

TracVision® Satellite Television Application Note



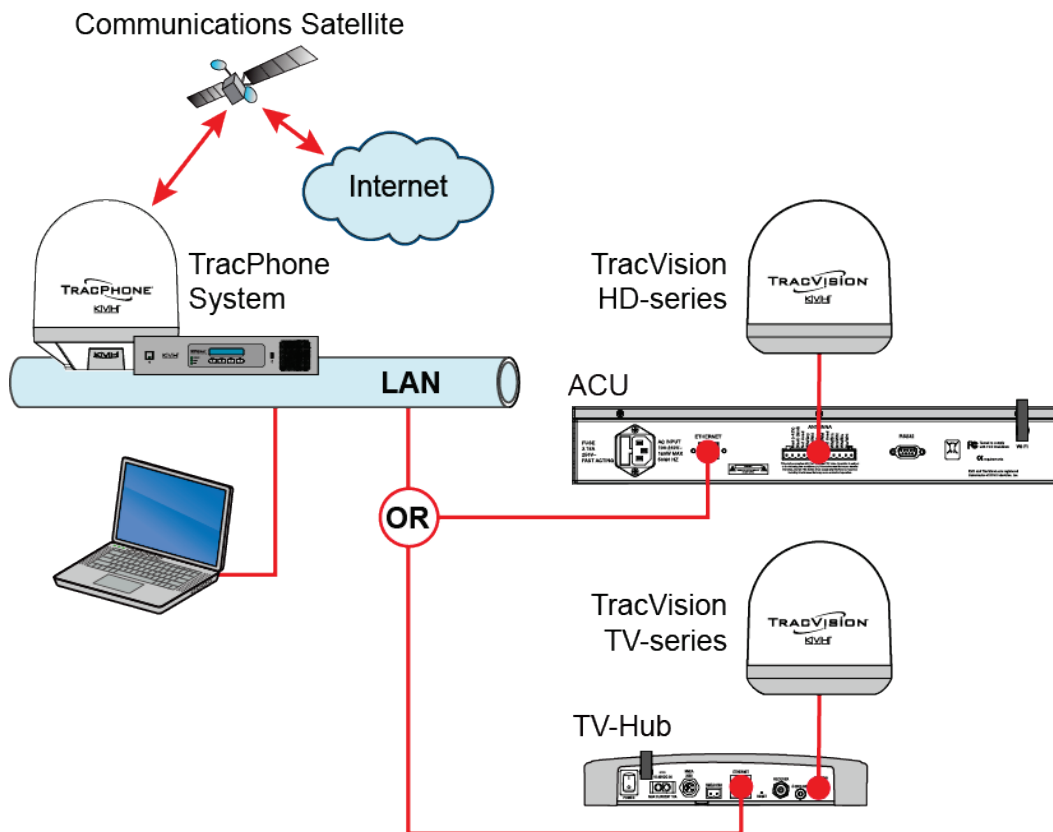
AppNote1701

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Remote Diagnostics and Software Updates of a TracVision System via a TracPhone® System's Internet Connection

If you have both a TracVision TV-series or HD-series satellite television system and a TracPhone satellite communications system installed on your vessel, you can connect the TracVision system to the Internet via the TracPhone system's local area network (LAN). This configuration has the following advantages:

- You can download software updates at any time from the TracVision system's web interface or mobile app. The TracVision system will connect to KVH's server over the Internet and download the update file. If you have a TV-series antenna, you can also download the latest satellite library.
- If a problem occurs with the TracVision system while the vessel is at sea, KVH Technical Support might be able to connect to it remotely via the TracPhone connection and conduct diagnostics. *(Note: The Remote Support Module inside the HD11 antenna works only while the vessel is in an area that has cellular coverage.)*



Refer to the TracVision system's Installation Guide for details on connecting the ACU or TV-Hub to a vessel network. Also make sure your TracPhone system is configured to provide unrestricted access to the Internet via that network. Refer to the TracPhone system's Installation Guide for details.