



Darren Koepf <darren@myrvworks.com>

Flash Data File Instructions

1 message

SatTV <support@kvh.com>

Thu, Oct 29, 2015 at 1:34 PM

To: "darren@myrvworks.com" <darren@myrvworks.com>

The KVH logo consists of the letters K, V, and H in a stylized, outlined font, each enclosed in a square frame.

Technical & Customer Support

KVH INDUSTRIES, INC.

Subject: Flash Data Instructions

Body:

Thank you for contacting KVH Technical Support. Your current KVH Case # is 00064923.

Please reply to this email with a recent data file attached. When collecting a data file, it is important that we be able to view the system's boot-up sequence. Please collect at least 10-15 minutes of data from start-up of the system.

To save a data file in the KVH Flash Update Wizard, click 'File' -> 'Save Log File As...'. We suggest that you name the file with the vessel name or case number and save it on your desktop or other location that can be easily located when attaching it to email.

If you are no longer on the vessel or coach, the data file from your recent troubleshooting may still be on your computer. The KVH Flash Update Wizard automatically saves the last two log files. If you haven't opened the Flash Wizard more than once since being on the subject vessel or coach, use Windows to search for the files 'FLW*.LOG'. This should locate the files 'FLW.LOG' and 'FLWBAK.LOG'

(NOTE: If you are using the 'TPV Flash Wizard', typically used for V3's and V7's, then these files will be located in the folder name 'TPV Flash Wizard'). If you installed the Flash Wizard in the default location, they should be in the directory C:\KVH\KVH Flash Update Wizard (NOTE: Or, as noted above, if using the V3/V7 Flash Wizard, they'll be in the directory

C:\KVH\TPV Flash Wizard).

The 'FLW.LOG' is the data file from the last time the Flash Wizard was open. The 'FLWBAK.LOG' is the data file from the 2nd to last time the Flash Wizard was open. The first line on the top of both files includes a date and time stamp for when the data was collected.

Once we have the data file, it will be analyzed and we will reply to you with feedback regarding the recommended plan of action. .

Please contact KVH Industries Support, and reference your case number, if you have any further questions..

Regards, KVH Industries Support

401-847-3327

KVH Support: <http://www.kvh.com/Support.aspx>

Where to Get Service:

<http://www.kvh.com/Support/Where-to-Get-Service.aspx>

KVH INDUSTRIES WORLDWIDE

Americas and Australia Support
support@kvh.com +1 401.847.3327

Europe, Mideast, Africa Support
support@emea.kvh.com +45 45 160 180

Asia-Pacific Support
support@apac.kvh.com +65 31 58 03 32

ref:_00D30pQ0z._500a0Vdkc4:ref

This manual has been provided courtesy of
My RV Works, Inc.

www.myrvworks.com



You can find more RV service manuals here:

www.myrvworks.com/manuals

Over the years of running a mobile RV repair service, having a dedicated place to access service manuals for all the different appliances and components found on RVs was something that I always had a desire to create.

I hope this resource makes your RV repairs easier, as it has mine, but please be careful and follow proper safety practices when attempting to repair your own RV.

If in doubt, please consult with a professional RV technician!



DARREN KOEPP - OWNER, MY RV WORKS, INC.

All service manuals provided on www.myrvworks.com are believed to be released for distribution and/or in the public domain.