



Kymeta Osprey™ u8 Upgrade:  
from HG to HGL  
Frequently Asked Questions

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# 1 Introduction

Thank you for your interest in upgrading from the Kymeta Osprey™ u8 – Hybrid-GEO (Osprey u8 – HG) to the Kymeta Osprey™ u8 – Hybrid-GEO-LEO (Osprey u8 – HGL) user terminals (UTs). This document aims to assist both potential and current customers in understanding the nuances of the upgrade process.

The document is divided into two sections:

- **FAQs for Osprey u8 – HG customers considering an upgrade to Osprey u8 – HGL:**  
This section is for customers who are considering upgrading their Osprey u8 – HG to Osprey u8 – HGL. It covers the benefits, requirements, and the upgrade process, providing a clear overview of what to expect.
- **FAQs for Osprey u8 – HG customers that have already purchased an upgrade to Osprey u8 – HGL:**  
This section addresses questions for customers who have already purchased an Osprey u8 upgrade in 2023. It focuses on the information you need to ensure a smooth upgrade process.

This FAQ aims to provide clear, concise answers to your questions, ensuring a smooth transition to the advanced capabilities of the Osprey u8 – HGL.

For any additional question not covered in this FAQ, please refer to the contact table below for your sales representative.

Branch	Sales Representative	Email	Phone
U.S. Army	Steve Sliwa	Ssliwa@kymetacorp.com	703-344-1929
U.S. Navy, USMC	Nick Oren	Noren@kymetacorp.com	928-345-8769
Air, Space, IC	Hector (Hex) Huguet	Hhuguet@kymetacorp.com	425-896-3749
U.S. SOCOM	Chris Kaminsky	Ckaminsky@kymetacorp.com	910-286-8272

## 2 FAQs for Osprey u8 – HG customers considering an upgrade to Osprey u8 – HGL

This section is written for customers who are considering upgrading their Osprey u8 – HG to an Osprey u8 – HGL product configuration.

### 1. Can I still purchase an upgrade?

Yes, you can still buy the upgrade if you confirm in writing your intention to purchase by April 15, 2024, and issue a Purchase Order by May 15, 2024.

Product Description	Product Code	Price
KIT, EXPANSION, OSPREY, U8 GEO_LEO	U8ACC-00059-0	\$20,000

### 2. How can I see the Osprey u8 – HGL in action before deciding on an upgrade?

Evaluation units are available in the continental US. Contact your sales representative to arrange a demo.

### 3. How does the upgrade process work, and do I need to take any action?

Yes, you should start by contacting your sales representative. The upgrade involves three main steps: (1) Assessing your current Osprey u8 – HG for functionality and good physical condition, as these are prerequisites for the upgrade, (2) returning the unit to Kymeta, and (3) receiving a new Osprey u8 – HGL as a replacement. Your sales representative will guide you through these steps and help you choose the best option for you.

### 4. How will the warranty be affected for my Osprey u8 – HG unit after the upgrade?

The remaining warranty from your Osprey u8 – HG will transfer to the upgraded Osprey u8 – HGL unit. Additionally, the Osprey u8 – HGL comes with a 3-month manufacturer’s warranty. You also have the option to purchase an extended warranty for up to three years, following specific guidelines provided:

Remaining Warranty on Osprey u8 – HG	Extended Warranty Available to Purchase
< 1 year	3 years
1-2 years	2 years
2-3 years	1 year
>3 years	N/A

### 5. Are my current accessories compatible with both Osprey u8 – HG and Osprey u8 – HGL?

Most accessories, like mounts and transport cases, are compatible with both models. The exception is power kits. For the Osprey u8 – HGL, you’ll need at least one of the power accessories noted in the table. You can purchase these from Kymeta or develop your own. Please discuss your specific needs with your sales representative.

Product Description	Product Code	Price
ACCESSORY, AC-TO-DC POWER, OSPREY U8 HGL, 20’ (6 M) AC, 11” (0.28m) DC, NEMA & CE	U8ACC-00060-0	\$1,245
ACCESSORY, DC POWER CABLE - WIRE TAILS, 20’	U8ACC-00076-0	\$775
ACCESSORY, DC POWER CABLE - POPULATED CONNECTOR, 20’	U8ACC-00077-0	\$820
ACCESSORY, DC POWER CABLE - UNPOPULATED CONNECTOR, 20’	U8ACC-00078-0	\$820

**6. With the addition of Eutelsat-OneWeb LEO capacity, are there new service packages available?**

Yes, for information on new service packages, please reach out to your sales representative. We are in the final development of a LEO, GEO, LTE bundled service offering. We expect to release these unique pooling service plans soon.

**7. Who should I contact for questions not addressed in this FAQ?**

For any questions not addressed in this FAQ, please reach out to your sales representative. Refer to the table provided at the beginning of the document.

### 3 FAQs for Osprey u8 – HG customers that have already purchased an upgrade to Osprey u8 – HGL

This section is designed for customers who have purchased an upgrade in 2023.

#### 1. When will I get my upgrade?

The upgrade process is beginning now with the planning stages. See next question for the process description. We will process requests as they come in and will start fulfilment (subject to receiving the HG unit back) in July. Upgrades will be fulfilled between July 1, 2024, and June 30, 2025.

#### 2. How does the upgrade process work, and do I need to take any action?

Yes, you should start by contacting your sales representative. The upgrade involves three main steps: (1) Assessing your current Osprey u8 – HG for functionality and good physical condition, as these are prerequisites for the upgrade, (2) returning the unit to Kymeta, and (3) receiving a new Osprey u8 – HGL as a replacement. Your sales representative will guide you through these steps and help you choose the best option for you.

#### 3. How will the warranty be affected for my Osprey u8 – HG unit after the upgrade?

The remaining warranty from your Osprey u8 – HG will transfer to the upgraded Osprey u8 – HGL unit. Additionally, the Osprey u8 – HGL comes with a 3-month manufacturer’s warranty. You also have the option to purchase an extended warranty for up to three years, following specific guidelines provided:

Remaining Warranty on Osprey u8 – HG	Extended Warranty Available to Purchase
< 1 year	3 years
1-2 years	2 years
2-3 years	1 year
>3 years	N/A

#### 4. Are my current accessories compatible with both Osprey u8 – HG and Osprey u8 – HGL? Are there any new accessories for the Osprey u8 – HGL?

Most accessories, like mounts and transport cases, are compatible with both models. The exception is power kits. For the Osprey u8 – HGL, you'll need at least one of the power accessories specified in the table. You can purchase these from Kymeta or develop your own. Please discuss your specific needs with your sales representative.

Product Description	Product Code	Price
ACCESSORY, AC-TO-DC POWER, OSPREY U8 HGL, 20' (6 M) AC, 11" (0.28m) DC, NEMA & CE	U8ACC-00060-0	\$1,245
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#### 5. With the addition of Eutelsat-OneWeb LEO capacity, are there new service packages available?

Yes, for information on new service packages, please reach out to your sales representative. We are in the final development of a LEO, GEO, LTE bundled service offering. We expect to release these unique pooling service plans soon.

## 6. What happens to my current GEO | LTE capacity plan?

If you are currently subscribed to the KBB or KBB TRANSEC plans, these can be seamlessly transitioned to a new one-year bundled service package.

## 7. Will I get a service credit while my terminal is going through the upgrade?

The upgrade process for your terminal has been specifically designed to minimize downtime and limit service disruptions. As a result, we have implemented options that aim to ensure a smooth and efficient upgrade experience. Given this approach, we do not currently plan to offer service credits during the upgrade process.

## 8. How can I ensure the Osprey u8 – HGL will operate in a GNSS-denied environment?

Operating in GNSS-degraded or GNSS-denied environments is a key capability of the Osprey u8 – HGL, depending on its operating mode:

- **In GEO mode:** The Osprey u8 – HGL is inherently capable of functioning in GNSS-denied conditions without additional equipment.
- **In LEO mode:** To align with the OneWeb network's timing requirements, an accessory is needed. The Osprey u8 – HGL accommodates this through two options:
  - **External module connection:** An external module provided by the customer can be connected via the L1 port.
  - **Optional cartridge module:** Kymeta offers a specialized cartridge module that can be inserted directly into the Osprey u8 – HGL. For details on the cost of this module, please refer to question 10 below.

## 9. What type of SD-WAN device is used in the Osprey u8 – HGL, and are there alternative options?

The upgraded Osprey u8 – HGL includes a cartridge with an embedded iDirect 950mp modem card and an embedded Peplink HD1 card to control the routing between the GEO, LEO, External, and cellular connections. The HD1 includes a cellular modem, routing capabilities, and Wi-Fi. Customers may purchase a replacement cartridge with an embedded Connecttech XDG016 ethernet switching device instead of the Peplink HD1 card. Note that this version does not provide Wi-Fi. Cartridges are field replaceable.

## 10. What new capabilities or services are available with the Osprey u8 – HGL and its subsequent upgrades?

The Osprey u8 – HGL offers the following range of additional features and services.

Product Description	Product Code	Price
KYMETA EXTENDED WARRANTY AND SUPPORT: OSPREY U8 HGL PLATFORM U8721 (per year)	KS200-20014-9	\$4,500
KYMETA EXTENDED WARRANTY AND SUPPORT: OSPREY U8 CARTRIDGE OC210-11000 and 12000 (per year)	KS200-20015-9	\$1,499
KYMETA EXTENDED WARRANTY AND SUPPORT: ACCESSORY, OSPREY U8, GNSS DENIED SUPPORT FOR ONEWEB (per year)	KS200-20017-9	\$799
ACCESSORY, OSPREY U8, GNSS DENIED SUPPORT FOR ONEWEB	U8ACC-00075-0	\$15,000
OSPREY U8 CARTRIDGE, 950MP, OW, XDG	OC210-12000-0	\$29,500
HG TO HGL UPGRADE, ON-SITE, PER TERMINAL, 5 TERMINAL MIN	KS240-80001-4	\$750
TRAINING U8 TECHNICAL EXPERT UP TO 5 STUDENTS, IN PERSON	KS200-40003-0	\$7,200
TRAINING, OSPREY U8 SYSTEM MAINTAINER, UP TO 5 STUDENTS, IN PERSON	KS200-40006-0	\$7,200

### 11. Who should I contact if I have a question not covered in this FAQ?

For any questions not addressed in this FAQ, please reach out to your sales representative. Refer to the table provided at the beginning of the document.

## 4 Revision history

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Revision	Change
01	Initial release

## 5 Copyright and trademark information

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