

This guide provides basic operation and troubleshooting information for the TracVision TV-series satellite TV antenna systems. For complete operation, setup, and diagnostics information, refer to the system's comprehensive Help Center, available on the TV-Hub's web interface. If you need any assistance, please contact KVH Technical Support.



Technical Support

North/South America:

Phone: +1 401 847-3327

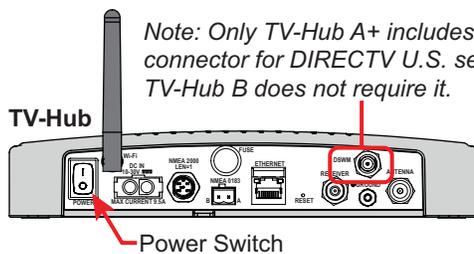
Email: support@kvh.com

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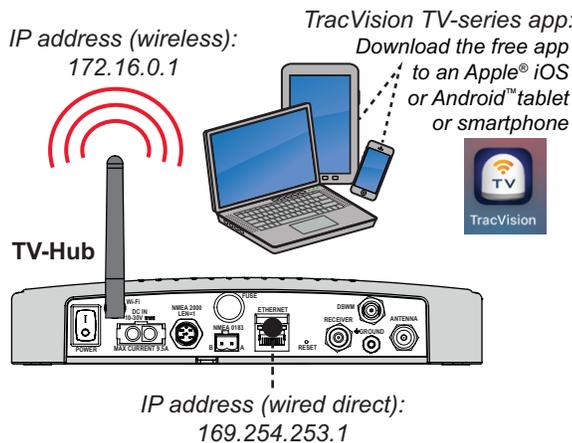
How to Turn On the System



At the rear panel of the TV-Hub, set the power switch to the On position. The TV-Hub supplies power to the antenna. Wait a few minutes for system startup.

If the TV-Hub's status lights alternate orange, it is synchronizing software. Do not turn off the system. It could take 40 minutes.

How to Access the Web Interface



You can access the web interface using any Wi-Fi-enabled mobile device (such as a smartphone, tablet, or laptop).

1. Select the **TVHub-<TV-Hub serial number> network** from your device's Wi-Fi settings to connect to the TV-Hub.
2. Either start your web browser and enter **http://tvhub.kvh**, or open the **KVH TracVision TV-series app**.

If the TV-Hub is connected to an onboard network, you may also access the web interface over the network by entering the TV-Hub's IP address either in your browser or in the app. (You can find the IP address on the Settings page of the web interface or app.)

How to Select the Master Receiver



If your system is set up for automatic satellite switching with multiple receivers, you can select the master receiver on the Home page of the web interface. The master receiver controls satellite selection.

If the receiver is equipped with an IP AutoSwitch, you may also press the button on the IP AutoSwitch to make it the master.

Troubleshooting

If you are experiencing a problem with your TracVision system, first check the following:

Does the web interface indicate a problem?

Check the status indicators on the Home page and look for an error message.

Can the antenna see the satellite?

The antenna needs an unobstructed view of the sky. Common causes of blockage include antenna masts, trees, and bridges. Severe weather can also affect reception.

Is the antenna dome excessively dirty?

Wash the exterior of the dome periodically with a mild detergent. Dirt buildup can degrade performance.

Are you located within the satellite's coverage area?

The vessel needs to be located within the selected satellite's coverage area to receive satellite TV signals. Visit www.kvh.com/footprint for details.

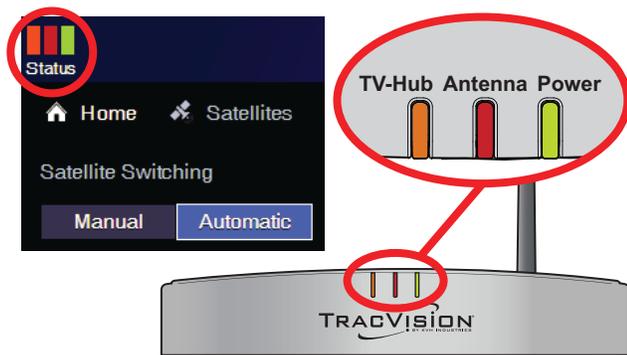
Is everything turned on and connected properly?

Make sure the TV-Hub and your TVs and receivers are turned on and set up for the satellite input. Also check the cable connections of all system components.

Is the software or satellite library out of date?

Periodically check for new software and satellite library updates at the Updates page of the web interface or use the free Apple iOS or Android mobile app (Internet access required to download updates).

TV-Hub Status Lights



TV-Hub

State	Indication
Off	Powered off, or no power input
Green	Operating normally
Green, Flashing	Initializing
Orange, Flashing	Minor error
Red	Major error

All lights alternating orange = software update in progress

Antenna

State	Indication
Off	No power to the antenna
Green	Tracking the satellite
Green, Flashing	Initializing, or searching for satellite
Orange	Halted by technician
Orange, Flashing	Minor error
Red	Major error

Power

State	Indication
Off	Powered off, or no power input
Green	Good input power
Red	Major error

Error Messages

Click the Status indicator on the web interface to view the error message, then read its description in the Help. You may be able to fix a minor error on your own. Call KVH Technical Support for help with a major error.



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