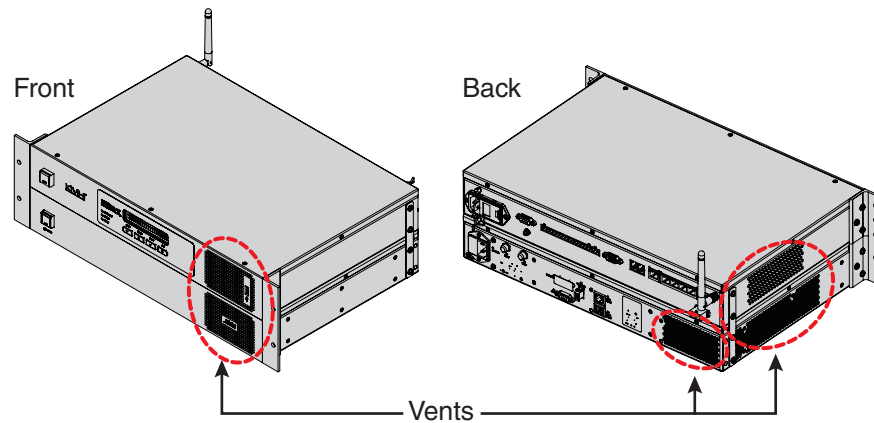


## Preventive Maintenance

The following tasks should be performed periodically to help maintain peak performance:

- Vacuum the vents on the CommBox-ACU and modem. Air needs to flow through these vents to cool the electronic components and prevent overheating.

Figure 9-1 Vents on CommBox-ACU and Modem



- Clean the outside of the antenna with fresh water to remove grime. Dirt buildup can affect communications. You may use mild detergent, but avoid abrasive cleansers and high-pressure water.
- Inspect cable connections at the CommBox-ACU and modem for any wear and tear. Repair any damaged cables.
- Ensure the latest software version is installed. Refer to [“Software Updates” on page 114](#) for details.

## Software Updates

KVH periodically releases new versions of software to enhance the performance and capabilities of the system. You can update your system to this latest software at any time by downloading the file from KVH's Update server and uploading it to the CommBox-ACU. When you update the software, the new version simply overwrites the previously installed version.

A single software package includes updates to all system components in the antenna and CommBox-ACU. Modem updates are downloaded to the modem automatically via the satellite connection.

There are several methods to choose from to update the software:

- ["Using the CommBox-ACU to Update Software"](#)
- ["Using Your Computer to Update Software" on page 116](#)
- ["Using an iPhone/iPod touch to Update Software" on page 117](#)
- ["Using a USB Flash Drive to Update Software" on page 118](#)

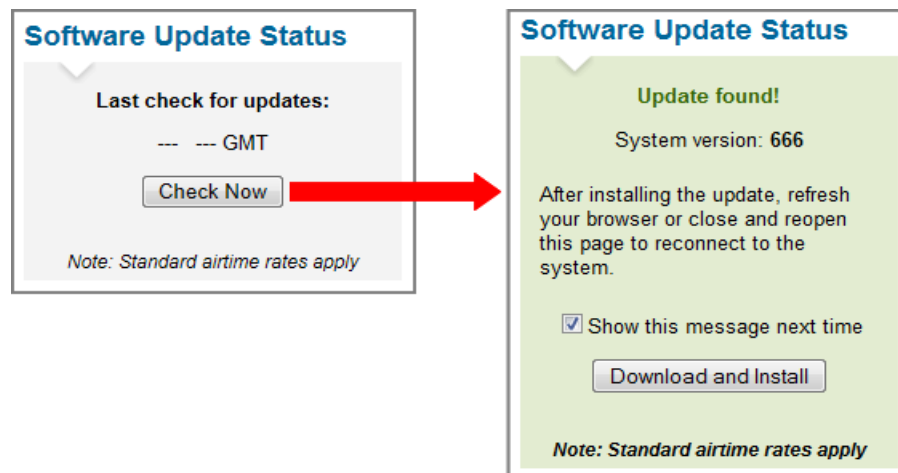
## Using the CommBox-ACU to Update Software

*NOTE: This method requires Internet access; airtime charges may apply.*

To update the software using the CommBox-ACU and your mini-  
VSAT Broadband connection, follow these steps:

1. At the TracPhone V7-IP web interface, click the **Updates** tab.
2. Under Software Update Status, click **Check Now**.
3. If the CommBox-ACU is able to connect to KVH's Updates server, it notifies you whether a new version is available for download. If there is, click **Download and Install** to download the update file and install it in your system.

Figure 9-2 Updating Software Using the CommBox-ACU



## Using Your Computer to Update Software

To update the software using your local computer, follow these steps:

1. First, you need to save the latest software update file to your computer. KVH-certified technicians can download this file from the KVH Partner Portal. Customers can get this file from KVH Technical Support (see [“Technical Support” on page 108](#)).
2. Connect your computer to the CommBox-ACU's network.
3. At the TracPhone V7-IP web interface, click the **Updates** tab.
4. If a Choose File button appears under Update Using this Computer, click **Choose File** then log in with the Administrator password.
5. Under Update Using this Computer, click **Browse**.
6. Navigate to and select the update file (it has a .kvh extension) saved on your computer.
7. Click **Check File**.
8. At the confirmation message, click **Update**.

Figure 9-3 Updating Software Using Your Computer

**Update Using this Computer**

To update the system's software using a file located on this computer, click **Browse** to locate the file. Then click **Check File**.

Software Update File:  **Browse...**

**V73-088.kvh** **Check File** [Remove File](#)



## Using an iPhone/iPod touch to Update Software

To update the software using an iPhone/iPod touch, follow these steps:

1. If you haven't already done so, download the mini-VSAT app from the Apple iTunes<sup>®</sup> App Store.
2. Use the iPhone/iPod touch app to download the latest software version to your iPhone/iPod touch at any time.
3. Make sure the TracPhone system is turned on and initialized (the CommBox-ACU front panel LCD shows "Searching" or "Tracking").
4. Connect your iPhone/iPod touch to the TracPhone system then use the app to install the software.

Figure 9-4 Updating Software Using the iPhone/iPod touch App

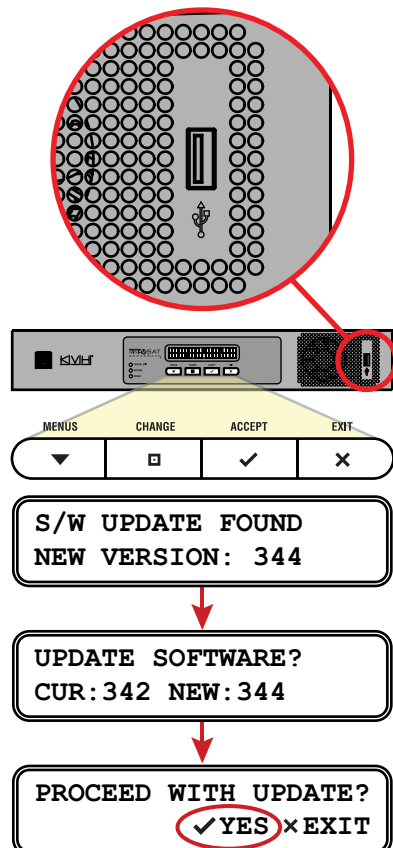


## Using a USB Flash Drive to Update Software

To update the software using a USB flash drive, follow these steps:

1. First, you need to save the latest software update file to your USB flash drive. KVH-certified technicians can download this file from the KVH Partner Portal. Customers can get this file from KVH Technical Support (see [“Technical Support” on page 108](#)).
2. Make sure the TracPhone system is turned on and initialized (the CommBox-ACU front panel LCD shows “Searching” or “Tracking”).
3. Connect your USB flash drive to the USB port on the front of the CommBox-ACU.
4. The CommBox-ACU display shows the currently installed software version (“CUR”) and the software version found on the USB flash drive (“NEW”). Make sure the “NEW” version is a higher number than the “CUR” version.
5. At “PROCEED WITH UPDATE?,” press **ACCEPT**.

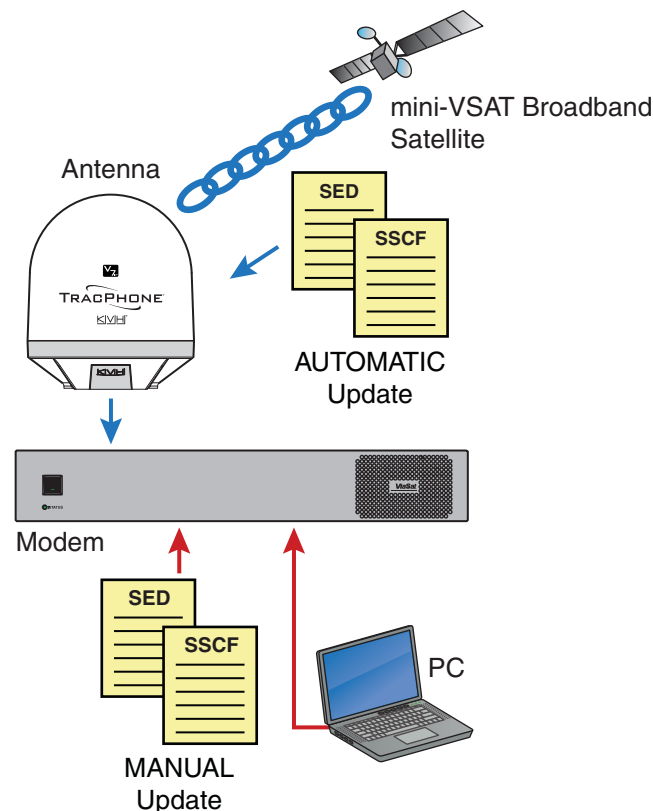
Figure 9-5 Software Update Process on CommBox-ACU Front Panel



## Modem Configuration Updates

The SSCF and SED configuration files stored in the modem contain all of the satellite parameters the TracPhone system needs to find and track the mini-VSAT Broadband satellites. These configuration files need to be updated whenever changes are made to the satellite network. In most cases, the modem will download the latest files automatically via the satellite link. However, if your system does not operate within the mini-VSAT Broadband coverage area during the download period (several weeks), your modem might miss the update. In such cases, the modem needs to be updated manually (see [“Manually Updating the Modem’s Configuration Files” on page 120](#)).

Figure 9-6 Modem Update Options



## Manually Updating the Modem's Configuration Files

If your modem misses an update, you can manually update its configuration files.

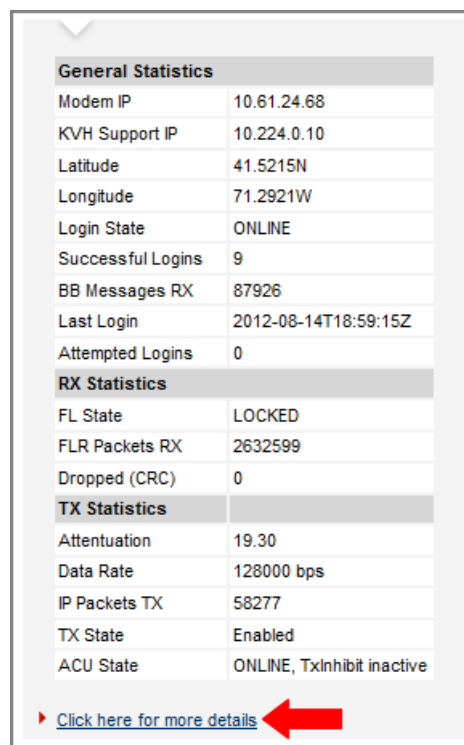
### Important!

Update the modem configuration files only if directed by KVH Technical Support. Many modems have unique coverage needs that require custom configuration files.

To manually update the modem's configuration files, follow these steps:

1. First, you need to save the latest SED and SSCF modem configuration files to your computer. KVH-certified technicians can download these files from the KVH Partner Portal. Customers can get these files from KVH Technical Support (see ["Technical Support" on page 108](#)).
2. Connect your computer to the CommBox-ACU's network.
3. At the TracPhone V7-IP web interface, click the **Support** tab. Then click **Click here for more details** to access the modem's web page.

Figure 9-7 Link to Modem Web Page



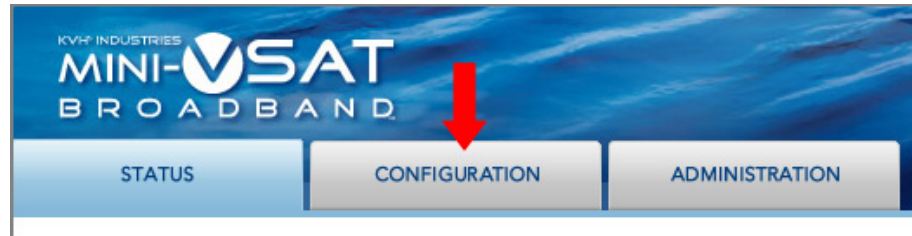
The screenshot displays a web interface with a 'General Statistics' section containing fields for Modem IP, KVH Support IP, Latitude, Longitude, Login State, Successful Logins, BB Messages RX, Last Login, and Attempted Logins. Below this is an 'RX Statistics' section with FL State, FLR Packets RX, and Dropped (CRC). The 'TX Statistics' section includes Attenuation, Data Rate, IP Packets TX, TX State, and ACU State. A red arrow points to a blue hyperlink labeled 'Click here for more details' at the bottom of the interface.

General Statistics	
Modem IP	10.61.24.68
KVH Support IP	10.224.0.10
Latitude	41.5215N
Longitude	71.2921W
Login State	ONLINE
Successful Logins	9
BB Messages RX	87926
Last Login	2012-08-14T18:59:15Z
Attempted Logins	0
RX Statistics	
FL State	LOCKED
FLR Packets RX	2632599
Dropped (CRC)	0
TX Statistics	
Attenuation	19.30
Data Rate	128000 bps
IP Packets TX	58277
TX State	Enabled
ACU State	ONLINE, TxInhibit inactive

▶ [Click here for more details](#)

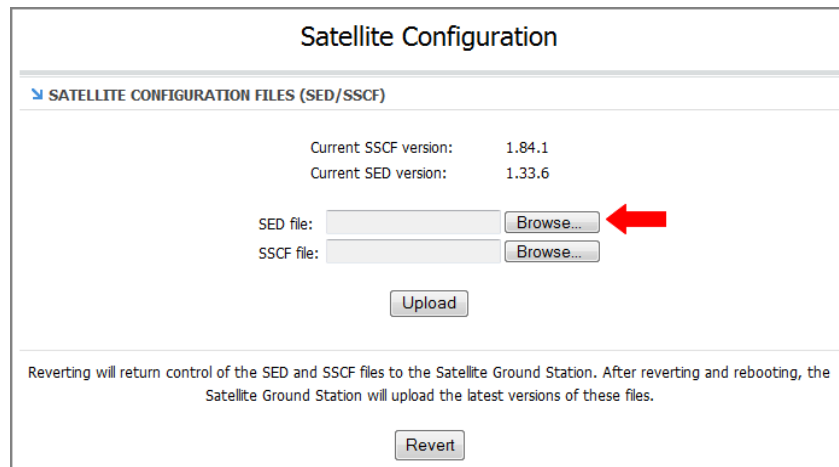
4. At the modem's web page, click the **Configuration** tab.

Figure 9-8 Modem Web Page Configuration Tab



5. In the sidebar, click **Satellite** (if necessary).
6. At the User Login page, enter the following user name and password:  
  
User: **admin**  
Password: **arclight**
7. At the Satellite Configuration page, click **Browse** next to "SED file".

Figure 9-9 Uploading New Files



8. Browse to and select the new SED (sed.csv.agt) file on your computer.
9. Click **Browse** next to "SSCF file".
10. Browse to and select the new SSCF (sscf.csv.agt) file on your computer.

11. Click **Upload**. Make sure the new versions appear under the old versions.

12. Click **Save files**.

Figure 9-10 Saving the New Files to the Modem

The screenshot shows a web interface titled "Satellite Configuration". Below the title is a section header "SATELLITE CONFIGURATION FILES (SED/SSCF)". Under this header, there is a table of file versions:

Current SSCF version:	1.84.1
Current SED version:	1.33.6
New SSCF version:	1.86.1
New SED version:	1.34.6

Below the table is a button labeled "Save files" with a red arrow pointing to it from the right. Underneath this button is the text "OR, upload again...". Below that are two rows of file selection controls: "SED file:" followed by a text input field and a "Browse..." button, and "SSCF file:" followed by a text input field and a "Browse..." button. Below these is an "Upload" button. At the bottom of the interface, there is a paragraph of text: "Reverting will return control of the SED and SSCF files to the Satellite Ground Station. After reverting and rebooting, the Satellite Ground Station will upload the latest versions of these files." Below this text is a "Revert" button.

13. When the "Files saved" message appears, click **Revert**.

---

### Important!

Be sure to revert control of SSCF and SED files to the Satellite Ground Station, allowing the modem to receive future automatic updates via the satellite link.

---

Figure 9-11 Restoring Automatic Updates

The screenshot shows the 'Satellite Configuration' interface. At the top, there's a section titled 'SATELLITE CONFIGURATION FILES (SED/SSCF)'. Below this, a table displays version information:

Current SSCF version:	1.84.1
Current SED version:	1.33.6
New SSCF version:	1.86.1
New SED version:	1.34.6

Below the table, a green banner displays the message 'Files saved.'. Underneath the banner is a 'Reboot' button. Further down, there are input fields for 'SED file:' and 'SSCF file:', each followed by a 'Browse...' button. Below these is an 'Upload' button. At the bottom, a text block states: 'Reverting will return control of the SED and SSCF files to the Satellite Ground Station. After reverting and rebooting, the Satellite Ground Station will upload the latest versions of these files.' Below this text is a 'Revert' button, which is highlighted with a red arrow pointing to it from the right.

14. When the “Revert complete” message appears, click **Reboot** to restart the modem. It will now use the new configuration files.

Figure 9-12 Rebooting the Modem

This screenshot shows the same 'Satellite Configuration' interface as Figure 9-11. The version information table and the 'Files saved.' message are still present. However, the 'Reboot' button is no longer visible. Instead, a green banner at the bottom of the interface displays the message 'Revert complete.'. Below this banner is a 'Reboot' button, which is highlighted with a red arrow pointing to it from the right.

## Corrective Maintenance

If a system component fails, it will need to be replaced by a KVH-certified technician.

---

### Important!

Field replaceable units should only be replaced by a trained, KVH-certified technician. To find a technician near you, visit [www.kvh.com/wheretogetservice](http://www.kvh.com/wheretogetservice) or contact KVH Technical Support (see "Technical Support" on page 108).

---

The antenna contains several parts that can be replaced in the field by a KVH-certified technician. Instructions for replacing these parts are provided with the replacement part.

The belowdecks equipment has no field replaceable units. If the CommBox-ACU or modem becomes damaged, the entire device will need to be replaced.

---

### Important!

Do not open the CommBox-ACU or modem chassis for any reason. Any evidence of tampering will void its warranty.

---



## Gyro Calibration

The TracPhone antenna's gyros continuously measure the rate of vessel motion in three axes and send this data to the antenna's motor control circuitry to keep the antenna pointed at the satellite. At the factory, each gyro is precisely calibrated to work with the antenna. Therefore, if you ever have a gyro replaced, you will need to recalibrate.

---

### Important!

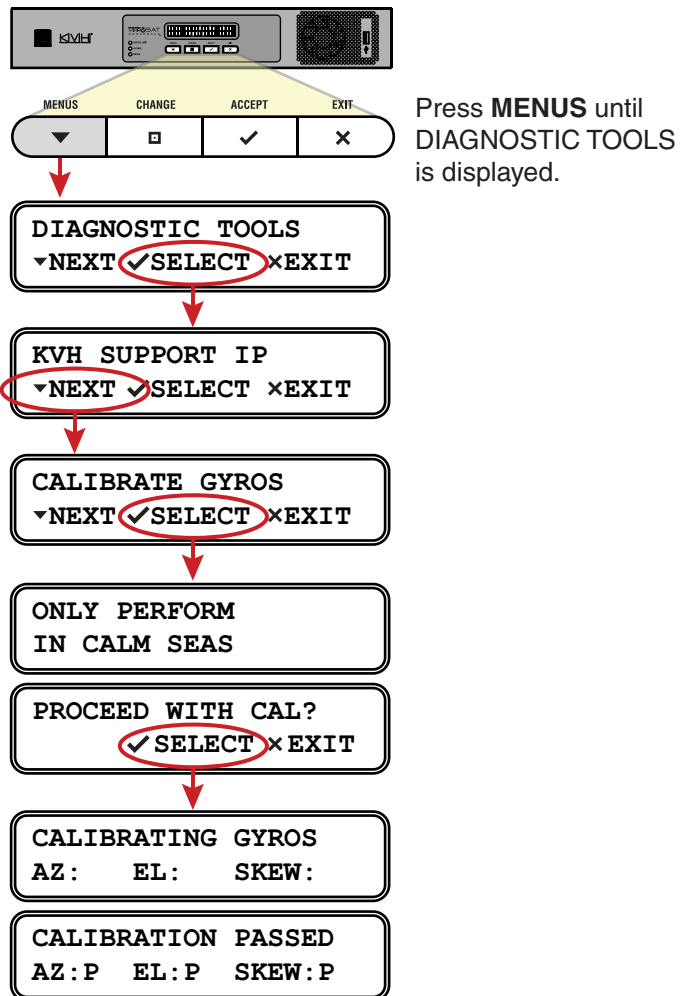
Calibrate the gyros only if directed by KVH Technical Support, and only while the vessel is stationary in calm seas. A poor gyro calibration can reduce the performance of the antenna.

---

To calibrate the gyros, follow these steps:

1. At the CommBox-ACU's front panel, press **MENUS** until the display shows "DIAGNOSTIC TOOLS."
2. Press **ACCEPT**.
3. At "KVH SUPPORT IP," press **NEXT**.
4. At "CALIBRATE GYROS," press **ACCEPT**.
5. At "PROCEED WITH CAL?," press **ACCEPT**.
6. Verify that the azimuth (AZ), elevation (EL), and skew gyros all pass. If a gyro fails, recalibrate. If it continues to fail, contact KVH Technical Support (see ["Technical Support" on page 108](#)).
7. Once the gyros are calibrated, the antenna restarts.

Figure 9-13 Calibrating the Gyros



## Hardware Restart

If you experience a problem with the system, you may need to restart the hardware. You can restart the following system components from the TracPhone V7-IP web interface:

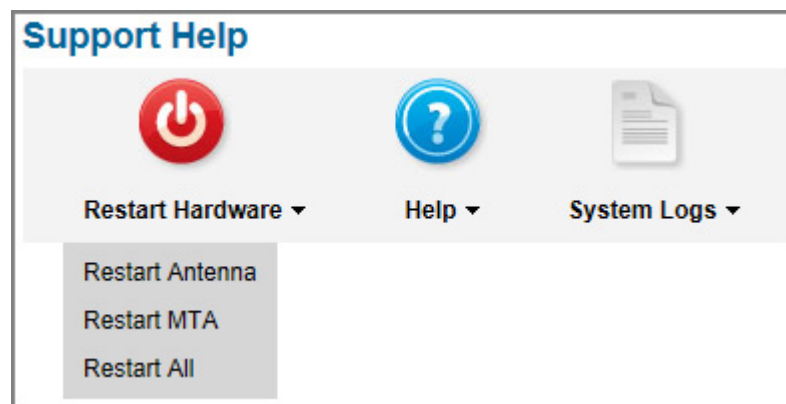
- **Restart Antenna** – Restarts the TracPhone V7-IP antenna. Choose this option whenever the antenna is unable to find the satellite.
- **Restart MTA** – Restarts the MTA (multimedia terminal adapter), which is built into the CommBox-ACU. Choose this option whenever voice calls are not working properly while the modem is online.
- **Restart All** – Restarts the entire system, with the exception of the modem. Choose this option if the problem cannot be isolated to an antenna or MTA issue.

*NOTE: You cannot restart the modem from the web interface. If you suspect the modem is locked up, try turning it off at the front panel, then turning it back on.*

To restart a system component, follow these steps:

1. At the TracPhone V7-IP web interface, click the **Support** tab.
2. On the **Restart Hardware** menu, click the desired option.

Figure 9-14 Restart Hardware Menu



3. At the confirmation message, click **Restart Antenna**, **Restart MTA**, or **Restart ALL**.



# Appendix

## A. Wiring Diagram

This section provides a system wiring diagram. For detailed installation instructions, refer to the Installation Guide.

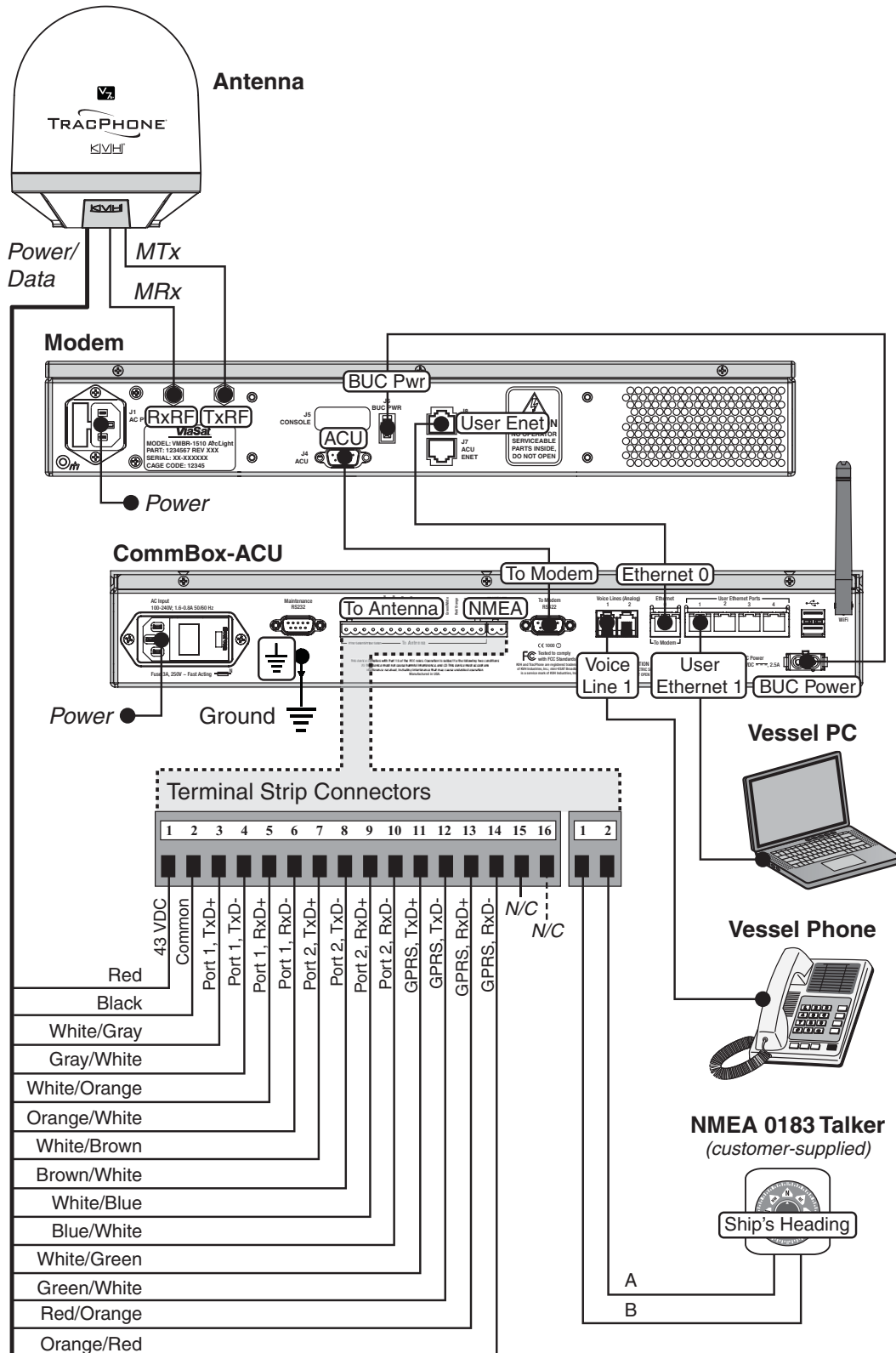
### Contents

Wiring Diagram.....	131
---------------------	-----



# Wiring Diagram

The wiring diagram below shows the basic system connections. For detailed installation instructions, refer to the Installation Guide.





# Appendix

## B. LCD Menus

This section provides a quick reference guide to the LCD menus on the CommBox-ACU's front panel.

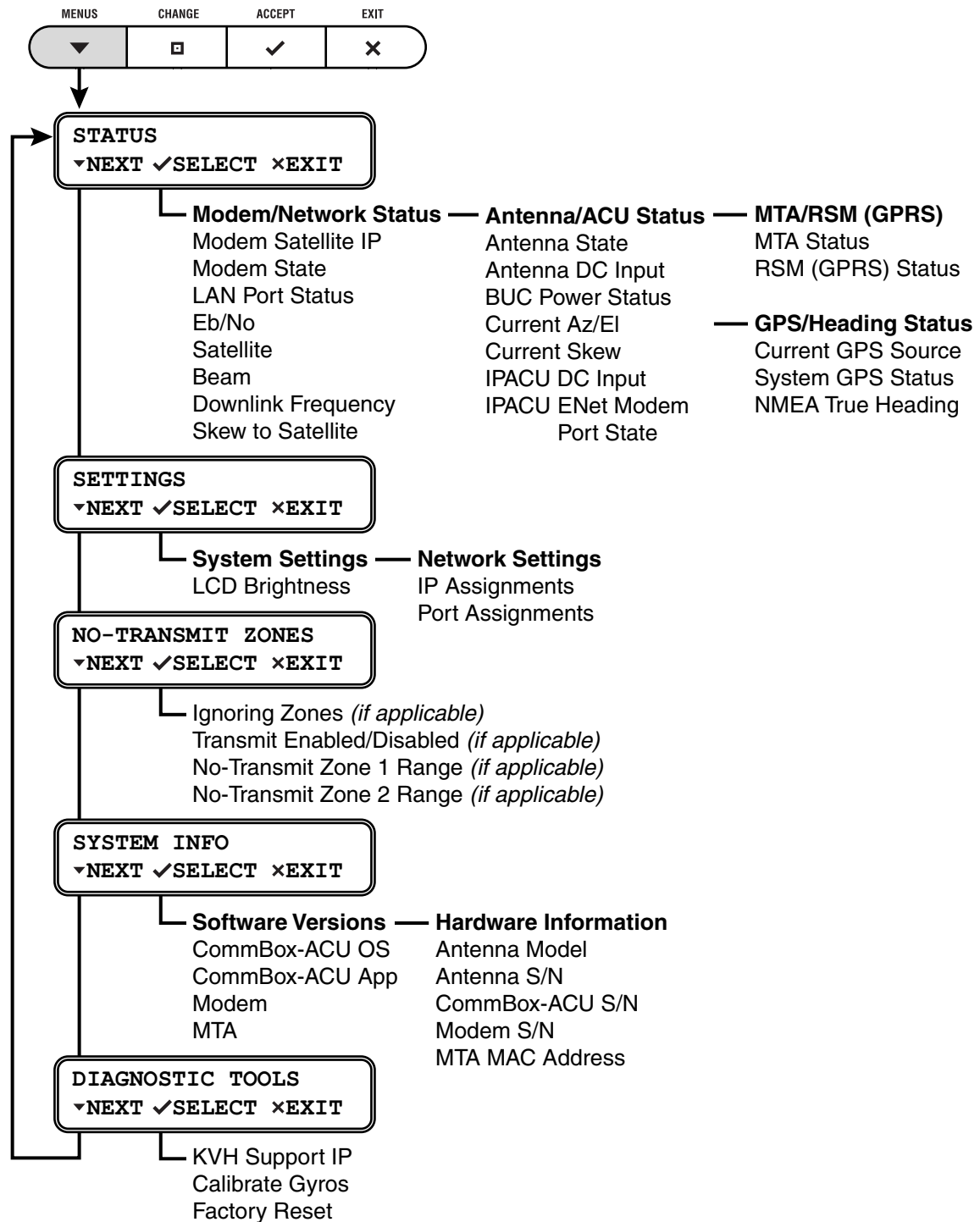
### Contents

LCD Menu Quick Reference Guide .....	135
--------------------------------------	-----



## LCD Menu Quick Reference Guide

The chart below shows the menu structure of the CommBox-ACU front panel LCD interface.





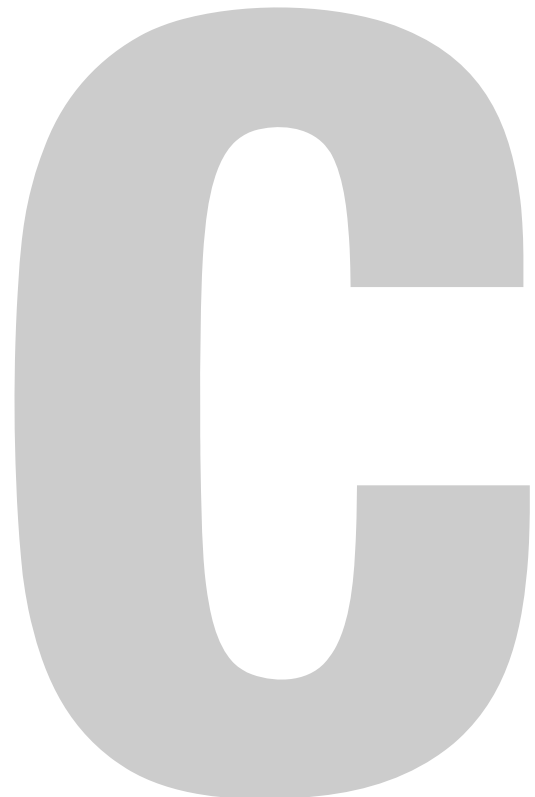
# Appendix

## C. Regulatory Approvals

This section provides the CE declaration of conformity for the TracPhone V7-IP system components.

### Contents

CE Declaration of Conformity.....	139
-----------------------------------	-----







## CE Declaration of Conformity

The undersigned of this letter declares that the following equipment complies with the specifications of EC directive 1999/5/EC Radio & Telecommunications Terminal Equipment.

### Equipment Included in this Declaration

TracPhone V7-IP system, consisting of:

- 02-1925-XX<sup>1</sup> or 02-1926 TracPhone V7-IP Antenna
- 02-1875-02 TracPhone CommBox-ACU
- 19-0487 TracPhone Modem

<sup>1</sup> The part number is followed by two alphanumeric characters which designate non-performance-affecting customer-specific branding.

### Equipment Applicability

The TracPhone V7-IP system provides broadband Internet connectivity between a ship and any destination in the world. The equipment is not intended for SOLAS applications.

### Declaration and Certification

The TracPhone V7-IP system complies with the following harmonized standards under the R&TTE Directive 1999/5/EC:

Essential Requirement		Applied Standard(s)
Article 3.1(a)	Health & Safety	EN60950-1:2006 + A1:2009
Article 3.1(b)	EMC	EN 301 843-1 v1.2.1:2004-06, EN 301 843-6 V1.1.1:2006-01, EN61000-3-2:2006, EN61000-3-3:1995, A1:2001 & A2:2005 EN60945:2002
Article 3.2	Spectrum Efficiency	EN302 340 V1.1.1:2006-04

### Manufacturer

KVH Industries, Inc.  
50 Enterprise Center  
Middletown, RI 02842-5279 USA

Rick Jones, Director of Corporate Quality

10 SEP 2012

Date



# Appendix

## D. Specifications

This section provides the technical specifications of the TracPhone system's components.

### Contents

System Specifications .....	143
-----------------------------	-----



## System Specifications

Figure D-1 Antenna Specifications

Attribute	Rating
Meets Inmarsat operational, survival, and shock specifications	
RX receive/TX transmit frequency band	11.7-12.75 GHz/14.0-14.5 GHz
Antenna gain	35.6 dBi (RX-band, min)
Transmit power (BUC)	4 W max
Elevation range	-24° to +119° ( <i>with heading input</i> )
Azimuth range	710° rotation
Satellite coverage	See <a href="http://www.kvh.com/minivsatmap">www.kvh.com/minivsatmap</a>
Temperature	Operational: -22° F to +131° F (-30° C to +55° C) Survival: -31° F to +158° F (-35° C to +70° C)
Humidity	IEC 60945; 104° F (40° C), 95% humidity (non-condensing)
Rain	Precipitation rate of 100L/min, with wind speeds up to 100 knots
Vibration	IEC 60945
Outside dimensions	26.2" (66.6 cm) OD x 31.2" (79.2 cm) H
Weight	57.6 lbs (26.1 kg)

**Figure D-2 CommBox-ACU and Modem Specifications**

<b>Attribute</b>	<b>Rating</b>
Heading input	NMEA 0183, 4800 baud, accurate within 2°, compatible sentences: \$--HDG, \$--HDM, \$--HDT, \$--OSD, \$--THS, \$--VHW
Input power	CommBox-ACU/antenna: 100-240 VAC, 50-60 Hz, 160 W max Modem: 100-240 VAC, 50-60 Hz, 3 A max
Temperature	Operational: 32° F to 131° F (0° C to 55° C) Survival: 5° F to 158° F (-15° C to +70° C)
Humidity	IEC 60945; 104° F (40° C), 95% humidity (non-condensing)
CommBox-ACU Interfaces	User Ethernet: RJ45, IEEE 802.3, 10BASE-T/100BASE-TX, 100 Mbps Wireless access point: 802.11b, 802.11g, 802.11n USB (Front Panel): USB 2.0 (for software updates only) USB (Rear Panel): Not Used Voice lines: RJ11 (2-wire) analog
Dimensions (CommBox-ACU and modem)	16.75" (42.55 cm) W x 11.18" (28.40 cm) D without strain-relief bracket, 16.31" (41.43 cm) D with strain-relief bracket x 5.26" (13.36 cm) H (3U)
Weight (CommBox-ACU and modem)	18 lbs (8.2 kg)



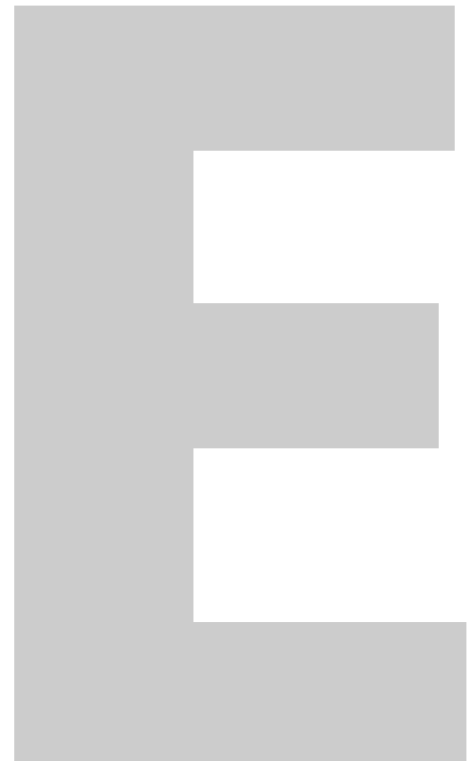
# Appendix

## E. Glossary

This section provides a glossary of technical terms used throughout the documentation.

### Contents

Glossary.....	147
---------------	-----





# Glossary

## 10BaseT

Ethernet standard using twisted pair cabling (such as CAT5). Supports a maximum data rate of 10 Mbps.

## 100BaseT

Fast Ethernet standard using twisted pair cabling (such as CAT5). Supports a maximum data rate of 100 Mbps.

## 802.11

Wireless network communications standard commonly used in LANs.

## AGC

Automatic Gain Control. Function that automatically boosts the gain of a received signal, as required, to maintain a constant output level. Indicates RF level.

## Analog Phone

Standard telephone, also referred to as POTS (Plain Old Telephone Service). Voice signals are converted into electrical pulses by modulating a carrier signal.

## AZ

Azimuth angle. Horizontal direction in which the antenna points.

## bps

Bits per second.

## BUC

Block Up-Converter. Device that converts the intermediate frequency signal from the modem to a Ku-band frequency and amplifies it for transmission.

## Bulletin Board

Communications from the hub to all terminals within its network.

## **Cache**

A web browser's local storage of visited web pages and other Internet files, allowing that information to be accessed more quickly on subsequent visits.

## **CAT5**

Category of twisted pair cable with a maximum data rate of 1,000 Mbps.

## **Channel**

Frequency (between 2.4-2.5 GHz) used for Wi-Fi communications. To communicate via a wireless connection, both router and host must be set to the same channel. There are 11 channels to choose from, allowing users to prevent interference between multiple wireless networks.

## **Chassis**

The outside enclosure of an electronic device.

## **Client**

A computer application that accesses resources held by a server.

## **CRMA**

Code Reuse Multiple Access (CRMA) protocol is a variant of CDMA, which is widely used in cellular communications. Using this protocol, multiple vessels share bandwidth for ship-to-shore transmissions to the satellite. Unlike TDMA, vessels don't need to wait their turn to transmit. They can immediately transmit in bursts at the same time as other vessels and at the fastest data rate available, significantly reducing delays.

## **Crossover Cable**

Cable in which the pins are reversed from one end to the other. Used for connecting two computers back-to-back without using an Ethernet hub.

## **Data Rate**

Speed at which a communications path can transfer information, normally measured in bits per second (bps).

**dB**

Decibel. Ratio of one power level to another.

**DHCP**

Dynamic Host Configuration Protocol. IP protocol that allows a server to automatically assign IP addressing information to a computer or device on the network.

**DNS**

Domain Name Service. IP service that translates domain names (such as "www.kvh.com") into IP addresses (such as "63.105.58.10").

**Downlink**

Communication path from the satellite to the antenna.

**DVB**

Digital Video Broadcasting project. Global standard of digital broadcasts.

**Eb/No**

Ratio of Energy-per-bit to Noise power spectral density, indicating the general quality of a received signal.

**EIRP**

Effective Isotropic Radiated Power, measured in dBW.

**EL**

Elevation angle. Vertical direction in which the antenna points.

**Encryption**

As it applies to Wi-Fi, encoding of a wireless signal to protect it from unauthorized reception.

**Ethernet**

Network communications standard adopted by most LANs. Communicates via twisted pair cable at one of three maximum data rates: (1) Standard - 10 Mbps, (2) Fast - 100 Mbps, and (3) Gigabit - 1 Gbps (1,000 Mbps).



## **Firewall**

Security mechanism that protects a network from unauthorized access.

## **Floating Ground**

Dangerous condition in which the chassis ground of an electrical device differs from ship's ground. This difference can measure well over 100 volts, risking damage to the equipment and electric shock, potentially resulting in death. A floating ground can be prevented by ensuring proper grounding of the device to ship's ground.

## **Footprint**

Coverage area of a satellite.

## **Forward Link**

Communication path from the satellite hub to the user terminal.  
Another term for "Downlink."

## **Frequency**

Number of cycles per second of a radio wave, measured in Hertz (Hz).

## **GPRS**

General Packet Radio Service. High-speed wireless data communications standard.

## **GPS**

Global Positioning System. Network of satellites that allow anyone with a GPS device to accurately fix their position on Earth.

## **Gyro**

A device that precisely senses and measures motion in a single axis, such as elevation or azimuth.

## **Host**

Any computer connected to a network.

## **HTTP**

HyperText Transfer Protocol. The primary protocol for the World Wide Web.

**Hub**

Earth station that links the satellite network to the terrestrial network.

**IF**

Intermediate Frequency. As it applies to TracPhone V7-IP, L-band output of an LNB, or input to a BUC.

**IMAP**

Internet Message Access Protocol. E-mail protocol by which a client retrieves user-selected messages that are stored on a remote mail server. Messages are saved on the server until the user deletes them.

**Internet**

Global network connecting a vast number of networks and computers.

**IP Address**

Unique network identifier assigned to a single computer or device on a network. Consists of four eight-bit numbers, each between 0 and 255 (for example, "195.172.7.2").

**Kbps**

Kilobits (1,000 bits) per second.

**Ku-band**

Range of frequencies from 10.7 GHz to 18 GHz.

**LAN**

Local Area Network. A relatively small group of computers and devices linked together within close proximity to each other and usually on the same IP network.

**L-band**

Range of frequencies from 950 MHz to 2150 MHz.

**LNB**

Low Noise Block down-converter. Device that converts and amplifies a Ku-band satellite signal into an intermediate frequency (IF) L-band signal.

## **MAC Address**

Media Access Control Address. Unique six-byte hardware identifier assigned to every network interface card (NIC). Used in most LAN configurations to ensure the correct addressing of data to specific hosts.

## **Mbps**

Megabits (1,000,000 bits) per second.

## **Modem**

Modulator-demodulator. Translates digital signals into analog signals and vice-versa.

## **MTA**

Multimedia Terminal Adapter. Device that converts analog telephone signals into digital Voice over IP (VoIP) signals.

## **Network**

A group of computers and devices (such as printers) linked together.

## **Network Operations Center (NOC)**

Station that maintains and manages a telecommunications network.

## **NIC**

Network Interface Card. Expansion or built-in circuit card that provides a computer with network communication capabilities.

## **NMEA 0183 Talker**

Marine electronic device, such as a gyrocompass, that transmits data messages that comply with the NMEA 0183 standard. Data is transmitted serially at 4800 baud over a pair of wires (A and B).

## **Packet**

Part of a data message transmitted over a network. Also contains the address of the destination for routing purposes. (Data messages are divided into packets, sent over a network, then reassembled in the correct order at the destination.)

## **PCI**

Peripheral Component Interconnect. Bus standard that supports high-speed connections between computers and peripheral devices.

## **PCMCIA**

Personal Computer Memory Card International Association. Organization that establishes standards for PC cards, credit card-sized memory or input/output devices, primarily used in laptops.

## **Ping**

Software utility used to check a network connection. Sends a test packet to the designated address and reports how long it takes to receive a response.

## **Polarization**

Orientation of a satellite signal. Circular polarization, which has a "corkscrew" propagation path, consists of left-hand (LHCP) and right-hand (RHCP) signals. Linear polarization consists of vertical and horizontal signals offset by 90 degrees.

## **POP3**

Post Office Protocol. E-mail protocol by which a client retrieves all available messages from a remote mail server and saves them locally. Messages are normally deleted from the server upon download.

## **Protocol**

Standard that establishes strict rules for how data is communicated over a network.

## **Proxy**

A server that controls client access to another server.

## **PSTN**

Public Switched Telephone Network. Worldwide telephone network carrying analog voice signals.

## **Return Link**

Communication path from the antenna to the satellite. Another term for "Uplink."

## **RF**

Radio Frequency.

## **RJ45**

Registered Jack 45. Eight-wire network cable connector for LANs. Similar to a telephone jack.

## **Router**

Device that connects multiple IP networks. For each data packet it receives that is destined for another IP network, determines the best path to reach its destination.

## **RSSI**

Receive Signal Strength Indicator. Indicates the strength of the received satellite signal. The modem supplies this data to the CommBox-ACU for tracking purposes.

## **RX**

Receive.

## **SIP**

Session Initiation Protocol. Protocol for routing VoIP calls.

## **Skew**

Adjustment angle to orient an LNB with a linearly polarized satellite signal.

## **Spread Spectrum**

A type of communication method by which the information signal energy is spread over a frequency band much wider than the minimum bandwidth required for transmitting the information. The resulting low power level across the full bandwidth does not interfere with neighboring satellites, so the width of the transmitted beam is not as critical as it is with traditional VSAT antennas.

## **SSID**

Service Set Identifier. Unique identifier shared by all computers and devices on a single wireless network.

**Straight-through Cable**

Cable in which the pins at one end match the pins at the other end.

**Subnet**

Subdivision of a network based on IP address. For example, with a subnet mask of "255.255.255.0," all computers and devices assigned an IP address starting with "195.172.8" belong to one subnet (there are 255 possible). An IP address starting with "195.172.9" designates a different subnet.

**Subnet Mask**

Divides the latter portion of an IP address into subnet and host designations. For example, in a regular class B network, the first two numbers in an IP address define the network ID while the last two numbers define the host ID (the individual computer or device on that network). A subnet mask changes the format of these last two numbers by designating the third number as the subnet ID and designating the last number as the host ID (the computer or device within that subnet).

**SW**

Software.

**Switch**

Device that connects two segments of a LAN. Routes data from one segment to another based on the MAC address of the destination.

**TCP/IP**

Transmission Control Protocol/Internet Protocol. Two communications protocols for the Internet. IP handles the delivery of data packets over the Internet; TCP ensures that all data packets are successfully delivered and assembled in the proper order.

**Transponder**

Component of a satellite that receives radio transmissions from Earth, amplifies them, and retransmits them back to Earth on a different frequency.

## **Twisted Pair**

Cable type consisting of multiple pairs of cable in which two wires are spiraled together to reduce electromagnetic noise. Can be either shielded (STP) or unshielded (UTP). Used extensively in LANs and telephone networks.

## **TX**

Transmit.

## **URL**

Uniform Resource Locator. Address of a web page or file on the World Wide Web. Consists of three parts: (1) protocol (such as "http"), (2) IP address or domain name (such as "www.kvh.com"), and (3) name of the web page or file to be retrieved from that address (such as "index.html").

## **USB**

Universal Serial Bus. Bus standard for connecting peripheral devices to a computer. Supports a data rate of 12 Mbps.

## **UTP**

Unshielded Twisted Pair. Cable consisting of four twisted pairs (8 wires), usually terminated by RJ45 connectors. Commonly used in LANs.

## **VoIP**

Voice over Internet Protocol. Allows telephone conversations to be routed via the Internet.

## **VSAT**

Very Small Aperture (< 3 m) Terminal. Communications system in which multiple users connect via satellite to a single land-based hub, which handles the routing of all network traffic.

## **WAN**

Wide Area Network. A group of computers, devices, and possibly LANs, linked together over a large geographic area.



## **WAP**

Wireless Network Access Point. Device that links computers wirelessly to a LAN. To communicate with the WAP, each computer needs a properly configured wireless network card.

## **WEP**

Wired Equivalent Privacy. Security mechanism for wireless networks. Encrypts data to protect it from unauthorized interception.

## **Wi-Fi**

Wireless Fidelity. Refers to an 802.11 wireless network.

## **WINS Resolution**

Windows Internet Naming Service Resolution. Organizes the names of all Windows computers in a network with their respective IP addresses. Similar function to DNS.

## **Wireless Network Card**

PCI or PCMCIA card that provides a computer with wireless access to a LAN via a WAP.

## **WPA2**

Wi-Fi Protected Access. Security mechanism for wireless networks. Encrypts data to protect it from unauthorized interception. More secure than WEP.





# Appendix

## F. Index

This section is an index to allow you to find information quickly.

### Contents

Index.....	161
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# Index

## A

- activation 13, 106
- administrator password 23
- antenna
  - description 8
  - forward arrow 31
  - hazard area 6
  - pointing direction 18, 94
  - restart 127
  - serial number 106
  - software version 107
  - specifications 143
  - status 92, 96, 99
- anti-virus 71
- applications, data-intensive 69, 75
- attenuation 96
- automatic updates, preventing 71
- azimuth 94, 99, 143
- azimuth range, no-transmit zones 31

## B

- beam 92, 98
- BitTorrent 75
- blockage 10, 82
- brightness 26
- bulletin board messages 95

## C

- cache settings 65
- cache, web browser 74
- calibration 125
- calling cards, prepaid 43
- calls
  - ship-to-shore 38
  - shore-to-ship 40
- CE declaration 139
- channel, wireless 55
- cleaning 113

- CommBox software
  - description 77
  - Help 66
  - network settings 55, 64, 65, 66
  - purchasing 77
  - version 107
  - web interface 77
- CommBox-ACU
  - description 8
  - LEDs 102
  - serial number 106
  - software version 107
  - specifications 144
  - status 96, 99
- Condensed Help 19
- corrective maintenance 124
- coverage map 9
- crew calling 43
- CRMA 7

## D

- data rate 96
- data usage, reducing 70
- delay, voice call 38
- DHCP
  - Mac OS X 60
  - Windows 7 57
  - Windows Vista 57
  - Windows XP 58
- dial tone, fast 45
- dialing sequence 38

## E

- Eb/No 98
- electric shock 5
- elevation 94, 99, 143
- e-mail, best practices 76
- emergency call 37
- End User Agreement 69, 75
- equipment ID numbers 13, 106
- error messages 87
- Ethernet connection 53



event log 105  
Extended Help 19

## **F**

fax 47  
fax server 48  
field replaceable units 124  
firewall 71  
floating ground 5  
footprint, satellite 9  
frequency 98, 143  
front panel menus 135  
FRUs 124

## **G**

gain, antenna 143  
Gnutella 75  
GPRS modem  
    description 109  
    status 99  
GPS  
    position 16, 18  
    source 100  
    status 100  
gyro calibration 125  
gyro stabilization 8

## **H**

hazard, radiation 5, 6, 15  
heading 18, 100, 144  
Help 19  
Help, CommBox 66  
Home page 18, 91

## **I**

IMAP 76  
incoming calls 40  
in-country call 38  
international call 38

- Internet access 69
- IP address
  - CommBox-ACU 64
  - KVH support 95, 109
  - modem 95, 98
  - MTA 83
  - public static 63
  - static 61
- IP packet counters 96
- iPhone/iPod touch app 117

## K

- Ku-band 9

## L

- LAN settings 64
- latitude 95
- LCD brightness 26
- LCD menus 135
- LEDs 101
- lights, front panel 101
- log
  - event 105
  - operational 104
- login
  - CommBox software 77
  - modem web page 121
  - voice account 49
- login counters 95
- longitude 95

## M

- maintenance
  - corrective 124
  - preventive 113
- map, coverage 9
- menus, LCD 135
- mini-VSAT Broadband 7, 13
- mobile websites 75

- modem
  - configuration update 119
  - description 8
  - initialization 16
  - IP address 95, 98
  - LED 103
  - login 121
  - restart 127
  - serial number 106
  - software update 114
  - software version 107
  - specifications 144
  - status 95, 98
  - web page 96

- MTA
  - additional 42
  - IP address 83
  - MAC address 106
  - restart 83, 127
  - software version 107
  - status 93

- multimedia, disable 72

## **N**

- network
  - settings 64
  - status 98
  - wired DHCP 53
  - wireless DHCP 54
- network monitoring software 70
- Network Operations Center 7
- NMEA 0183 18, 100, 144
- no-transmit zones
  - clear 34
  - description 29
  - disable 33
  - range 16, 31
  - setup 31
  - status 30, 92

## **O**

- online 16
- operational log 104
- outgoing calls 38

**P**

- passphrase, WEP 55
- password
  - administrator 23
  - WPA2 55
- peer-to-peer file sharing 75
- phone line names 25
- phone lines, additional 41
- ping 85
- pointing direction 18
- pointing direction, antenna 94
- POP3 76
- pop-up blocker 73
- power
  - antenna 99
  - BUC 99
  - CommBox-ACU 99
  - input 144
  - transmission (BUC) 143
- power on system 15
- preventive maintenance 113
- priority, voice traffic 37, 41
- Product Activation department 14
- PSTN 37

**R**

- radiation hazard 5, 6, 15
- Real-time Vessel & VSAT Satellite Display 18
- regulatory approvals 139
- remote diagnostics 109
- remote monitoring 62
- remote service and support module
  - description 109
  - status 99
- restart hardware 127
- RSS feeds 75

**S**

- safe distance, antenna 6
- safety 5
- satellite 7, 92, 98

- Satellite Airtime department 14
- secure VPN 62
- security, wireless 55
- SED 119
- serial numbers 13, 106, 108
- SIP 37
- skew 94, 98, 99
- Skype 75
- social media 75
- software update
  - description 114
  - via iPhone/iPod touch 117
  - via local computer 116
  - via satellite 115
  - via USB flash drive 118
- software versions 107
- specifications 143
- spread spectrum 7, 8
- spyware 71
- SSCF 119
- SSID 55
- startup sequence 16
- static IP
  - description 61
  - Ethernet port 63
  - request 62
  - setup 63
- status information 91

## **T**

- tampering, belowdecks equipment 124
- technical support 108
- test web page 82
- troubleshooting
  - basic 81
  - data problem 85
  - voice problem 83
- turn on system 15

## **U**

- UCH-250 48
- USB flash drive 118



**V**

- vessel name 24
- virtual numbers 44
- voice service
  - account access 49
  - crew calling 43
  - delays 38
  - description 37
  - fax 47
  - fees 39
  - phone lines 41
  - priority 37, 41
  - ship-to-shore calls 38
  - shore-to-ship calls 40
  - status 93
  - virtual numbers 44
  - voicemail 45
- voicemail 45
- VoIP 37
- VPN, secure 62

**W**

- WAP 8, 54
- warnings 5
- web browser settings 72
- web interface access 17
- widgets 75
- Wi-Fi connection 54
- wired DHCP 53
- wireless
  - description 54
  - security 55
  - settings 55
- wiring 131



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