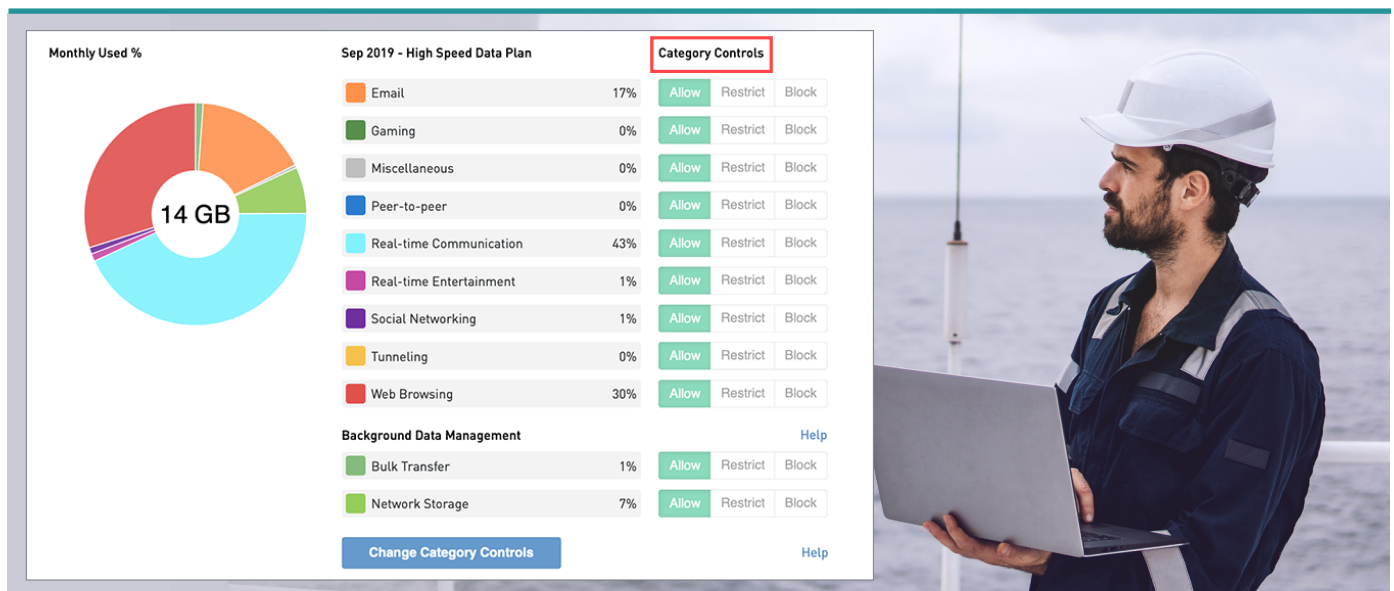KVH®

Category Controls: A simple self-service data management tool available for mini-VSAT Broadbandsm HTS subscribers


Understanding how your vessel's mini-VSAT Broadband High-speed and Unlimited Use data channels are being used is essential to managing your data plan and ensuring that your data is being utilized for the activities that matter most.

KVH's powerful Category Controls feature gives you unmatched capabilities to both monitor and adjust how your TracPhone® HTS-series antenna's High-speed/Metered and Unlimited Use channel handle data. With a simple interface, Category Controls offers you various options to **Allow**, **Restrict** or **Block** data use in up to 11 application categories, including Email, Real-time Communications, Real-time Entertainment, Social Networking, Tunneling, and Web Browsing, along with Bulk Transfer and Network Storage background data. All of these features are available through the secure myKVH portal and mini-VSAT Manager suite of tools.

With Category Controls and mini-VSAT Broadband, you get the most out of your connectivity at sea.

Category Control Highlights

- Free for KVH TracPhone HTS-series customers

- Tune your data use on your High-Speed and Unlimited Use data channels (V7HTS/V11HTS) and Metered Plan (V3HTS) to focus on the functions you need most

- Various options to Allow, Restrict, or Block data usage within several application categories, including background data management

- Self-service convenience with no need to contact KVH Airtime Services to make changes

- View historic changes made to Category Controls in the detailed Changelog
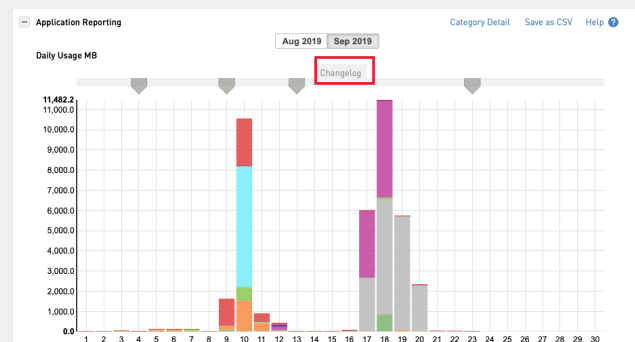
Visit the mini-VSAT Manager via the myKVH portal to get started! For additional details, visit the mini-VSAT Manager Online Help tool.

Frequently Asked Questions

What is the difference between Allow, Restrict, and Block?

Allow is unrestricted data passing at the highest available speeds. **Block** is a best effort attempt to prevent all data from passing. **Restrict** limits use of your data so that your data will still be sent and received but at a slower speed to reduce total data use. For more information please visit: https://app.mykvh.com/help/Category_Controls

I need to block all social media.

You may elect to **Block** or **Restrict** a particular category, such as Real-time Communications or Social Networking, or both, and monitor the settings to validate if they meet your needs.

I want to block only Facebook.

The Category Controls tool does not allow the option to disable a specific application, such as Facebook. Instead, you may **Block** or **Restrict** a category associated with the application. Applications like Facebook use protocols and services that may fall into multiple network categories and can change their IP signatures.

I want to block a unique website or URL.

The Category Controls tool does not offer this feature. If you have specific configuration needs, our Application Engineering team is happy to consult with you.

What are the two Background Data Management Categories?

Background Data Management consists of two control categories: Network Storage (e.g., Apple® iCloud and Dropbox™ syncing) and Bulk Transfer (e.g., software updates). Background Data Management typically reveals usage that you might not be aware of (e.g., saving your photos to the cloud). KVH recommends that customers **Restrict** both the Network Storage and Bulk Transfer categories to maximize their high-speed data usage. To prevent issues with common network applications and computer functions, KVH does not recommend using the **Block** setting within the Background Data Management categories.

How can I know that the controls I've set are actually working?

mini-VSAT Manager provides current and prior month data usage reports. After adjusting your controls, you should see changes in your data usage by category both on a daily and monthly basis.

After adjusting my controls, some of my apps are not working. Why?

The first validation of a Category Controls setting is to ensure your preferred network applications still work. Because network applications are very sophisticated and use many identifiers across multiple network categories, you may have to adjust a category from **Block** to **Restrict** to ensure a particular application still functions.

After adjusting Category Controls I've noticed the automatic logins on my computer are disabled. Why is this?

You may have Background Data Management set to **Block**. We don't recommend blocking background data, because that could prevent some common computer functions from working.

I used Category Controls and still went into data overage on my HS/Metered plan. What can I do?

With a V7HTS or V11HTS, are you taking full advantage of your unlimited use channel, on which you can run specific application categories without impacting your high-speed plan? With all systems, are you using data allocation to control individual users onboard? Contact KVH Airtime Services (+1 401-851-3862 or airtimeservices@kvh.com) to ensure your high-speed plan is best aligned with your unique needs.

Disclaimer

The Category Controls tool is designed to assist you in managing your data usage on your high-speed (HS) data channel (TracPhone V7HTS/V11HTS) or high-speed metered (M) data plan (TracPhone V3HTS). In addition, Category Controls is also available for the Unlimited Use data channel (for TracPhone V7HTS/V11HTS customers). You are solely responsible to supervise and control your use of data using this tool and through other means. Application Reporting is made available for illustrative purposes only, and KVH does not guarantee its accuracy. This tool uses externally generated IP signatures to enable you to allow, restrict, or block application categories. Some applications may not be restricted or blocked entirely by this tool. Further, the status of restricted or blocked applications may change if the application's IP signature changes. To prevent issues with common network applications and computer functions, KVH does not recommend use of the block setting within the Background Data Management categories.