# HT3000W Satellite Modem User Guide

This user guide provides general information for your HT3000W satellite modem. This guide includes descriptions of the modem software, Wi-Fi management, simple troubleshooting, as well as the Customer Care contact information.



Do not block any of the modem's ventilation openings. Leave six inches around the top and sides of the modem to ensure adequate ventilation. Do not put the modem near a heat source such as direct sunlight, a radiator, or a vent.
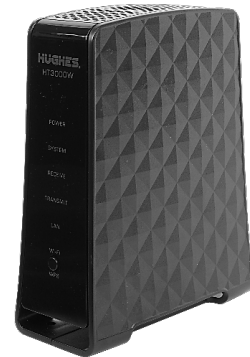
**Figure 1: Correct position of the HT3000W modem**

**Warning:** The HT3000W must be in an upright position, as depicted in **Figure 1**. Do **not** lay it horizontally (as depicted in **Figure 2**).

**Warning:** If the Power LED turns RED, your unit is overheating and should be addressed.

# Computer requirements

The computer that connects to the satellite modem should meet the minimum requirements specified by the computer operating system manufacturer and the following networking and browser requirements:

- A web browser with proxy settings disabled
- Device must be Wi-Fi compatible, **or**
- Device must have an Ethernet port



**Figure 2: Incorrect position of the HT3000W modem**

# System Control Center

The System Control Center is a set of screens and links you can use to monitor your service and troubleshoot the satellite modem in the event of a problem. The System Control Center provides access to system status, configuration information, and online documentation.

To open the System Control Center:

1. Open a web browser such as Chrome, Firefox, or Microsoft Edge.
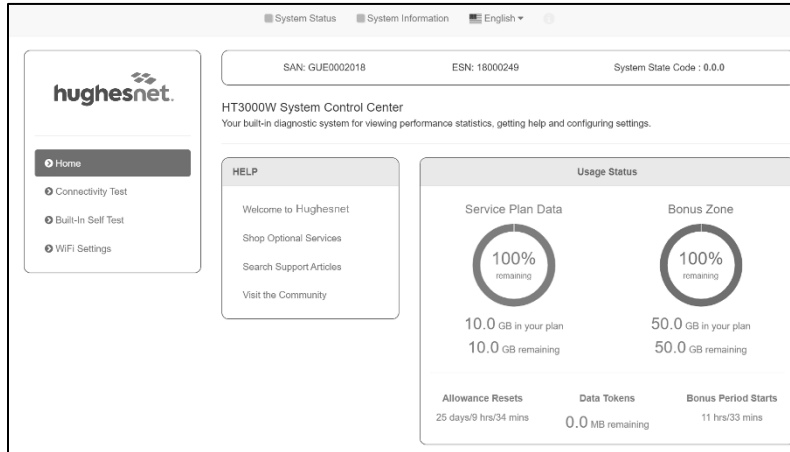2. Type www.systemcontrolcenter.com in the address bar and hit **Enter**.



**Figure 3: System Control Center home page**

# Indicator links

At the top of each System Control Center page are two indicators (**Figure 4**) followed by the links for System Status and System Information.
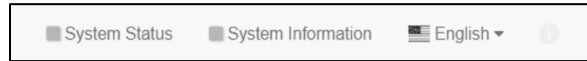


**Figure 4: Indicators and links**

The System Status indicator changes color to indicate the operational status of the satellite modem.

- A **red** indicator means the system has a problem.
- An **orange** indicator means you have exceeded your service plan data.
- A **yellow** indicator means the system is operational in a degraded condition.
- A **green** indicator means that all functions are operating within normal parameters.

Click the **System Status** link to view a detailed report of the functions of the modem.

Click the **System Information** link to view the unique identifying details of the modem's hardware and software.

# Parameters bar

The parameters bar (**Figure 5**) appears at the top of all System Control Center screens and displays the Site Account Number (SAN), Electronic Serial Number (ESN), and System State Code, which is used to troubleshoot problems when calling Customer Care.



SAN: GUE0002018          ESN: 18000249          System State Code : 0.0.0

**Figure 5: Parameters bar**

# Connectivity Test

Use the Connectivity Test link on the side panel to check the connectivity to the Hughes® Network Operations Center (NOC). To run the test:

1. Click the **Connectivity Test** link in the side panel. The Terminal/Gateway Connectivity Test appears in the center of the screen.
2. Click the **Start the test** link shown in **Figure 6**.
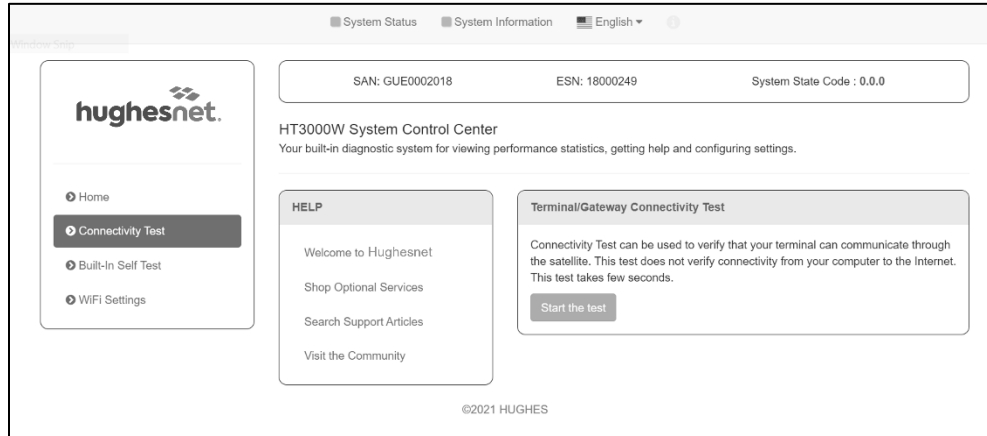


**Figure 6: Connectivity Test start screen**

**Note:** If the Connectivity Test fails, contact Customer Care for assistance. See the Contact Information section on the last page for details.

# Built-In Self Test

Use the **Built-In Self Test** link on the side panel to check the connectivity of the satellite modem.

1. To initiate the test, click the **Built-In Self Test** link on the side panel. The test results appear on the page, as shown in **Figure 7**.
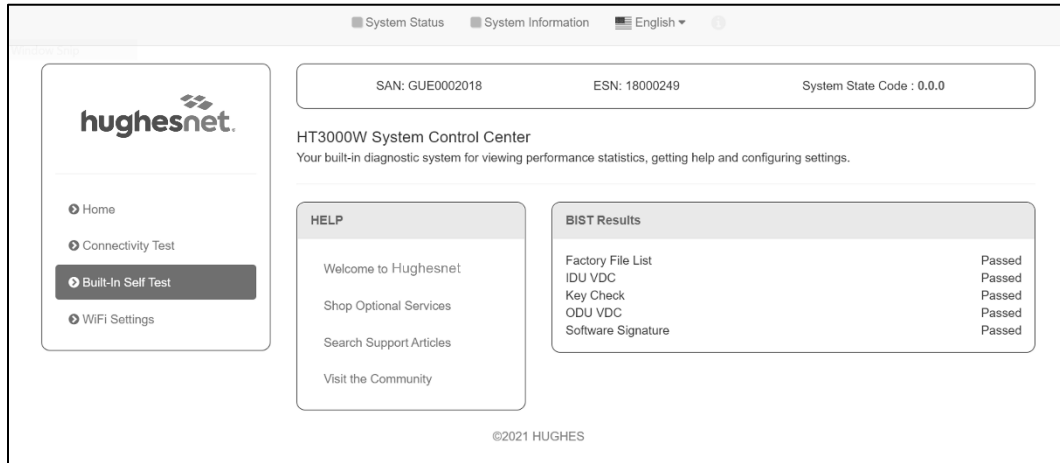


**Figure 7: Built-In Self Test results**

**Note:** If the Built-In Self Test fails, contact Customer Care for assistance. See the Contact Information section on the last page for details.

# How do I pair my device(s) to my Hughesnet® Wi-Fi modem?

1. See the back panel of the modem. Look for the sticker pictured in **Figure 8**.
2. The SSID and password are listed.
3. Using the device that you wish to pair, search for the wireless network matching the SSID.
4. Connect to the network.
5. When prompted for a password, enter the password exactly as it appears on the label on the back of your HT3000W. You can change the password in Wi-Fi Settings. To find out how to do this, see **How do I change the password to connect a device to a network?** below.

# How do I change the password to connect a device to a network?

Hughes recommends you use the SSID and passwords listed on the rear label, however you can change the password and network name (SSID) for each GHz band (2.4GHz, 2.4GHz Guest, 5GHz, and 5GHz Guest). To do this:

1. Click the **Wi-Fi Settings** link.
2. Enter your administrative password. Use the admin password listed on the label on the back of your modem (see **Figure 8**).
3. On the WiFi Settings page, change the *Network Name/SSID* and *Password* fields for each Wi-Fi network.
4. Be sure to click **Save Settings** when you are done with each network.
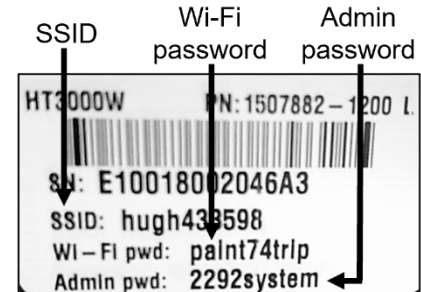
**Figure 8: Sample modem label**

# Wi-Fi Settings

Use the **Wi-Fi Settings** link to manage various features of the modem's wireless service.

1. Click the **Wi-Fi Settings** link on the side panel. You will see a login page.
2. The default login password is the admin password listed on the label on the back of your modem. See **Figure 8** on page 2 for an example of this label. Enter this admin password in the dialog box and click **Login**.

Once you have logged in, you will see the Wi-Fi Settings home screen, as shown in **Figure 9**.
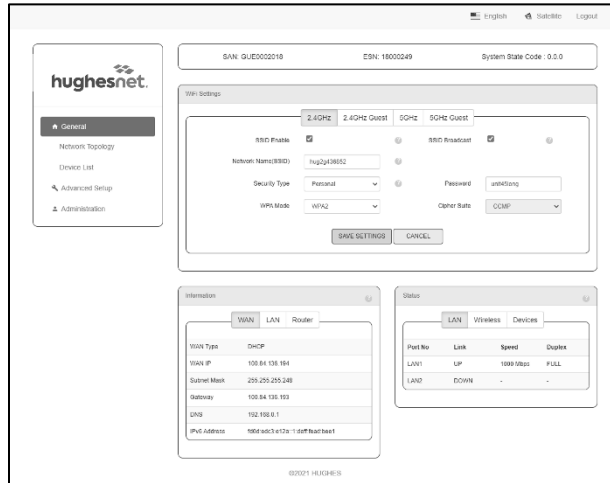


**Figure 9: Wi-Fi Settings home screen**

Hughes recommends you use the admin password listed on the rear label of the modem; however, you may change the admin password if you wish. If you choose to do this, be sure to choose an admin password that is easy to remember but cannot be easily guessed. To change the password:

1. On the left panel, click **Administration**.
2. New options will appear in the left panel. Click **Password Settings**.
3. Type in your old admin password, followed by your new password, typed twice for verification.
4. Click **Save Settings**.
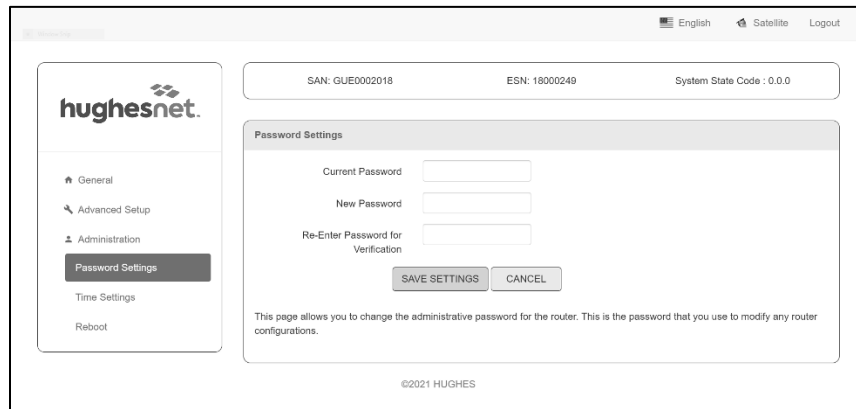


**Figure 10: Password settings**

5. Once finished applying changes, you will be logged out, and your new admin password must be used to log back in.

# How do I manage my built-in Wi-Fi modem?

1. Type www.systemcontrolcenter.com into any web browser connected (wirelessly or via LAN cable) to your modem.
2. Click the **Wi-Fi Settings** link mentioned on the previous page.
3. Enter your admin password. Use the default admin password listed on the label on the back of your modem (**Figure 8** on page 2).
   Note: **Figure 8** on page 2 is an example of an HT3000W label. Your label will have different passwords and SSID.
4. Click the **LOGIN** button.
5. Here are some optional features of the Wi-Fi Settings:
   a. Enable and/or name the 2.4GHz and 5GHz guest networks.
   b. Change the Wi-Fi password to connect a device to one of the networks. You can find the default Wi-Fi password on the label on the back of your modem (**Figure 8** on page 2).
   c. Disable Wi-Fi from your modem by unchecking **SSID Enable** for each tab (2.4GHz, 2.4GHz Guest, 5GHz, and 5GHz Guest) and clicking **Save Settings** each time.
   d. View which devices are connected.
   e. Manage parental control features, port forwarding, etc.

# Wi-Fi protected setup (WPS)

1. Put your device into WPS pairing mode (this step varies by device).
2. Once your device tells you to, press the WPS button on the modem.
3. Your device should then connect to the modem's wireless network automatically.

# Power cord

The modem's 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 11** 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.
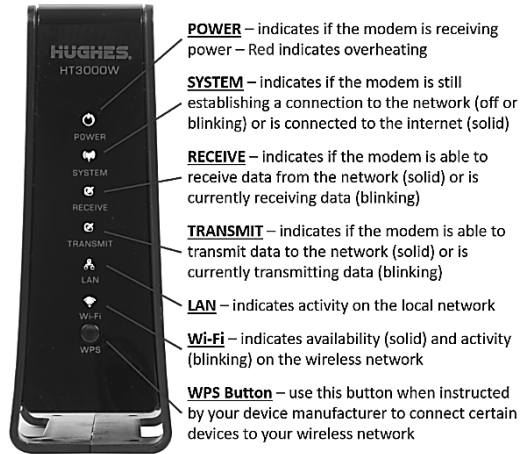


*Flat side of plug*

**Figure 11: Aligning the power cord connector**

- **Do not** 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.



**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 12: Modem LED panel**

# Front panel LEDs

The satellite modem has six LEDs on the front panel, as shown in **Figure 12**. By their appearance (on, off, blinking), the LEDs indicate the modem's operating status. The front panel LEDs are white when lit.

# Warranty

HUGHES warrants to the original buyer that under normal use and wear the Equipment, which includes the Indoor Unit (satellite modem), Power Supply, and Outdoor Unit (Antenna and Radio Assembly), will be free from defects in material and workmanship for the warranty term specified in the Subscriber Agreement executed at the time of initial activation. Any Equipment replaced or repaired under this warranty will be warranted for the remainder of the original warranty period or thirty (30) days, whichever is longer. This warranty is not transferable.

If under normal use and wear, the Equipment becomes defective in materials or workmanship during the warranty period set forth above, HUGHES shall at its option, and at its expense, perform one of the following:

a) Repair or replace the defective Equipment within thirty (30) days of the date the defective Equipment was returned to HUGHES' designated address at your expense, to cause it to comply with the terms of HUGHES' Limited Warranty. Reconditioned replacement components, parts, units, or materials may be used if the Equipment is repaired or replaced.

b) If repair or replacement is not commercially practicable, return the original price paid by you for the defective Equipment. If service to the Outdoor Unit is required, HUGHES will, at its expense, repair or replace it pursuant to the Limited Warranty. Reconditioned replacement components, parts, units, or materials may be used if the Equipment is repaired or replaced.

c) Upgrade the Equipment to a later generation product that performs the same function and complies with the terms of HUGHES' Limited Warranty.

THESE ARE YOUR SOLE AND EXCLUSIVE REMEDIES FOR DEFECTS DURING THE WARRANTY PERIOD IN ANY EQUIPMENT COVERED BY THE LIMITED WARRANTY. To request Limited Warranty service, you must contact HUGHES' Customer Service, toll-free, at 866-347-3292 within the Limited Warranty period.

This Limited Warranty will be void in its entirety if the Hardware is serviced by anyone other than HUGHES or a HUGHES-authorized service center. HUGHES neither assumes nor authorizes any authorized service center or any other person or entity to assume any other obligation or liability beyond that which is provided for in this Limited Warranty.

This Limited Warranty does not cover damage or affected operation of the above referenced Equipment resulting from:

- Nonprofessional installation; repointing of the Antenna; removal, repair, or disassembly of Equipment by anyone other than a HUGHES-authorized service technician
- Failure to follow instructions
- Fire, flood, wind, lightning, earthquakes, or other acts of God
- Spills of food or liquids
- Problems with electrical power
- Misuse, abuse, accident, vandalism, alteration, or neglect
- Use in combination with other external devices not manufactured or provided by Hughes

This Limited Warranty does not cover items in the following categories:

- Software provided by any party other than HUGHES
- External devices not manufactured or provided by HUGHES
- Any payments for labor or service to representatives or service centers not authorized by HUGHES

**Disclaimer of Warranty**

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No oral or written information or advice given by HUGHES, its dealers, distributors, agents, or employees, shall create a warranty or in any way increase the scope of this warranty, and you may not rely on any such information or advice. This warranty gives you specific legal rights. You may have other rights, which vary from state to state.

All liability and obligations of HUGHES under this Limited Warranty shall terminate upon expiration of the applicable warranty period provided herein. This Limited Warranty sets forth the entire responsibility of HUGHES with respect to the Equipment. HUGHES shall have no further liability to you or to any third party arising from the sale of the products whether based on warranty, contract, negligence, or other theories of liability. HUGHES SHALL HAVE NO LIABILITY FOR ANY INCIDENTAL, CONSEQUENTIAL, SPECIAL, OR PUNITIVE DAMAGES OF ANY NATURE ARISING OUT OF HUGHES' BREACH OF THIS LIMITED WARRANTY, WHETHER SUCH DAMAGES AROSE IN CONTRACT OR TORT, AND WHETHER OR NOT SUCH DAMAGES WERE FORESEEABLE. In no event shall HUGHES' liability exceed the amount paid by you for the effective Hardware.

# Register your account online

Register your account at **www.myHughesnet.com**. The following resources are available to you on this site:

- **New Customer Handbook** – Learn more about your Hughesnet service and how to maximize the performance. Visit **hninfo.us/new** or scan the QR code to the right.
- **Manage your account** – Pay your bill, check available optional services, check data usage, manage your services, billing preferences, and more.
- **Sign up for alerts** – Be the first to know about data usage, new products and services, exciting offers, and billing updates via email and text.
- **Self-help information** – Access FAQs, support videos, and more to maximize performance of your service.

# Download the Hughesnet Mobile app

Get convenient on-the-go tools to manage your account and services with the HughesNet Mobile app. Simply search for *Hughesnet Mobile* in your app store or text *APP* to 75720 from your phone to receive a download link.

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## Important information to keep

Account number (SAN)
_____

Wi-Fi modem password
_____

The Wi-Fi SSID and password can be found on the back of your modem (see **Figure 9**).

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For additional support, contact Customer Care at **1-866-347-3292**.