



## **Replacement Guide for the HT1x00 Satellite Modem**

1039585-0001

Revision G

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## Shipping 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](http://www.ups.com/dropoff). Follow the procedure below once you have navigated to the website.

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



## Tracking the return package

You can track the return package online at [www.ups.com](http://www.ups.com) with the tracking number from the UPS return label.

## Checking 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 return material authorization (RMA) number. The RMA number appears on the return label, as shown in [Figure 7](#) on page 8.

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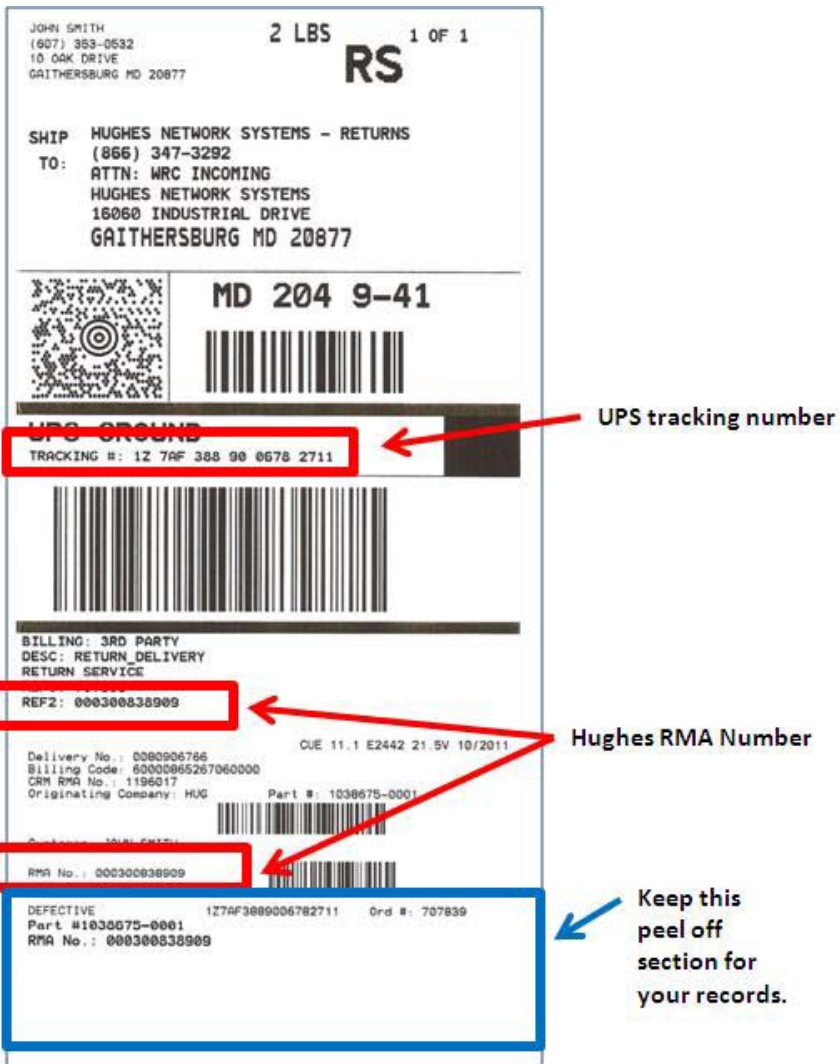


Figure 7: Return label example showing RMA number and tracking number

Follow the instructions in this booklet to replace your old HT1x00 satellite modem with the new one you just received. In these instructions, “old modem” refers to the satellite modem you are currently using and “new modem” refers to the replacement you just received; likewise, “old power supply” refers to the modem power supply you are currently using and “new power supply” refers to the replacement you just received.

You have 30 days from the date the new modem is shipped to replace the old modem. 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. You will not be able to use the modem to access the Internet while performing this process.
- Make note of the following information for later use:
  - Your site account number (SAN) from your HughesNet bill/statement.
  - Serial number of the new modem, labeled on the box as S/N. See [Figure 5](#) on page 6.
  - Return material authorization (RMA) number from the UPS return label. See [Figure 7](#) on page 8.
- You may need a 7/16 inch wrench to remove the satellite coax cable.

While unpacking the new modem, it is important to keep the following items for use in the return process:

- Box and packing material to return the old modem and old power supply to Hughes.
- UPS return label found in the packing slip pouch on the outside of the box (see [Figure 6](#) on page 7). This is for the pre-paid shipment of the old modem and the old power supply back to Hughes.
- UPS packing slip (UPS Supply Chain Solutions - Pack Slip) found in the packing slip pouch on the outside of the box. This must be sent back in the box to verify the returned contents at Hughes.



Figure 1: HT1x00 satellite modem

## Disconnecting the old modem and old power supply

Refer to [Figure 2](#) when performing the procedures in this section.

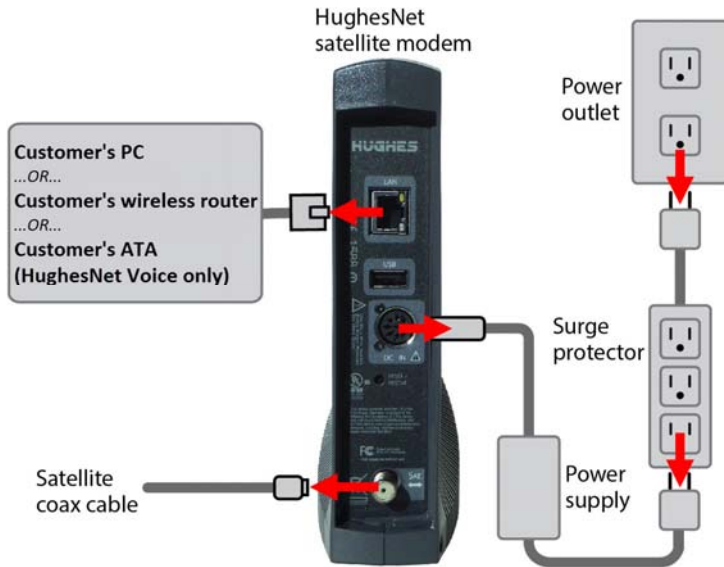


Figure 2: Disconnecting the old modem and old power supply



**The modem does not have a power (off/on) switch.** Before disconnecting the old modem and old power supply, you must unplug the power supply's power plug from the surge protector or power outlet. This is to avoid static electricity discharges that could shock you and/or damage the modem.

1. Disconnect the power cable from the old modem's DC IN port.
2. Disconnect the satellite coax cable from the old modem's SAT port.  
**Note:** Loosen the coax cable by hand. However, if necessary, use a 7/16 inch wrench.
3. Depending on your configuration, your PC, router, or ATA (if you have HughesNet Voice) will be connected to the old modem's LAN port via an Ethernet cable. Disconnect that Ethernet cable from the modem's LAN port. Leave the cable connected to your PC, router, or ATA.
4. Set the old modem and old power supply aside for now. You will need to return these items to Hughes, as explained on page 7.

## Packing 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 unused cables in the packing material and box that the new modem was shipped in.
2. Remove the UPS return label and packing list from the packing slip pouch on the outside of the box (see [Figure 6](#)).
3. Place the packing slip on top of the items before closing the box. Ensure the UPS return label (shown in [Figure 7](#) on page 8) is *not* inside the box.
4. Tightly seal the box with packaging tape. Use only packaging tape.
5. 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 6: Packing list pouch on outside of shipping box

## If you need assistance

If you have a question or need assistance, call HughesNet Customer Care, toll free, at 1-866-347-3292. Make sure you have fully 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 explain the problem you are having (for example, "I cannot open an Internet website."). Please have the following information ready:

- Your site account number (SAN) from your HughesNet bill/statement.
- Serial number of the new modem (displayed as S/N on the box label). See [Figure 5](#) for an example of the label.
- Return material authorization (RMA) number from the UPS return label. See [Figure 7](#) on page 8.

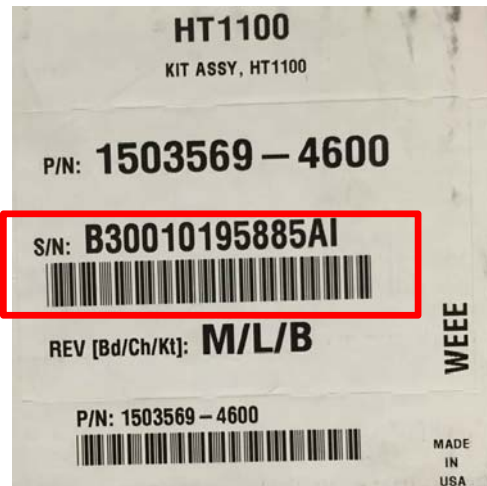


Figure 5: Example box label

## Connecting the new modem and new power supply

Refer to [Figure 3](#) when performing the procedures in this section.

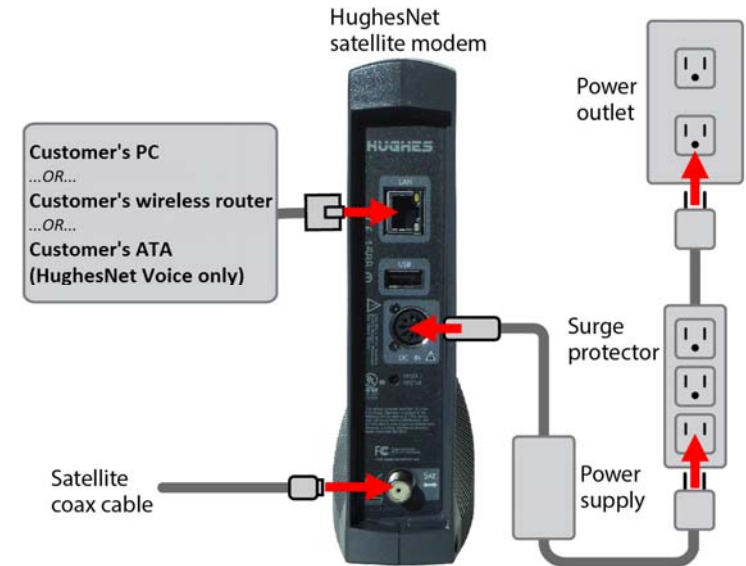


Figure 3: Connecting the new modem and new power supply



Plug the new modem's power supply plug into an outlet or surge protector only after the rest of the cables are connected to the new modem. This is to avoid static electricity discharges that could shock you and/or damage the modem.

1. Depending on your configuration, connect the Ethernet cable from your PC, router, or ATA (if you have HughesNet Voice) to the new modem's LAN port. This is the same Ethernet cable that you previously disconnected from the old modem.
2. Connect satellite coax cable to the SAT port of the new modem.

### NOTICE

Ensure satellite coax cable is properly aligned with the connector threads on the new modem so that it screws on easily. Securely hand tighten the cable to the connectors; do not use a wrench.

3. Connect the new power supply to the DC IN port of the new modem.  
Ensure the power supply cable is seated correctly in the modem. [Figure 4](#) shows an example of a correctly seated and an incorrectly seated cable.

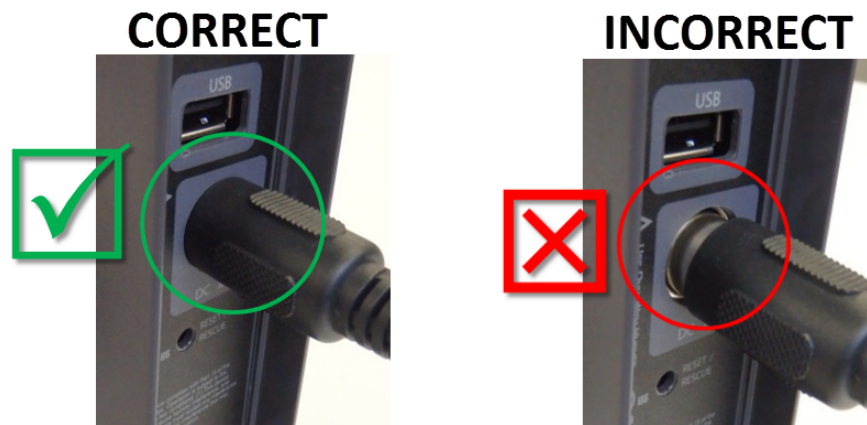


Figure 4: Seating the power supply cable in the new modem

### **CAUTION**

It is very important to make sure all connections are tight. The DC IN power connector must be seated correctly, with no gaps. If you can see a gap, you must push the power cord all the way into the DC IN port. This reduces the chance of electrical shock or misalignment of the power supply connection.

4. Plug the new power supply into a surge protector or directly into a power outlet.
5. The new modem begins an automatic installation process. Some of the blue indicator lights on the modem's front panel will blink on and off.
6. 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 the automatic installation process.

## Checking 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 modem's power cord.

1. On your PC, use a browser (such as Google Chrome) to go to any Internet website.
2. If you see a website, and you do not have HughesNet Voice, the new modem is ready to use and you can skip the remaining steps in this section.  
If you *do* have HughesNet Voice, first verify you can access a website, then make a phone call to verify your Voice service is working. If both services are working, you can skip the remaining steps in this section.
3. If you cannot access a website (or use your HughesNet Voice service, if applicable) 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; the installation process may still be in progress.
4. Once all the lights are illuminated, try to access a website. If you have HughesNet Voice, try also to make a phone call using the service.
5. If you still cannot access a website (or make a phone call with HughesNet Voice, if applicable):
  - a. Reboot your ATA, if you are using one.
  - b. Reboot your wireless router, if you are using one.
  - c. Reboot your PC.
6. Try again to open an Internet website. If you have HughesNet Voice, try also to make a phone call using the service.

**If you have followed these instructions and you still cannot open an Internet website (or make a phone call with HughesNet Voice, if applicable), call Customer Care for assistance. See page 6 for contact information.**