

TracVision[®] UHD7 Quick Start Guide



This guide provides basic operation and troubleshooting information for the TracVision UHD7 satellite TV antenna system. For complete operation, setup, and diagnostics information, refer to the system's comprehensive Help Center, available on the TV-Hub's web interface.

How to Turn On the System



At the rear panel of the TV-Hub, set the power switch to the On position. The TV-Hub supplies power to the antenna. Wait a few minutes for system startup.

If the TV-Hub's status lights alternate orange, it is synchronizing software. Do not turn off the system. It could take 40 minutes.

How to Access the Web Interface



You can access the web interface using any Wi-Fi-enabled mobile device (such as a smartphone, tablet, or laptop).

- 1. Select the **TVHub-<TV-Hub serial number>** network from your device's Wi-Fi settings to connect to the TV-Hub.
- 2. Either start your web browser and enter http://tvhub.kvh, or open the KVH TracVision TV-series/UHD7/RV1/A9 app.

If the TV-Hub is connected to an onboard network, you may also access the web interface over the network by entering the TV-Hub's IP address either in your browser or in the TracVision app. (You can find the IP address on the Settings page of the web interface or app.)

How to Select a Satellite

n Home 🤞 Satellites °	Settings	↑↓ Updates	Support			
North America DIRECTV TRI-SAT - 101W		💰 Satellites				
TRACKING	Selecto	Nane	Orbital Slot	Region	Favorites	
Satellite Mode	•	Bell TV HD	82W	North America	٠	(j)
Single Group		DIRECTVLA	95W	CentralSouth America	٠	1
Africa		Anit F3	118W	North America	•	(j)
Asia		Nimiq 5	72W	North America	٠	(j)
Australia	۲	Bonum 1	50E	Asia	•	(i)
Central/South America		DRECTV 11	99W	North America	•	6

KVH recommends that you run the Setup Wizard whenever you need to change the configuration of your system, but you can also manually select a satellite by following these simple steps.

- 1. On the Satellites page, set Satellite Mode to Single.
- Find the desired satellite in the list and select it by setting a checkmark under the **Selected** column. You can filter the list by name, orbital slot, or region by clicking the associated header.

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Troubleshooting

If you are experiencing a problem with your TracVision system, first check the following:

Does the web interface indicate a problem?

Check the status indicators on the Home page and look for an error message.

Can the antenna see the satellite?

The antenna needs an unobstructed view of the sky. Common causes of blockage include antenna masts, trees, and bridges. Severe weather can also affect reception.

Is the antenna dome excessively dirty?

Wash the exterior of the dome periodically with a mild detergent. Dirt buildup can degrade performance.

Are you located within the satellite's coverage area?

The vessel needs to be located within the selected satellite's coverage area to receive satellite TV signals.

Is everything turned on and connected properly?

Make sure the TV-Hub and your TVs and receivers are turned on and set up for the satellite input. Also check the cable connections of all system components.

Is the software or satellite library out of date?

Periodically check for new software and satellite library updates at the Updates page of the web interface and Support > Product & Service Resources page of the KVH website, or use the free Apple iOS or Android mobile app *(Internet access required to download updates)*.

Indication

Minor error

Major error

Indication

Major error

Click the Status indicator on the web interface to view the error message, then read its description in the Help. You may be able to fix a minor error on your own. Call KVH Technical Support for help with a major error.

Good input power

No power to the antenna

Initializing, or searching for satellite

Powered off, or no power input

Tracking the satellite

TV-Hub Status Lights



TV-Hub

State	Indication	
Off	Powered off, or no power input	
Green	Operating normally	
Green, Flashing	Initializing	
Orange, Flashing	Minor error	
Red	Major error	

All lights alternating orange = software update in progress

KVH

Antenna State

Off

Green

Red

Power State

Off

Green

Error Messages

Red

Green, Flashing

Orange, Flashing



