

IP-MobileCast™ Set-top Box Installation Instructions



Technical Support

If you need technical assistance, please contact KVH Technical Support:

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The KVH Set-top Box allows you to view IP-MobileCast content on a TV. It includes an IR remote control, allowing you to change channels and view different entertainment content stored on the Media Server. *Each TV you want to connect to the Media Server requires its own Set-top Box.*

IMPORTANT!

These instructions assume a KVH Media Server has been installed on the vessel. The Media Server streams content to the Set-top Box.

Figure 1: KVH Set-top Box



Selecting a Location

Follow these installation guidelines:

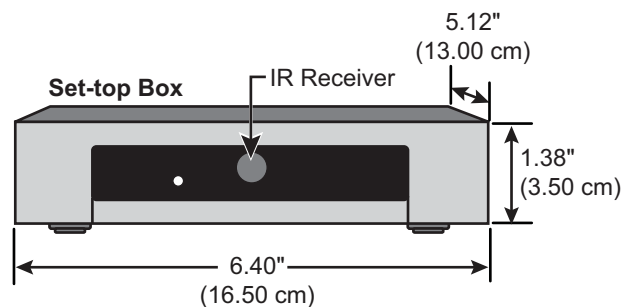
- Select a dry, well-ventilated area away from any heat sources or salt spray. Set-top Box temperature must not exceed 45°C (113°F).
- Do not place anything on top of the Set-top Box, and provide at least 8" (20 cm) of free space above it to ensure proper cooling.

IMPORTANT!

The Set-top Box generates significant heat. Do not stack anything on top of it or too close to it.

- Position the Set-top Box close to the front edge of a flat mounting surface within view of the user to maximize reception of the remote control's IR signals. Do not block the IR receiver (see Figure 2).
- Place the Set-top Box within 10 ft (3 m) of the TV to use the supplied HDMI cable.
- Do not place the Set-top Box in an environment where flammable gases, vapors, or dusts are present.

Figure 2: Set-top Box Dimensions



Connecting the Set-top Box

To install the Set-top Box, simply connect its three cables (all are supplied in the kit).

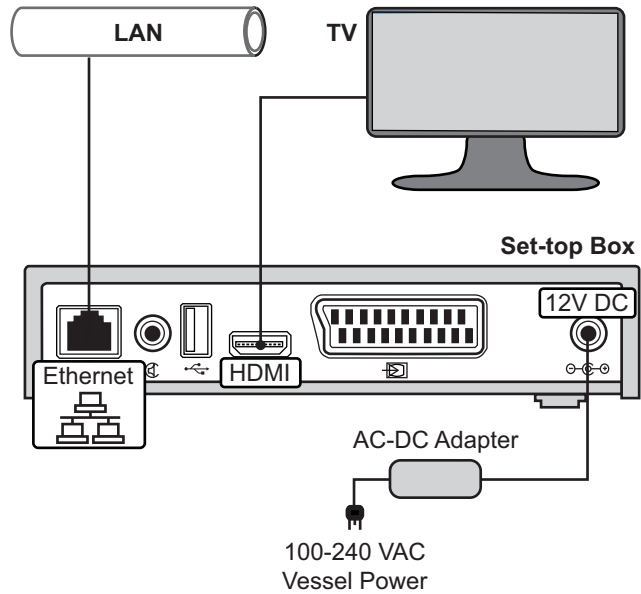
NOTE: Also refer to the manufacturer's manual that comes with the unit.

- a. Connect the Ethernet cable from the Set-top Box to the vessel network that is connected to the Media Server (see Figure 3).
- b. Connect the HDMI cable from the Set-top Box to any available HDMI input on the TV.
- c. Install the two AAA batteries (supplied in the kit) in the remote control.
- d. Connect the supplied AC-DC adapter to the vessel's AC power supply (100-240 VAC), **but do NOT connect it to the Set-top Box yet**. Don't apply power to the Set-top Box until directed in the next section.

IMPORTANT!

Use only the AC-DC adapter that is supplied with the Set-top Box. Using a different adapter could seriously damage the unit. The Set-top Box draws 5.5 W max. power.

Figure 3: Set-top Box Connections



Using the Set-top Box

- a. Turn on the TV and select the input that is connected to the Set-top Box.
- b. Before powering on the Set-top Box, make sure the Media Server has been powered on for at least 5 minutes to complete its initialization. *The Media Server streams content to the Set-top Box.*
- c. Connect the AC-DC adapter to the Set-top Box to apply power, then allow 7 minutes for it to initialize. The status light on the front of the Set-top Box should be lit green (see Figure 4) and blue progress bars should appear on the TV screen (see Figure 5).
- d. When initialization is complete, press the **PORTAL** button on the remote control to access the onscreen menu (see Figure 6).
- e. Use the **arrows** and **OK** buttons to navigate the menu. Select the TV channel list and browse through the programming for a television-viewing-style experience (see Figure 7). Select the VOD (video on demand) player to access content directly. You can view the following content stored on the Media Server:
 - NEWSlink TV
 - MOVIElink
 - TVlink
 - MUSIClink
 - SPORTSlink

NEWSlink Print can only be viewed in a web browser or mobile app.

NOTE: NEWSlink and SPORTSlink content may take up to 24 hours to appear once the IP-MobileCast service is activated. New content is downloaded every day using your TracPhone antenna's mini-VSAT Broadband connection. Keep in mind that you can only access content that you have signed up for during activation.

Maintaining the Set-top Box

- Clean only with a dry cloth.
- Periodically inspect the power cord to ensure it is not becoming pinched or damaged.
- Unplug the Set-top Box during lightning storms or when it will be unused for a long period of time.

Figure 4: Set-top Box Status Light

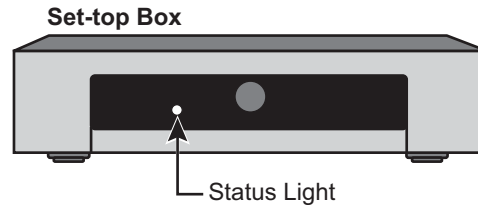


Figure 5: TV Display of Set-top Box Initialization

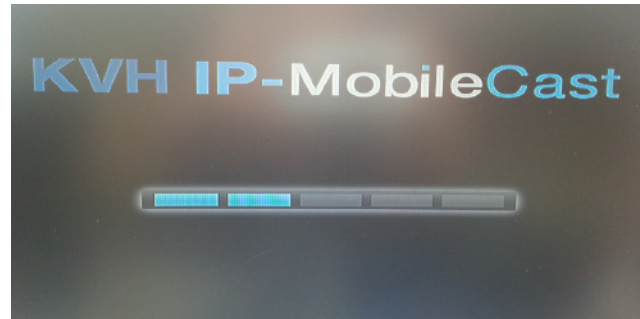


Figure 6: Portal Button on Set-top Box Remote Control

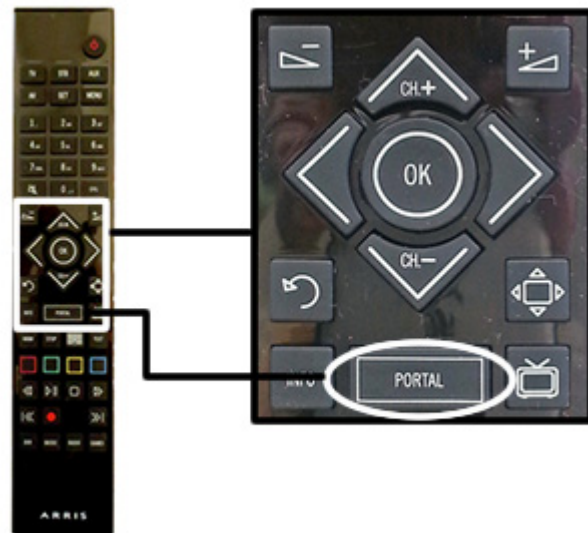
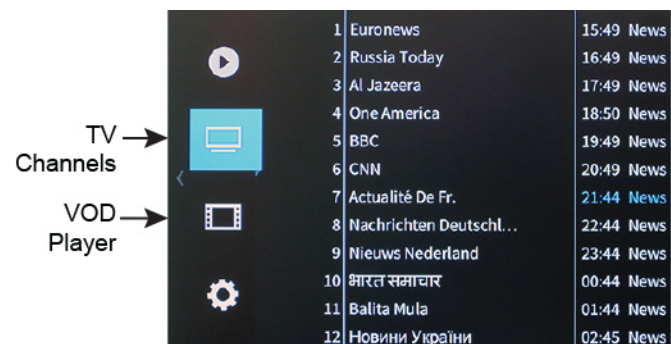



Figure 7: Set-top Box IP-MobileCast Onscreen Menu



Troubleshooting

Follow these steps to troubleshoot a problem.

 WARNING
<p>To avoid electric shock, do not open the Set-top Box enclosure. There are no repairable parts inside. If it fails, it must be replaced.</p>

- a. Power on the Set-top Box only after the Media Server has been powered on for at least 5 minutes.
- b. Always wait 7 additional minutes after turning on the Set-top Box to allow enough time for its initialization.
- c. Try unplugging the Set-top Box power cable, then plugging it back in.
- d. Make sure the correct input has been selected on the TV, and check the cable connections.
- e. Make sure the Set-top Box is connected properly to the network that is carrying Media Server traffic.
- f. If the remote isn't working, make sure the IR receiver on the front of the Set-top Box isn't blocked. Also check the batteries in the remote.
- g. Check the status indicators on the Media Server's web interface – they should all be green (see Figure 8). If the "Activated" indicator is red, the Media Server has not yet been activated for IP-MobileCast service. If any other indicators are red, contact KVH Technical Support.

*To view the web interface, connect your laptop (configured for DHCP) to the network that is connected to the Media Server. Then start your browser and go to **status.ipmobilecast.com**. If the web interface doesn't appear, refer to the Media Server's Installation Guide.*

- h. If you are no longer receiving fresh content, make sure the TracPhone system is online. The Media Server receives new content via the mini-VSAT Broadband satellite. News and sports are updated daily, if included in your subscription.

Figure 8: Media Server Status Indicators



Figure 9: Set-top Box Specifications

Attribute	Rating
Voltage	100-240 VAC, 50-60 Hz
Power	5.5 W max.
Temperature (Operational)	+32° F to +113° F (0° C to +45° C)
Humidity	Up to 95% (non-condensing)
Dimensions	6.4" W x 5.12" D x 1.38" H (16.5 cm W x 13 cm D x 3.5 cm H)
Weight	0.66 lbs (0.3 kg)

* Specifications are subject to change without notice.