

Replacement Guide for the HT2000W Satellite Modem

Follow these instructions to replace an HT1X00 or HT2000W satellite modem with a new HT2000W.

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

Important: Pay special attention to any information indicated by



Before you begin

- Be aware that this process takes approximately 30 minutes to complete and you will not be able to use the modem to get to the Internet while in progress.
- Make note of the following information for later use:
 - **RMA number** from the UPS return label (See **Figure 7**)
 - **Your Site Account Number (SAN)** from your HughesNet bill or statement
 - **Serial number** of the new modem labeled on the box as S/N. (See **Figure 6**)
- You may need a 7/16 inch wrench to loosen the coax cable.

While unpacking the new modem it is **important to keep** the following items:

- **Box and packing material**
- **UPS return label**
- **UPS packing slip**

Disconnect old modem and old power supply

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



1. **Unplug the power plug from the surge protector or power outlet first** (circled in red). This is to avoid static electricity discharges that could shock you and/or damage the modem.

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2. Disconnect the remaining cables as shown in **Figure 1**. Use the diagram that corresponds to your modem.

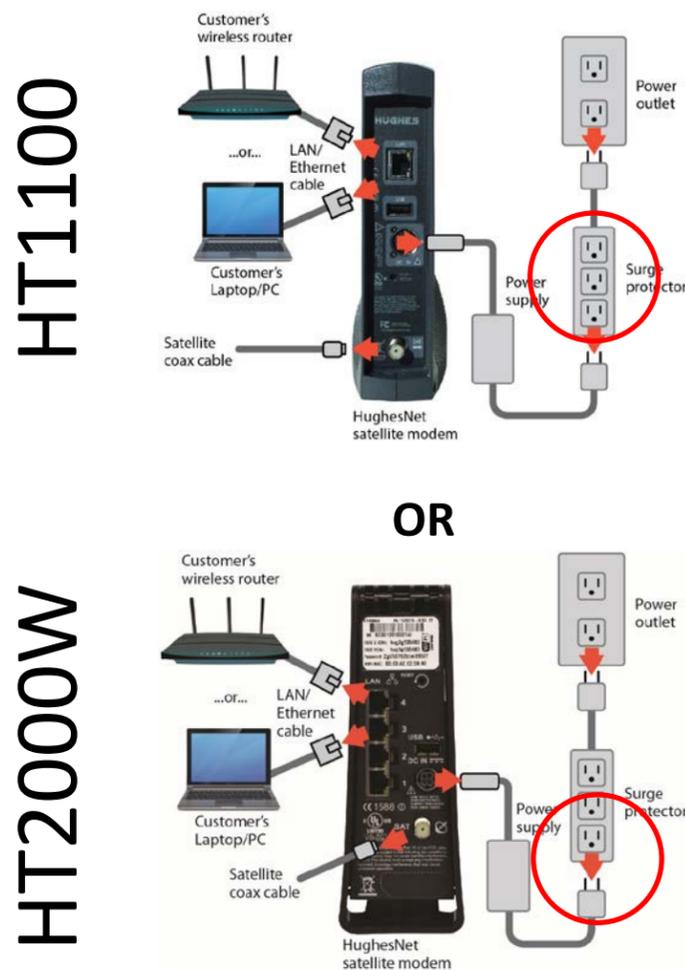


Figure 1: Disconnecting cables from the old modem

3. Set the old modem and old power supply aside. Panels 7 and 8 explain how to return the old modem and old power supply to Hughes.

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



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

4. 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.

5. Connect the power supply to the DC IN port on the modem rear panel. (See **Figure 2**)
6. Plug the power supply into the surge protector or directly into the power outlet.

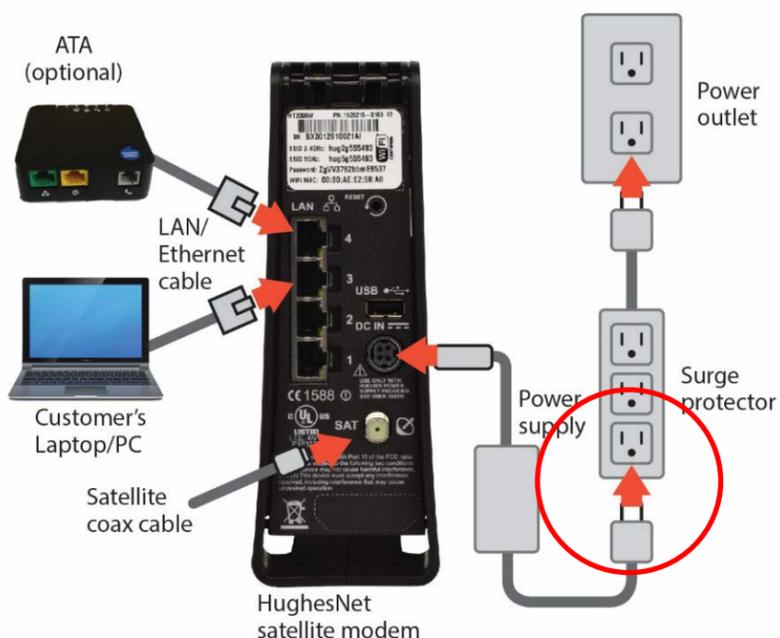


Figure 2: Connecting cables to the new modem

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Checking connections

NOTICE

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.



Figure 3: Correct power cord connection



Check to see if the power cord is seated properly. If you can see a gap like see in **Figure 4**, you need to push the power cord all the way in (see **Figure 3**). This prevents the chance of electrical shock or misalignment of the power supply connection.



Figure 4: Incorrect power cord connection

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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 link on and off.

- Wait approximately 30 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

This section explains how to make sure the new modem is ready to use. Make sure you have waited approximately 30 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.

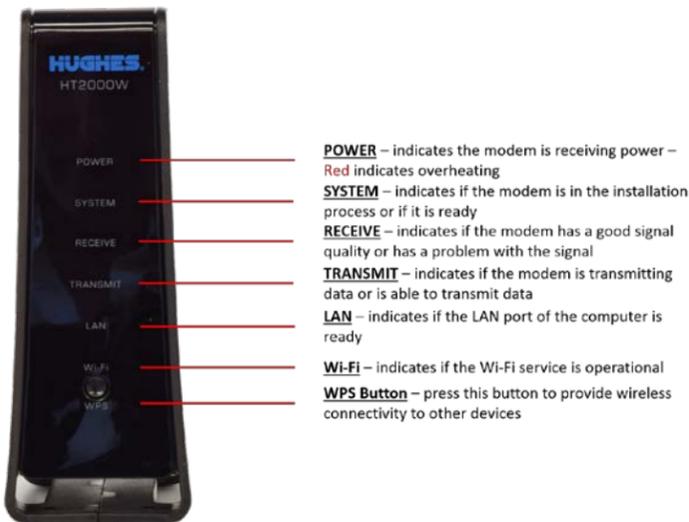


Figure 5: HT2000W LEDs

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Check modem operation – continued

4. Once all the lights are on, try to access a web site.
5. If you still cannot access a web site, reboot your wireless router, if present; 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 the next section for details.

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 HT1x00 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 7**.)
- **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 6** for an example of the label).



Figure 6: Example box label

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Pack the old modem to return it to Hughes

To avoid being charged for unreturned equipment, return the old modem to Hughes within 30 days from the date the new modem is shipped to you. **Please return your old modem, old power supply, and any cables you are not using.**

1. Pack the old 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 UPS return label (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 7**.

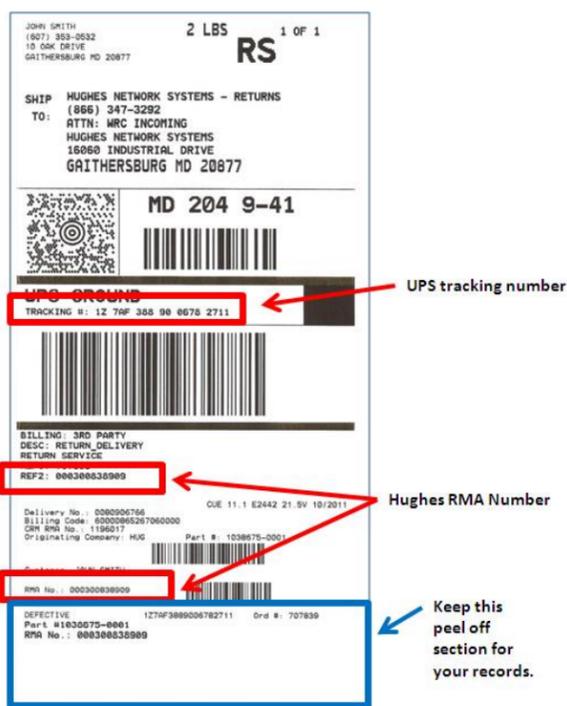


Figure 7: Example return label showing the RMA and tracking numbers

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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.

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:
 - a. The UPS store
 - b. UPS customer centers
 - c. UPS alliance locations
 - d. Authorized shipping outlets



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

Do not take the box to a UPS drop box – it will not fit.

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 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 7**.

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