AgilePlans® by KVH
TracPhone V7/IP/V7-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® V7-IP or V7-HTS antenna system, including the antenna, ICM, and any 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 kits (KVH part nos. 72-0869-01 and 72-0869-02). 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 5. Pack the SAILOR 4300 (if applicable) ............ 16
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Tools Required
This procedure requires the following tools:

- The original packing material you received with the equipment
- Phillips screwdrivers
- 1/2" open-end wrench
- 3/4" socket/ratchet or wrench
- 3/4" socket/torque ratchet capable of settings between 25 and 30 ft-lbs (34 and 41 N-m) of torque
- Loctite C5-A anti-seize lubricant (or equivalent)

V7-HTS (silver ICM) only:
- 7/16" open-end wrench for J4 RF terminator
- Extraction tool or equivalent for B1-to-B2 locking jumper cable
Pack the ICM

The following items must be returned:

<table>
<thead>
<tr>
<th>Item</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.

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 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). Then place the power cables in the box. Set the power cables aside.

e. Close and seal the ICM box.

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

g. If you are using the original packaging to return the antenna, you will pack the ICM with the antenna as described in “Using the Original Antenna Packaging” on page 5.

   If you are using the KVH shipping kit to return the antenna, the ICM is now ready to ship.

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

Using Incoterms DDP, ship the ICM to the address provided by the KVH Agile Orders Group.
Pack the Antenna

The following items must be returned:

<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.

a. Remove the six #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: The two hoisting eyelets on the antenna frame may be used to lift the antenna, if necessary (see Figure 4). Make sure they are undamaged and free of cracks before using them.

b. If you are using the original packaging to return the antenna, continue to “Using the Original Antenna Packaging” on page 5.

If you are using the KVH shipping kit to return the antenna, continue to “Using the Shipping Kit” on page 9.
Using the Original Antenna Packaging

a. If you are using the original antenna packaging to return the antenna, begin by positioning 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 (see Figure 5).

b. At each of the four antenna mounting holes, insert a 1/2"-13 bolt from above and a 1/2" T-nut from below (see Figure 6).

c. Secure each bolt through the shipping pallet and into the T-nut until the T-nut bottoms against the shipping pallet. Make sure the bolt heads are flush with the antenna’s stationary plate before proceeding.

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

e. Carefully wedge the foam shipping restraint underneath the reflector to ensure the reflector is secure during transit. The reflector should rest within the shipping restraint’s notch (see Figure 6).

f. Reinstall the radome onto the antenna. Secure it in place with the six #10-32 screws you removed earlier (see Figure 3 on page 4).

CAUTION

Be sure to observe the safe handling instructions in the Material Safety Data Sheet (MSDS) provided with the anti-seize lubricant.

IMPORTANT!

You will need to rotate the antenna assembly slowly by hand to see all four mounting holes. You will also need to fully install the first pair of mounting bolts prior to rotating the antenna assembly to install the second pair of bolts. If the antenna assembly hits a mechanical stop with excessive force, or it hits the head of a mounting bolt that wasn’t secured in place, the limit switch might become damaged.
h. Place the empty cabling box next to the antenna (see Figure 7).

i. Cover the antenna with a radome bag (see Figure 8).

j. Place the shipping box over the antenna and cabling box and down to the shipping pallet (see Figure 9).
k. On all four sides of the shipping box, center a wooden slat at the base of the box. Then secure the box to the pallet through the slat with two #10 x 2" drywall screws and washers, as shown in Figure 10.

l. Place any accessories (e.g., ICM power cables, manuals, extra hardware in sealed polybags or ziplock bags) in the accessories box.

m. Close and seal the accessories box.

n. Insert the ICM and accessories boxes in the shipping box on top of the empty cabling box. (see Figure 11).

o. Fold a cardboard spacer to fit on one side of the ICM and accessories boxes, then fit a second spacer at the foot of the boxes (see Figure 12).
p. Place four triangular spacers around the antenna as shown in Figure 13.

q. Close and seal the antenna shipping box (see Figure 14).

r. 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.

Using Incoterms DDP, ship the antenna and ICM to the address provided by the KVH Agile Orders Group.
Using the Shipping Kit

a. If you are using the shipping kit to return the antenna, begin by carefully wedging the foam shipping restraint underneath the reflector to ensure the reflector is secure during transit. The reflector should rest within the shipping restraint’s notch (see Figure 15).

b. Reinstall the radome onto the antenna.

c. Remove the foam cap from the antenna reshipping box, but leave the foam base in place (see Figure 16).
d. Place the antenna in the center of the box so its baseplate is seated properly within the foam base (see Figure 17).

e. Enclose the radome with the protective foam cap (see Figure 17 and Figure 18).

f. Close and seal the box.

g. 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.

Using Incoterms DDP, ship the antenna to the address provided by the KVH Agile Orders Group.
### Pack the KVH Link Set-top Box (if applicable)

The following items must be returned:

<table>
<thead>
<tr>
<th>Item</th>
<th>Quantity</th>
</tr>
</thead>
<tbody>
<tr>
<td>Set-top Box</td>
<td>1</td>
</tr>
<tr>
<td>AC power adapter</td>
<td>1</td>
</tr>
<tr>
<td>HDMI cable</td>
<td>1</td>
</tr>
<tr>
<td>Remote control</td>
<td>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 sealed ziplock bags and place the bags and HDMI cable, along with the manuals, within the inner shipping box (see Figure 19). *This is the original box from the manufacturer.*

![Figure 19: Set-top Box Accessories in Inner Box](image)
c. Place the Set-top Box in a sealed 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 20).

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 21).

f. Close and seal the shipping box.

g. 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.

Using Incoterms DDP, ship the Set-top box to the address provided by the KVH Agile Orders Group.
### Pack the VesseLINK 200 (if applicable)

The following items must be returned:

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

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 22).

Figure 22: BDU in Foam Cutout
b. Cover the BDU with the layer of protective foam (see Figure 23). 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 24).

d. Place the cardboard collar over the top of the ADU (see Figure 25). Then close and seal the box.
e. Place the BDU box in the bottom of the shipping box (see Figure 26).

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 27).

g. Secure all the items in the box with ample packing paper or bubble wrap (see Figure 28). Then close and seal the shipping box.

h. 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.

Using Incoterms DDP, ship the VesseLINK 200 system to the address provided by the KVH Agile Orders Group.
Pack the SAILOR 4300
(if applicable)

The following items must be returned:

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

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

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 29).

b. Enclose the ADU with the protective foam cap (see Figure 30). 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.
d. Place the BDU upside down in the foam cutout in the BDU box (see Figure 31).

e. Cover the BDU with the thick layer of protective foam (see Figure 32).

f. 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.

g. Close and seal the box.
h. Place the ADU box in the bottom of the shipping box (see Figure 33).

i. Place the BDU box on top of the ADU in the shipping box (see Figure 34).

j. Close and seal the shipping box.

k. 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.

Using Incoterms DDP, ship the Sailor 4300 system to the address provided by the KVH Agile Orders Group.
Pack the Iridium Pilot
(if applicable)

The following items must be returned:

<table>
<thead>
<tr>
<th>Iridium Pilot Above Decks Equipment (ADE)</th>
<th>Iridium Pilot Below Decks Equipment (BDE)</th>
<th>Iridium OpenPort Captain Handset</th>
</tr>
</thead>
<tbody>
<tr>
<td>Quantity: 1</td>
<td>Quantity: 1</td>
<td>Quantity: 1</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>BDE power module</th>
<th>BDE power adapter cable</th>
</tr>
</thead>
<tbody>
<tr>
<td>Quantity: 1</td>
<td>Quantity: 1</td>
</tr>
</tbody>
</table>

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

a. Place the ADE in the ADE box.
b. Enclose the ADE with the protective foam cap (see Figure 35).
c. Close and seal the box.

Figure 35: ADE in Box (Foam Cap Shown)
d. Place the BDE, power module, and handset into individual sealed ziplock bags (see Figure 36).

e. 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 37).

f. Close and seal the box.
g. Place the ADE box in the bottom of the shipping box (see Figure 38).

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

i. Place the BDE power adapter cable and any other accessories in the accessories box (see Figure 39).

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

k. Close and seal the shipping box.

l. 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.

Using Incoterms DDP, ship the Iridium Pilot system to the address provided by the KVH Agile Orders Group.
Pack the Media Server (if applicable)

The following items must be returned:

<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 40).

b. Place the Media Server into the shipping box and secure it in place with the foam spacer (see Figure 41).
c. Place the power cables and any other accessories in a sealed ziplock bag and place the bag on top of the Media Server (see Figure 42).

d. Close and seal the shipping box.

e. 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.

Using Incoterms DDP, ship the Media Server to the address provided by the KVH Agile Orders Group.