KVH TracPhone LTE-1 Frequently Asked Questions

I have a smartphone already. Why would I want a TracPhone LTE-1?

The TracPhone LTE-1 offers many advantages over your personal mobile devices:

- Double the range of personal cellphones – With dual high-gain antennas and abovedecks mounting, you can stay connected farther offshore and when belowdecks.
- The TracPhone LTE-1 is 10x faster than personal cellphones offshore thanks to the LTE-Advanced (LTE-A) technology and the dual high-gain antennas so you get faster data speeds farther offshore for a superior experience.
- Thanks to the built-in Wi-Fi with multi-device support along with the option to connect to your belowdecks network, you enjoy faster connections with multiple devices (up to 30) compared to a cellphone tethered to another system or being used as a personal Wi-Fi hot spot.

How does the TracPhone LTE-1 deliver such fast speeds?

With the TracPhone LTE-1, KVH is harnessing the power of the new LTE-Advanced (LTE-A) networks that deliver those speeds to data-hungry customers on land. Now, boaters can also enjoy those same speeds offshore! As on land, maximum data speeds are affected by many factors, among them network congestion, distance from the land-based cellular antenna, and whether you're using the built-in Wi-Fi or connecting via a belowdecks network or router.

Do I need to provide my own SIM card?

No, the TracPhone LTE-1 includes a KVH-configured SIM card and KVH airtime to provide service from two leading LTE-A carriers for the most comprehensive connectivity.

I already have an extra SIM card for my existing cellular service. Can I use it in the TracPhone LTE-1?

No, the TracPhone LTE-1 is configured to use only the SIM card installed at the factory, which works exclusively with our multi-carrier design and KVH airtime for double the coverage.

Do I need to get a separate cellular data plan?

The TracPhone LTE-1 offers a 20 GB monthly data plan that you subscribe to through KVH, not through different cellular network carriers.

How much data is in the TracPhone LTE-1 monthly data plan?

The TracPhone LTE-1 offers a monthly airtime package costing $199 for 20 gigabytes of data; additional data can be purchased at a price of $9.99 per gigabyte. Unused data does not roll over to the next month.

If I don't use all 20 GB of data this month, does the unused data roll over to the next month?

No, it does not.

I'm not on my boat 12 months out of the year. Can I suspend my service when the boat isn't in the water?

Absolutely! KVH has designed the TracPhone LTE-1 offering with seasonal boaters in mind, as we know that there are many parts of the country where people just can't get on the water year-round. There is no minimum contract or commitment, and you can suspend your service for only $9.99 per month.

How do I suspend my service if I'm not going to be using my boat for several months?

Contact the KVH Airtime Services Group either via email at airtimeservices@kvh.com or by phone at 1-401-851-3862.

What sort of security is provided for my Internet connections?

The TracPhone LTE-1 features data transmissions that are sent over encrypted cellular networks. Plus, it's fully compatible with personal VPN software that you might want to use on your mobile devices.

I have a KVH TracPhone VSAT system? Can it work together with the TracPhone LTE-1?

Definitely! We've designed the TracPhone LTE-1 to work seamlessly with our KVH TracPhone VSAT systems. Together, they can be configured to provide seamless, least-cost routing so you will receive the fastest and most affordable connectivity at any given time while on the water. This configuration requires a CommBox Service Bundle subscription and initial setup support from the KVH Application Engineering team.

How hard is it to install a TracPhone LTE-1?

It's very straightforward because installation of the TracPhone LTE-1 requires only a single cable from the dome to the small Power over Ethernet (PoE) injector belowdecks. Once installed, the activation takes less than 15 minutes. See the installation manual for complete details.

Where is the best place to install the antenna?

We recommend you install the TracPhone LTE-1 antenna unit >6 m (20 ft) above the waterline with an unobstructed line-of-sight, if possible, for optimal performance.

Can I install the TracPhone LTE-1 near a radar?

Ideally, you should install the TracPhone LTE-1 outside the typical RF radar emissions elevation of -15 degrees to +15 degrees and at least 3 ft away. Never place the antenna in the direct beam of the radar, regardless of distance to avoid damage to the antenna or performance impairment. See the installation manual for complete details.

What are the power requirements for the TracPhone LTE-1?

System power specifications for the TracPhone LTE-1 are 12-24 VDC. Talk to your KVH authorized dealer about options.

How do I activate the TracPhone LTE-1?

It's a snap and can be done even before your system is installed:

1. Make sure your TracPhone LTE-1 is turned off.

2. Scan the QR code in the Quick Start Guide or visit www.kvh.com/LTEactivate on your phone or Internet-connected laptop.
3. Create your personal myKVH account (or log in if you already have an account)
4. Submit your activation order using the secure online form. Your TracPhone LTE-1 will typically be activated in less than 15 minutes.
5. After you receive your activation confirmation email, turn on your TracPhone LTE-1 and enjoy!

And don't forget to download the KVH LTE Manager app from the Apple iOS App Store or the Google Play Store or visit lte.mykvh.com on a computer or laptop to customize your Wi-Fi network and password, get updates on data use, and more.

What's the KVH LTE Manager?

Accessible from the iOS or Android LTE Manager apps or by visiting and logging into lte.mykvh.com, the KVH LTE Manager makes it easy for you to:

- Check Your Data Usage: See your up-to-date usage for the month.
- Manage Alerts: Select when you want to receive usage alerts and have them sent via email.
- Manage the Built-in Wi-Fi Network: Give your TracPhone LTE-1's built-in Wi-Fi network a unique name and password.
- Set Your Network Configuration: Customize your TracPhone LTE-1 network by easily turning DHCP on or off and changing the IP address.
- Get the Answers You Need: LTE Manager's detailed Help answers your questions and helps you discover how to use your TracPhone LTE-1 to stay in touch.

Please note – To view and use the LTE Manager app on an Android device, your device must be using the [INSERT OS DETAILS] operating system or newer. If your device uses an older Android operating system, please visit lte.mykvh.com for web-based access to the same functionality.

How do I set up Wi-Fi calling so I can use it when I'm on the boat, offshore, and my phone is connected to the TracPhone LTE-1?

You can make and receive voice and FaceTime, WhatsApp, Skype calls, and more plus send and receive text messages using your phone and Wi-Fi calling, provided your phone's service provider has enabled the Wi-Fi calling feature for its network.

To turn it on for an Android phone:

1. Tap the Phone app.
2. Navigate to Settings > Wi-Fi Calling.
3. Set Wi-Fi Calling to "Ready for Calls."

To turn it on for an iPhone:

1. Navigate to Settings > Phone > Wi-Fi Calling.
2. Turn on Wi-Fi Calling on This Phone.

To use Wi-Fi Calling on other devices (tablets, etc.), see the device's user manual.

Can I make a phone call using the TracPhone LTE-1?

Not directly but you can if you use Wi-Fi calling or an app like Skype, WhatsApp, or FaceTime that supports voice calls on your mobile device. While the TracPhone LTE-1 uses cellular LTE service, it is not a phone. However, its broadband connections support the use of the same mobile apps you use to connect with family, friends, and the office on shore via data connections.

How will I get the fastest connections on my boat?

While the TracPhone LTE-1 does include a Wi-Fi router in the dome for convenience, to ensure that you have the fastest service onboard, connect your onboard LAN or a dedicated Wi-Fi router belowdecks to the Power over Ethernet (PoE) injector.

Do you recommend any particular belowdecks router?

While most AC routers will work, one we've had good luck with is the AC1750 Dual Band Gigabit Wi-Fi Router (https://www.asus.com/us/Networking/RT-AC66U-B1/).

My service on shore will slow me down once I've used a bunch of data. Will my data speeds ever be throttled when using the TracPhone LTE-1?

No, KVH does not throttle data speeds at this time. We do reserve the right to change data plan details in the future.

What's the difference between LTE and LTE-Advanced (LTE-A)?

LTE (or Long Term Evolution) is a wireless communications standard. The new LTE-Advanced is the newest generation of this technology that not only offers faster data rates, it enables smoother handoffs between cell towers, reducing the instances of your connection dropping. It also packs more speed into the same cellular spectrum so more people can be on the network while reducing congestion. The TracPhone LTE-1 is built using LTE-A technology to offer the best possible experience.

How far can I go offshore and still have connections?

Thanks to the TracPhone LTE-1's dual high-gain antenna array, the system can keep you connected more than 20 miles offshore. However, the actual range and speed may vary based on a number of factors, including antenna mounting location; onboard network equipment; position, height of, and distance to cell towers; network congestion; and network type.

Will the TracPhone LTE-1 work in the Bahamas or Caribbean?

Not as this time. The TracPhone LTE-1 currently operates only in U.S. waters (including Alaska and Hawaii). We expect to add Caribbean access in the future and the LTE-1 will be able to take advantage of that expanded coverage without any hardware upgrades.

Will the TracPhone LTE-1 work in Europe and the rest of EMEA, Asia, South America?

Not as this time. The TracPhone LTE-1 currently operates only in U.S. waters (including Alaska and Hawaii).

How can I keep other boaters from using my Wi-Fi connection?

The TracPhone LTE-1 arrives out of the box with a unique Wi-Fi ID and password, but you can easily configure your TracPhone LTE-1's built-in Wi-Fi network with a custom name and password using the secure KVH LTE Manager app, which is available on the Apple iOS App Store and the Google Play Store. This will reduce the risk of unauthorized use and improve your network security.

Can I keep track of my data use and get alerts if I'm approaching my monthly limit, like I do with my cell phone?

Yes. Simply download the secure KVH LTE Manager app from the Apple iOS App Store and the Google Play Store or visit lte.mykvh.com. The data usage screen will show you your daily use. You can also turn on alerts to be sent to you when you reach different milestones in your data plan (e.g., you've used 50% of your monthly data). Plus, these alerts can be configured to be sent via email.

What else do I need to buy if I want to use the TracPhone LTE-1?

Nothing. The TracPhone LTE-1 is a fully contained, end-to-end solution with a high-gain, dual antenna array, modem, GPS, and Wi-Fi router in the dome along with a 15 m (50 ft) cable to connect the antenna to the Power over Ethernet (PoE) injector. We've even provided a 3 m (10 ft) cable to connect the PoE to vessel power. Simply install, activate, and enjoy.

What's the size of the antenna dome?

The TracPhone LTE-1 dome is 34.2 cm x 33.7 cm (13.5" x 13.3"), the exact same size as our award-winning TracVision TV1 marine satellite TV system for great dual dome installation.

Can the TracPhone LTE-1 be mounted on a rail or pole?

Yes, it can. In fact, the dome is fully compatible with the TV1/LTE-1 mounting bracket kit (KVH P/N 72-0409). See your KVH authorized dealer for details and to order this kit.

How much does the antenna weigh?

The TracPhone LTE-1 antenna unit weighs 2.8 kg (6.25 lbs).

What's the warranty coverage?

The TracPhone LTE-1 is covered by KVH's standard 2-year parts, 1-year labor warranty.

What do I do with the TracPhone LTE-1 if I sell my boat?

Well, hopefully that means you'll be buying a bigger boat and still having fun on the water! But with regard to your TracPhone LTE-1, you can contact KVH Airtime Services Group either via email at airtimeservices@kvh.com or by phone at 1-401-851-3862 and cancel your subscription and the system will be deactivated. When you sell your boat, make sure to tell the new owner to give KVH a call and we can reactivate the TracPhone LTE-1 and set them up with a new monthly subscription (a $100 activation fee applies).

What type of applications are supported by the TracPhone LTE-1?

This system delivers a true broadband experience on your boat so you can enjoy the same types of activities and applications that you use on shore, including:

- Stream HD video, live TV, and music

- Video conference

- Surf the web

- Post on social media

- Check email

- Use Wi-Fi Calling to make and receive calls

- Use apps like Apple® Messages and WhatsApp™

Can I use the TracPhone LTE-1 on a commercial vessel?

Absolutely, there's no restriction on vessel type.

I've got an RV and want Internet when I'm in more remote camping areas. Would the TracPhone LTE-1 work on an RV?

Yes, it will, though the installation process would be different than installing it on a boat and is not covered in the installation manual.

Can I activate this product for my customer?

No, the activation process is fast and easy and should only be done by the customer as they will create their account on myKVH along with a secure password associated with their email address for accessing the KVH LTE Manager. Plus, the customer can activate the product before the system is installed to speed up the installation and testing process.

After the system is installed, the installer can confirm that the TracPhone LTE-1 is properly installed and powered up by checking their phone's Wi-Fi settings and confirming that the LTE-1 Wi-Fi SSID appears as an option. Connecting to the Internet via this Wi-Fi network will not be possible until the customer activates the system and service.

Do dealers receive airtime commissions?

Yes! Unlike LTE products that require your customers to supply their own SIM cards, a U.S. address, and service subscription, the TracPhone LTE-1 has all of that built in. This also eliminates the need for yacht management companies to handle the subscription and accounting for customers who don't have a U.S. address but intend to use the TracPhone LTE-1 in U.S. waters. As a result, you won't need to engage another service provider AND you will receive your standard airtime commissions on the monthly airtime subscription.

I really want to get the word out to my customers about the TracPhone LTE-1. What sort of resources are available?

The KVH Partner Portal is loaded with great resources for you in the TracPhone LTE-1 sales toolkit, including:

- High-resolution photos

- A 30-second teaser video

- A product description written for use on your website

- Suggested email text if you want to reach out to your general customers or those with KVH TracPhone VSAT systems

- Full and half-page dealer ads

- A recording of the KVH sales channel training webinar

- Brochures and datasheets, and more

How much does the hardware cost/MSRP?

The TracPhone LTE-1's MSRP is $1699.

What's the KVH part number/UPC?

For the TracPhone LTE-1 system: part number: 01-0419; UPC: 028327 01348

For the TracPhone LTE-1 dummy dome: part number: 01-0421; UPC: 028327 01349)

Does KVH offer a kit for rail or pole mounted installation?

Yes. The TracPhone LTE-1 dome is fully compatible with the TV1/LTE-1 mounting bracket kit (KVH P/N 72-0409).

How can I become an authorized TracPhone LTE-1 dealer?

Contact the KVH Sales Team at 1-401-847-3327, via email at sales@kvh.com, or visit https://partners.kvh.com/PartnerLogin to apply to become a KVH Direct or Indirect Partner.

Who should I contact with additional questions?

TracPhone LTE-1 technical support is provided by KVH's tech support team, which can be reached via support@kvh.com or via the KVH Partner Portal's Online Support Center.

Contact the KVH Sales Team at sales@kvh.com for sales questions.