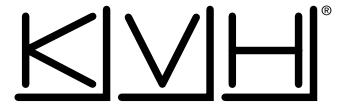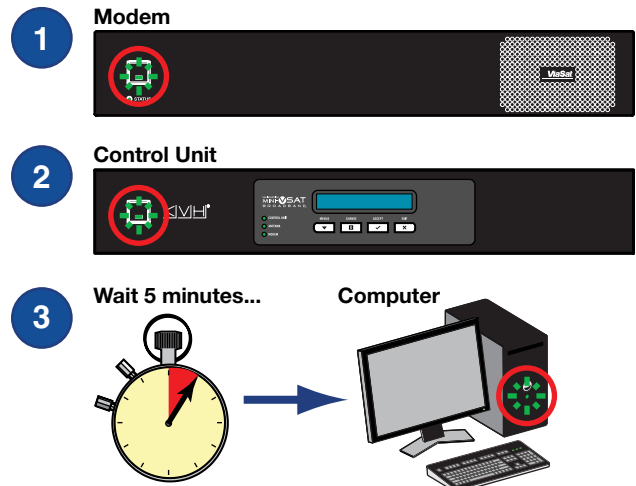# TracPhone® V3 Quick Start Guide

KVH®

This handy quick reference guide provides basic operation information. For more detailed operation, setup, and diagnostics information, refer to the TracPhone V3 User's Guide.

How to Turn On the System

Follow these steps to turn on your TracPhone V3:

1. Press the power button on the modem. The button's light should illuminate green.

2. Press the power button on the control unit. The button's light should illuminate green.

3. Wait 5 minutes for system startup, then turn on your network computer(s).

If the power buttons do not illuminate green, make sure vessel power is applied to the system.
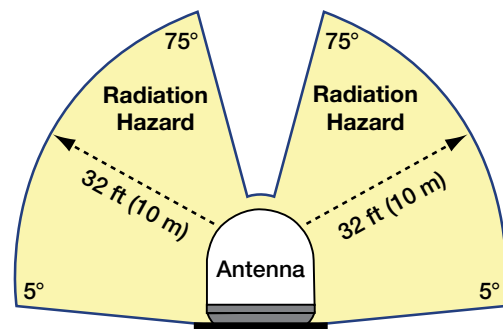
1 Modem

2 Control Unit

3 Wait 5 minutes...   Computer

Caution - RF Radiation Hazard

⚠️ The antenna transmits radio frequency (RF) energy that is potentially harmful. Whenever the system is powered on, make sure everyone stays more than 32 feet (10 meters) away from the antenna within its 5°-75° look angle. No hazard exists directly above the antenna and anywhere below the antenna's mounting plane.

Note: You can program up to two RF radiation hazard zones to prevent transmissions within areas frequented by passengers/crew. Refer to the User's Guide for details.

75°   75°
Radiation Hazard   Radiation Hazard
32 ft (10 m)   32 ft (10 m)
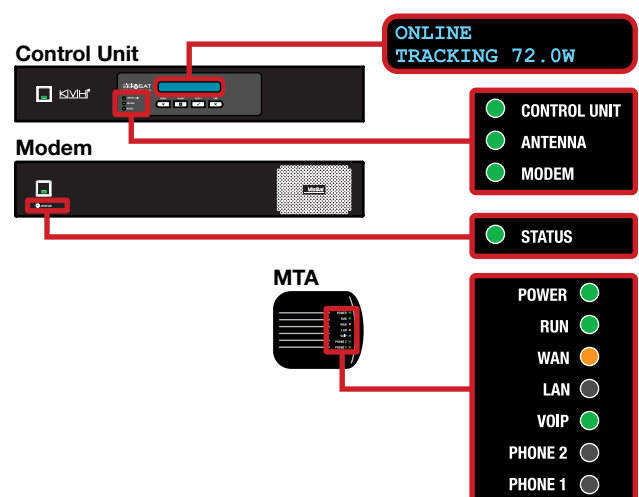Antenna
5°   5°

System Ready Indications

You can access the Internet via the mini-VSAT Broadband℠ service when you see the following:

• Control unit display shows "Online."

• All lights on control unit and modem lit green.

You can make and receive voice calls when you see the following:

• "VOIP" light on MTA lit green.

If you do not see these indications, make sure the antenna has an unobstructed view of the sky. If there is no blockage, refer to the Troubleshooting chapter of the User's Guide.

Control Unit

Modem

ONLINE
TRACKING 72.0W

● CONTROL UNIT
● ANTENNA
● MODEM

● STATUS

MTA

| POWER ● |
| RUN ● |
| WAN ● |
| LAN ○ |
| VOIP ● |
| PHONE 2 ○ |
| PHONE 1 ○ |

How to Make a Voice Call - Ship to Shore

How you dial depends on your MTA's Dial Plan. You can choose a Dial Plan country at your voice account's website *(see Resources below)*.

To call outside your Dial Plan country:
Dial <Int'l Prefix>-<Country>-<Area>-<Phone #>.

To call within your Dial Plan country:
Dial <Area>-<Phone #>.

To call within your Dial Plan country and within the area code of your vessel's phone number:
Dial <Phone #>.

Seattle
4620951

Tokyo
011-81-3-90126382

Los Angeles
310-6910951

Melbourne
011-61-3-82125092

Choose Dial Plan: United States

Phone Line
1-206-3538023 (Seattle)
MTA

011 = International prefix (from Dial Plan country)
61 = Country code
3 = Area/city code
82125092 = Phone #

How to Make a Voice Call - Shore to Ship

People on shore call your vessel by dialing your vessel's phone number. If they call from within the same country code as the vessel's phone number, they may avoid international calling charges. If they call from within the same area code, they may avoid long-distance fees.

You can choose the country code and area code of your vessel's phone number. For an additional monthly fee, you can also add up to five "virtual numbers." For details, contact KVH's Satellite Airtime department *(see www.kvh.com/mvbservice for contact information)*.

Tokyo

Los Angeles

Melbourne

- - - - - = *In-country call*
▪ ▪ ▪ ▪ ▪ = *International call*

Phone Line
1-206-3538023 (U.S.)
MTA

Virtual Numbers
61-2-84916302 (Australia)
86-21-67901234 (China)

Product Care

Do the following on a regular basis to keep the system in peak condition:

• Clean the exterior of the antenna with low-pressure water and a mild detergent.

• Vacuum the vents on the modem.

Modem Vents

Resources

Websites

Content	Web Address (http://)
Service activation	www.kvh.com/mvbservice
Customer support	www.kvh.com/your-account
Coverage maps	www.kvh.com/minivsatmap
Voice account	kvh.myaccountcenter.net
System status	192.168.0.1

Technical Support

Region	Contact Info
North/South America, Australia	1 866 701-7103 *(U.S. landline)* +1 401 851-3806 mvbsupport@kvh.com
Europe, Middle East, Asia, Africa	+45 45 160 180 support@kvh.dk