AgilePlans® by KVH
TracPhone V11-IP/V11-HTS Antenna and Ancillary Equipment Reshipping Instructions

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® V11-IP or V11-HTS antenna system, including the antenna, ICM, and optional accessories (i.e., the KVH Link Set-top Box, Thales® VesseLINK™ 200 system, Iridium Pilot® system, SAILOR® 4300 system, or Media Server) for shipping.

Important!
These instructions assume the equipment has been removed from the vessel and that you have access to the original packaging or the KVH shipping kit. 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.

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Tools Required
This procedure requires the following tools:

- Phillips screwdrivers
- Electric drill and 5/8” (16 mm) bit
- Light hammer and center punch
- 5/32” hex key
- Anti-seize lubricant
- 1/2” open-end wrench
- 3/4” socket/ratchet or wrench
- 7/16” socket/ratchet or nut driver
- 3/4” socket/torque ratchet capable of settings between 35 and 40 ft-lbs (47 and 54 N-m) of torque

V11-HTS (silver ICM) only:
- 7/16” open-end wrench for J4 RF terminator
- Extraction tool or equivalent for B1-to-B2 locking Ethernet jumper cable

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Pack the Antenna

You must return the following components:

TacPhone V11-IP or V11-HTS antenna
Quantity: 1

Follow the instructions below to prepare the antenna for shipping.

**Step 1 - Prepare the Shipping Pallet**

If the original shipping pallet is not available, follow these instructions to prepare a replacement.

**IMPORTANT!**

Ensure that the replacement shipping pallet is strong enough to support the weight of the antenna (240 lbs (109 kg)) and that its measurements meet or exceed the dimensions in Figure 1.

a. Using a light hammer and center punch, mark the locations for the four mounting bolt holes in the pallet (see Figure 1).

b. Drill a 5/8" (16 mm) hole at the four mounting bolt hole locations. Later, you will insert four 1/2"-13 bolts through these holes to secure the antenna to the shipping pallet.
Step 2 - Attach the Antenna to the Pallet

Follow the instructions below to hoist the antenna and attach it to the shipping pallet.

a. Using eight screws, flat washers, and lock nuts, secure the four lift brackets to the antenna (see Figure 2). Use a 5/32” hex key to keep the screws from turning, and use a 1/2” open-end torque wrench to tighten the nuts to 21 in.-lbs.

b. Secure the crane rigging to the antenna’s four lift brackets (see Figure 3). Be sure the rigging and crane are suitably rated to safely lift the 240 lbs (109 kg) antenna.

c. Carefully hoist the antenna to the shipping pallet’s location.

d. Position the antenna over the holes drilled in the shipping pallet. Then carefully lower the antenna onto the pallet and ensure the mounting holes are aligned.

e. Using a 7/16” socket/ratchet or nut driver, unlock the three hex latches securing each of the antenna’s service hatches (see Figure 4). Then gently lower the hatches.

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**WARNING**

Be sure no personnel stand underneath the antenna at any time while it is suspended in the air.
f. At each of the four antenna mounting holes, place a 1/2” flat washer on a 1/2"-13 bolt (apply anti-seize lubricant to the threads). Insert the bolt into the hole from above and a 1/2” T-nut from below (see Figure 5).

**IMPORTANT!**

Make sure the bolt is long enough to fully engage the threads of the T-nut but does not protrude through the bottom of the T-nut.

<table>
<thead>
<tr>
<th>CAUTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Observe the safe handling instructions in the safety data sheet (SDS) provided with the anti-seize lubricant.</td>
</tr>
</tbody>
</table>

g. Secure each bolt through the shipping pallet and into the T-nut until the T-nut bottoms against the shipping pallet.

h. Tighten the mounting bolts in a cross pattern until the four rubber feet on the baseplate are bottomed against the shipping pallet. KVH recommends you tighten the nuts to between 18 and 20 ft-lbs (24 and 26 N-m) of torque.

i. Disconnect the crane rigging.

j. Close both antenna service hatches. Secure each service hatch using the three hex latches.

k. On a weather-protected, adhesive label, clearly write the RMA number and attach it to the radome.
# Pack the ICM

You **must** return the following components:

<table>
<thead>
<tr>
<th>Component</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, and strain-relief bracket from the ICM.

   **NOTE:** When returning the silver ICM (see lower ICM photo above), also remove the RF terminator from the J4 “Rx RF” jack, and remove the locking Ethernet jumper cable from the B1 and B2 jacks (use an extraction tool).

b. Place the ICM 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 6).

![Figure 6: Foam End Caps for the ICM and Bracket](image_url)
c. Place the ICM and strain relief bracket into the shipping box (see Figure 7).

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 7). Set the power cables aside. You will pack the power cables in the antenna accessories box in Step 3.

e. Close and seal the ICM box.

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

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

Step 3 - Pack the Accessories and Ship With the Antenna

Follow the instructions below to pack and reship the accessories.

a. Protect any accessories (e.g., ICM power cables, manuals, cables, Wi-Fi antennas, extra hardware in sealed polybags or ziplock bags) with bubble wrap and place them inside a cardboard box.

b. Close and seal the accessories box.

c. On the outside of the box, clearly write the RMA number.

d. Using Incoterms DDP, ship the antenna, ICM, and accessories 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 KVH Link Set-top Box (if applicable)

You must return the following components:

<table>
<thead>
<tr>
<th>Set-top Box</th>
<th>AC power adapter</th>
<th>HDMI cable</th>
</tr>
</thead>
<tbody>
<tr>
<td>Quantity: 1</td>
<td>Quantity: 1</td>
<td>Quantity: 1</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Remote control</th>
</tr>
</thead>
<tbody>
<tr>
<td>Quantity: 1</td>
</tr>
</tbody>
</table>

Follow the instructions below to prepare the KVH Link Set-top Box for shipping.

a. Remove and discard the batteries from the Set-top Box remote control.

b. Place the remote control and AC power adapter in polybags or ziplock bags and place the bags and HDMI cable, along with the manuals, within the inner shipping box (see Figure 8). This is the original box from the manufacturer.
c. Place the Set-top Box in its protective sleeve or a ziplock bag. Then place it in the cardboard cutout before placing it in the inner box on top of the Set-top Box accessories (see Figure 9).

d. Close and seal the inner shipping box.

e. Wrap the inner box in bubble wrap and place it in the shipping box (see Figure 10).

f. Close and seal the shipping box.

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

h. Using Incoterms DDP, ship the Set-top Box 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 11).
b. Cover the BDU with the layer of protective foam (see Figure 12). 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 13).

d. Place the cardboard collar over the top of the ADU (see Figure 14). Then close and seal the box.
e. Place the BDU box in the bottom of the shipping box (see Figure 15).

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 16).

g. Secure all the items in the box with ample packing paper or bubble wrap (see Figure 17). Then close and seal the shipping box.

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

i. Using Incoterms DDP, ship the VesseLINK 200 system 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:

<table>
<thead>
<tr>
<th>SAILOR 4300 Above Deck Unit (ADU)</th>
<th>SAILOR 4300 Below Deck Unit (BDU)</th>
<th>BDU power cable</th>
</tr>
</thead>
<tbody>
<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 18).

b. Enclose the ADU with the protective foam cap (see Figure 19). 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.
**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 20).

b. Cover the BDU with the thick layer of protective foam (see Figure 21).

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.
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 shipping box (see Figure 22).

b. Place the BDU box on top of the ADU in the shipping box (see Figure 23).

c. Close and seal the shipping box.

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

e. Using Incoterms DDP, ship the SAILOR 4300 system 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 Iridium Pilot  
(if applicable)

You must return the following components:

<table>
<thead>
<tr>
<th>Equipment</th>
<th>Quantity</th>
</tr>
</thead>
<tbody>
<tr>
<td>Iridium Pilot Above Decks</td>
<td>1</td>
</tr>
<tr>
<td>Iridium Pilot Below Decks</td>
<td>1</td>
</tr>
<tr>
<td>Iridium OpenPort Captain Handset</td>
<td>1</td>
</tr>
<tr>
<td>BDE power module</td>
<td>1</td>
</tr>
<tr>
<td>BDE power adapter cable</td>
<td>1</td>
</tr>
</tbody>
</table>

Follow the instructions below to prepare the Iridium Pilot system for shipping.

**Step 1 - Pack the ADE**

Follow the instructions below to pack the ADE.

a. Place the ADE in the ADE box.

b. Enclose the ADE with the protective foam cap (see Figure 24). If the box does not include protective foam, protect the antenna with bubble wrap.

c. Close and seal the box.
Step 2 - Pack the BDE

Follow the instructions below to pack the BDE, Captain handset, and power module.

a. Place the BDE, power module, and handset into individual polybags, foam bags, or ziplock bags (see Figure 25).

b. Pack the BDE, power module, and handset into their individually labeled boxes. Then arrange all four boxes in the Below Decks Kit box and secure the boxes in place with bubble wrap (see Figure 26).

c. Close and seal the box.

Figure 25: Iridium System Component in Foam Bag (Example)

Figure 26: Below Decks Kit Box
Step 3 - Pack All Components Together

Follow the instructions below to pack the ADE, BDE, and all remaining accessories together.

a. Place the ADE box in the bottom of the shipping box (see Figure 27).

b. If you are returning the mounting bracket, place it in the Mounting Kit box.

c. Place the BDE power adapter cable and any other accessories in the accessories box (see Figure 28).

d. Arrange the Mounting Kit box, Below Decks Kit box, and accessories box in the shipping box so that they are secure during transit.

e. Close and seal the shipping box.

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

g. Using Incoterms DDP, ship the Iridium system 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 Media Server
(if applicable)

You must return the following components:

<table>
<thead>
<tr>
<th>Item</th>
<th>Quantity</th>
</tr>
</thead>
<tbody>
<tr>
<td>Media Server</td>
<td>1</td>
</tr>
<tr>
<td>European power cable, 8.2 ft (2.5 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>
</tbody>
</table>

Follow the instructions below to prepare the Media Server for shipping.

a. Enclose the Media Server in foam end caps (see Figure 29).

b. Place the Media Server into the shipping box and secure it in place with the foam spacer (see Figure 30).
c. Place the power cable and any other accessories in a sealed ziplock bag and place the bag on top of the Media Server (see Figure 31).

d. Close and seal the shipping box.

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

f. Using Incoterms DDP, ship the Media Server 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.