

TracVision HD11 Remote Support Module Replacement Instructions



Technical Support

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

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The following instructions explain how to replace the remote support module (RSM) in a TracVision® HD11 antenna.

Figure 1: Remote Support Module

Tools Required

This procedure requires the following tools:

- Headband light
- 7/16" socket/ratchet or nut driver
- Flat-head jeweler's screwdriver
- #2 Phillips screwdriver
- Latest HD11 software update file downloaded to a laptop computer via the KVH Partner Portal or to a mobile device via the KVH HD11 app.



Step 1 - Disconnect Power and Open Hatch

Follow the steps below to disconnect power from the antenna and open a hatch.

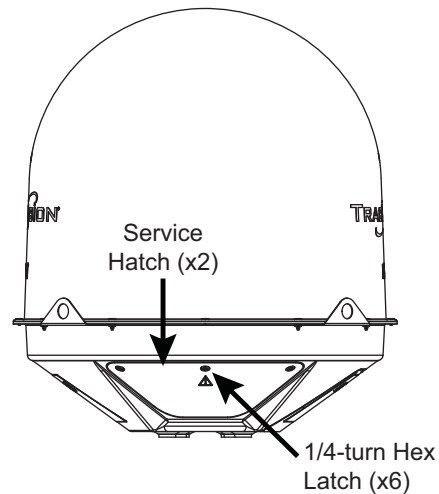


CAUTION

For your own safety, disconnect power from all wired components before you begin.

- a. Turn off the ACU to remove power from the antenna.
- b. Disconnect the power/data cable from the back of the ACU and unplug the AC power cable from its power source.
- c. Using a 7/16" socket/ratchet or nut driver, unlock the three hex latches securing one of the service hatches to the baseplate (see Figure 2). Then open the hatch.

Figure 2: Service Hatches



Step 2 - Replace the RSM

Follow the steps below to replace the RSM.

- a. Disconnect the cable from the RSM (see Figure 3). To avoid breaking the DB9 connector's retaining screws, loosen the retaining screws with a jeweler's screwdriver.
- b. Using a #2 Phillips screwdriver, remove and discard the four #6-32 screws (see Figure 3 and Figure 4) securing the RSM mounting strap to the RSM mounting plate.
- c. Remove and discard the faulty RSM.
- d. Place the new RSM onto its mounting plate matching its original orientation (see Figure 3). Then secure the RSM by reattaching its mounting strap using four new #6-32 screws. Tighten to 11 in.-lbs of torque.
- e. Reconnect the RSM cable (see Figure 3). Then carefully tighten the DB9 thumbscrews to approximately 5 in.-lbs of torque. Do not overtighten – these screws break easily.
- f. Verify that the antenna connection is secure and the antenna is pointing upward (see Figure 3).

Step 3 - Check Antenna, Close Hatch, and Apply Power

Follow the steps below to remove all items from the antenna, close the hatch, and apply power.

- a. Inspect the inside of the antenna to make sure you have not left any tools or debris inside.
- b. Close the hatch and lock its three hex latches.
- c. Reconnect the power/data and AC power cables to the ACU and turn on the antenna.

Step 4 - Update the Software

From the web interface, TracVision app, or ACU front panel, update the system software to the latest version.

Then, if the location is within cellular range, call KVH Technical Support and ask them to test the remote service module's GPRS cellular connection.

The replacement procedure is complete!

Figure 3: RSM, Cable, Connector, Screws, Plate, and Strap

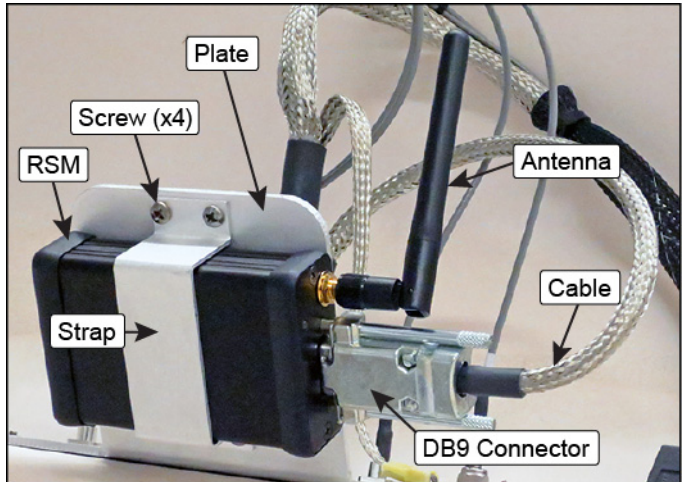


Figure 4: RSM Screws – Rear View

