Thales VesseLINK
KVH Configuration and Activation Instructions

The following supplemental instructions explain how to configure and activate the Thales® VesseLINK™ system for Iridium Certus® service from KVH.

> **IMPORTANT!**
> Before you begin, you must first install the Thales VesseLINK system as described in the VesseLINK Installation Guide for Certus 350 and Certus 200. Please note that the "Certus 350" system described in the Thales manuals equates to the VesseLINK 700. Download the latest version of the manuals, along with the latest firmware update, from the KVH Partner Portal (www.kvh.com/partners).

Step 1:
Connect BDU to KVH System

If the Thales VesseLINK system will be used as a backup to a KVH TracNet™ or TracPhone® system, connect any LAN port on the BDU to the designated Ethernet port on the TracNet system's Hub+ or Hub or the TracPhone system's ICM (see example below). KVH's Field Service department may provide a network diagram showing the port number for your configuration. On the Hub+/Hub, Ethernet port 3 is normally assigned the "Backup WAN" connection in compatible port configurations (see Step 10 on).

> **IMPORTANT!**
> Do not use the BDU Ethernet port with the white border around it. That port is reserved for external WAN connections (not used in this configuration).

Figure 1: KVH Hub+/Hub or ICM Connection (Example)

BDU

TracNet Hub+/Hub or TracPhone ICM

* Normally port 3 on Hub+/Hub or port 4 on ICM
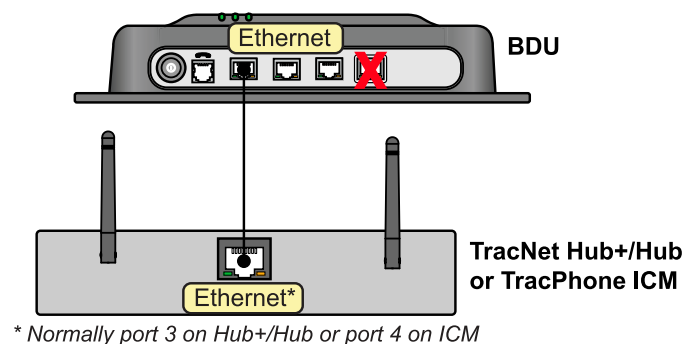
Step 2:
Install SIM Card

You can find the Iridium Certus SIM card in the Welcome Kit. Follow these steps to install it in the BDU.

1. Pull back the cover from the SIM card slot.

2. Make sure the slot's locking tab is slid all the way to the right.

3. Insert the SIM card with the chip side facing down. Press gently until it clicks into place.

4. Slide the locking tab to secure the SIM card. Then press the protective cover back into place.

Figure 2: SIM Card Slot

SIM Card Slot
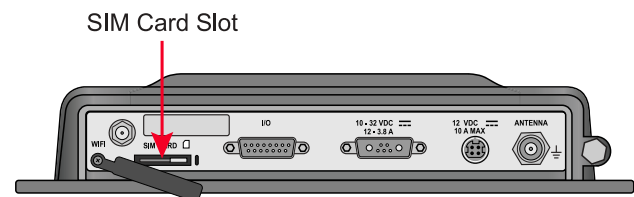
Technical Support

Within Continental U.S.A.: 1 866 701-7103, Worldwide: +1 401 851-3806

Email: mvbsupport@kvh.com

Step 3:
Access Management Portal

Follow these steps to connect your laptop to the BDU and access the Thales VesseLINK Management Portal, which allows you to configure all aspects of the system.

Note: The Management Portal cannot be accessed over the onboard network through the ICM.

1. Apply power to the system at the BDU power switch. Wait a few minutes for initialization (until the System light is lit solid green and the Satellite light is solid or flashing green or blue).

Figure 3: BDU Status Lights, Laptop Connection
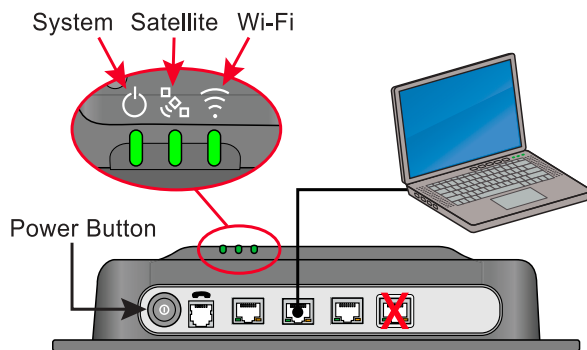
2. Connect your laptop to an available Ethernet port on the BDU except the one with the white border.

3. In a web browser, enter **https://portal.thaleslink** (do not type ".com" or any other extension).

4. At the Management Portal, select **Login** in the header.

5. Enter "admin" for both username and password. Then select **Login**.

Figure 4: Management Portal Login
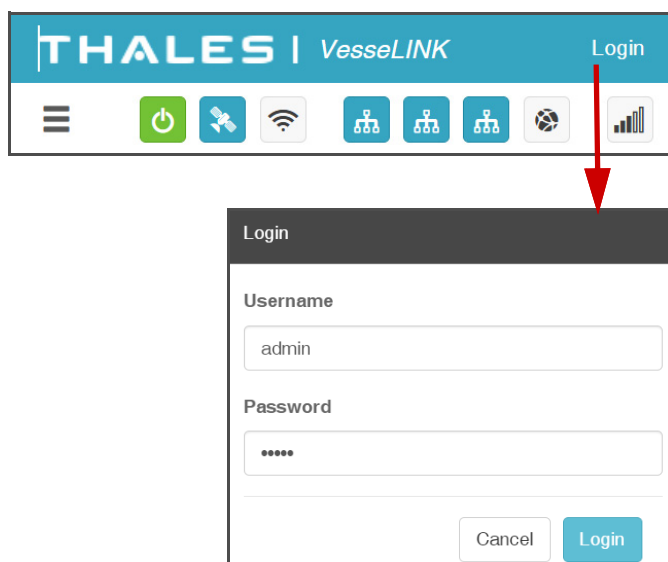
Step 4:
Update Firmware

Follow these steps to upload the latest firmware update you downloaded from the partner portal.
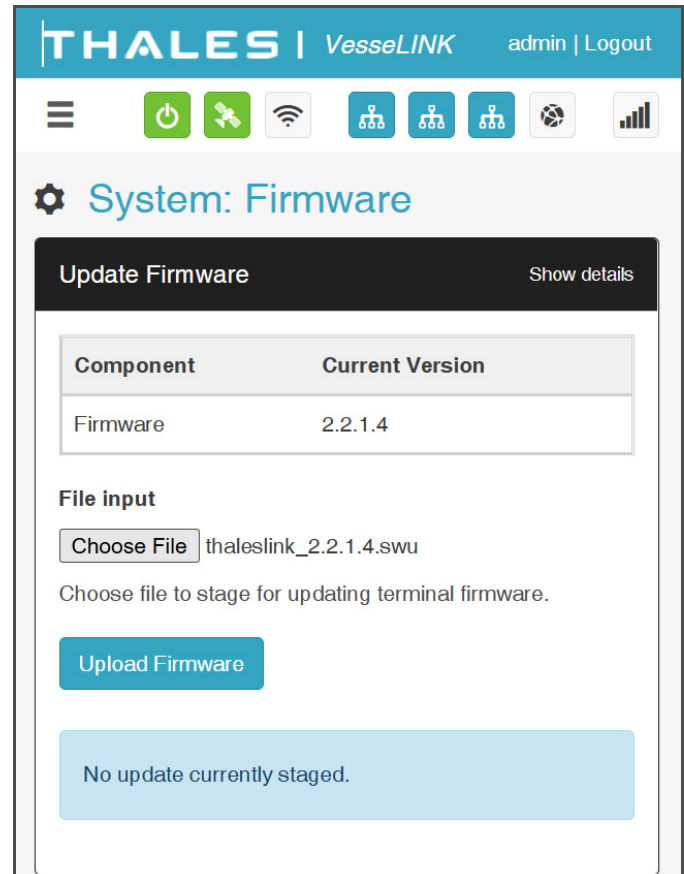
1. At the Management Portal (logged in as admin), go to **System > Firmware**.

2. If the displayed current version is not the latest, select **Choose File**. Then select the update file saved on your laptop (it has a .swu extension).

3. Select **Upload Firmware**.

4. Once the firmware is staged, select **Upgrade**. Then wait 5-20 minutes for the upgrade to complete – the BDU's status lights may flash blue. When the upgrade is finished, the system will reboot and the BDU's status lights will revert to normal conditions.

IMPORTANT!
Do not remove power from the system during the upgrade process.

5. Before you reconnect to the Management Portal, clear the cache of your web browser.

Figure 5: Firmware Page of Management Portal

Step 5:
Disable Built-in Wi-Fi

The BDU's built-in Wi-Fi should be turned off to prevent unauthorized access to the system (it is enabled by default with no password security).

1. At the Management Portal (logged in as admin), go to **Settings > WiFi**.

2. Under WiFi General, set "Enable WiFi" to **Disabled**. Then select **Apply**.

Figure 6: Disabling Wi-Fi
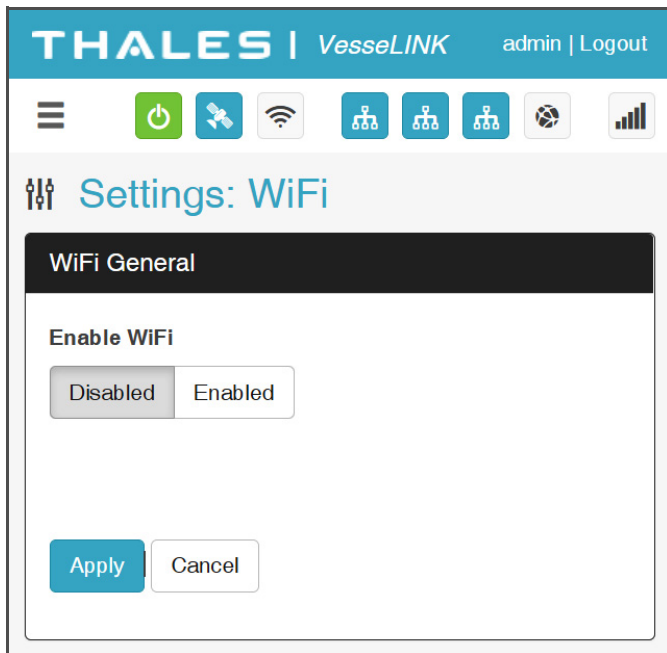
Step 6:
Enable Internet Access

The system's data connection is deactivated by default. To enable Internet access via Iridium Certus, you need to activate the data session.

1. At the Management Portal (logged in as admin), go to the **Dashboard**.

2. Under Services, set "Data Session" to **Activate**. Then select **Apply**.

Note: While viewing the Dashboard, also make sure there are no active alerts (i.e., error messages).

Figure 7: Activating the Data Session

3
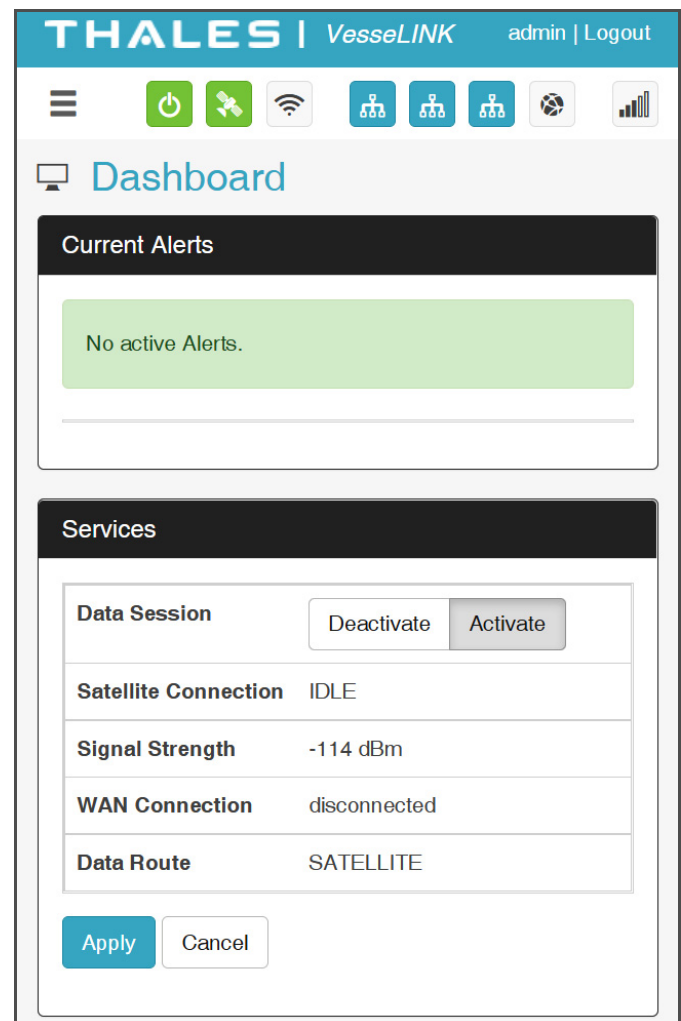
Step 7:
Change Admin Password

To prevent unauthorized users from changing the system's configuration, you need to change the administrator password to something of the owner's choice.

1. At the Management Portal (logged in as admin), go to **Settings > General**.

2. Under Change Password, select the "**admin**" user.

3. Enter and re-enter the customer's desired password. Then select **Apply**.

> **IMPORTANT!**
> Do not change the "wan_admin" password, and keep External API Access enabled. These default settings will allow KVH to support the system over the air.

Figure 8: Changing the Admin User Password

Step 8:
Change IP Address

> **IMPORTANT!**
> This step only applies if the Thales VesseLINK system will be used as a backup carrier connected to a KVH TracNet/TracPhone system or CommBox R6 device. Otherwise, skip this step.

If the Thales VesseLINK system is connected to a KVH TracNet/TracPhone system or CommBox R6, follow these steps to change the gateway IP address.

1. At the Management Portal (logged in as admin), go to **Settings > LAN**.

2. Under DHCP, change the "IP address" as required:

    a. If connected to a TracNet H-series or Coastal Pro Hub+/Hub: Set "IP address" to **198.19.56.1**.

    b. If connected to a TracPhone HTS-series ICM or CommBox R6: Set "IP address" to **172.16.0.1**.

3. Select **Apply**.

4. Reboot the Thales VesseLINK system.

5. Log back into the Management Portal via the new IP address.

6. Return to **Settings > LAN** and set "Enable DHCP" to **Disabled**. Then select **Apply**.

Figure 3: Changing the IP Address

4

Step 9:
Add Port Forwarding Rules

IMPORTANT!
This step only applies if the Thales VesseLINK system will be used as a backup carrier connected to a KVH TracPhone HTS-series system or a CommBox R6 device. Otherwise, skip this step.

If the Thales VesseLINK system is connected to a KVH TracPhone HTS-series ICM or a CommBox R6, follow these steps to add port forwarding rules.

1. At the Management Portal (logged in as admin), go to **Settings > Data**.

2. Under Data Configuration, make sure "Data Session" is set to **Activate**. Then select **Apply**.

3. Under Port Forwarding, add the following rules:

External Port	Internal Port	Internal Address	Protocol
2222	2222	172.16.0.9	TCP
4433	443	172.16.0.9	TCP

4. Select **Apply**.

Figure 4: Adding Port Forwarding Rules

Step 10:
Configure the TracNet System

IMPORTANT!
This step only applies if the Thales VesseLINK system will be used as a backup to a TracNet H-series or Coastal Pro system (it is connected to a Hub+ or Hub). Otherwise, skip this step.

For the Thales VesseLINK system to be used as a backup to a TracNet H-series or Coastal Pro system, the TracNet system must be set to a port configuration that includes a "backup WAN" port assignment. Go to the **Port Configuration** page of the TracNet system's web interface or KVH Manager to view/change the port configuration. For more details, refer to the Help available at the web interface or KVH Manager.

Also make sure the Thales VesseLINK BDU is connected to the assigned "Backup WAN" port on the Hub+ or Hub.

Figure 5: TracNet H-series Port Configuration (Example)

Step 11:
Activate the Service

To activate the SIM card for Iridium Certus service, the owner needs to fill out the necessary form. If you are activating Iridium Certus service in conjunction with a new KVH service account, simply fill out the Iridium Certus section of the Airtime Activation Service Order for the complete system. If you already have an active KVH service account, fill out the Iridium Airtime Activation Service Order available at www.kvh.com/iridium. Email the completed form to airtimeservices@kvh.com.

Note: You will need the system's IMEI number to activate. You can find the IMEI on the About page of the Management Portal or on the rear panel of the BDU. You will also need the SIM card number, which is printed on the back of the SIM card itself, as well as the credit-card-sized card that carried it.

Figure 6: IMEI Number