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.

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.

Parameter links and information

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.

Side panel

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

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 on 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.

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.

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.
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.

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; the flat side of the plug should face the modem’s side panel nearest to the port.

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

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 5GHz 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:

   • The SSIDs for both the 2.4GHz and 5GHz networks are listed.
   • The password listed is the same for both networks.
   • Using the device you wish to pair, search for either wireless network matching the SSID above.
   • Connect to the network.
   • 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.

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.

1. POWER — indicates if the modem is receiving power — Red indicates overheating
2. SYSTEM — indicates if the modem is still establishing a connection to the network (off or blinking) or is connected to the Internet (solid)
3. RX/REC — indicates if the modem is able to receive data from the network (off or blinking) or is currently receiving data (blinking)
4. TRANSMIT — indicates if the modem is able to transmit data to the network (solid) or is currently transmitting data (blinking)
5. LAN — indicates activity on the local network
6. Wi-Fi — indicates availability (solid and activity (blinking) on the wireless network
7./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 my HughesNet.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 1-888-866-3472.

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