Getting Help
If you need assistance, please contact KVH’s Agile Orders Group at agileplansorders@kvh.com.

This guide explains how to prepare a TracPhone® V3-HTS antenna system, including the antenna, ICM, and any accessories (i.e., the Thales® VesseLINK™ 200 or SAILOR® 4300 system) for shipping.

Important!
These instructions assume the equipment has been removed from the vessel and that you have access to the original packaging. If all essential components are not returned, or if the equipment is damaged and/or does not function normally, you will be billed for the cost of replacement or repairs.

Packing Steps
The complete listing of packing steps is provided below.

1. Pack the ICM .................................................................2
2. Pack the Antenna ...........................................................3
3. Pack the VesseLINK 200 (if applicable) .....................7
4. Pack the SAILOR 4300 (if applicable) .......................10

Tools Required
This procedure requires the following tools:

• The original packing material you received with the equipment
• Phillips screwdrivers
• 7/16" open-end wrench for J4 RF terminator
• Extraction tool or equivalent for B1-to-B2 locking jumper cable
Pack the ICM

You **must** return the following components:

<table>
<thead>
<tr>
<th>Component Description</th>
<th>Quantity</th>
</tr>
</thead>
<tbody>
<tr>
<td>Integrated CommBox Modem (ICM)</td>
<td>1</td>
</tr>
<tr>
<td>IEC320-C14 to IEC320-C13 adapter cable, 6.5 ft (2 m)</td>
<td>1</td>
</tr>
<tr>
<td>IEC320-C14 to NEMA5-15P adapter cable, 7.5 ft (2.2 m)</td>
<td>1</td>
</tr>
<tr>
<td>European power cable, 8.2 ft (2.5 m)</td>
<td>1</td>
</tr>
<tr>
<td>Strain-relief bracket</td>
<td>1</td>
</tr>
<tr>
<td>Wi-Fi antenna</td>
<td>2</td>
</tr>
</tbody>
</table>

Follow the instructions below to prepare the ICM for shipping.

a. Remove the power cable, Wi-Fi antennas, RF terminator, Ethernet jumper cable, and strain-relief bracket from the ICM.

b. Place the strain-relief bracket in a polybag. Then place the strain-relief bracket against the bottom of the ICM and enclose the ICM and bracket with foam end caps (see Figure 1).

c. Place the ICM and strain relief bracket into the ICM shipping box (see Figure 2).

d. Place the RF terminator, Ethernet jumper cable, Wi-Fi antennas, and any other accessories in a sealed ziplock bag and place the bag on top of the ICM (see Figure 2). Set the power cables aside. You will pack the power cables in the antenna accessories box in the next section.

e. Close and seal the ICM box.

The ICM is now ready to pack with the antenna as described in the next section.
Pack the Antenna
You must return the following components:

<table>
<thead>
<tr>
<th>TracPhone antenna</th>
</tr>
</thead>
<tbody>
<tr>
<td>Quantity: 1</td>
</tr>
</tbody>
</table>

Follow the instructions below to prepare the antenna for shipping.

**Step 1 - Prepare the Antenna**
Follow these instructions to install the shipping restraints inside the antenna.

a. Remove the three #10-32 screws securing the radome to the baseplate (see Figure 3). Carefully lift the radome straight up until clear of the antenna assembly and set it aside in a safe place.

**NOTE:** Due to the snug fit, some contact between the radome’s sealing gasket and the antenna mechanism is normal.

b. Reinsert the two #10-32 shipping restraint screws you saved from the antenna’s initial installation into the antenna frame, to keep the reflector and frame from moving during shipment (see Figure 4). You will need to adjust the reflector and the frame to align the screw holes.

c. Reinstall the radome onto the antenna. Secure it in place with the three #10-32 screws you removed in step a.
Step 2 - Pack the Antenna
Follow the instructions below to pack the antenna and ICM together.

a. Cover the antenna with a radome bag (see Figure 5).

b. Prepare the inner antenna box by placing the base layer of protective foam in the bottom of the box (see Figure 6).

c. Place the antenna in the center of the inner antenna box. Make sure it is seated in the cutout in the base layer of protective foam (see Figure 7).
d. Enclose the antenna with the protective foam cap (see Figure 8).

e. Close and seal the box (see Figure 9).

d. Place the inner antenna box in the bottom of the antenna shipping box (see Figure 10).
e. Place any accessories (e.g., ICM power cables, manuals, extra hardware in sealed polybags or ziplock bags) in the accessories box.

f. Close and seal the accessories box.

g. Insert the ICM and accessories boxes in the shipping box on top of the inner antenna box. Separate the ICM and the accessories boxes with the cardboard spacer or several layers of bubble wrap to fill the remaining space and secure the boxes in place. (see Figure 11).

h. Close and seal the antenna shipping box (see Figure 12).

i. On the outside of the shipping box, clearly write the RMA number.

j. Using your personal freight collect account, ship the antenna and ICM to the address provided by the KVH Agile Orders Group.

NOTE: Shipments received without an RMA number will be returned to you at your expense.
Pack the VesseLINK 200  
(if applicable)

The following items must be returned:

<table>
<thead>
<tr>
<th>Above Deck Unit (ADU)</th>
<th>Below Deck Unit (BDU)</th>
<th>AC-DC Power Supply</th>
</tr>
</thead>
<tbody>
<tr>
<td>Quantity: 1</td>
<td>Quantity: 1</td>
<td>Quantity: 1</td>
</tr>
</tbody>
</table>

Wi-Fi antenna  
Quantity: 1

Follow the instructions below to prepare the Thales VesseLINK 200 system for shipping.

a. Place the BDU in the foam cutout in the BDU box (see Figure 13).
b. Cover the BDU with the layer of protective foam (see Figure 14). Then close and seal the box.

c. Place the ADU in the center of the ADU box. Make sure it is seated in the cutout in the base (see Figure 15).

d. Place the cardboard collar over the top of the ADU (see Figure 16). Then close and seal the box.
e. Place the BDU box in the bottom of the shipping box (see Figure 17).

f. Place the ADU box, power supply, Wi-Fi antenna, and power cable on top of the BDU box in the shipping box (see Figure 18).

g. Secure all the items in the box with ample packing paper or bubble wrap (see Figure 19). Then close and seal the shipping box.

h. On the outside of the shipping box, clearly write the RMA number.

i. Using your personal freight collect account, ship the VesseLINK 200 to the address provided by the KVH Agile Orders Group.

NOTE: Shipments received without an RMA number will be returned to you at your expense.
Pack the SAILOR 4300
(if applicable)

You must return the following components:

<p>| | | |</p>
<table>
<thead>
<tr>
<th></th>
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</thead>
<tbody>
<tr>
<td>SAILOR 4300 Above Deck Unit (ADU)</td>
<td>SAILOR 4300 Below Deck Unit (BDU)</td>
<td>BDU power cable</td>
</tr>
<tr>
<td>Quantity: 1</td>
<td>Quantity: 1</td>
<td>Quantity: 1</td>
</tr>
</tbody>
</table>

Follow the instructions below to prepare the SAILOR 4300 system for shipping.

**Step 1 - Pack the ADU**

Follow the instructions below to pack the ADU.

a. Place the ADU in the center of the ADU box. Make sure it is seated in the cutout in the base layer of foam (see Figure 20).

b. Enclose the ADU with the protective foam cap (see Figure 21). Then place a thin layer of foam on top so it is flush with the top of the box.

c. Close and seal the box.

Figure 20: ADU in Box

Figure 21: ADU Protective Foam
**Step 2 - Pack the BDU**

Follow the instructions below to pack the BDU.

a. Place the BDU upside down in the foam cutout in the BDU box (see Figure 22).

b. Cover the BDU with the thick layer of protective foam (see Figure 23).

c. In the center cutout of this thick layer of foam, place the BDU power cable. Then place a thin layer of foam on top so it is flush with the top of the box.

d. Close and seal the box.

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**Figure 22: BDU in Foam Cutout**

**Figure 23: BDU Protective Foam**
Step 3 - Pack All Components Together
Follow the instructions below to pack the ADU and BDU together.

a. Place the ADU box in the bottom of the Sailor 4300 shipping box (see Figure 24).

b. Place the BDU box on top of the ADU in the Sailor 4300 shipping box (see Figure 25).

c. Close and seal the box.

d. On the outside of the shipping box, clearly write the RMA number.

e. Using your personal freight collect account, ship the Sailor 4300 to the address provided by the KVH Agile Orders Group.

NOTE: Shipments received without an RMA number will be returned to you at your expense.