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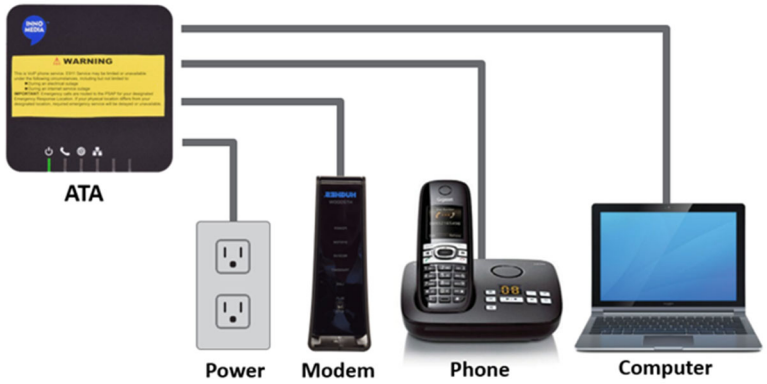

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Replacement Guide for Hughesnet® Voice Equipment

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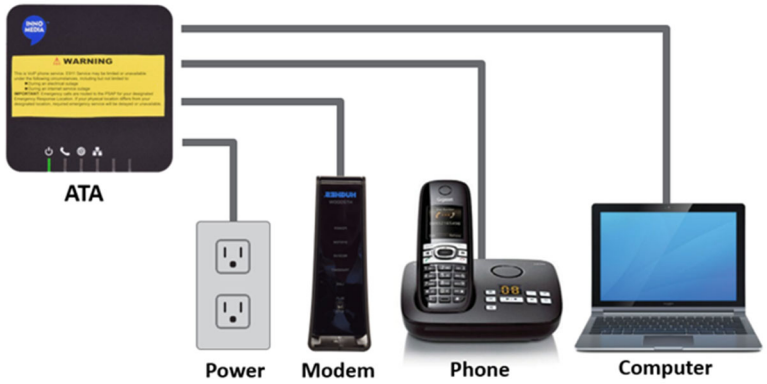

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Replacement Guide for Hughesnet® Voice Equipment

1040097-0001 Revision E
September 14, 2023

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3. Click the **Select** button, and the locations of the preferred centers will be displayed on a map.

If a pickup is required, call UPS at 1-800-742-5877. Say “Send a package,” and then “Schedule a pickup.” Be prepared to give the full UPS tracking number.

Track the return package

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

Check the return shipment status

You can check the status of your return shipment online at http://rmastatus.Hughesnet.com. You will need your SAN or RMA number. The RMA number appears on the return label, as shown in Figure 13.

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NOTICE

Follow these instructions to replace an analog telephone adapter (ATA) with a new one. In these instructions, “old ATA” refers to the ATA that needs to be replaced, and “new ATA” refers to the replacement ATA.

Upon receipt of the new ATA, you have 30 days to activate your replacement ATA with your current voice service. If the replacement ATA is not activated within 30 days, you may experience service interruption.

IMPORTANT: Pay special attention to any information indicated by

CAUTION or **NOTICE**

Before you begin, make sure you can access the internet by connecting your PC/router directly to the Hughesnet modem. Once you can access the internet, proceed to the instructions. If you cannot access the internet, call Customer Service toll free at 1-866-347-3292 to get the issue resolved before proceeding further.

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Ship the package

To ship the equipment, take the box to any staffed UPS location or give the box to any UPS driver. **Do not take the box to a UPS drop box—it will not fit.**

You can find UPS locations online at www.ups.com/dropoff.

1. Enter your address.
2. Select the type of location you want to search for. Staffed UPS locations include those designated as:
   - The UPS Store
   - UPS customer centers
   - UPS Alliance locations
   - Authorized shipping outlets

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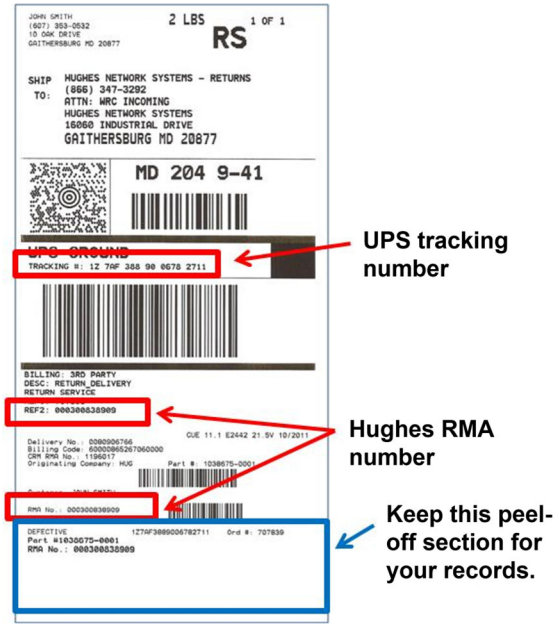

Figure 13. Return label

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Preparing to replace your Hughesnet ATA

1. Identify your current ATA model number from the images below:

Cisco SPA122

InnoMedia MTA6328

InnoMedia MTA8328/MTA8338

2. Unpack your new ATA and take note of the MAC address printed on the bottom.

MAC address

Important—Keep the following items:

- Box and packing material to return the old ATA to Hughes®
- UPS return label for prepaid shipment of the old ATA back to Hughes

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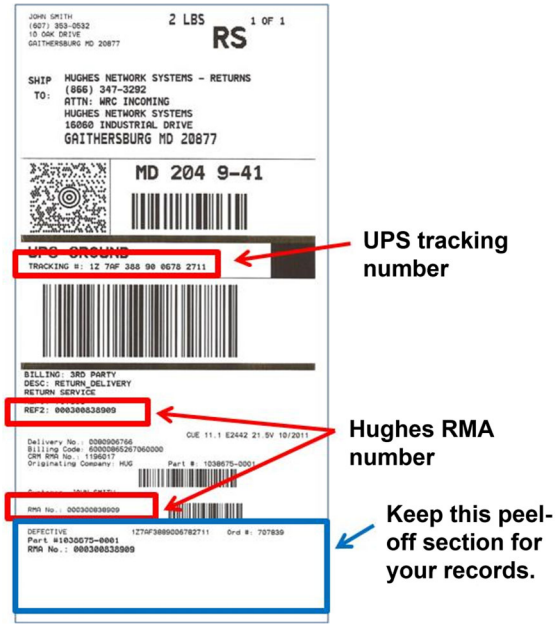

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3. Identify the modem model currently connected to your ATA. Examples are provided below:
   - **Ethernet ports are outlined in red.**
   - **All diagrams moving forward will use the HT2000W.**

Figure 1. HT1000/HT1100

Figure 2. HT2000W/HT2010W

Figure 3. HT3000W

Pack the old ATA to return it to Hughes

Return the old ATA to Hughes within 30 days from the date the new ATA is shipped to you using the supplied prepaid shipping label. Please return your old ATA, old power supply, and any cables you are not using.

1. Pack the old ATA, power supply, and cables in the packing material and box that the new ATA was shipped in.
2. Tightly seal the box with packaging tape. (Use *only* packaging tape.)
3. Place the UPS return label (made out to Hughes Network Systems) on the box so it covers the old label with your address on it.

Note: Record your return material authorization (RMA) number. You will need it for any inquiry. Also record the tracking number if you want to track the return shipment to Hughes. The RMA number and tracking number both appear on the UPS return label, as shown in Figure 13.

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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 this book in its entirety before calling Customer Care.

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.

When contacting Customer Care, mention that you are calling about the Hughesnet Voice ATA replacement program and describe the issue you are experiencing.

Note: You will need to provide the following information:

- The RMA number from the UPS return label (see Figure 13)
- Your site account number (SAN) found on your Hughesnet bill
- The MAC address of your new InnoMedia ATA (found on the bottom of the ATA; see page 5)

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Disconnect the old ATA

If you currently have a Cisco SPA122, refer to Figure 4.

If you currently have an InnoMedia MTA6328, refer to Figure 5.

If you currently have an InnoMedia MTA8328/MTA8338, refer to Figure 6.

1. Disconnect the PC/router from the ATA.
2. Disconnect the power to the ATA.
3. Disconnect the ATA from the Hughesnet modem.
4. Disconnect the power from the modem.
5. Disconnect your phone cord from the ATA.
6. Set the old ATA and its power supply aside. (Pages 19–22 explain how to return the old ATA and power supply to Hughes).

Note:

- The ATA does not have a power (on/off) switch.
- There are several models of the Hughesnet modem (see Figures 1–3), and yours may look different from the model pictured in the following figures.

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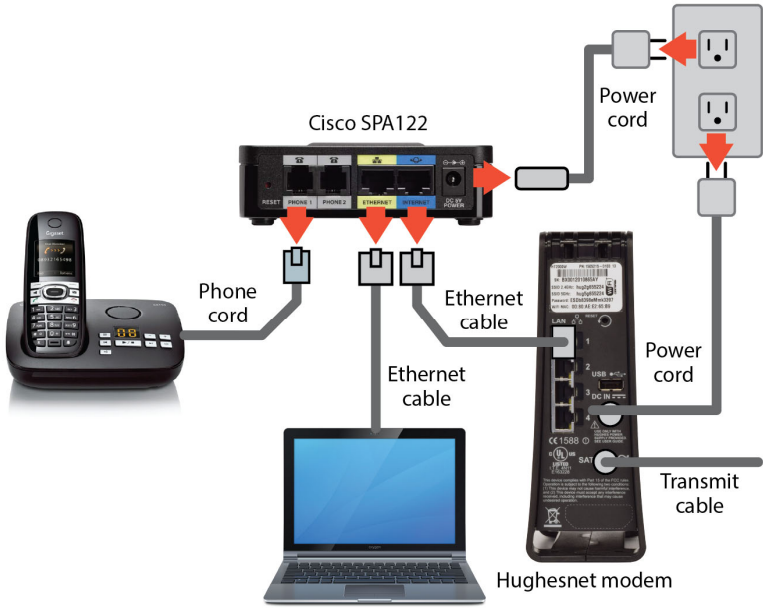

Figure 4. Disconnecting the Cisco SPA122

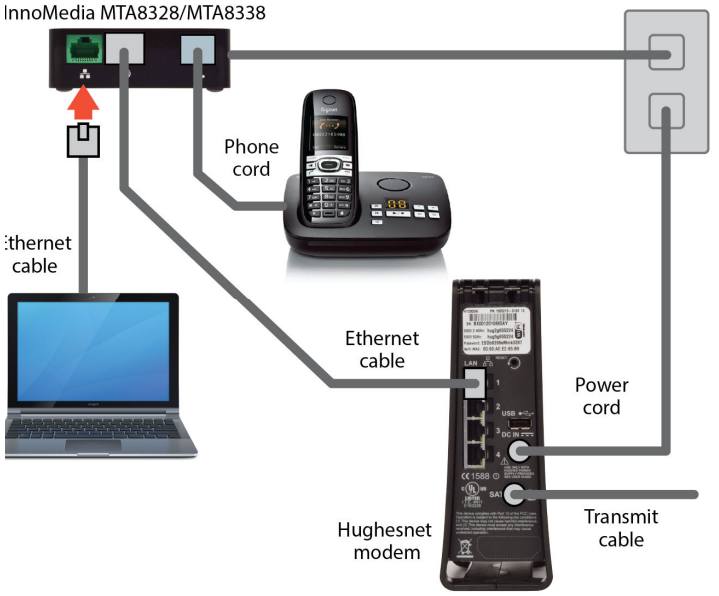

Figure 12. Connecting the PC/router to the InnoMedia MTA8328/MTA838

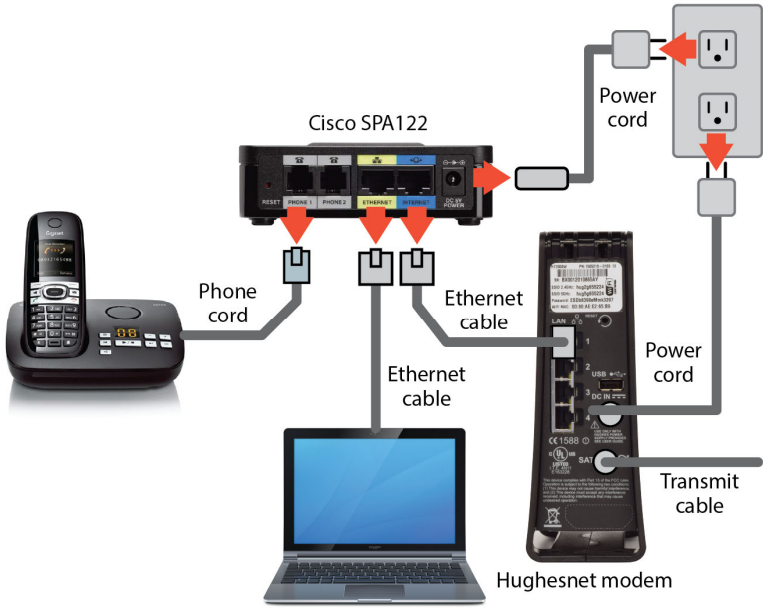

Figure 4. Disconnecting the Cisco SPA122

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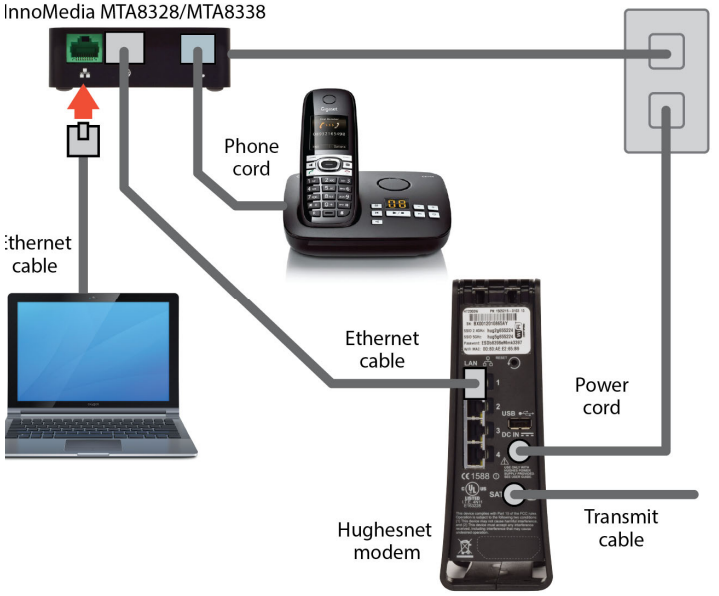

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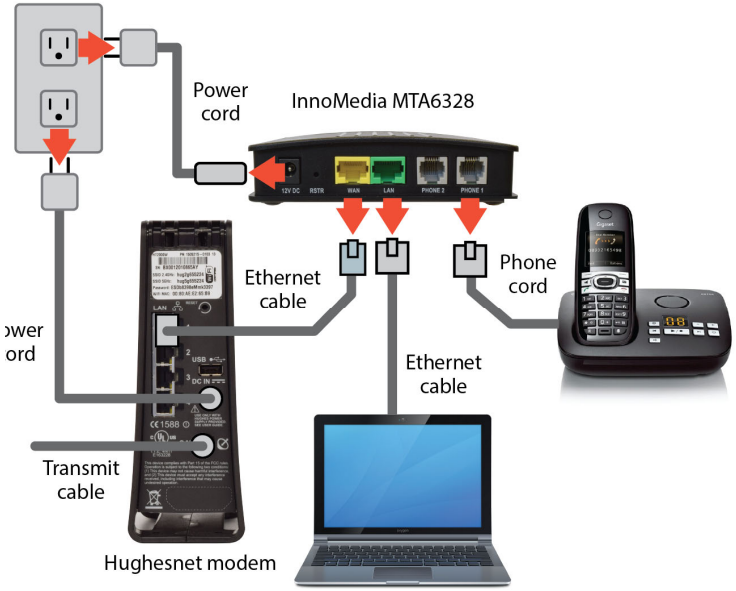


Figure 11. Connecting the PC/router to the InnoMedia MTA6328

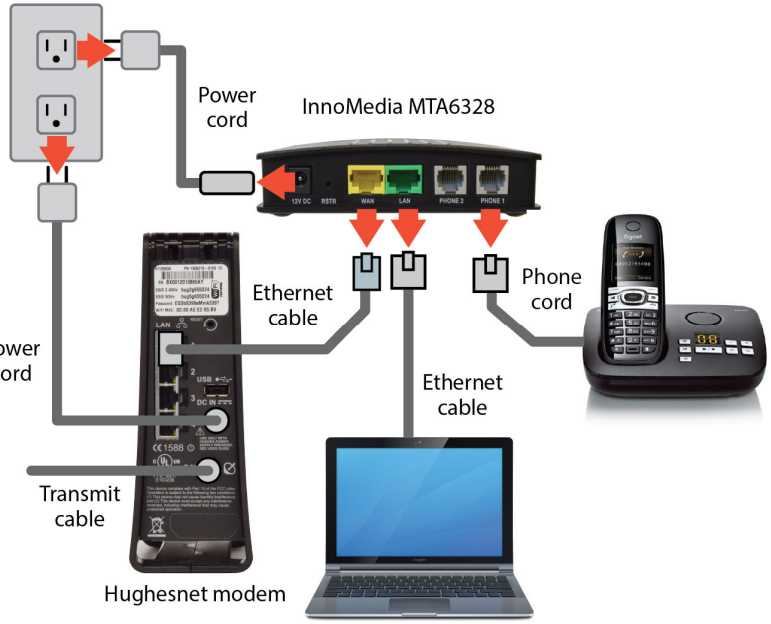
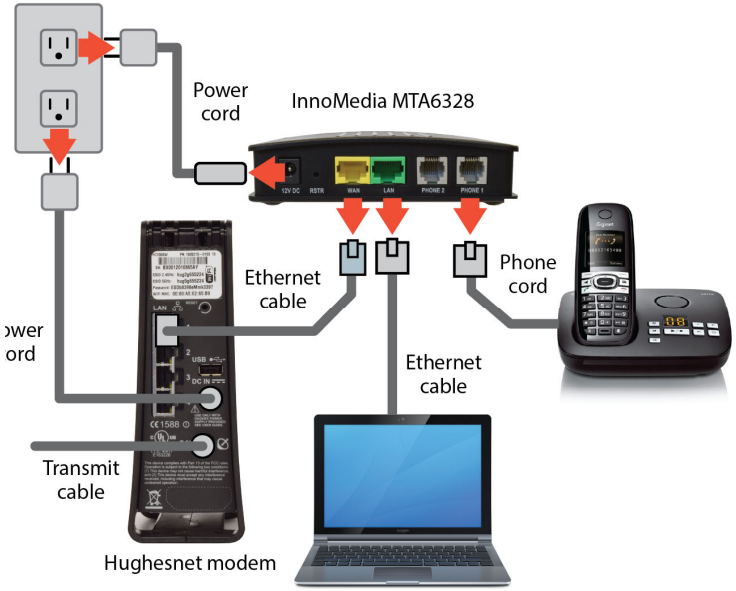


Figure 5. Disconnecting the InnoMedia MTA6328



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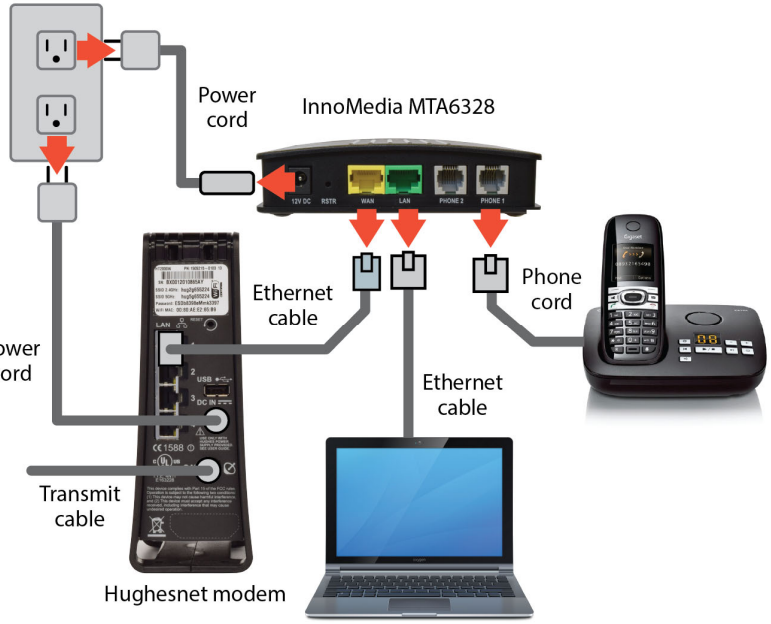

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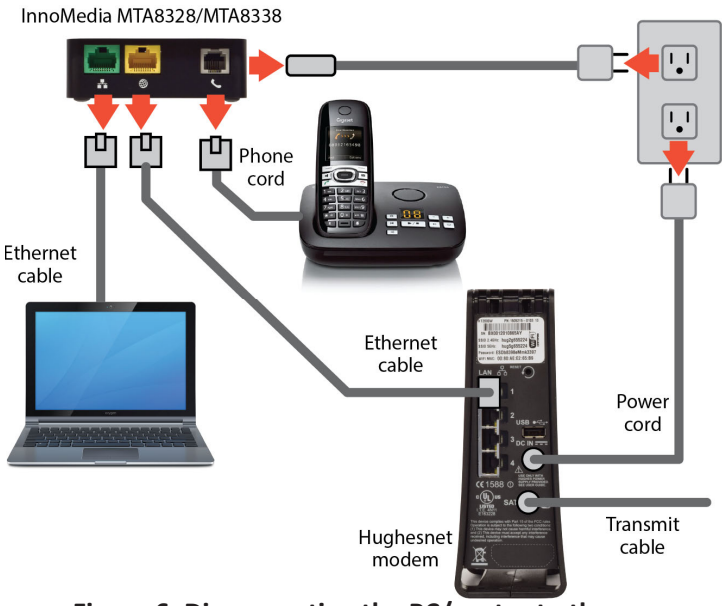

Figure 6. Disconnecting the PC/router to the InnoMedia MTA8328/MTA8338

Check ATA operation

Identify your new ATA model below. When your ATA has completed activation, your LED lights should match Figure 9 or Figure 10:

Note: Activation can take up to 10 minutes to complete.

Figure 9. MTA6328

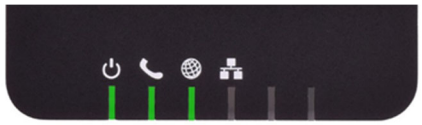

Figure 10. MTA8328/MTA8338

1. Once the LEDs are steady, check for a dial tone.
   - If you do not receive a dial tone, proceed to page 18.
2. Connect your PC/router to the green LAN port on the new ATA, as shown in Figure 11 or Figure 12.
3. Check your internet access.

InnoMedia MTA8328/MTA8338
Phone cord
Ethernet cable
Ethernet cable
Power cord
Transmit cable
Hughesnet modem

Figure 6. Disconnecting the PC/router to the InnoMedia MTA8328/MTA8338

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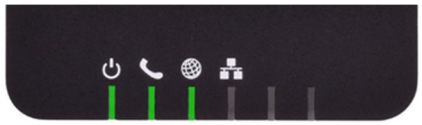

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ATA activation

The new ATA begins the activation process when you plug the power cord into the ATA. To continue activation:

1. Contact Hughes Customer Care at 1-866-347-3292 to activate the new ATA device.
2. Customer Care will advise you when to power on your devices. Once powered on, wait for 10 minutes, then check for the dial tone.

Activation is complete when the LED lights match Figure 9 for the MTA6328 or Figure 10 for the MTA8328/MTA8338. During the activation time, you will not be able to use the phone(s) connected to the ATA.

NOTICE

Do not unplug the ATA power cord during installation.

Connect the new ATA

If you currently have an InnoMedia MTA6328, refer to Figure 7.

If you currently have an InnoMedia MTA8328/MTA8338, refer to Figure 8.

Model numbers are located on the bottom of the ATA unit.

1. Connect the new ATA from the yellow WAN port on the ATA to the Hughesnet modem LAN port.
2. Plug the phone into the Phone 1 port of the new ATA. On the InnoMedia MTA6328, Phone 2 is not supported. Do not connect anything to Phone 2.
3. Make sure the modem's power cord is connected to the rear panel of the modem, but **do not** plug it into your electrical outlet until Customer Care instructs you to do so.
4. Connect the ATA's power cord to the rear panel of the ATA, but **do not plug it into the electrical outlet until Customer Care instructs you to do so**.

CAUTION **Always plug power cords into surge protectors or power outlets *after* plugging them into your devices. This is to avoid static electricity discharges that could shock you and/or damage the device.** In the case of the modem and new ATA, you will be informed by Customer Care when to do so.

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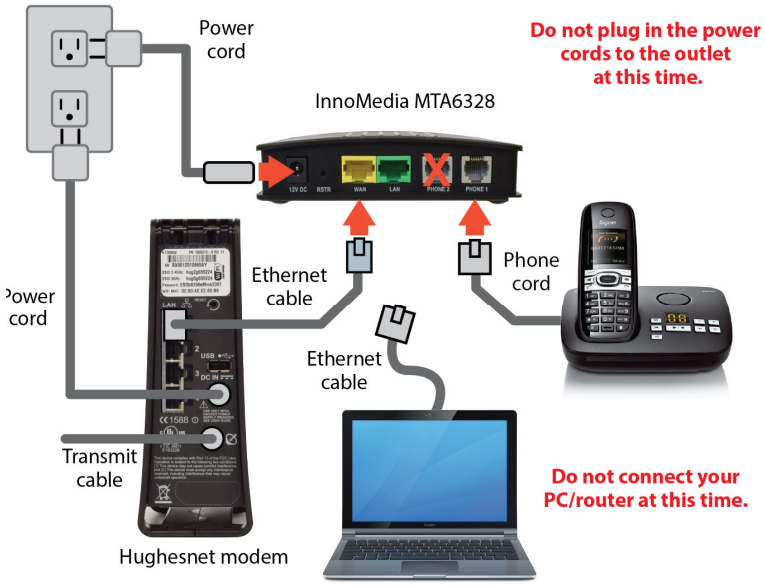

Figure 7. Connecting the InnoMedia MTA6328

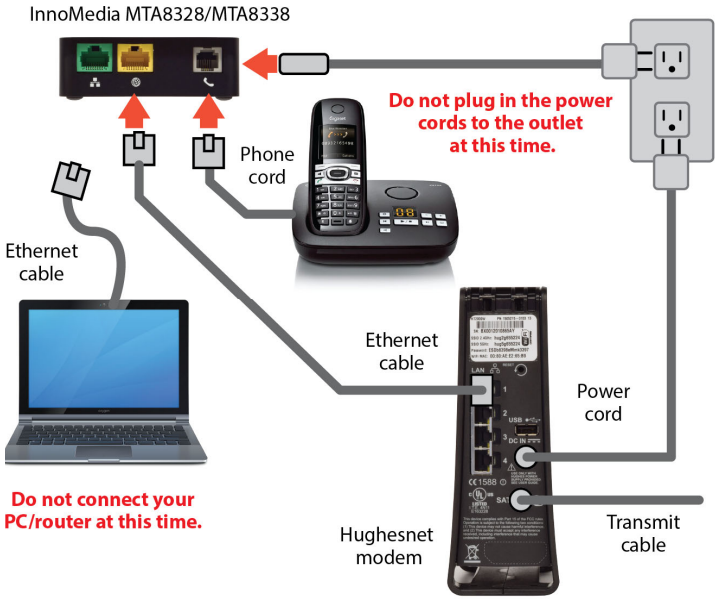

Figure 8. Connecting the InnoMedia MTA8328/ MTA8338

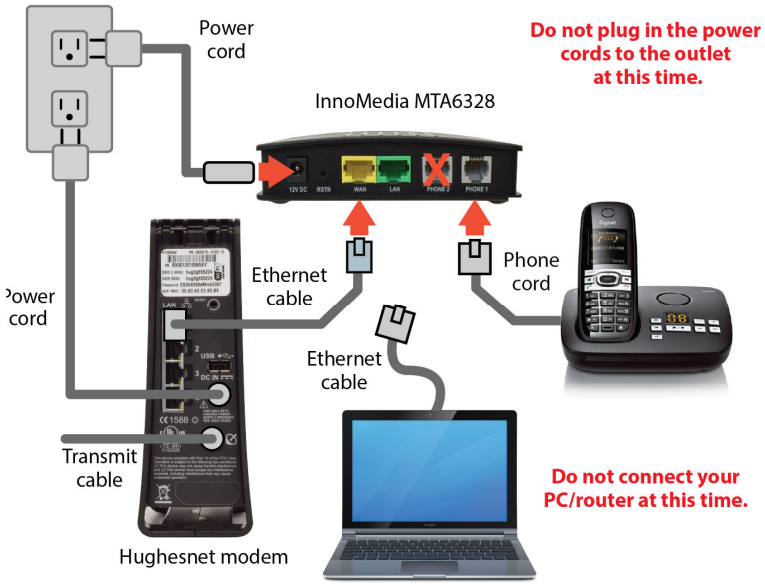

Figure 7. Connecting the InnoMedia MTA6328

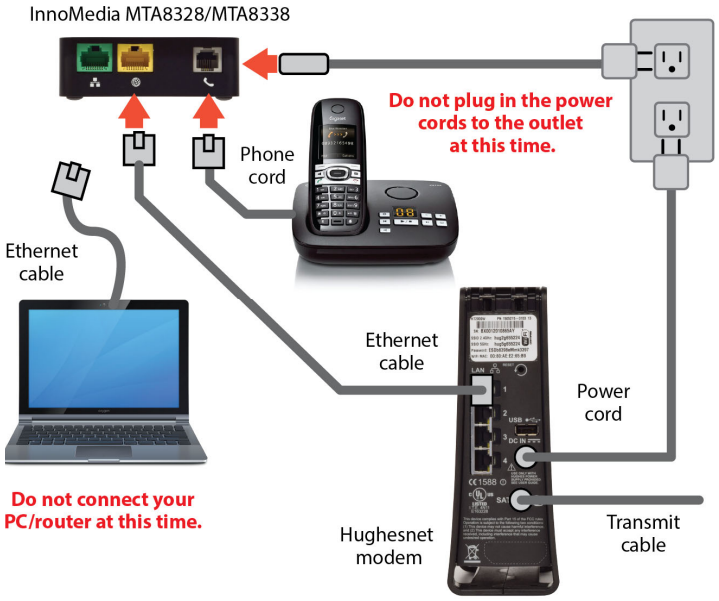

Figure 8. Connecting the InnoMedia MTA8328/ MTA8338