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.

* SAT coaxial cable must be connected to ground block and routed to earth ground at building entry point.

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.
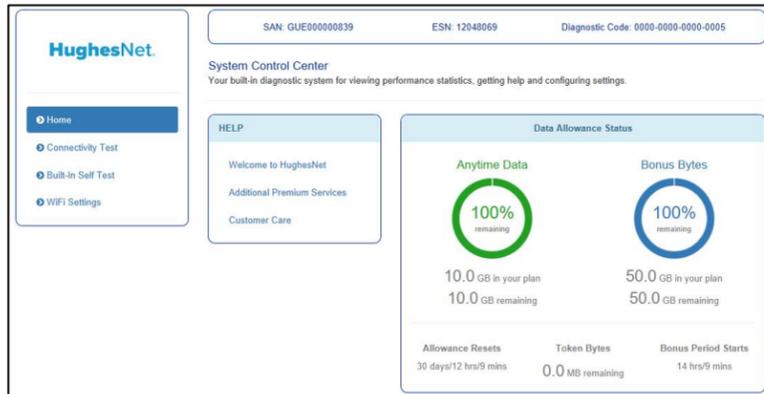2. Type www.systemcontrolcenter.com in the address bar and hit Enter.

Figure 2: System Control Center home page

1

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: GUE000000839   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.

2

Side panel

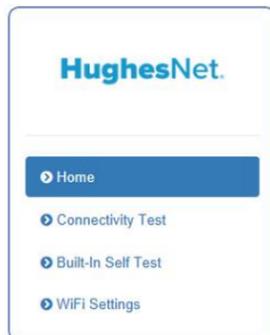Figure 5 shows links appearing on the left side of the System Control Center screen.

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 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.
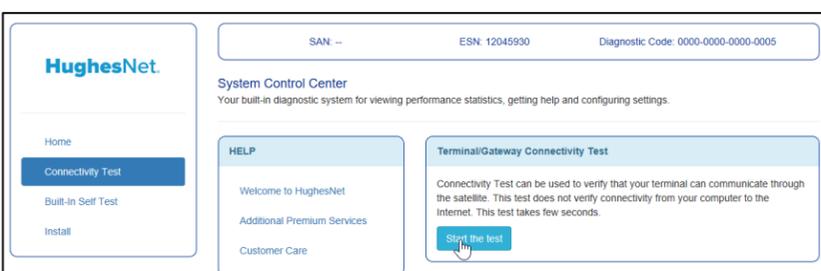2. Click the **Start the test** link shown in Figure 6.

Figure 6: Connectivity Test start screen

3

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.
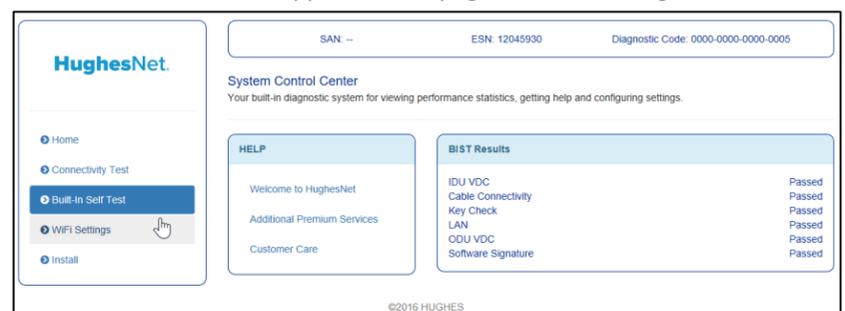
Figure 7: Built-In Self Test results

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.

Wi-Fi Settings

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**.
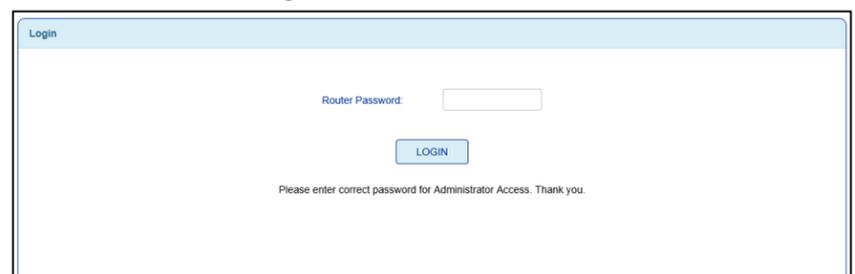
Figure 8: Wi-Fi Settings login screen

4

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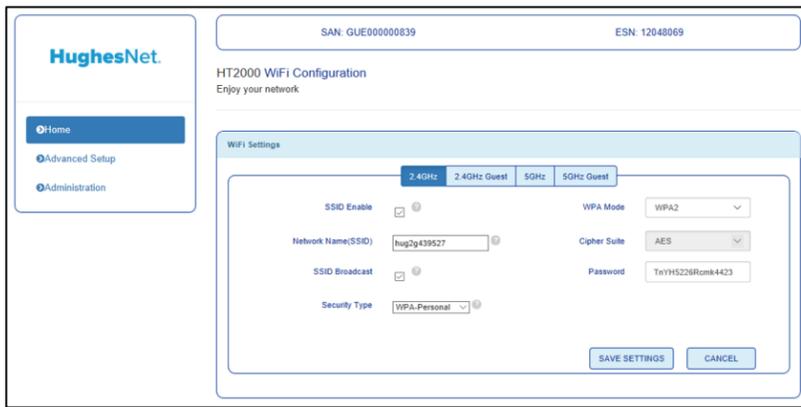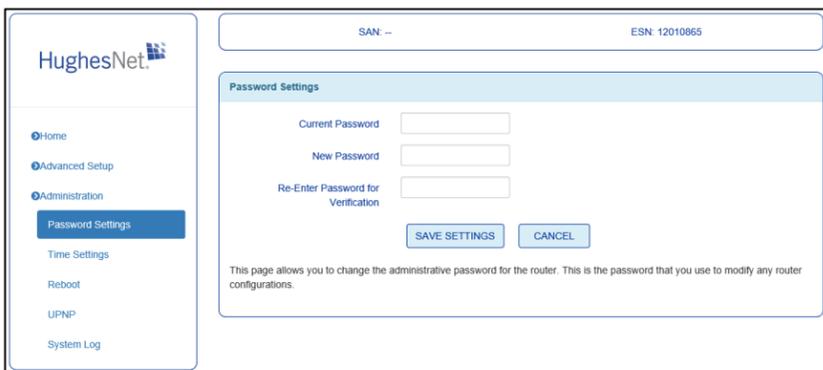

Figure 9: Wi-Fi Settings home screen

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**.
2. New options will appear in the left panel. Click **Password Settings**.

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

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.

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

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

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.
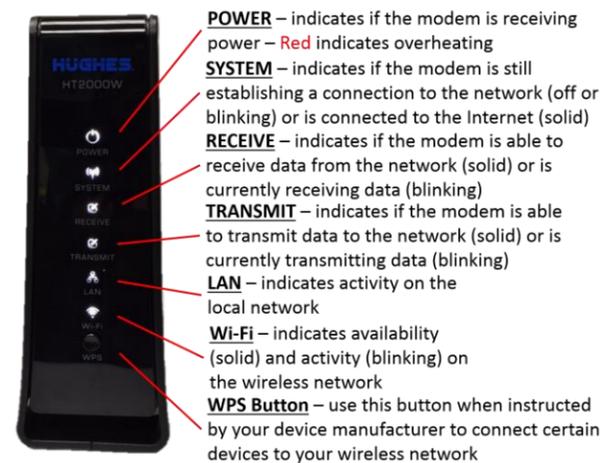

POWER – indicates if the modem is receiving power – Red indicates overheating
SYSTEM – indicates if the modem is still establishing a connection to the network (off or blinking) or is connected to the Internet (solid)
RECEIVE – indicates if the modem is able to receive data from the network (solid) or is currently receiving data (blinking)
TRANSMIT – indicates if the modem is able to transmit data to the network (solid) or is currently transmitting data (blinking)
LAN – indicates activity on the local network
Wi-Fi – indicates availability (solid) and activity (blinking) on the wireless network
WPS Button – use this button when instructed by your device manufacturer to connect certain devices to your wireless network

Figure 10: Front panel LEDs

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 1-800-347-3272.