

NETWORKS DONE JUST RIGHT GOING THE EXTRA MILE MY NETWORK...NETWORKS DONE JUST RIGHT GOING THE EXTRA MILE MY NETWORK

HughesNet Voice for VARs

HughesNet Voice

- ❑ **Optimized QoS performance over HughesNet Service**
- ❑ **Usage does not consume monthly data allowance**
- ❑ **Feature-Rich**
- ❑ **Save up to 45% over traditional landline**
- ❑ **Unlimited calling within US, Puerto Rico & Canada**
- ❑ **Optional unlimited international calling**
- ❑ **Local Number Porting available**
- ❑ **Easy installation and activation**
- ❑ **2 Year Commitment**

Voice Features

Local Number
Portability

911

Call Waiting

Call Forwarding

Anonymous or
Selective Call
Blocking

Outbound Caller
ID

Caller ID Name

Enhanced
Voicemail

Unlimited
Domestic Minutes

*Unlimited
International
Minutes (Optional)*

Simultaneous Ring

Web Self-Care
Portal

Hardware & Service Pricing



NETWORKS DONE JUST RIGHT GOING THE EXTRA MILE MY NETWORK...NETWORKS DONE JUST RIGHT GOING THE EXTRA MILE MY NETWORK

HughesNet Voice Pricing – Self-Installing VAR

Hardware	P/N	One-Time Price
1-port Innomedia ATA	1506096-0002	\$80 each

Hughes Voice Service (Requires Business Internet Service)	Domestic Unlimited Monthly Price Per Site		International Unlimited Monthly Price Per Site (Incremental to Domestic Plan)
	w/24 Month Commitment	No Commitment	w/24 Month Commitment
Retail Price	\$29.95	\$39.95	+\$22.95

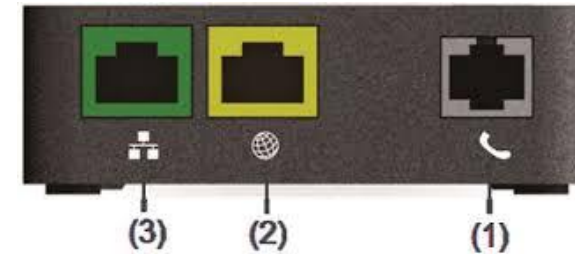
Voice Analog Telephone Adapter (ATA)

❑ Hughes only supports 1 configuration:

- Innomedia Model MTA8328

❑ Supports 1 physical analog phone

- Hughes does not provide analog phones
- Can be supplied by customer or reseller



Ordering, Activation & Installation



Voice Ordering

- ☐ Reseller uses the standard Hughes ordering GUI: <http://admin.myhughesnet.com>
- ☐ A Business Internet Service must be purchased for the site
- ☐ Voice ordering comes in 4 options (*Note: Prices shown are MSRP*)

VAR VOIP Plans

[more info](#)

☒ NONE

☐ Business Domestic(C)

Business Voice with Commitment

☐ Business Domestic(NC)

Business Voice no commitment

☐ Business International(C UNL)

Business Voice with Commitment and International Unlimited

☐ Business International(NC UNL)

Business Voice no Commitment and International Unlimited

-	\$0.00
-	\$29.95
-	\$39.95
-	\$52.90
-	\$62.90

- ☐ Cancellations and Upgrades can be made via the Hughes ordering GUI

Voice Service Relocation or Reassignment

- ❑ **The Monthly Voice Service is associated to the ATA, which is associated with the modem SAN**
- ❑ **For security reasons, Hughes only wants the end-customer, not the reseller, to have the username/password to access voicemail and call records**
 - Accessing the Hughes Voice Portal to see voicemail or call records requires a username and password.
 - Accessing the voicemail via the phone prompts only requires a 4-number pin
- ❑ **Thus, moving an ATA from one end-customer to another could be expose call records or voicemail to others.**

Hughes makes the following two suggestions:

- 1. If a customer is willing to pay for an ATA, they should.**
 - Moving an ATA will force a reset of security credentials to the Hughes Voice Portal, which will have to be done by Hughes Customer Service
- 2. If a reseller intends to move a modem and ATA from one end-customer to another, and has no option but to “rent” the modem & ATA, Hughes recommends only providing phone access to voicemail:**
 - The reseller should activate the ATA and set the default password the last 4 digits of the phone number, and place a sticker on the ATA indicating so.
 - Keep it simple - The reseller should not activate the Hughes Voice Portal
 - If the end-customer does not clear the password before returning the ATA to the reseller, the reseller should charge the previous customer the purchase price of the ATA, and purchase a new ATA for the modem

Hughes Voice Portal

Voice activation and management occurs via a separate Hughes Voice Portal

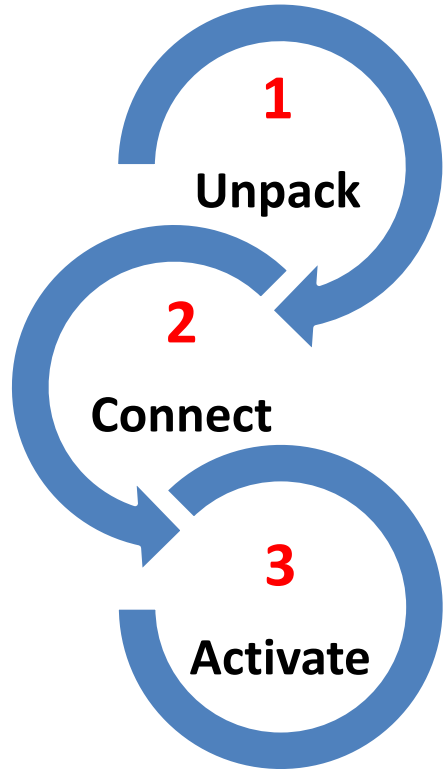
- Details are in upcoming slides

This Hughes Voce Portal has a unique username/password

- The End Customer will create their own username/password
- This ensures private access to voicemail and call records
- **Even Hughes cannot access the Hughes Voice Portal data**
- Customer will need to be able to manage features without Reseller assistance

Activating Voice in 3 Easy Steps:


The process starts at <http://voice.hughesnet.com>





HughesNet.HughesNet Voice Activation

You're just a few steps away from activating your new HughesNet Voice service!

Complete these 3 steps to get started.


1) Unpack
[Cisco Quick Start Guide](#)


2) Connect
[Innomedia MTA6328 Quick Start Guide](#)


3) Power up
[Innomedia MTA8328 Quick Start Guide](#)

Continue

1 - Unpack

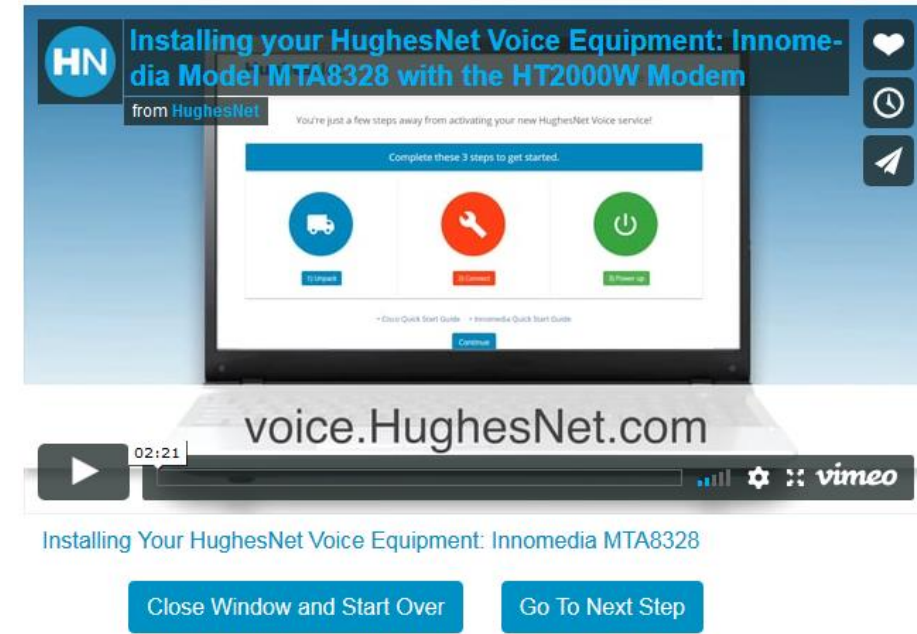
□ What's included:

- 1 port ATA
- Power supply
- Ethernet cable
- Standard telephone cable
- Quick-Start Set-Up Guide



2 – Connect

- ❑ The Gen5 service must be active first!
- ❑ Customer can self-connect and self-install
- ❑ See the installation video:
<https://vimeo.com/212313288>



3– Activate the SAN

- ☐ Register the SAN
 - ☐ <http://voice.hughesnet.com/activation/information.cfm>
- ☐ Installer/Customer must input the :
 - Customer SAN
 - MAC of the ATA
 - ZIP code where the phone is
- ☐ Customer reads and agrees to legal terms and conditions.
- ☐ ATA activates.
- ☐ Hughes assigns a telephone number based on the zipcode
 - Porting is handled after activation
- ☐ Service is established

Please enter or verify the information below to begin activation

SAN: ?

MAC Address: ?

Re-enter MAC Address:

Zip Code:

By proceeding you agree to the [terms and conditions](#)

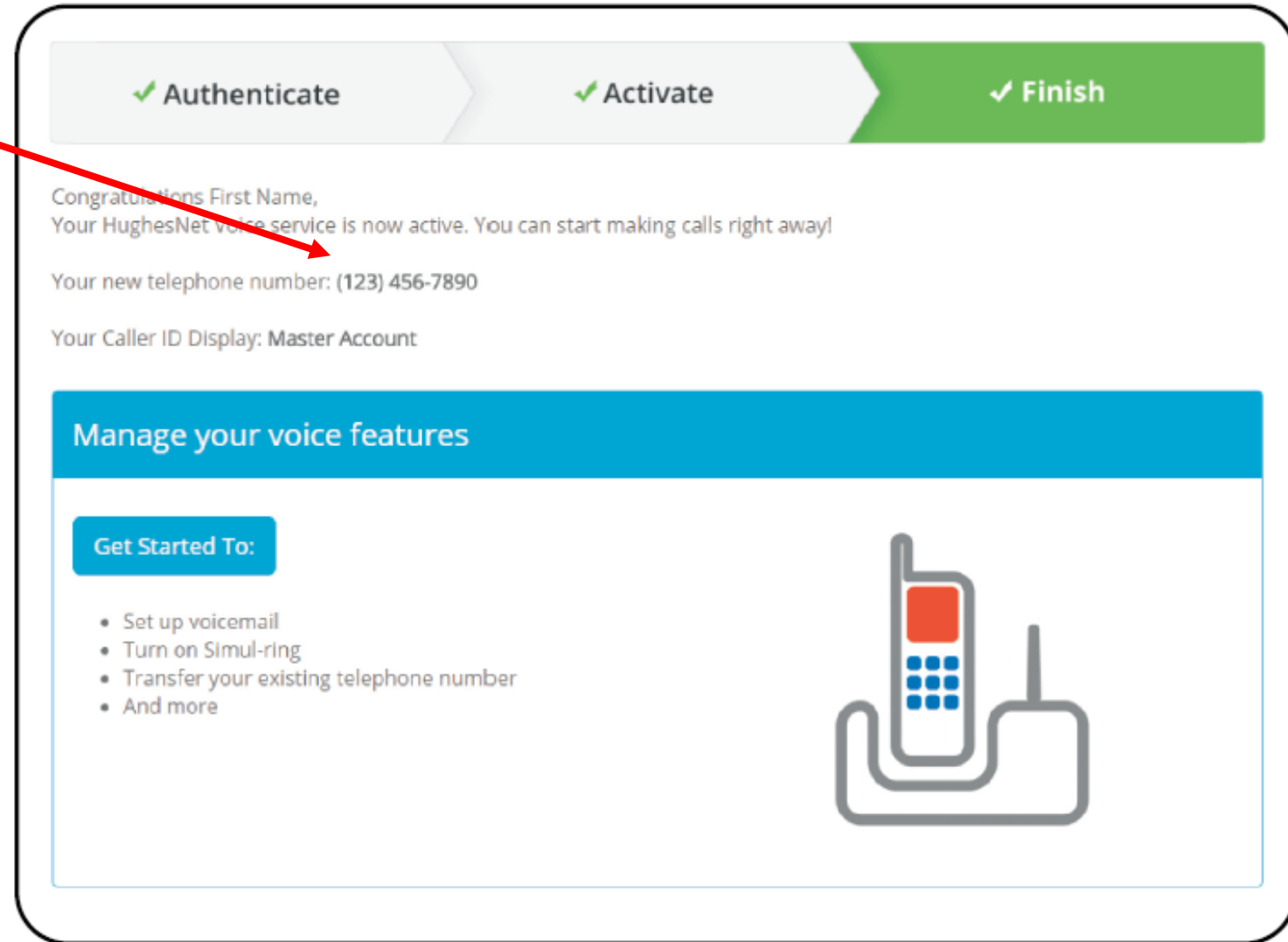
✓ Authenticate

Activate

Finish

Success!

- ❑ Phone number is provided:
- ❑ Caller ID information is displayed
- ❑ You can now make and receive phone calls



Features & Management



Hughes Voice Portal – Manage Features

❑ Access via <http://hcwsc.bigrivertelephone.com/Account/Login>

❑ **For end-customer only**

Features:

- All Call Forwarding
- Voicemail
- Incoming Call Features
- Sim Ring
- Call Records
- Port My Number

Account details are shown:

- SAN
- Voice Plan
- Email Address
- ATA MAC
- Plan Minutes

HughesNet. | Voice

Web Self-Care Administration

[Home](#) | [All Call Forwarding](#) | [Voicemail](#) | [Incoming Call Features](#) | [Sim Ring](#) | [Call Records](#) | [Port My Number](#)

Managing account for Patrick Alejandro - TN 2406865946

[Logout](#)

SAN: DSS10115400

HughesNet Voice Service Plan: Home Voice - No Commitment Intl 200

Login Email address: dss10115400@hughes.net

ATA MAC Address: 001099130079

Remaining Minutes - International 200 Plan: 200.0

© 2017 Hughes Network Systems, LLC. HughesNet is a registered trademark of Hughes Network Systems, LLC, an EchoStar Company

Call Forwarding

Forward All Calls

Below you may activate or deactivate your call forwarding for all incoming calls.

☒ Yes

☐ No

To what number would you like your calls forwarded?

Please confirm the forwarding number.

SUBMIT

Voicemail

Voicemail Messages

From	Date/Time Received	Checked	
UPR MARLBORO MD (3014948159)	2018-05-15 14:26:28.431	No	Download Delete

Voicemail Settings

Activate voicemail and set the number of rings before the call goes to voicemail.

Voicemail Enabled

On ☒

Off ☐

Number of Rings

6 ▼

SUBMIT

Forward Voicemail to Email

Activate

On ☐

Off ☒

Email Address

Send Notification to Email

Activate

On ☐

Off ☒

Email Address

Notification Message Contents

- | | |
|---|--|
| <input type="checkbox"/> Caller ID Name | <input checked="" type="checkbox"/> Caller ID Number |
| <input checked="" type="checkbox"/> Message Length | <input checked="" type="checkbox"/> Time of Message |
| <input checked="" type="checkbox"/> Date of Message | <input type="checkbox"/> Your Mailbox Number |

SUBMIT

- ☐ Can Download/Delete Emails
- ☐ Set # Rings
- ☐ Forward to Email
- ☐ Voicemail Notification:
 - Caller ID Name/Number
 - Message Length
 - Date
 - Time

Call Rejection Settings

☐ Anonymous Call Rejection On/Off

- Below you may turn on or off the automatic rejection of anonymous calls (calls from a caller with no available caller ID)

☐ Selective Call Rejection

- Select phone numbers from which you do not wish to receive calls

Anonymous Call Rejection

Below you may turn on or off the automatic rejection of anonymous calls (calls from a caller with no available caller ID)

Off ▼

SUBMIT

Selective Call Rejection

Here you may select phone numbers from which you do not wish to receive calls.

☒ Yes

☐ No

SUBMIT

Add rejection number

ADD

Simultaneous Ring & Viewing Call Records

☐ Simultaneous Ring On/Off

- Will ring up to four different phone numbers of your choice, simultaneously, whenever your home phone number receives an incoming call.

Sim Ring

Simultaneous Ring will ring up to four different phone numbers of your choice, simultaneously, whenever your home phone number receives an incoming call.

Enabled

☒ Yes

☐ No

SUBMIT

Call Records

Date	Time	From	To	Duration	Type
06152018	09:57:23 AM	3014287185	2404493070	1.8	Inbound
06152018	09:56:07 AM	3014287185	2404493070	1.2	Inbound
06152018	09:55:08 AM	3014287185	2404493070	0.8	Inbound
06152018	09:50:32 AM	3014287185	2404493070	4.5	Inbound
06062018	08:44:59 AM	2028736954	2404493070	0.8	Inbound
05152018	03:25:25 PM	3014948159	2404493070	1.1	Inbound

☐ View Call Records:

Alternate Voicemail Setup and Access

- ❑ Customer can call their phone number to setup and access voicemail
- ❑ Default password is **1234**

1. To access the voice messaging system, dial your phone number (plus sub-mail box number with Enhanced VM), then press * and follow prompts.

2. To listen, delete and save messages, press the following keys:

1 Replay current message

7 Delete current message

2 Skip current message

9 E-mail message*

4 Skips back 5 seconds while playing message

***** Exit

5 Skips ahead 5 seconds while playing message

* User must have e-mail address defined for this command to work.

CHECKING YOUR MESSAGES

VOICE MESSAGING QUICK GUIDE

PHONE ACCESS INSTRUCTIONS

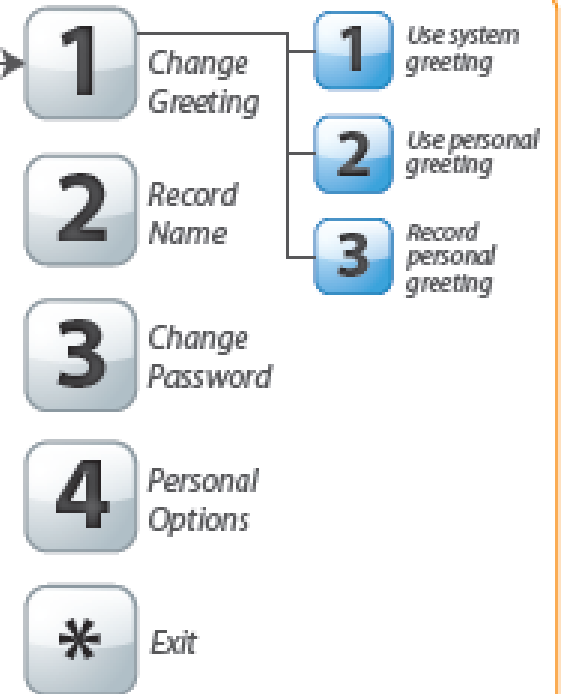
1. Call your phone number (plus sub-mail box number with Enhanced VM)
2. Press *
3. Enter passcode (last 4 digits of phone number)
4. Change your passcode

5. Press 1 to change personal greeting

6. Press 3 to record personal greeting

7. Press 1 if you are satisfied with the greeting

8. Press * to exit



SETTING UP YOUR MAILBOX

Porting



First, determine Voice Qualification

Depending on where you live, you **may** qualify for a local number.

If you **do** qualify for a local number:

1. Keep the telephone number to be provided by Hughes.
2. “Port” an existing business telephone number to your HughesNet Voice account **at no charge.**

If you **do not** qualify for a local number:

You can choose a new non-local telephone number across the continental United States.

Phone # Port Process

FAQ:

- <http://voice.hughesnet.com/porting>

Video:

- <https://player.vimeo.com/video/245249245>

Can you convert a mobile number to a landline number?

- Yes.

Can I port a disconnected phone number?

- No. The phone number has to be up and working for it to be ported from the existing telephone company.

Porting will take 10 Business Days to complete

- The customer can check the status on the Hughes Voice Portal

FAQs



Other Voice FAQ

Q: If I exceed my plan Data, can I still make calls?

- Yes. The Data you receive through your HughesNet Internet plan does not impact calls using the HughesNet Voice service.

Q: What if I have multiple phones in my house, how do I connect my phones to the Voice ATA?

- You cannot connect existing multiple phones which are connected to your house phone wiring to the ATA.
- You can only connect one phone unit to the ATA directly (not through your existing house phone wiring).
- If you want to use multiple phones, you will need a cordless phone system, and connect the base station to the ATA.

Q: Can I call a 900 telephone number?

- No. This is an additional service and is not allowed on Hughes' network. HughesNet Voice service does not supply 900 numbers or provide 900 service.

911 Service

Please visit <http://legal.hughesnet.com> for full details

The HughesNet voice service does not support traditional wireline e-911 capability.

- The 911 call may be routed to a different dispatcher than that used for traditional wireline 911 dialing.
- The dispatcher will be located at either a public safety answering point (“PSAP”) or other PSAP or local or regional emergency service personnel designated for wireline or wireless services for the address you have listed at the time you registered for the HughesNet voice service or other backup emergency answering services.
- The dispatcher may not know the phone number or physical location of the person who is making the 911 call

Each subscriber must:

- Provide Hughes with an accurate service address, meaning the actual physical location where the HughesNet voice service will be used
- The subscriber will not attempt to use the HughesNet voice service at any location other than at its designated service address.

Please note::

- Hughes reserves the right to terminate service in the event you do not provide and maintain an accurate service address and/or if you attempt to use HughesNet voice service at any location other than its designated service address.

How long does it take a number to be ready for 911 when they switch to our service?

- 911 calls can be made immediately upon activation of service.