

# Intellian® OW10HM

## Activation and Configuration



### Activating Your System

The OW10HM system needs to be activated under a OneWeb airtime rate plan by KVH. Fill out the activation form (*available from your KVH dealer or sales rep*) and email it to [airtimeservices@kvh.com](mailto:airtimeservices@kvh.com). Please call KVH Airtime Services at +1-401-851-3862 if you need assistance.

To complete the activation form, you will need one of the following system identifiers:

- Antenna unit serial number
- IMEI
- KVH serial number, if available

The antenna unit serial number and IMEI are printed on a label on the outside of the Intellian shipping box and on the bottom of the antenna above the connectors (see Figure 1). In some cases, a KVH serial number might be available as well on the outside of the box and on a separate activation sheet.

#### IMPORTANT!

Once your system has been activated, KVH will email your login credentials to eBill and KVH Manager where you can view your current data usage at any time.

### Connecting to the Internet

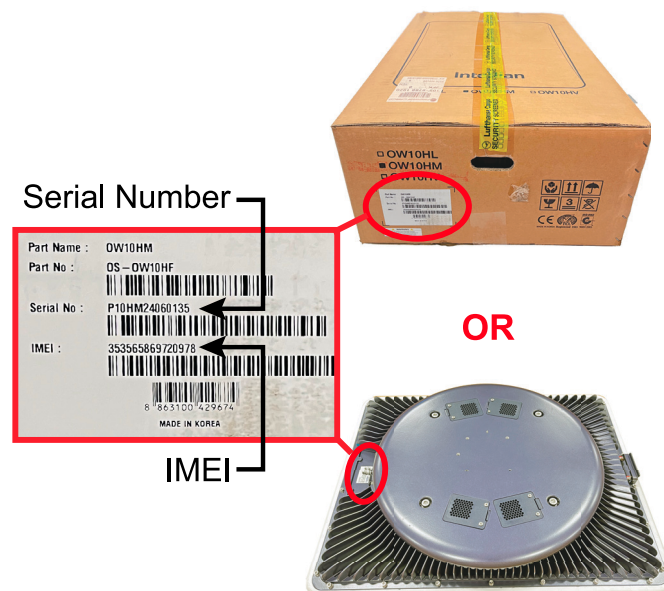
Connect your vessel's computer or network device to the Intellian system's CNX:

- **CNX-WIFI:** "MGMT" port
- **CNX-BB:** "LAN1" port

The Intellian system's DHCP server assigns IP addresses automatically to connected devices. However, if your vessel device is not set up for DHCP, it needs to be configured as follows:

- **Static IP address:** Between 192.168.100.10 and 192.168.100.126
- **Gateway:** 192.168.100.1
- **Subnet:** 255.255.255.128 (/25)

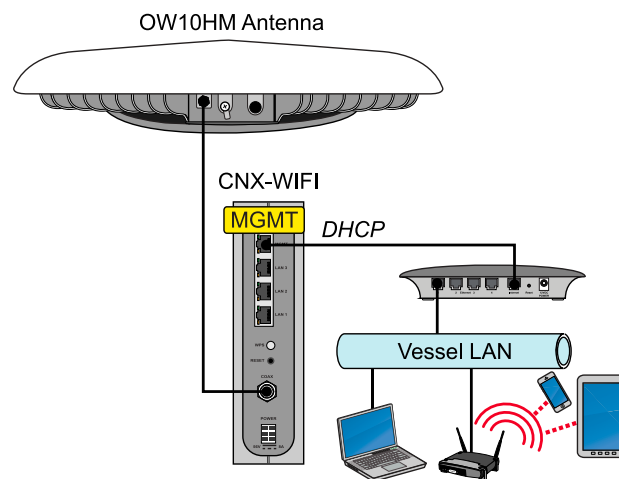
Figure 1: Label on Intellian Shipping Box and Antenna



#### Serial No./IMEI

Enter your system's serial number and/or IMEI here for handy reference.

Figure 2: OneWeb Internet Data Connection (CNX-WIFI Shown)



## Technical Support

Within Continental U.S.A.: 1 866 701-7103 | Worldwide: +1 401 851-3806 | Email: [mvbsupport@kvh.com](mailto:mvbsupport@kvh.com)

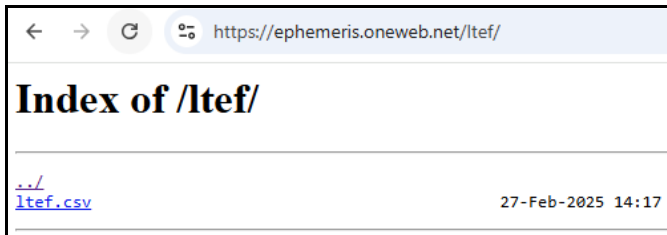
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## Updating Ephemeris Data

If you haven't already done so during installation, you need to run through the Install Wizard and upload the latest ephemeris data file to the system. *Ephemeris data includes information about the orbits of all available satellites.*

1. Connect a laptop to the Internet and enter **https://ephemeris.oneweb.net** in your web browser.
2. Select the **ltef/** directory. Then select the **ltef.csv** file to download it to your laptop.

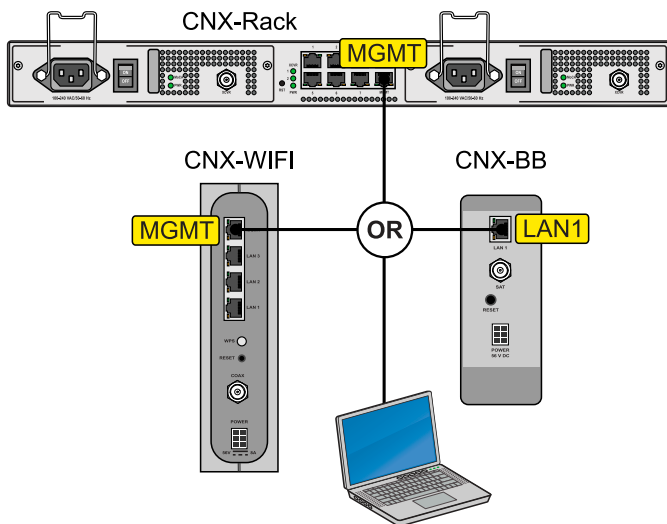
Figure 3: CSV File to Download



**Note:** The ephemeris data file on this site is updated every 30 days. The file expires after 90 days.

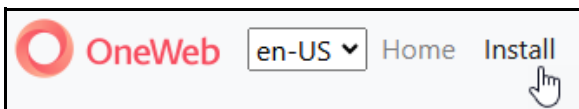
3. Make sure the Intellian OneWeb system is powered on.
4. Using an Ethernet cable, connect your laptop directly to the “MGMT” port on the CNX-WIFI or CNX-Rack, or the “LAN1” port on the CNX-BB.

Figure 4: Laptop Connection to CNX



5. Open your web browser and go to **192.168.100.1**.
6. At the local user interface, select **Install** from the menu.

Figure 5: Accessing the Install Wizard

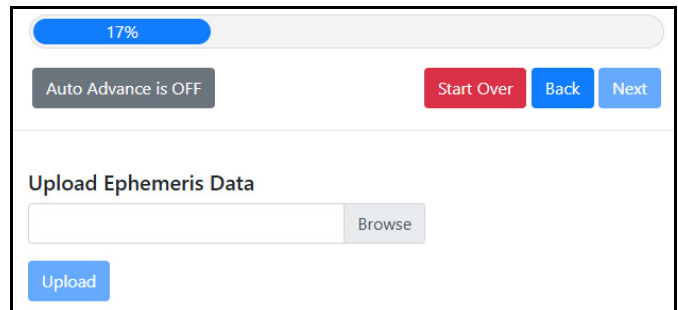


7. At the Install Wizard, select **Start Installation**.
8. Select **Next** until you see “Upload Ephemeris Data.”

### IMPORTANT!

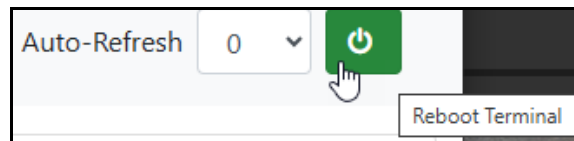
Do not attempt to update software at “Upload Software Bundle.” Updates are normally sent over the air.

Figure 6: Install Wizard: Upload Ephemeris Data



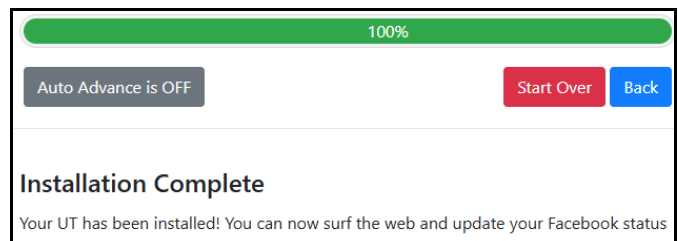
9. Select **Browse**.
10. Find the **ltef.csv** file you saved earlier on your laptop. Then select **Open**.
11. Select **Upload**.
12. When the upload is complete, select **Next**. Then click the Reboot button in the upper-right corner. (Select **OK** at the confirmation dialog box.) A reboot is required for the new ephemeris data to take effect.

Figure 7: Reboot Button



13. Run through the remaining steps of the Install Wizard until you see “Installation Complete.”

Figure 8: Install Wizard: Installation Complete



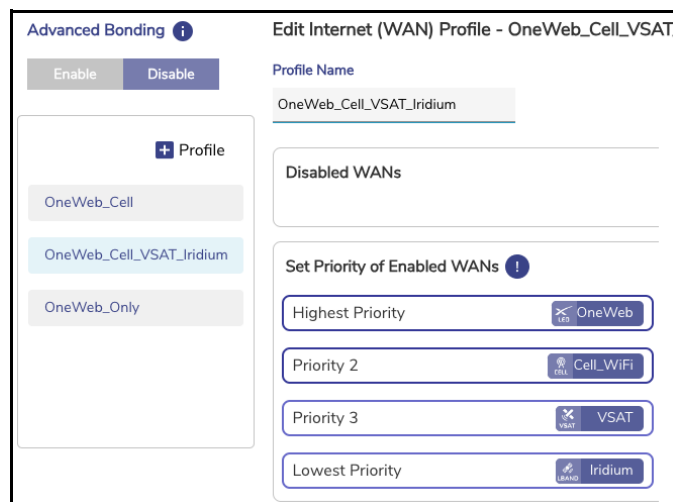
## Optional CommBox™ Edge

KVH's CommBox Edge Communications Gateway allows you to integrate and control all of your communication channels, including OneWeb, Starlink, 5G/LTE, VSAT, Wi-Fi, and more. It offers a powerful suite of network and bandwidth management tools, including:

- Prioritization and bonding of multiple WAN (wide area network) connections
- Fully configurable application controls, content filters, rate limits, and usage quotas
- Captive access network and user data allocations
- Secure remote access to onboard networked devices
- Cloud-managed user interface and mobile app with real-time metering and analysis

Visit [kvh.com/edge](https://kvh.com/edge) or contact the KVH Sales Department at [sales@kvh.com](mailto:sales@kvh.com) to learn more.

Figure 9: CommBox Edge OneWeb WAN Profile



## Pairing OneWeb System with a KVH Antenna System (If Applicable)

The following supplemental instructions explain how to connect your OneWeb system to a KVH TracNet™ H-series or Coastal Pro or TracPhone® HTS-series antenna system (if installed on your vessel) and enable automatic switching between them, with OneWeb as primary, KVH as backup.\*

### IMPORTANT!

Before you begin, install the OneWeb antenna system as described in the instructions provided by Intellian.

\* **Note:** The TracPhone V30 model requires a third-party network management device, such as the KVH CommBox Edge, for automatic switching. Contact the KVH Sales Department at [sales@kvh.com](mailto:sales@kvh.com) for details.

## Change the IP of the OneWeb System

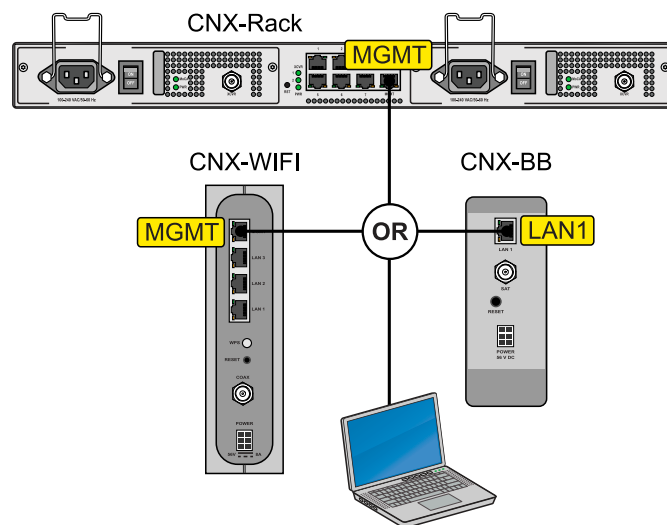
### IMPORTANT!

This only applies to TracNet **H-series** and **Coastal Pro** systems.

The gateway IP address of the OneWeb system needs to be changed to **198.19.55.1** to work with the TracNet H-series or Coastal Pro system.

1. Make sure the Intellian OneWeb system is powered on.
2. Connect your laptop to the "MGMT" port on the CNX-WIFI or CNX-Rack, or the "LAN1" port on the CNX-BB.

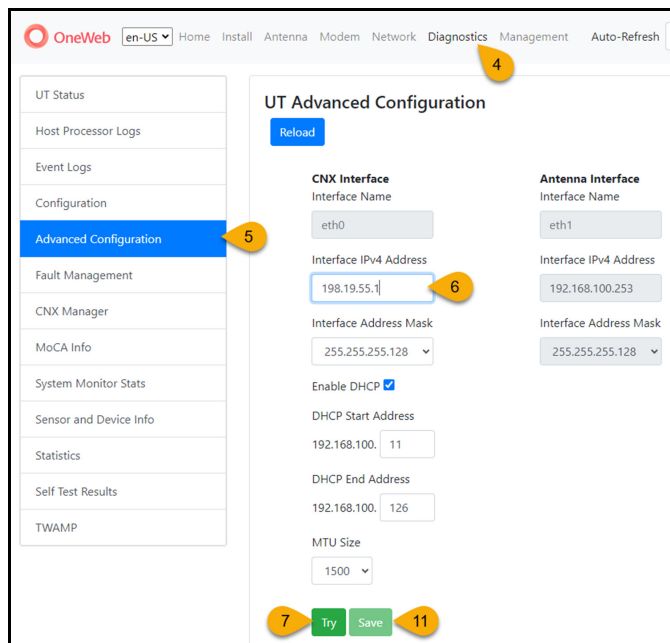
Figure 10: Laptop Connection to CNX



3. Open your web browser and go to **192.168.100.1**.

- At the local user interface, select **Diagnostics** from the main menu.
- Select **Advanced Configuration** from the sidebar menu.

Figure 11: IP Address Field in Local Web Interface



- Under CNX Interface, change the Interface IPv4 Address from the default 192.168.100.1 to **198.19.55.1**.
- Select **Try**.
- Wait a few minutes for the new network settings to take effect.
- Enter **198.19.55.1** in your web browser to regain access to the local user interface.
- Return to the Diagnostics > Advanced Configuration page.
- Select **Save**.

## Connect the CNX to the KVH System

- Unplug the power cable from the Intellian CNX unit.
- Using a Cat5E or better Ethernet cable, connect the CNX ("MGMT" port on CNX-WIFI/CNX-Rack or "LAN1" port on CNX-BB) to the designated Ethernet port on the TracNet system's Hub+ or Hub or the TracPhone system's ICM. Use Ethernet port 4 unless KVH has specified a different port number for your particular configuration.
- Reconnect the CNX power cable.

Figure 12: Intellian CNX-WIFI Connection Diagram

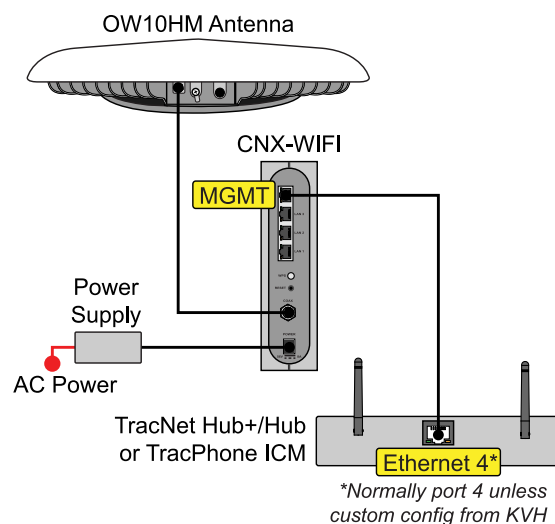


Figure 13: Intellian CNX-Rack Connection Diagram

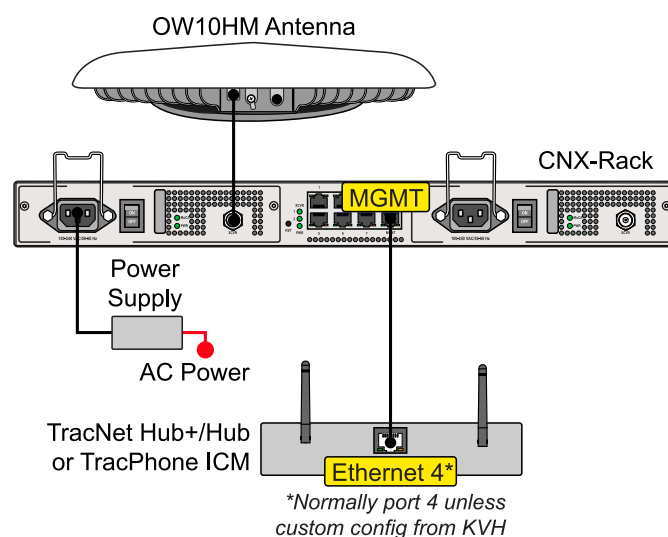
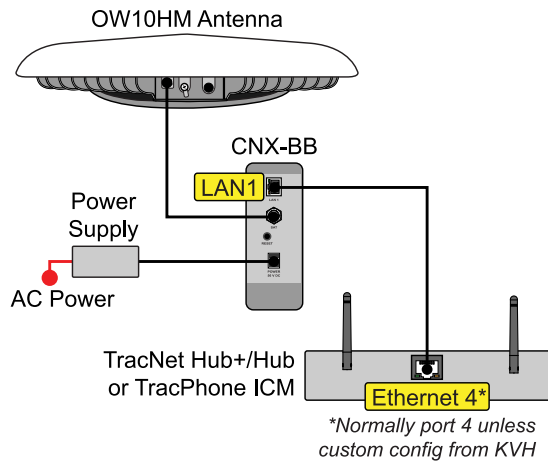


Figure 14: Intellian CNX-BB Connection Diagram



## Update the KVH Software (If Necessary)

The latest software version should be installed in the KVH antenna system to ensure optimum OneWeb integration. You can find the currently installed version on the Support page of the system's web interface. If an update is needed, use the KVH app or web interface to upload the latest file. Refer to the system's Help for details (see [www.kvh.com/support/product-help](http://www.kvh.com/support/product-help)).

## Configure the KVH Antenna

### IMPORTANT!

This only applies to TracPhone **HTS-series** systems.

Contact KVH Technical Support ([mvbsupport@kvh.com](mailto:mvbsupport@kvh.com)) to configure the KVH antenna system software for OneWeb integration and enable the system to automatically switch to OneWeb whenever OneWeb service is available. KVH will deliver your configuration file over the air via your TracPhone system's Internet connection.

## Select a Compatible Port Configuration

### IMPORTANT!

This only applies to TracNet **H-series** or **Coastal Pro** systems.

Log into the TracNet system's web interface or KVH Manager and select any port configuration that includes the "Alternate WAN." Refer to the system's Help for details. The OneWeb system connected to port 4 on the Hub+/Hub will be considered the "Alternate WAN" – the preferred connection. In automatic mode, the TracNet system will use the OneWeb connection whenever it is available for use.