Replacement Guide for the HT2000W and HT2010W Satellite Modems

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Quick Overview

- ✓ The new HT2000W and HT2010W Wi-Fi modems come with new network SSIDs and passwords. They are on the back of the modems.

- ✓ Disconnect your old modem and connect the new modem.

- ✓ Power the HT2000W or HT2010W on and allow up to 1 hour to activate. Once all LED lights are on, connect your device (laptop, smart phone, etc.) to test the Internet connection.

- ✓ If your old modem is an HT2000W or HT2010W, please use the box from the new modem to ship it back to Hughes.

- ✓ Take the prepaid UPS shipping label from the packing slip on the box and stick it over the old shipping label. Contact UPS to pick the package up to return to Hughes.

- ✓ If you are unable to return the old modem, it may result in Unreturned Equipment Fees on your account.

- ✓ Do not return an HT1000 or HT1100 to Hughes. Please follow your local waste management guidelines for disposing electronic equipment. (See page 12)

Before you begin

You have 30 days <u>from the date the new modem is shipped to you</u> to replace the old modem. Hughes Customer Care authorizes and enables replacement over the satellite network and this authorization expires after 30 days.

- Be aware that this process takes approximately 60 minutes to complete. You will not be able to use the modem to get to the Internet while in progress.
- You will be getting a new default WiFi password, network names (SSIDs), and default factory settings for all WiFi options with your new modem.
  - This means all devices that were using the WiFi on the old modem will be disconnected once you power on the new modem.
  - If you have customized WiFi configuration (such as WiFi SSIDs, password, or any network setting) on your old modem, we recommend that you take note of them and set them up the same way on the new modem. This will prevent you from having to manually enter the new SSID, password, or network settings on each of your devices.

  Note: This is explained in further detail on **page 8** of this document.

  - If you prefer to use the default WiFi SSID and password that came with the modem, they are located on the white label at the back of the new modem as shown in the example below. With this method, you will have to enter the new SSID and password on each of your devices.

    - The SSIDs for both the 2.4GHz and 5GHz networks are listed.
    - The password listed is the same for both networks.

- Make note of the following information for later use:
  - **RMA number** from the UPS return label (See **Figure 9**)
  - **Your Site Account Number (SAN)** from your HughesNet bill/statement
  - **Serial number** of the new modem labeled on the box as S/N. (**Figure 7**)

While unpacking the new modem **it is important to keep** the following items:
- **Box and packing material:** these will be reused to return your modem
- **UPS return label**
- **UPS Packing Slip**

Note: The **UPS return label and packing slip** can be found in the pouch attached to the outside of the box.

Disconnect old modem and old power supply

Note: The modem does not have a power (off-on) switch.
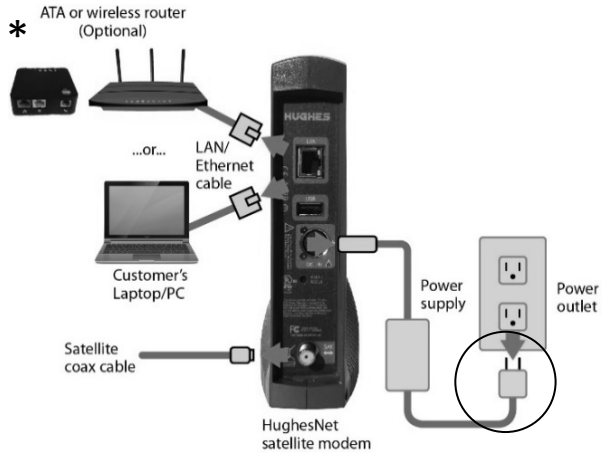
⚠ **CAUTION** ⚡

1. **Unplug the power plug from the power outlet first** (circled) to avoid static electricity discharges that could shock you and/or damage the modem.
2. Disconnect the remaining cables as shown in **Figure 1**. Use the diagram that corresponds to your modem.
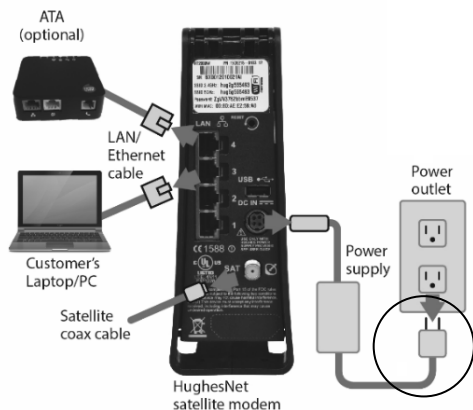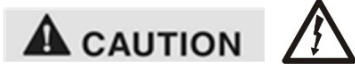

Figure 1: Disconnecting cables from the old modem

*ATA is an option for HughesNet Voice customers.

Note: You may need a 7/16 inch wrench to loosen the coax cable.

3. Set the old modem and old power supply aside. Page 10 explains how to return the old modem and old power supply to Hughes.

Connect and power up the new modem and the new power supply

A CAUTION

Plug the power plug into the power outlet last (circled). This is to avoid static electricity discharges that could shock you and/or damage the modem.

1. Refer to **Figure 2** and connect the satellite coax and LAN/Ethernet cables.

NOTICE

Make sure the satellite coax cable is properly aligned with the connector threads on the modem so that it screws on easily. Securely hand tighten the cable to the connectors; do not use a wrench.
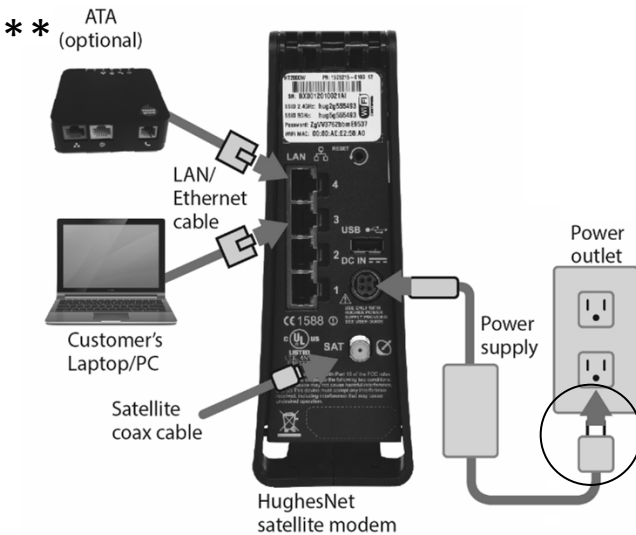
Figure 2: Connecting cables to the new modem

**ATA is an option for HughesNet Voice customers.

2. Connect the power supply to the DC IN port on the modem rear panel. (See **Figure 2** and **Figure 3**)

It is very important to make sure that all connections are tight. The DC IN power connector must be seated correctly with no gaps as seen below.

The HT2000W or HT2010W power cord connector uses a locking mechanism to ensure it stays snugly connected to the modem. Make sure the connector is oriented correctly when plugging it into the DC IN port; **the flat side of the plug should face the modem's side panel nearest to the port.**

Figure 3 shows the correct position of the power cord connector. When connecting the power cord, you must push the connector into the DC IN port. This creates a locking connection between the power cord and the modem.
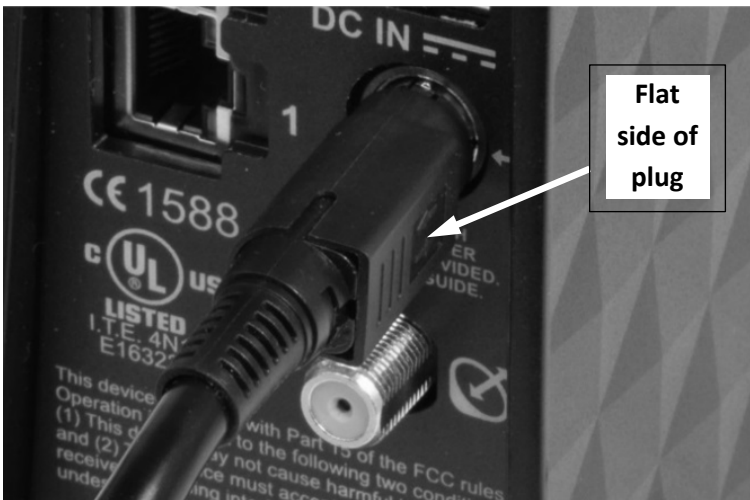

Figure 3: Aligning the power cord connector

It is not recommended that you attempt to disconnect the power cord from the modem, unless instructed to do so by Customer Care.

If you need to turn off or power cycle the modem, simply unplug the cord from the electrical outlet.

3. Plug the power supply directly into the power outlet.

Wait for the modem to become operational

When you plug in the power supply, the new modem begins an automatic installation process. Some of the white indicator lights on the modem's front panel blink on and off.

- Wait approximately 60 minutes for installation to complete.
- During this time you will not be able to use the Internet.

NOTICE

Do not unplug the modem power cord during installation.

Check modem operation

Using a device connected directly to the new modem (such as a laptop or desktop computer), you should make sure it is operating properly. Make sure you have waited approximately 60 minutes since you plugged in the power cord.

1. Use a browser such as Google Chrome to go to any Internet web site.
2. If you see a web site, the modem is ready to use and you can skip the remaining steps in this section.
3. If you cannot access a web site, check to see if all the LEDs are lit on the front of the modem. If they are not lit, check the power. If some are lit but not others, wait a little longer as the installation process may still be in progress

POWER – indicates if the modem is receiving power – Red indicates overheating

SYSTEM – indicates if the modem is still establishing a connection to the network (off or blinking) or is connected to the Internet (solid)

RECEIVE – indicates if the modem is able to receive data from the network (solid) or is currently receiving data (blinking)

TRANSMIT – indicates if the modem is able to transmit data to the network (solid) or is currently transmitting data (blinking)

LAN – indicates activity on the local network

Wi-Fi – indicates availability (solid) and activity (blinking) on the wireless network

WPS Button – use this button when instructed by your device manufacturer to connect certain devices to your wireless network

Figure 4: HT2000W/HT2010W LEDs

4. Once all the lights are on, try to access a web site.
5. If you still cannot access a web site, reboot your (customer-provided) wireless router, if applicable; otherwise reboot the computer.
6. Try again to open an Internet web site. If you can open a web site, the modem is ready to use.

If you have followed these instructions and you cannot open an Internet web site, call Customer Care for assistance. See page 9 for details.

How do I manage my built-in WiFi?

Once the modem has finished installation, we suggest you access the modem's WiFi Settings to customize your service. If you had custom settings on your old modem, you can use this to set up the new modem the same way. To do this:

1. Type 192.168.0.1 into a web browser on any device connected directly to your HT2000W or HT2010W.
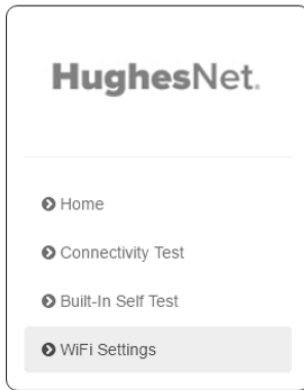2. Click the **WiFi Settings** link in the side panel as shown below:

Figure 5: WiFi Settings side panel link

3. Enter the default administrative password: "admin"
4. Click the **LOGIN** button. Once you have logged in, you will see the WiFi Settings home screen, as shown below:

Figure 6: WiFi Settings home screen

5. Some optional features of the WiFi Settings are:
   a. Modify the default SSID and password for both the 2.4GHz and 5GHz bands.
   b. Enable and/or name the 2.4GHz and 5 GHz guest networks.
   c. Disable WiFi from your HT2000W or HT2010W by unchecking "SSID enable" for each tab (2.4GHz, 2.4GHz Guest, 5GHz, and 5GHz Guest).
   d. View which devices are connected.
   e. Manage parental control features, port forwarding, etc.
6. Once you are done, search on your device for your modem's network name (SSID). Connect to the network with the password you set up or, if you did not customize the WiFi settings, the default password found on the back of the modem.

If you need assistance

If you have a question or need assistance, call HughesNet Customer Care, toll-free, at 1-866-347-3292. Please read these instructions before you call.

If you cannot complete the replacement procedure, it may be that the replacement was not authorized or that the 30-day authorization period has expired.

If you call for assistance, tell the Customer Care representative that you are installing an HT2000W or HT2010W replacement modem and the problem you are having (for example, I cannot open an Internet web site.) Please have the following information ready:

- **RMA number** from the UPS return label. (See **Figure 9**.)
- **Your site account number (SAN)** from your HughesNet bill or statement.
- **Serial number** of the new modem is displayed as S/N on box label. (See **Figure 7** for an example of the label).

Figure 7: Example box label

Return the old HT2000W/HT2010W to Hughes

If you are replacing an HT2000W or HT2010W modem with another HT2000W or HT2010W modem, you must return the old unit within 30 days. If you do not return your old modem an unreturned equipment fee will be applied. See highlighted logo **Figure 8**. **Please return your old modem, old power supply, and any cables you are not using.**

Reminder: If your old modem is an HT1000 or HT1100 DO NOT return it. Dispose of the modem based on your local waste management guidelines.

Figure 8: HT2000W

1. Pack the old HT2000W or HT2010W modem, power supply, and cables in the box that the new modem was shipped in.
2. Place the packing slip on top of the items before closing the box.
3. Tightly seal the box with packaging tape. (Use only packaging tape.)
4. Place the prepaid UPS return label (to Hughes Network Systems) on the box so it covers the old label with your address on it.
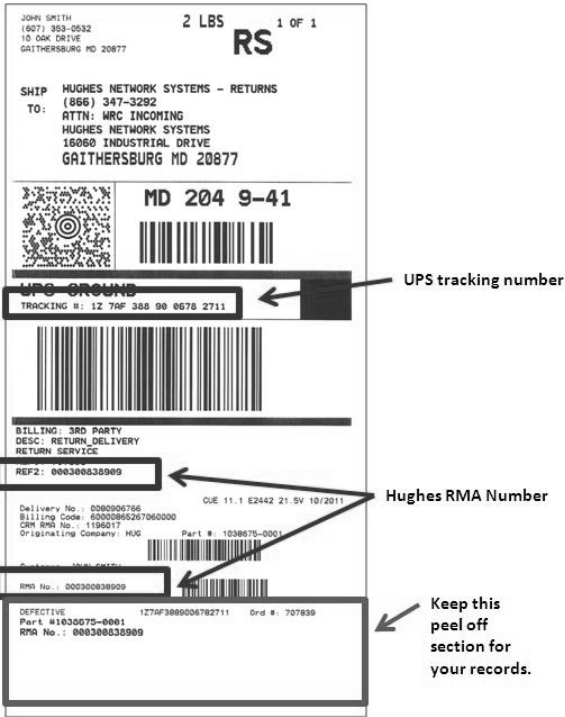

Figure 9: Example return label showing RMA and tracking numbers

Note: Make note of your return material authorization (RMA) number and the UPS tracking number. The RMA number and tracking number both appear on the UPS return label, as shown in **Figure 9**.

Disposing of the HT1000 or HT1100

If you have an HT1000 or an HT1100, dispose of it based on your local waste management guidelines. Do NOT return it to Hughes. See highlighted logo **Figure 10**.
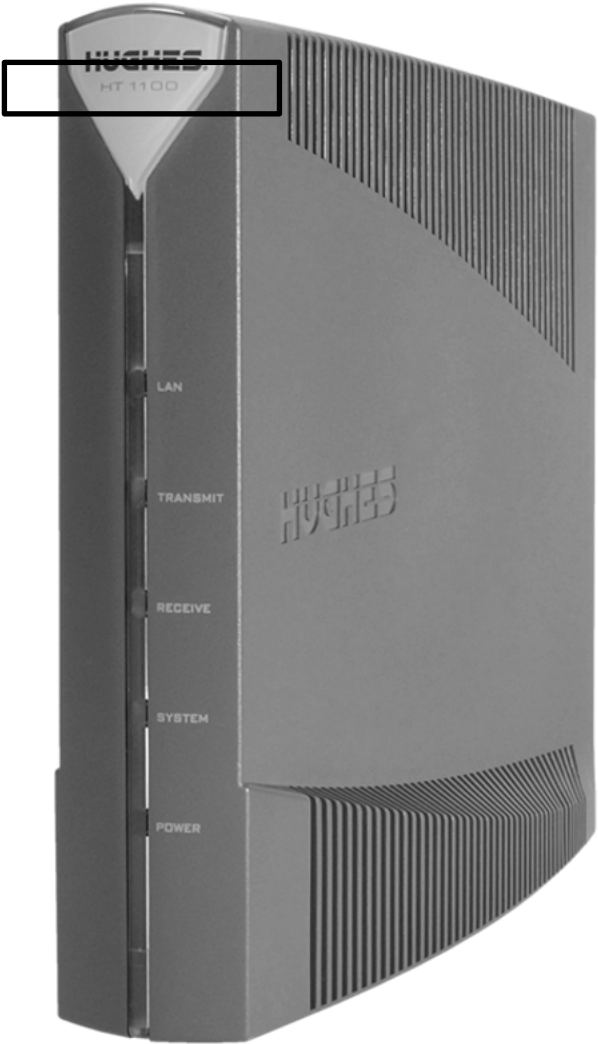

Figure 10: HT1100

Ship the package

Shipping your old HT2000W or HT2010W back to Hughes is easy and free. Take the box to any staffed UPS location or give the box to any UPS driver.

Find UPS locations online at www.ups.com/dropoff.

- Drop it at a staffed UPS location. Do not take the box to a UPS drop box because it will not fit.

OR

- Call UPS for a pick up at your home. Call 1-800-742-5877. Be prepared to give the full UPS tracking number.

The UPS Store·   Office DEPOT   PAK MAIL.   POSTNET   STAPLES

www.upsstore.com   www.officedepot.com   www.pakmail.com   www.postnet.com   www.staples.com

Note: Your return label is prepaid by Hughes. There is no additional shipping charge for you to return your old equipment.

Track the return package

You can track the return package online at www.ups.com with the tracking number.

Check return shipment status

You can check the status of your return shipment online at http://rmastatus.hughesnet.com. You will need your site account number (SAN) or RMA number. The RMA number appears on the return label, as shown in **Figure 9**.