

### Activating Your Starlink

The Starlink system needs to be activated under a Starlink Mobile Priority airtime rate plan by KVH. Fill out the activation form (available from your KVH dealer or sales rep) and email it to [airtimeservices@kvh.com](mailto:airtimeservices@kvh.com).

To complete the activation form, you will need one of the following Starlink identifiers:

- Starlink system (Kit) serial number (preferred method)
- Antenna (Dish) serial number
- Terminal ID (do not include the “ut” at the beginning)
- KVH serial number

The system serial number, starting with “KIT,” is printed on a label on the outside of the Starlink box (see Figure 1). The antenna serial number can be found on the bottom of the antenna near the cable connector (see Figure 2). The terminal ID can be found on the Advanced page of the Starlink mobile app (see Figure 3). The KVH serial number is printed on a label on the outside of the KVH shipping box (see Figure 4) as well as on the enclosed activation sheet.

Figure 1: System (Kit) Serial Number Location

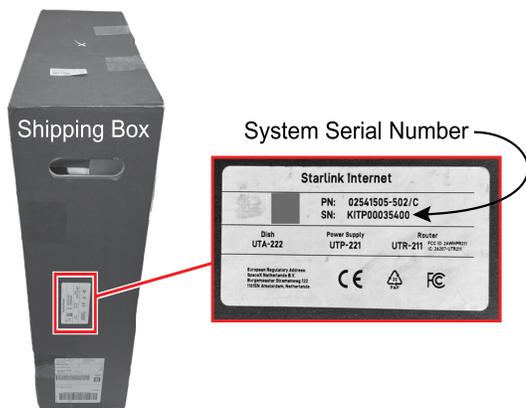


Figure 2: Antenna (Dish) Serial Number Location

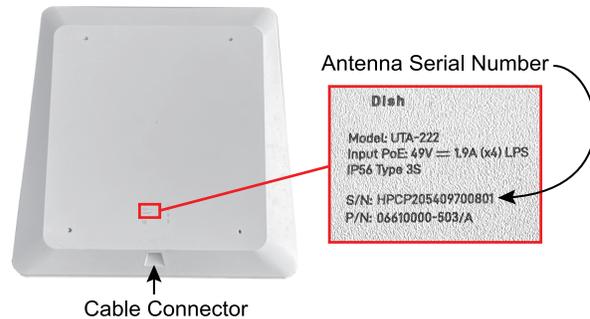


Figure 3: Terminal ID Location

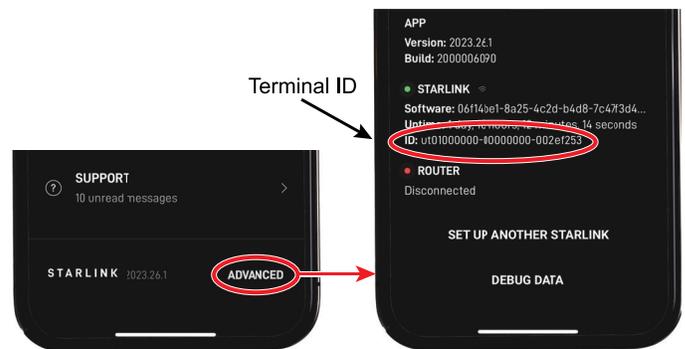


Figure 4: KVH Serial Number Location



## Technical Support

Within Continental U.S.A.: 1 866 701-7103 | Worldwide: +1 401 851-3806 | Email: [mvbsupport@kvh.com](mailto:mvbsupport@kvh.com)

## Pairing Starlink with a KVH Antenna System (If Applicable)

The following supplemental instructions explain how to connect your Starlink flat high-performance antenna system to a KVH TracNet™ H-series or TracPhone® HTS-series antenna system (if installed on your vessel) and enable automatic switching between them, with Starlink as the primary and KVH as the backup.\*

### IMPORTANT!

Before you begin, install the Starlink antenna system as described in the instructions provided by Starlink.

For your convenience, KVH supplies the optional 82 ft (25 m) PoE (Power over Ethernet) cable in the box to support a longer cable run between the Starlink antenna and its power supply. KVH also supplies the Ethernet adapter (see Figure 5) that is necessary to connect the Starlink system to the KVH antenna system.

Figure 5: Ethernet Adapter



\* **Note:** The TracPhone V30 model requires a third-party network management device, such as K4 EdgeServer, for automatic switching. Contact the KVH Sales Department at [sales@kvh.com](mailto:sales@kvh.com) for details

## Step 1: Enable Bypass Mode on the Starlink Wi-Fi Router

Since the KVH antenna system's Hub+/Hub/ICM will serve as the router, you need to turn off the network functionality of the Starlink Wi-Fi router by setting it to Bypass mode. Refer to the Starlink instructions or follow the steps below for enabling Bypass mode.

### IMPORTANT!

Bypass mode disables the router's built-in Wi-Fi.

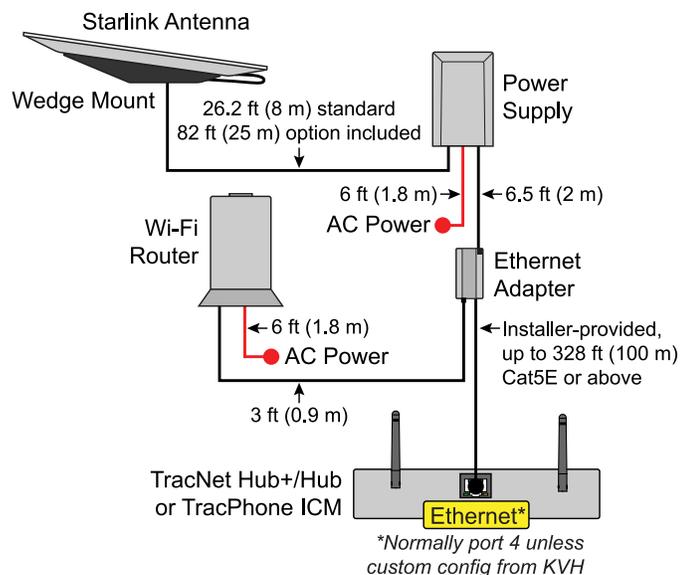
1. Cycle power (unplug then plug back in the AC power cord) on the Starlink Wi-Fi router six times in a row to factory reset it.
2. Connect to the **STINKY** or **STARLINK** Wi-Fi network (no password).
3. If the Starlink Create Network pop-up appears, select **Enable Router Bypass Mode**.  
  
If this pop-up does not appear, open a web browser and go to **192.168.1.1**. Then select **Enable Router Bypass Mode**.
4. Select **Confirm**.

**Note:** As an alternative to Wi-Fi, you can use a laptop connected directly to the Starlink using the Ethernet adapter.

## Step 2: Connect the Starlink to the KVH Antenna System

1. Connect the supplied Ethernet adapter in-line between the Starlink power supply and the Starlink Wi-Fi router:
  - a. Unplug the power cords from the power supply and Wi-Fi router.
  - b. At the Wi-Fi router, disconnect the cable that is connected to the power supply.
  - c. Connect the Ethernet adapter's built-in cable to the Wi-Fi router.
  - d. Connect the cable from the power supply to the other end of the Ethernet adapter.
2. Using a Cat5E or better Ethernet cable, connect the Ethernet adapter to the designated Ethernet port on the TracNet system's Hub+ or Hub or the TracPhone system's ICM. Use Ethernet port 4 unless KVH has specified a different port number for your particular configuration.
3. Reconnect the Starlink power supply and Wi-Fi router power cords.

Figure 6: Starlink Connection Diagram



## Step 3: Update the KVH Antenna System Software (If Necessary)

The following software version or later must be installed on the KVH antenna system to support Starlink integration:

- TracNet H-series: **2.4.0** or later
- TracPhone HTS-series: **400.0** or later

You can find the currently installed version on the Support page of the system's web interface. If an update is needed, use the KVH app or the web interface to upload the latest file. Refer to the system's Help for details (see [www.kvh.com/support/product-help](http://www.kvh.com/support/product-help)).

## Step 4: Configure the KVH Antenna System for Auto Switching

Contact KVH Technical Support ([mvbsupport@kvh.com](mailto:mvbsupport@kvh.com)) to configure the KVH antenna system software for Starlink integration and enable the system to automatically switch to Starlink whenever Starlink service is available. KVH will deliver your configuration file over the air via your TracNet or TracPhone system's Internet connection.

**Note:** An active KVH data plan is required for automatic switching. To inquire or make any plan changes, contact KVH Airtime Services at [airtimeservices@kvh.com](mailto:airtimeservices@kvh.com).

## Step 5: Change Port Configuration of the TracNet System

### IMPORTANT!

This step only applies to TracNet H-series systems.

Log into the TracNet system's web interface or KVH Manager and select a new port configuration that supports Starlink. Refer to the instructions in the system's Help. The following new options apply:

Option	Description
Split + Backup + Starlink <i>H60/H90 only</i>	Port 1, Wi-Fi: High-speed LAN Port 2: Unlimited Use LAN Port 3: Backup WAN (if used) Port 4: Starlink WAN
High-speed + Backup + Starlink	Ports 1-2, Wi-Fi: High-speed LAN Port 3: Backup WAN (if used) Port 4: Starlink WAN
Unlimited Use + Backup + Starlink <i>H60/H90 only</i>	Ports 1-2, Wi-Fi: Unlimited Use LAN Port 3: Backup WAN (if used) Port 4: Starlink WAN

In all three options, the Starlink system connected to port 4 on the Hub+/Hub will be considered the "Alternate WAN" – the preferred connection. In automatic mode, the TracNet system will use the Starlink connection whenever it is available for use.