



Hughesnet® Voice Features Guide

Hughesnet Voice is optimized to work with your Hughesnet satellite Internet service and doesn't use your service plan data.

Keep reading to learn more about your new Hughesnet Voice service.



Getting Started with Hughesnet Voice

myHughesnet.com is your central location for all account management. To personalize your settings, follow these steps.

1. Sign in or register on myHughesnet.com, then click **My Services**.
2. Locate your Hughesnet Voice service and click **Manage**. You will be redirected to Voice Web Self-Care Registration. (Separate login required for security purposes.)

Create your account at myHughesnet.com

HN myHughesnet My Account My Services Shop / Upgrade Support

My Service Plan Voice

My Service Plan

My Services	Price	
Hughesnet Gen5 20GB	\$7.95	Change Plan
Express Repair Basic	\$29.95	Manage
Hughesnet Voice	\$3.95	Manage
PC System Essentials		Manage

Registration

SAN:

Zip:

Email Address:

Password:

Confirm Password:

IMPORTANT

You will use this Email address and the Password that you create below to login later to manage your Hughesnet Voice service. Please remember your Email address and Password.

You will need to have your Site Account Number (SAN) handy. If you need help locating your SAN, find it on your order confirmation email or billing statement.

Transfer your Phone Number to Hughesnet Voice

Keep the telephone number from your previous provider and transfer it to your new Hughesnet Voice service (if available*). To request a number transfer you must follow these steps:

1. Activate Hughesnet Voice service to get a temporary phone number assigned.
2. Sign in to the Hughesnet Voice Web Self-Care Portal. See Getting Started section on previous page if you need help with this step. Once signed in, click the **Port My Number** link in the Hughesnet Voice Web Self-Care Portal.
3. Review the help options on the left side of the page and complete the form. Click Submit when done.

VOICE PORTING

! is a required field

Port your telephone number to Hughesnet Service

Use a copy of a recent bill from your previous telephone carrier to help accurately fill in the information requested below.

Phone Number to be Ported:

Name Associated with Previous Phone Company Account:

First Name:

Last Name:

Address Associated with Previous Phone Company Account:

Address 1:

Address 2:

*If you choose to transfer your current telephone number, you can use the phone number provided by Hughes until your transfer request is complete (up to 10 business days.) Do not cancel phone service with your existing carrier until you have received email confirmation that your number has been successfully transferred to Hughesnet Voice. A disconnected number cannot be transferred. There is no charge to transfer your number. You will receive status notifications via email. Transfer of an existing telephone number is not always available. Service is subject to Hughesnet Voice Subscription Agreement and Reasonable Use Policy.

Visit <https://my.Hughesnet.com/en/support/faq> to find related FAQ articles.

Access Your Voicemail

To set up your voicemail PIN number:

1. Dial ***333** from the phone you are using for Hughesnet Voice.
2. When prompted to enter your PIN, enter **1234**.
3. You will be prompted to change the PIN from step 2 and create a new four-digit Voicemail PIN number of your choosing.
4. Follow the instructions you hear to complete this process.

To access your voicemail in the future, dial *333 and enter the new PIN number you have created.



Set Voicemail Settings

Access voicemail on your home phone or listen via email or text message.

1. Sign in to the Hughesnet Voice Web Self-Care Portal. See Getting Started section on previous page if you need help with this step.
2. Click the **Voicemail** link.
3. View voicemail messages and adjust settings.

If you want to use your own answering machine, disable the voicemail feature here.

Set Call Forwarding Settings

Send calls to another number when you are not at home, including cell phones.

1. Sign in to the Hughesnet Voice Web Self-Care Portal. See Getting Started section on previous page if you need help with this step.
2. Click the **All Call Forwarding** link.
3. Select **Yes** to activate.
4. Enter the landline or mobile phone number where you want to forward the call.

Call Block (Selective Call Rejection)

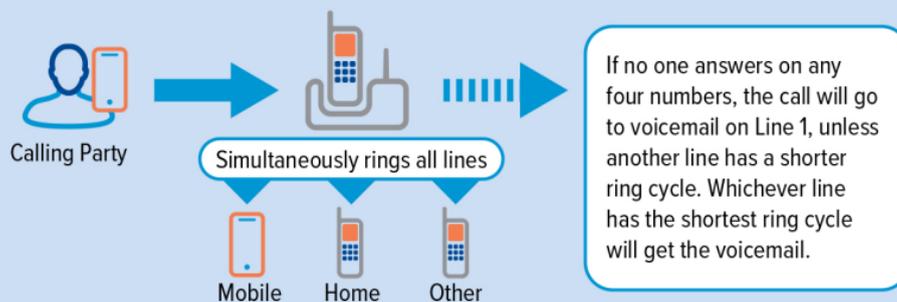
This service allows the subscriber to block the last incoming call by immediately dialing *60 after hanging up the phone and picking it back up.

Sim Ring (Simultaneous Ring)

This service allows up to four phone numbers to ring at one time. When the call is picked up either by the subscriber or the voicemail, the other numbers stop ringing. At least one number must have service provided by a partner offering the service.

1. To activate, dial *96.
2. To deactivate, dial *97.

If a cell phone number is set up as one of the sim ring numbers and that cell is turned off, then when the originating sim ring number is called, it will go directly to voicemail on the cell phone after one ring.



Call anyone, starting today

Your Hughesnet Voice service includes unlimited local and long-distance calling in the domestic US and Canada PLUS, if you added an international calling plan, you can start dialing the most frequently called countries today.

Visit myHughesnet.com/support for a listing of countries and country codes.



Support

If you have questions or require troubleshooting information, visit myHughesnet.com/support or the Hughesnet Community at community.Hughesnet.com.

View this guide online at hninfo.us/voicewelcome



©2018, 2023 Hughes Network Systems, LLC. Hughesnet and Hughes are registered trademarks of Hughes Network Systems, LLC, an EchoStar Company. 1041979-0001 Rev D