



This guide provides basic operation and troubleshooting information for the TracVision UHD7 satellite TV antenna system. 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.

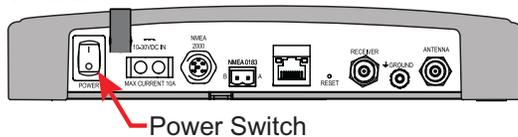
Technical Support

North/South America, Australasia:
 Phone: +1 401 847-3327
 Email: support@kvh.com

Europe, Middle East, Africa, Asia-Pacific:
 Phone: +45 45 160 180
 Email: support@emea.kvh.com

How to Turn On the System

TV-Hub



Power Switch

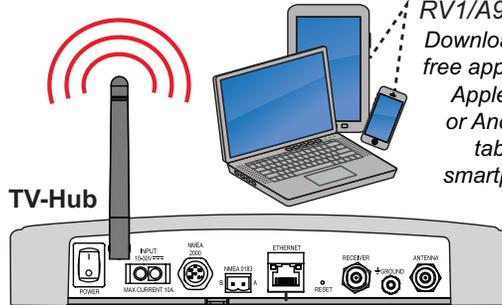
At the rear panel of the TV-Hub, set the power switch to the On position. The TV-Hub supplies power to the antenna. Wait a few minutes for system startup.

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

IP address (wireless):
172.16.0.1

KVH TracVision TV-series/UHD7/RV1/A9 app:
Download the free app to an Apple® iOS or Android™ tablet or smartphone



TV-Hub

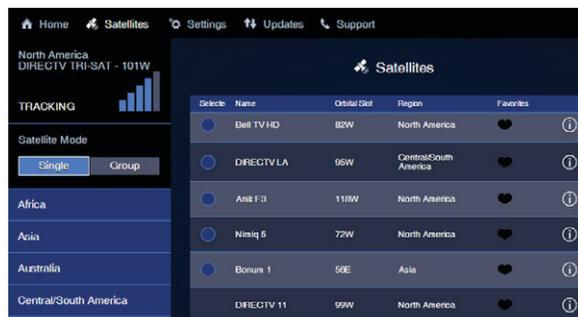
IP address (wired direct):
169.254.253.1

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/UHD7/RV1/A9 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 TracVision app. (You can find the IP address on the Settings page of the web interface or app.)

How to Select a Satellite



KVH recommends that you run the Setup Wizard whenever you need to change the configuration of your system, but you can also manually select a satellite by following these simple steps.

1. On the Satellites page, set Satellite Mode to **Single**.
2. Find the desired satellite in the list and select it by setting a checkmark under the **Selected** column. You can filter the list by name, orbital slot, or region by clicking the associated header.

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.

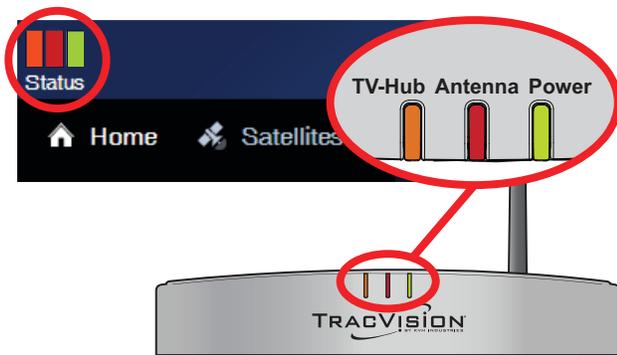
Is everything turned on and connected properly?

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 and Support > Product & Service Resources page of the KVH website (www.kvh.com), 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, 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.