

HT2000W Satellite Modem User Sheet

This quick start guide provides general information for your HT2000W satellite modem. There are 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: HT2000W satellite 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, follow these steps:

- 1. Open a web browser such as Chrome, Firefox, or Internet Explorer.
- 2. Type <u>www.systemcontrolcenter.com</u> in the address bar and hit Enter.



Side panel

Figure 5 shows links appearing on the left side of the System Control Center screen.



- Figure 5: Side panel links
- The Home link opens the System Control Center home page.
- The Connectivity Test link opens the Connectivity Test page, which you can use to test the connection between the satellite modem and the NOC.
- The Built-In Self Test link checks the internal operation of the modem.
- The Wi-Fi Settings link allows you to customize certain aspects of the

Indicator links

At the top of each System Control Center page are two indicators (Figure 3) followed by a link: the System Status link and the System Information link.



Figure 3: 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 the system is in FAP condition.
- 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 4) appears at the top of all System Control Center screens and displays the Site Account Number (SAN), Electronic Serial Number (ESN), and Diagnostic Code, which is used to troubleshoot problems when calling Customer Care.

SAN: GUE00000839	ESN: 12048069	Diagnostic Code: 0000-0000-0000-0005

Figure 4: Parameters bar

Center panel links and information

The System Control Center home page center panel includes the following text links and informational panels once service is activated.

- Welcome to HughesNet Gives you access to the HughesNet Web Portal, which contains a variety of useful tools, resources, and information.
- Additional Premium Services Gives you access to additional services and self-help information
- Customer Care Navigates to the Customer Care page where you manage the various facets of your account.

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.

	SAN: -	ESN: 12045930	Diagnostic Code: 0000-0000-0000-0005
HughesNet.	System Control Center Your built-in diagnostic system for viewing	g performance statistics, getting help a	and configuring settings.
O Home	HELP	BIST Results	
O Connectivity Test	Welcome to HughesNet	IDU VDC	Passe
 Built-In Self Test 	The contra to Fingheer to	Cable Connectivity	Passe
• WiFi Settings	Additional Premium Services	Key Check	Passe Passe
• WiFi Settings		ODU VDC	Passe
O Install	Customer Care	Software Signature	Passe
U INTOLEM			

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 back of this page for details.

modem's Wi-Fi functionality.

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.

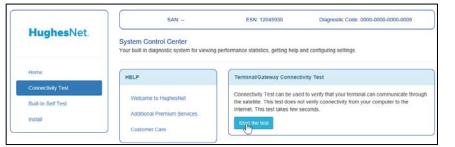


Figure 6: Connectivity Test start screen

Wi-Fi Settings

3

Use the **Wi-Fi Settings** link to access pages that allow you to manage various features of the modem's Wi-Fi service.

- 1. To access these pages, click the **Wi-Fi Settings** link on the side panel. You will see the login page as shown in Figure 8.
- 2. The default password is "admin." Enter this password in the dialog box and click **Login**.

Login	Router Password:	
L.		

Figure 8: Wi-Fi Settings login screen

2



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

HughesNet.	SAN: GUE00	0000839	ESN	12048069
	HT2000 WiFi Configuration Enjoy your network			
DHome	WiFi Settings			
Advanced Setup	human and a			
OAdministration		2.4GHz 2.4GHz Guest 5	GHz 5GHz Guest	
	SSID Enable	2	WPA Mode	WPA2 V
	Network Name(SSID)	hug2g439527	Cipher Suite	AES 🔍
	SSID Broadcast	e •	Password	ToYH5226Rcmk4423
	Security Type	WPA-Personal ~]		
			SAVE SET	TINGS

Figure 9: Wi-Fi Settings home screen

We recommend you change the default login password immediately upon installation. Choose a password that is easy to remember but cannot be easily guessed. To do this:

- 1. On the left panel, click Administration.
- New options will appear in the left panel. Click **Password Settings**. 2.

HughesNet.	SAN:	ESN: 12010865
Hughesivet.	Password Settings	
DHome OAdvanced Setup	Current Password New Password	
D Administration	Re-Enter Password for Verification	
Password Settings	SA	VE SETTINGS CANCEL
Reboot	This page allows you to change the administ configurations.	ative password for the router. This is the password that you use to modify any route
UPNP		
System Log		

- 3. Type in your old password, followed by your new password, typed twice for verification.
- 4. Click Save Settings.
- Once finished applying changes, you will be logged out, and your 5. new password must be used to log in.

See the following section for details about how to access and use the Wi-Fi Settings pages.

5

Troubleshooting

If you are having trouble with the function of your modem, review the following sections for information that may help you discover the source of the problem and/or how to fix it.

Connecting the modem power cord

The HT2000W 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 10 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

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

- 1. Type 192.168.0.1 into any web browser connected (wirelessly or via LAN cable) to your HT2000W.
- 2. Click the Wi-Fi Settings link mentioned on the previous page.
- 3. Enter the default administrative password: "admin"
- 4. Click the **LOGIN** button.
- 5. Here are some optional features of the Wi-Fi Settings:
 - a. Modify the default SSID and password for both the 2.4GHz and 5GHz bands.
 - b. Enable and/or name the 2.4GHz and 5 GHz guest networks.
 - c. Disable Wi-Fi from your HT2000W by unchecking "SSID enable" for each tab (2.4GHz, 2.4GHz Guest, 5GHz, and 5GHz Guest).
 - d. View which devices are connected.
 - e. Manage parental control features, port forwarding, etc.

How do I pair my device(s) to my HughesNet Wi-Fi modem?

Manual pairing method:

1. See the back panel of the HT2000W. Look for the sticker pictured below:



- 2. The SSIDs for both the 2.4GHz and 5GHz networks are listed.
- 3. The password listed is the same for both networks.
- 4. Using the device you wish to pair, search for either wireless network matching the SSID above.
- 5. Connect to the network.
- 6. When prompted for a password, enter the password exactly as it appears on the label on the back of the HT2000W, referenced above.

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 HT2000W.
- 3. Your device should then connect to the HT2000W's wireless network automatically. b

Front panel LEDs

The satellite modem has six LEDs on the front panel, as shown in Figure 11. By their appearance (on, off, or blinking), the LEDs indicate the modem's operating status. The front panel LEDs are white when lit.

	POWER – indicates if the modem is receiving
	power – Red indicates overheating
	<u>SYSTEM</u> – indicates if the modem is still
ooaw	/ establishing a connection to the network (off
	blinking) or is connected to the Internet (solid
•	<u>RECEIVE</u> – indicates if the modem is able to
40	receive data from the network (solid) or is
STEM	currently receiving data (blinking)
ø	TRANSMIT – indicates if the modem is able
8	 to transmit data to the network (solid) or is
NERIT	currently transmitting data (blinking)
AN:	<u>LAN</u> – indicates activity on the
•	local network
	<u>Wi-Fi</u> – indicates availability
VPs	(solid) and activity (blinking) on
	the wireless network
	WPS Button – use this button when instructe
	by your device manufacturer to connect cert

the network (off or he Internet (solid) odem is able to ork (solid) or is nking) modem is able ork (solid) or is blinking) he on on when instructed r to connect certain devices to your wireless network

Figure 10: Front panel LEDs

Figure 10: Aligning the power cord connector

It is not recommended that you attempt to 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.

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

Contact Information

For a full version of this guide or for 24/7 access to your account:

- Register or Sign In to myHughesNet.com
- Click on the **myAccount** link in the top left corner of the page.
- Click on the **Support** tab.
- Guides can be found by clicking on the Repair & Returns link. For additional support, contact Customer Care at 1-866-347-3292. Business Internet customers call 1-866-347-3272.

Copyright © 2017 Hughes Network Systems, LLC

All rights reserved. This publication and its contents are proprietary to Hughes Network Systems, LLC. No part of this publication may be reproduced in any form or by any means without the written permission of Hughes Network Systems, LLC, 11717 Exploration Lane, Germantown, Maryland 20876. Hughes Network Systems, LLC has made every effort to ensure the correctness and completeness of the material in this document. Hughes Network Systems, LLC shall not be liable for errors contained herein. The information in this document is subject to change without notice. Hughes Network Systems, LLC makes no warranty of any kind with regard to this material, including, but not limited to, the implied warranties of merchantability and fitness for a particular purpose.

Trademarks

Hughes, HughesNet, and Hughes Network Systems are trademarks of Hughes Network Systems, LLC. All other trademarks are the property of their respective owners.

8