

# Starlink Performance (Gen 3) Activation and Configuration



## Activating Your Starlink

The Starlink system needs to be activated under a data plan by KVH. If you are new to KVH, please visit [kvh.com/activate-starlink](http://kvh.com/activate-starlink) and follow the steps to create a new KVH account and activate your Starlink. If you already have a KVH airtime account, log into KVH Manager (via [mykvh.com](http://mykvh.com) or the mobile app), select Plan\* from the menu, then select Activate and follow the steps.

**Note:** If you need assistance with activation, please contact KVH Airtime Services at [airtimeservices@kvh.com](mailto:airtimeservices@kvh.com) or +1-401-851-3862 (available 24/7/365).

To complete your activation, you will need one of the following Starlink identifiers:

- Starlink system (Kit) serial number (preferred)
- Antenna (Dish) serial number
- Terminal ID (do not include the “ut” at the beginning)
- KVH serial number

The system serial number, starting with “KIT,” is printed on the outside of the Starlink box (see Figure 1). The antenna serial number can be found on the bottom of the antenna near the cable connector (see Figure 2). The terminal ID can be found on the Advanced page of the Starlink mobile app (see Figure 3). The KVH serial number is printed on a label on the outside of the box as well as on the enclosed activation sheet.

\* If you need access to the Plan page, contact KVH Airtime Services at [airtimeservices@kvh.com](mailto:airtimeservices@kvh.com) or +1-401-851-3862 (available 24/7/365).

Figure 1: System (Kit) Serial Number Location



Figure 2: Antenna (Dish) Serial Number Location

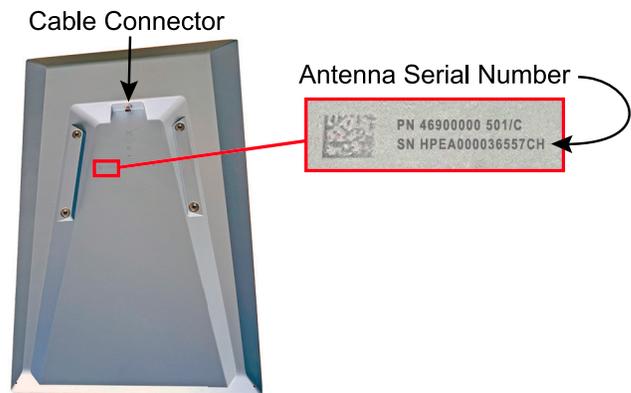
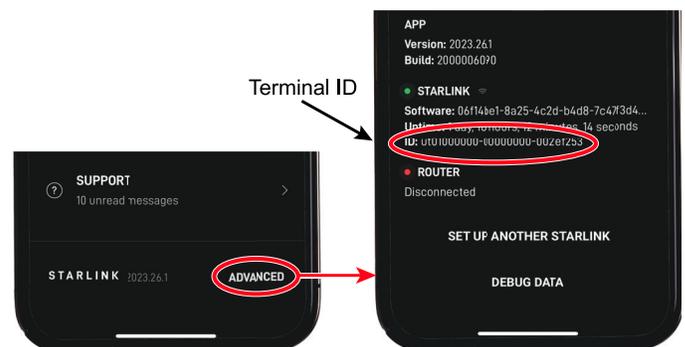


Figure 3: Terminal ID Location



## 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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## Changing the Wi-Fi Network Name and Password (If Applicable)

If an optional Starlink router is installed, KVH strongly recommends that you assign a password to your Starlink's Wi-Fi network to prevent unauthorized access, unless you are pairing your Starlink system with a KVH antenna system (see "Pairing Starlink with a KVH Antenna System (If Applicable)" on page 4). You may also change the name (SSID) of the network. Follow the steps below.

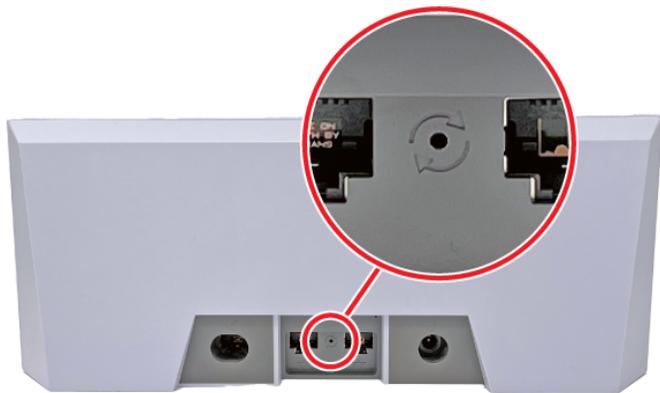
1. Connect your mobile device to the **STARLINK** Wi-Fi network (no password).

Figure 4: Default Starlink Wi-Fi Network Connection



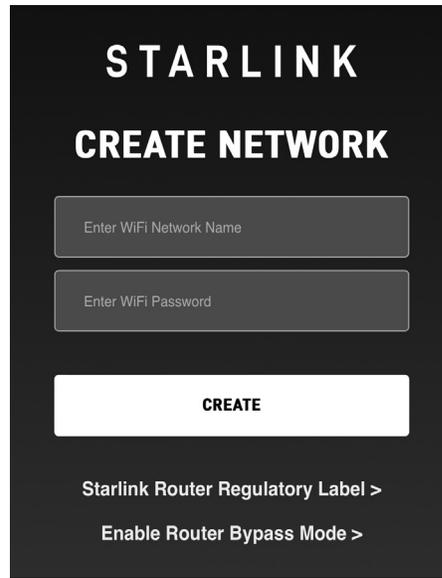
If you do not see this network, perform a factory reset of the Starlink router. Remove the rubber cover protecting the Ethernet ports on the rear panel. Then, using a paper clip (or equivalent), press and hold the Reset button located between the two Ethernet ports for 2-3 seconds. *The light on the front of the router will blink fast for a few seconds then blink slowly for a couple minutes while the router initializes.*

Figure 5: Starlink Gen 3 Router Factory Reset Button



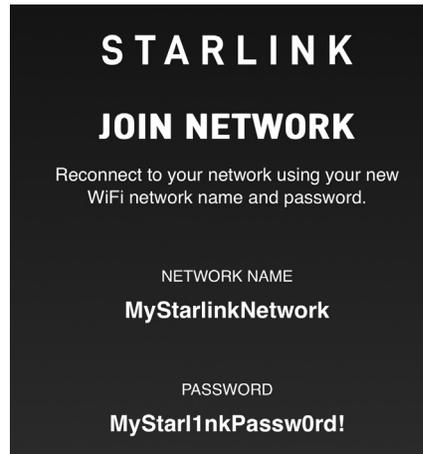
2. Open a web browser and go to **192.168.1.1**. You should see "Starlink Create Network."

Figure 6: Starlink Create Network Page



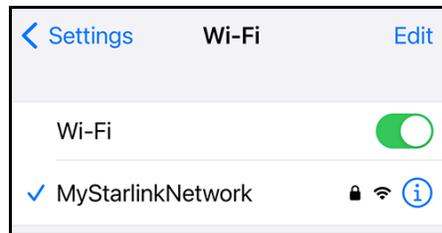
3. Enter a new name and password for the Starlink Wi-Fi network. Then select **CREATE**. A confirmation screen will appear.

Figure 7: Confirmation Screen



4. Reconnect to the Starlink Wi-Fi network using your new network name and password.

Figure 8: Connection to Renamed Starlink Wi-Fi Network



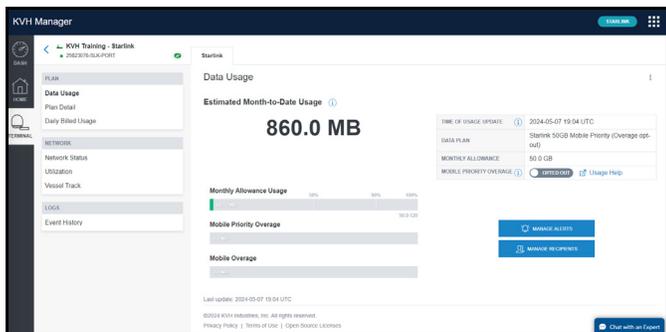
# Viewing and Managing Usage

## KVH Manager

The KVH Manager secure web portal provides many helpful data management and reporting tools, such as:

- View system connection status, location, and usage
- Set up data usage and overage alerts
- Opt-in or opt-out of Priority data overages
- Enable and configure optional KVH Basic Email Service

Figure 9: Starlink Usage Info in KVH Manager (Example)



To access KVH Manager, follow these steps:

1. Open a web browser on any computer connected to the Internet and enter <https://www.mykvh.com>.
2. At the myKVH login page, enter your email address and myKVH password (provided by KVH Airtime Services) or click the Forgot Password link.
3. Select **KVH Manager**.

KVH Manager is also now available as a mobile app! You can download the KVH Manager app for free from the Apple App Store or Google Play Store.

Figure 10: KVH Manager App Icons



**Note:** If you are the subscriber/authorized user for the account, contact KVH Airtime Services ([airtimeservices@kvh.com](mailto:airtimeservices@kvh.com)) to receive your login or to add/remove users.

**Note:** To learn more about KVH Manager tools for Starlink, view the overview video at [www.kvh.com/starlink](http://www.kvh.com/starlink).

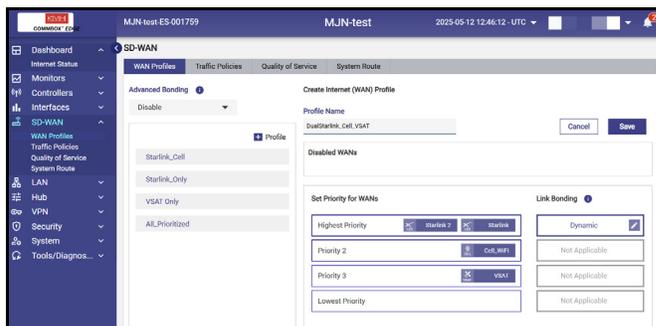
## Optional CommBox™ Edge

KVH’s CommBox Edge Communications Gateway allows you to integrate and control all of your communication channels, including 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](http://kvh.com/edge) or contact the KVH Sales Department at [sales@kvh.com](mailto:sales@kvh.com) to learn more.

Figure 11: CommBox Edge User Interface



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

The following supplemental instructions explain how to connect your Starlink Performance antenna 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.\*

### IMPORTANT!

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

\* **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.

## Step 1: Enable Bypass Mode on the Starlink Wi-Fi Router (If Applicable)

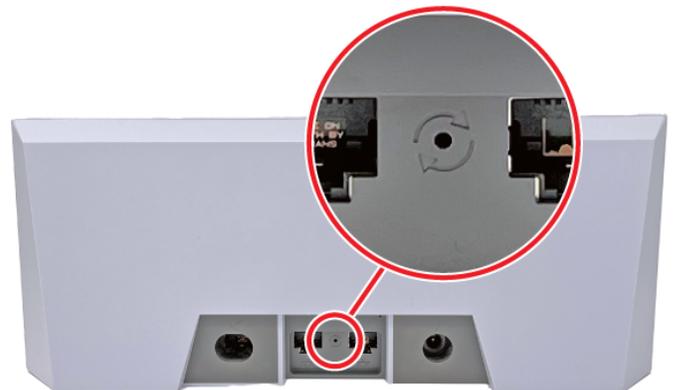
Since the KVH antenna system's Hub+/Hub/ICM will serve as the router, you need to turn off the network functionality of the Starlink Wi-Fi router (if installed) by setting it to Bypass mode. Follow the steps below.

### IMPORTANT!

Bypass mode disables the router's built-in Wi-Fi.

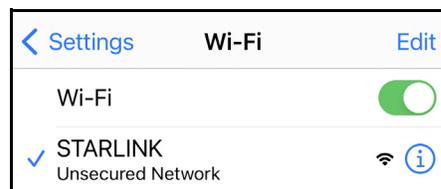
1. Perform a factory reset of the Starlink router. Remove the rubber cover protecting the Ethernet ports on the rear panel. Then, using a paper clip (or equivalent), press and hold the Reset button located between the two Ethernet ports for 2-3 seconds. *The light on the front of the router will blink fast for a few seconds then blink slowly for a couple minutes while the router initializes.*

Figure 12: Starlink Gen 3 Router Factory Reset Button



2. Wait a few minutes for the router to initialize.
3. Connect your mobile device to the **STARLINK** Wi-Fi network (no password).

Figure 13: Starlink Wi-Fi Network Connection (iPhone Example)



**Note:** As an alternative to Wi-Fi, you can use a laptop connected directly to the Starlink router with an Ethernet cable.

- Open a web browser and go to **192.168.1.1**. You should see “Starlink Create Network.”

Figure 14: Starlink Create Network Page

The screenshot shows the Starlink 'CREATE NETWORK' page. At the top, it says 'STARLINK CREATE NETWORK'. Below this are two input fields: 'Enter WiFi Network Name' and 'Enter WiFi Password'. A large white 'CREATE' button is centered below the fields. At the bottom, there are two links: 'Starlink Router Regulatory Label >' and 'Enable Router Bypass Mode >'.

- Select **Enable Router Bypass Mode**.
- Select **Confirm**.

Figure 15: Confirmation Page

The screenshot shows the Starlink 'Enable Bypass Mode?' confirmation page. It features the Starlink logo and the heading 'Enable Bypass Mode?'. Below the heading is a paragraph of text: 'Bypass mode will completely disable the built-in Starlink WiFi router functionality. An Ethernet Adapter is required to use this feature. A manual factory reset is required to reverse this setting.' At the bottom, there is a large white 'CONFIRM' button.

- When you see the “Goodbye” message, you can close your browser.

Figure 16: Goodbye Message

The screenshot shows the Starlink 'Goodbye' message. It features the Starlink logo and the text 'Enabling Bypass Mode now.' followed by 'Goodbye' with a hand icon.

## Step 2: Connect the Starlink to the KVH Antenna System

- Unplug the power cord from the Starlink power supply.
- If a Gen 3 router is installed:** Using a Cat5E or better Ethernet cable, connect the Gen 3 router (using either Ethernet port) to the designated Ethernet port on the TracNet system’s Hub+ or Hub or the TracPhone system’s ICM. *(Use port 4 unless directed otherwise).*  
**If a router is not installed:** Using the supplied Starlink Ethernet cable, connect the power supply to the designated Ethernet port on the TracNet system’s Hub+ or Hub or the TracPhone system’s ICM. *(Use port 4 unless directed otherwise).*
- Reconnect the Starlink power supply.

Figure 17: Starlink Connection Diagram With Router

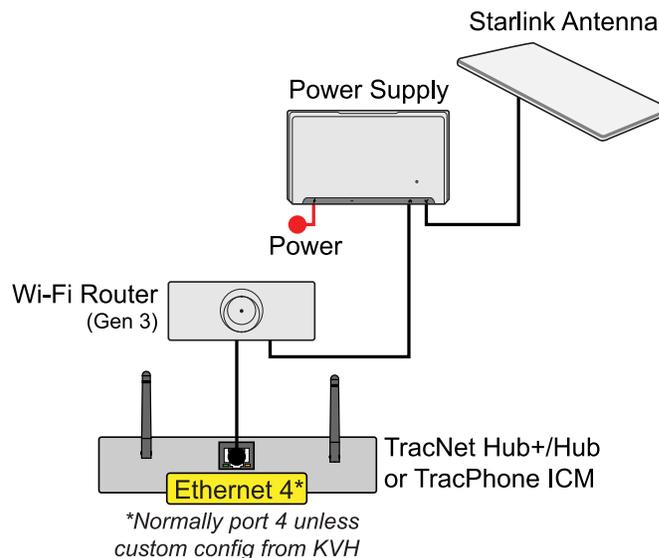
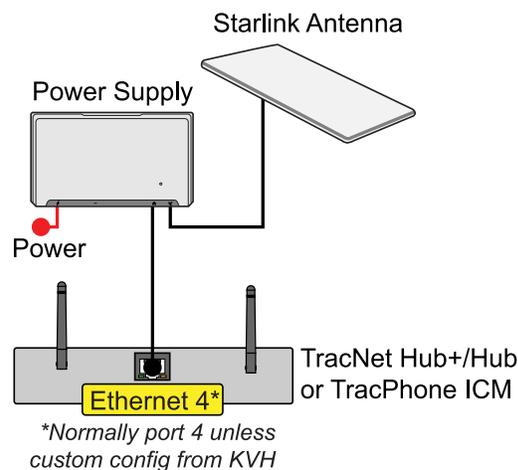


Figure 18: Starlink Connection Diagram Without Router



### Step 3: Update the KVH Antenna System Software (If Necessary)

The following software version or later must be installed on the KVH antenna system to support Starlink integration:

- TracNet H-series or Coastal Pro: **3.1.0** or later
- TracPhone HTS-series: **400.0** or later

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 the 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)).

### Step 4: Configure the KVH Antenna System for Auto Switching

#### **IMPORTANT!**

This step only applies to TracNet H-series or TracPhone HTS-series systems.

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

**Note:** An active KVH data plan is required for automatic switching. To inquire or make any plan changes, contact KVH Airtime Services at [airtimeservices@kvh.com](mailto:airtimeservices@kvh.com).

### Step 5: Change Port Configuration of the TracNet System

#### **IMPORTANT!**

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

Log into the TracNet system's web interface or KVH Manager and select a new port configuration that supports Starlink. Refer to the instructions in the system's Help. The following new options apply:

Option	Description
Split + Backup + Starlink <i>H60/H90 only</i>	Port 1, Wi-Fi: High-speed LAN Port 2: Unlimited Use LAN Port 3: Backup WAN (if used) Port 4: Starlink WAN
High-speed or User LAN + Backup + Starlink	Ports 1-2, Wi-Fi: High-speed LAN Port 3: Backup WAN (if used) Port 4: Starlink WAN
Unlimited Use + Backup + Starlink <i>H60/H90 only</i>	Ports 1-2, Wi-Fi: Unlimited Use LAN Port 3: Backup WAN (if used) Port 4: Starlink WAN

In all three options, the Starlink system connected to port 4 on the Hub+/Hub will be considered the "Alternate WAN." Automatic switching differs by antenna model:

#### **TracNet Coastal Pro**

In automatic mode, the TracNet Coastal Pro system will use the Starlink connection whenever the Wi-Fi and Cell connections are both degraded or unavailable.

#### **TracNet H-series**

In automatic mode, the TracNet H-series system will use the Starlink connection whenever it is available for use - it will be the preferred connection.