

Set-top Box Installation Instructions



Technical Support

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

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This guide explains how to install the Set-top Box, which allows you to use a TV to view your subscribed media content streamed over your vessel's network from a KVH linkHUB Content Server. The Set-top Box runs a preinstalled KVH app.

NOTE: Your Set-top Box may differ from what is pictured in this document. Such differences have no bearing on the instructions unless noted otherwise.

NOTE: Each TV you want to connect to the KVH media content requires its own Set-top Box.

Figure 1: Set-top Box with Remote Control

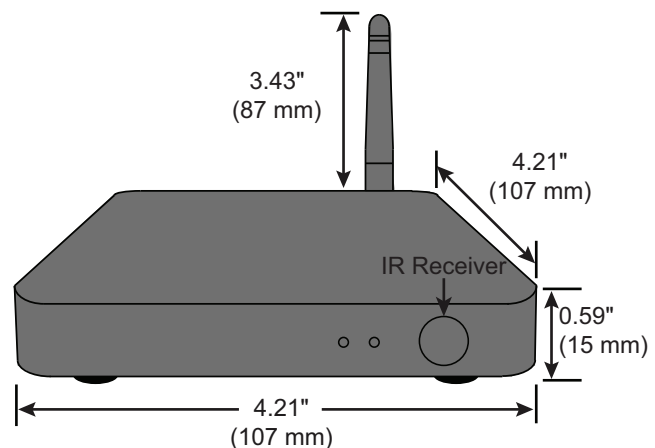


Selecting a Location

Follow these installation guidelines.

- Select a clean, dry, well-ventilated area away from any heat sources, moisture, sunlight, or salt spray. Set-top Box temperature must not exceed 40°C (104°F).
- Do not place anything on top of the Set-top Box. Provide at least 20 cm (8") of free space above it to ensure proper cooling.
- 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 1.2 m (4 ft) 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



Items Supplied in the Kit

The following items are included with the Set-top Box:

- Remote control
- AAA batteries (2)
- Power supply with two-prong European plug (see Figure 3)
- HDMI cable, 1.2 m (4 ft) (see Figure 4)
- Ethernet (LAN) cable, 1.5 m (5 ft)

Connecting the Set-top Box

Follow these steps and refer to Figure 5 to connect the cables to the Set-top Box.

- Connect an Ethernet cable (supplied in the kit) from the RJ45 LAN port on the Set-top Box to the vessel's local area network that is carrying the KVH media content. If a network jack is unavailable, you can connect via the Set-top Box's built-in Wi-Fi. See "[Setting Up a Wireless Connection \(Optional\)](#)" on page 3 for details.
- Connect an HDMI cable (supplied in the kit) from the Set-top Box to any available HDMI input on the TV.
- Install the two AAA batteries (supplied in the kit) in the remote control. Be sure their polarities match the diagram inside the battery compartment.

IMPORTANT!

Do not recharge, disassemble, or electrically short-circuit the batteries; and do not mix types or use different types of batteries.

- Connect the supplied power supply from the Set-top Box to the vessel's AC power supply (100-240 VAC).

IMPORTANT!

Use only the 5V power supply provided with the Set-top Box. Using a different AC-DC adapter could seriously damage the unit. The Set-top Box draws up to 10 W power (4 W typical).

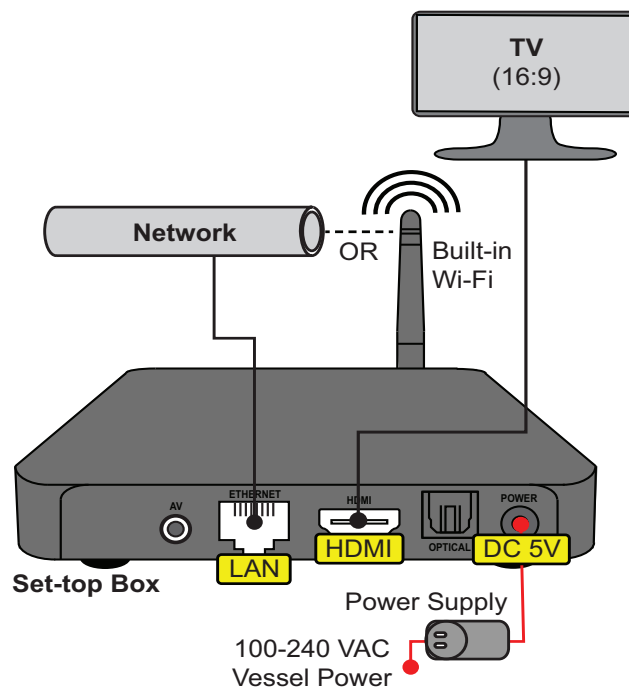
Figure 3: Power Supply



Figure 4: HDMI Cable



Figure 5: Set-top Box Connections



Using the Set-top Box

Follow these steps to operate the Set-top Box.

- Turn on the TV and select the HDMI input that is connected to the Set-top Box.
- Make sure the KVH device that is hosting the media content (e.g., linkHUB) has been powered on for at least five minutes.
- Press the power button on the Set-top Box remote control (see Figure 6). The status light on the front of the Set-top Box should be lit blue (see Figure 7) and a splash screen should appear on the TV.
- Once the KVH app has loaded, use the arrows, back, and OK buttons on the remote control to navigate the onscreen menus, browse titles, and play content.
- When you are done using the Set-top Box, you can set it to standby mode by pressing the power button on the remote control.

NOTE: The Set-top Box draws minimal power (0.5 W max) in standby mode, allowing it to return to operation immediately without reinitializing. To power off the unit entirely, unplug the power supply.

Setting Up a Wireless Connection (Optional)

If you are unable to connect the Set-top Box to the vessel network using an Ethernet cable, you can use its built-in Wi-Fi instead. Turn on the Set-top Box (see steps above). Then follow the steps below and refer to Figure 8.

- At the Set-top Box home screen, select the main menu in the upper-left corner (also called the “hamburger” button).
- Select **Android STB Settings** from the menu.
- Select **Wi-Fi**.
- Using the slider, set Wi-Fi to **On**.
- Select the wireless network that is hosting the KVH media content and enter any necessary parameters (e.g., Wi-Fi password). See your ICT specialist/network administrator for details.
- Select **Connect**.

Figure 6: Set-top Box Remote Control



Figure 7: Set-top Box Status Light

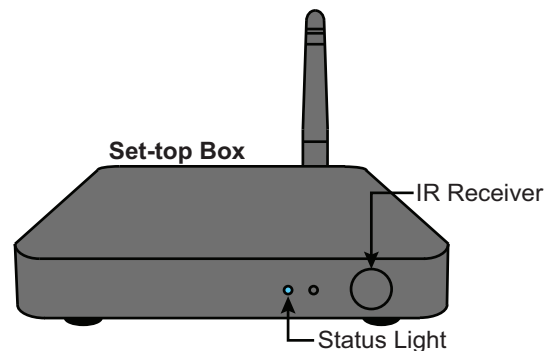
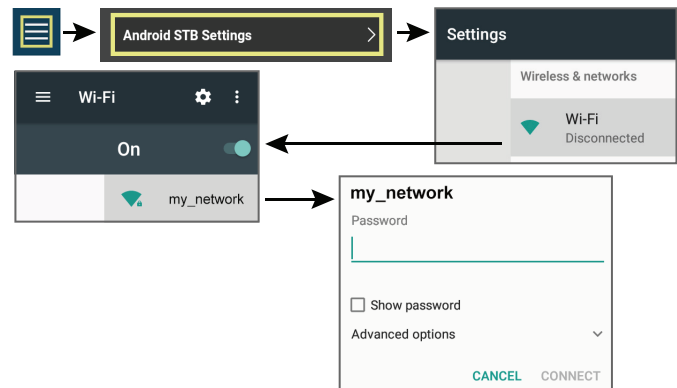


Figure 8: Wi-Fi Setup



Maintaining the Set-top Box

- Clean only with a dry cloth.
- Periodically inspect the cables to ensure they do not become pinched or damaged.
- Unplug the Set-top Box during lightning storms or extended periods of inactivity.

Troubleshooting

This section covers basic issues related to the Set-top Box unit's operation. It does not cover any issues related to your subscribed media delivery service or the linkHUB.


 WARNING
<p>To avoid electric shock, do not open the Set-top Box enclosure. If the unit becomes damaged and/or no longer functions normally, disconnect it from vessel power and contact KVH Technical Support for a replacement. Breaking the factory seal will void the warranty.</p>

Figure 9: Set-top Box Specifications

Attribute	Rating
Power supply	100-240 VAC, 50/60 Hz
Input voltage	5 VDC, 2 A
Power consumption	10 W max, 4 W typical (0.5 W max in Standby)
Temperature, operational	0°C to +40°C (+32°F to +104°F)
Temperature, storage	-10°C to +65°C (+14°F to +149°F)
Dimensions, W x D x H	107 mm x 107 mm x 15 mm (87 mm for antenna) (4.21" x 4.21" x 0.59" (3.43" for antenna))
Weight	0.15 kg (0.33 lb)
Wi-Fi	802.11 b/g/n, 2.4 GHz
Video Resolution	2160p, 1080p, 720p

Symptom	Potential Solution(s)
The Set-top Box does not turn on.	<ul style="list-style-type: none"> • Make sure the power supply is connected to the Set-top Box rear panel and plugged into vessel AC power. Check the cables for damage. • Make sure power is applied to the outlet (the breaker is on).
The remote control does not work.	<ul style="list-style-type: none"> • Make sure you are pointing the remote directly at the front of the Set-top Box. • Make sure the IR receiver on the front of the Set-top Box is not blocked. • Check the batteries in the remote control. If installed properly, try replacing them with fresh batteries. • Make sure the Set-top Box is turned on (its blue status light is lit).
The volume is low or muted.	<ul style="list-style-type: none"> • Set the volume of the Set-top Box to its maximum setting, so you can control the full audio range using your TV's remote control. • Make sure your TV's remote control is not set to Mute.

Symptom	Potential Solution(s)
The Set-top Box is turned on, but the KVH app does not appear on the TV.	<ul style="list-style-type: none"> • Make sure the correct HDMI input is selected on the TV. Using your TV's remote control, change the input source until the KVH app appears. • Make sure the HDMI cable is connected properly between the Set-top Box and TV. • Check the HDMI cable for damage. • Make sure you are using the correct Set-top Box that is compatible with your server. The linkHUB Content Server requires the KVH linkHUB Set-top Box.
No KVH media content appears in the app.	<ul style="list-style-type: none"> • Check the Set-top Box connection to the vessel network. • If the Set-top Box is connected via Wi-Fi, make sure the correct Wi-Fi password was entered. • Make sure the KVH device that is hosting the media content (i.e., linkHUB) is powered on and connected to the same network as the Set-top Box.
Unable to play any media content.	<ul style="list-style-type: none"> • Check the current date and time reported by the Set-top Box. Go to Menu > Android STB Settings then scroll down to System: Date & Time. If the displayed date or time are incorrect, contact KVH Technical Support. <i>(The NTP server needs to be configured on the KVH device that is hosting the media content.)</i>
Playback of KVH media content is poor.	<ul style="list-style-type: none"> • Check the Set-top Box connection to the vessel network. • If the Set-top Box is connected via Wi-Fi, try switching to a wired Ethernet connection. • Try rebooting the KVH device that is hosting the media content.
The TV does not display the entire picture.	Set the screen ratio on your TV to automatic <i>(or change the screen size on the Set-top Box under its Android STB Settings).</i>
"Update Available" message appears in the upper-right corner of the home screen.	A software update is available for the Set-top Box. Using the remote, highlight the message and press OK to install the update.