



Step-by-Step Activation Guide

January 2014



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Note: If you want your HughesNet Voice Service to be professionally installed, you can order an installer to visit you by calling Hughes Customer Service at 866-347-3292.



Part 1 — Identify Your Equipment and Connections

Thank you for purchasing HughesNet Voice!

Please check the contents of your Analog Telephone Adapter (ATA) kit and your home set-up, and make sure that you have the following:

Equipment Included in the HughesNet Voice Kit



Analog Telephone Adapter (ATA)

There are lights located at the top edge of the ATA that indicate (from left to right) whether the ATA is powered up, whether it is connected to the Internet, and whether the Phone 1 line is activated. Phone 2 is not used. You will observe that these lights come on during the ATA activation process.



Rear Ports of the Analog Telephone Adapter (ATA)

Step-by-step instructions for properly connecting your ATA are in Part 2 of this document.



Power Supply with Plug Adapter

Insert plug adapter into the power supply until it clicks into place.



Blue Ethernet Cable, Also Known as Cat 5 or LAN Cable



E911 Service WARNING Sticker

Apply this sticker to the top of the ATA as shown.

You will also need your SAN, the Zip Code of your install address, and your contact telephone number on file with Hughes. Please locate this information and have it handy.

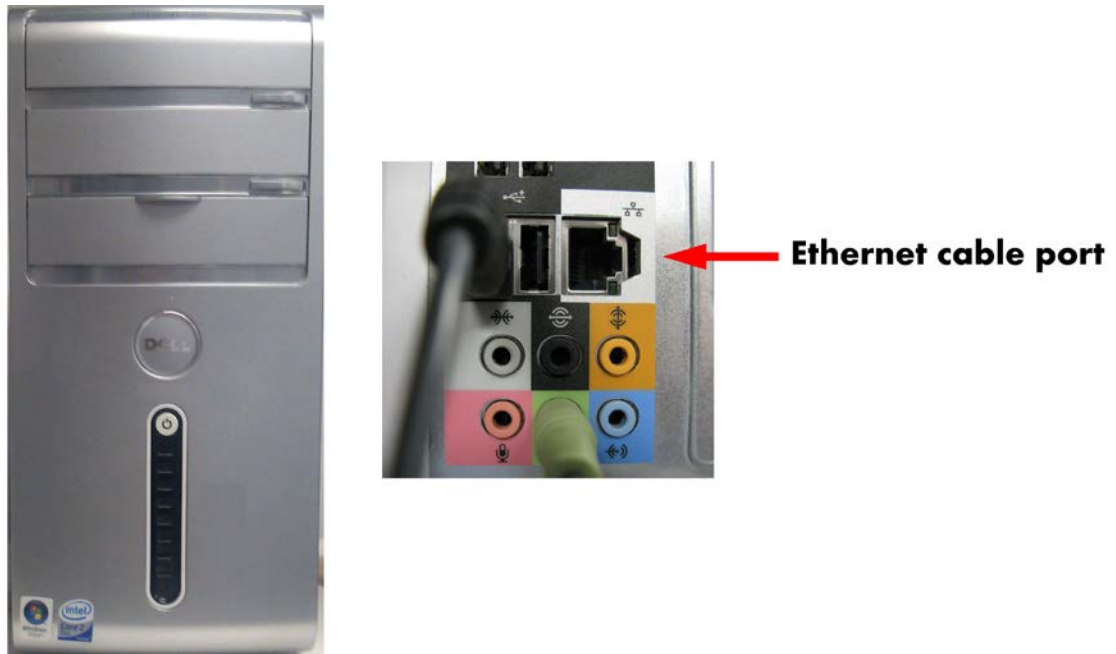


Your Existing HughesNet System Components

You will have some or all of the following components already installed at your home.



Your HughesNet Modem showing the Ethernet, Power and Satellite cables



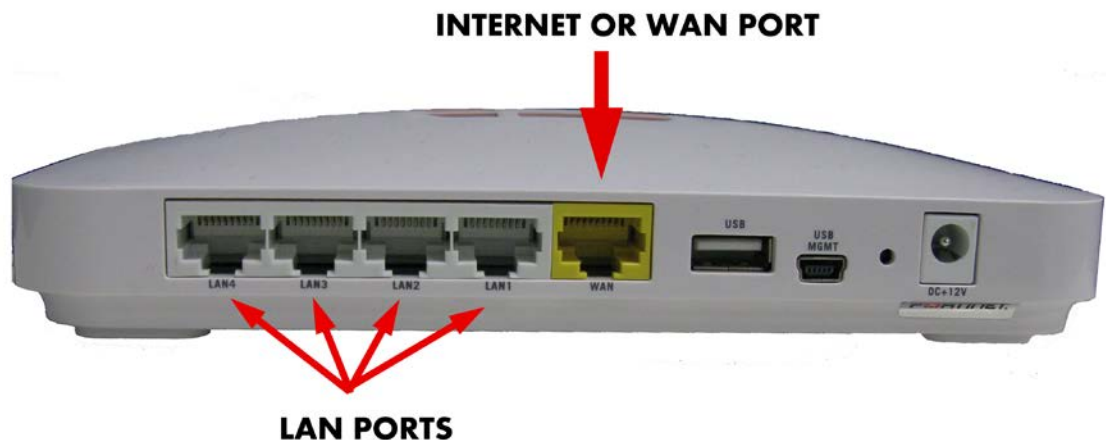
Your PC with the Rear View Showing the ETHERNET Port

If you have a desktop PC and do not have a wireless router, the Ethernet cable from your HughesNet modem plugs into the ETHERNET port on your PC (look for the symbol  that identifies the ETHERNET port).



Typical Wireless Router

If you have wireless devices—for example a laptop PC, a tablet or a smartphone—you probably have a wireless router. There are many manufacturers of wireless routers, and they all have similar ports, although the naming convention for these ports is not the same on all wireless routers.



Typical Wireless Router Ports

The port that is connected to the Internet device is called the INTERNET or WAN port by various manufacturers. Most manufacturers put some space between the INTERNET or



WAN port and the other LAN ETHERNET ports, and/or color them yellow to differentiate between them. In the above example, the INTERNET or WAN port is colored yellow.

If you have a wireless router, the INTERNET or WAN port is currently connected to your HughesNet modem by an Ethernet cable. The four similar ETHERNET ports to the left are LAN ports, which can be used to connect a desktop PC with a separate Ethernet cable.



Part 2 — Connecting Your Equipment

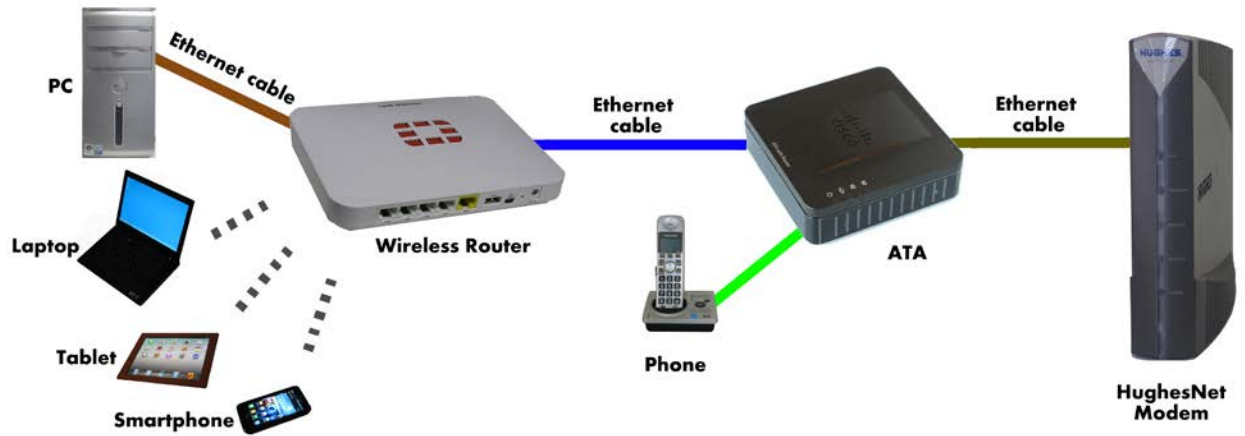
Connecting with a Wireless Router

If you have a wireless router, your HughesNet modem is directly connected to your wireless router using an Ethernet cable. Your laptop, tablet, and smartphones are able to connect to the Internet wirelessly through the wireless router. You also have the option of connecting a PC directly to one of the LAN ports of the wireless router—see diagram below.



Typical HughesNet Installation with a Wireless Router

When installing the HughesNet Voice ATA in the case where you have a wireless router, the ATA is connected in between the HughesNet modem and the wireless router—see diagram below.



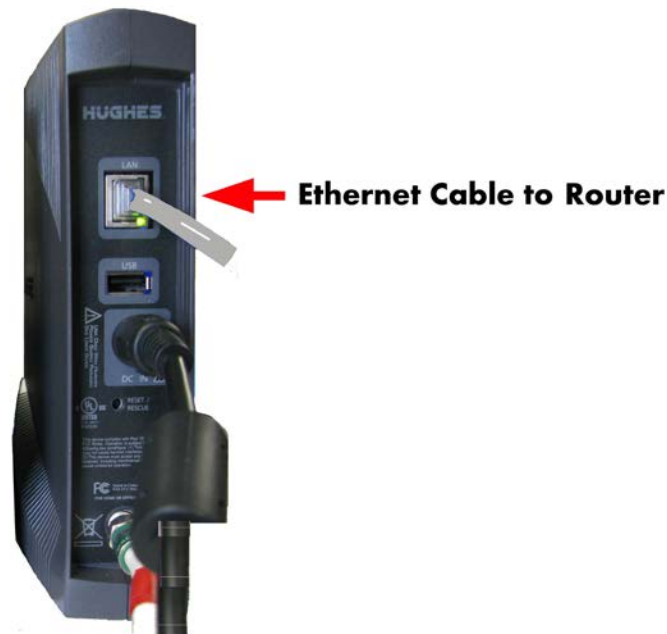
Typical HughesNet Voice Installation with a Wireless Router

Step-by-step instructions on connecting the ATA are provided below.



Step-by-Step Instructions on Adding the ATA to Your Existing HughesNet System with a Wireless Router

To start connecting your ATA, first identify the Ethernet cable from your HughesNet satellite modem that connects to your wireless router; see picture below. Make sure that your HughesNet modem is powered up and you can access the Internet through your browser.



WARNING

The ATA does not connect to your home telephone wiring. Only your analog telephone or the base station of your cordless phone should be connected to Phone 1 socket of the ATA.

Do not connect the ATA to a telephone wall jack in your home or you will permanently damage the ATA.

Step 1

Mark the port on your wireless router to which the Ethernet cable from your HughesNet satellite modem is plugged into. This port on a wireless router is usually identified by an INTERNET or WAN label and is separated from the other ETHERNET ports on the router. Sometimes this port is identified by a different color.



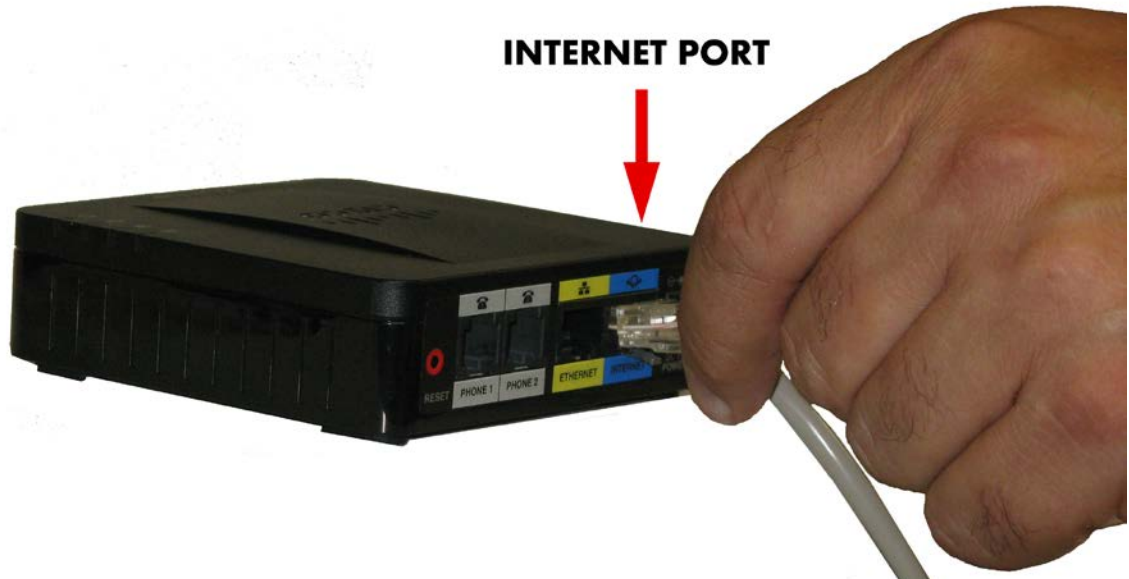
Step 2

Disconnect this Ethernet cable from your Router's Internet or WAN port; see picture below. Note: To remove the Ethernet cable connector, press the top and bottom of the connector together to release it from the port.



Step 3

Connect this Ethernet cable to the blue Internet port on your ATA; see below. Make sure that it clicks firmly into place.



Now your ATA is connected directly to your HughesNet satellite modem.



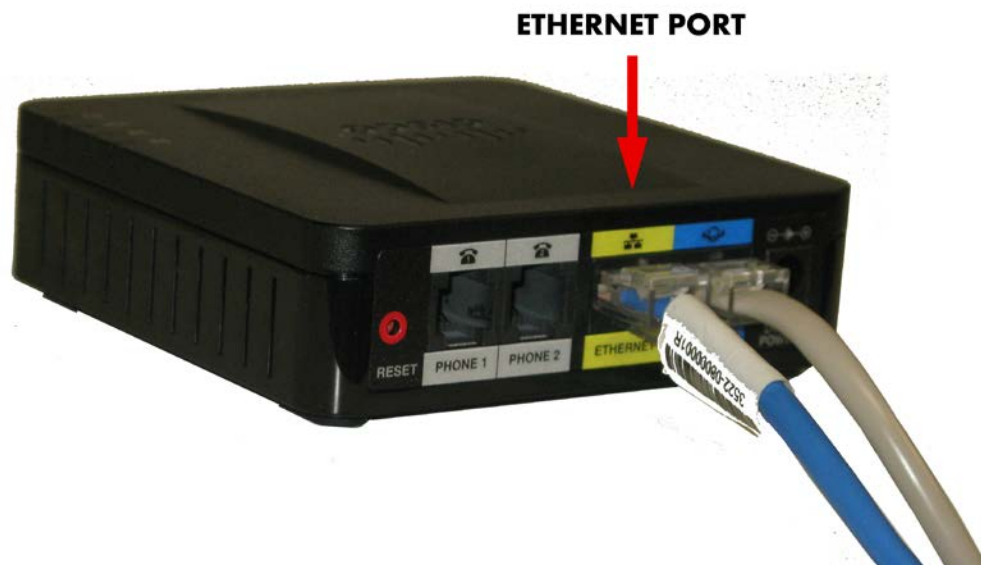
Step 4

Take the blue Ethernet cable supplied to you in the kit. Connect one end to the Internet or WAN port on your router that you marked in the above step 1. Make sure that it clicks firmly into place.



Step 5

Connect the other end of the blue Ethernet cable to the yellow Ethernet port of the ATA; see below. Make sure that it clicks firmly into place.

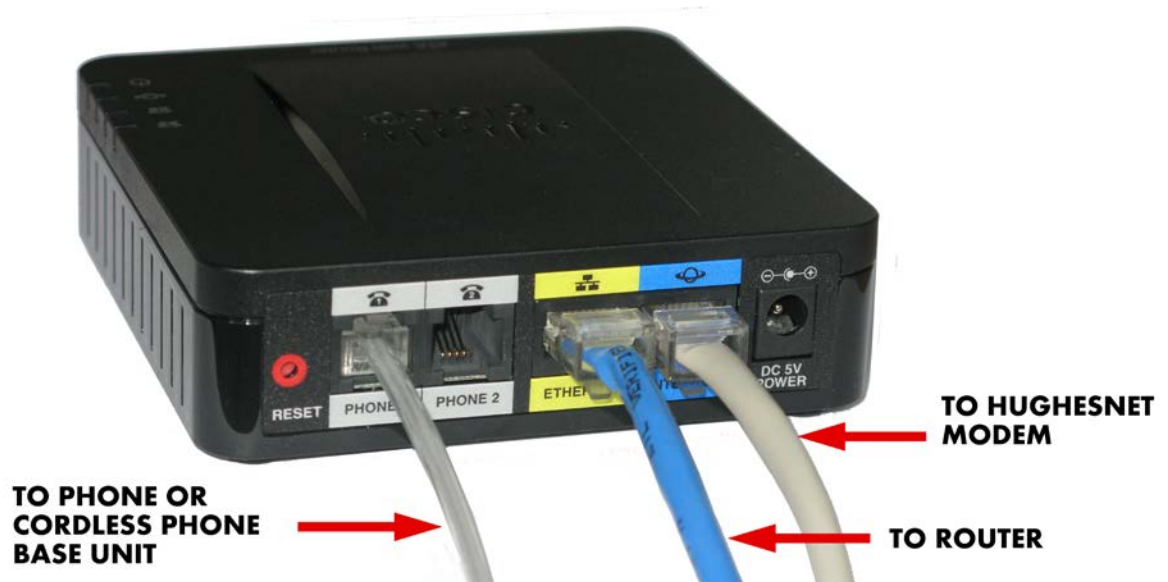




You have now placed your ATA in-between the HughesNet satellite modem and your router.

Step 6

Connect your analog phone or the base station of your cordless phone to the PHONE 1 port of the ATA. (PHONE 2 cannot be used). Make sure that it clicks firmly into place.





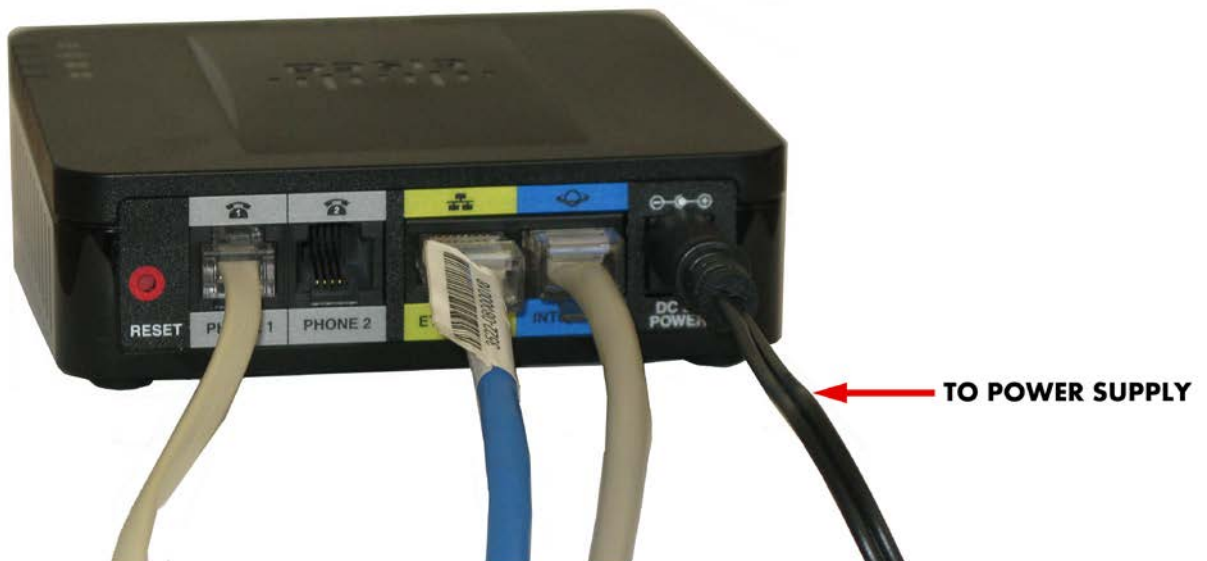
Step 7

Slide the supplied two-prong adapter into the power supply of the ATA until it clicks into place. Note the curved end, which goes in first.



Step 8

Connect the ATA power supply to the DC 5 V POWER port on the ATA.





Step 9

Power up your HughesNet modem, if it is not already powered up. Wait until all the lights are functioning and the modem is connected to the Internet.

Step 10

Connect the ATA power supply to a power outlet. The green light (LED) for power will turn on. It may take a few minutes for the power light to become steady. Since your HughesNet satellite modem is already powered up, the green light for Internet connectivity will also turn on.

Step 11

Power up your PC and test your connection to the Internet by browsing to a favorite Web page.

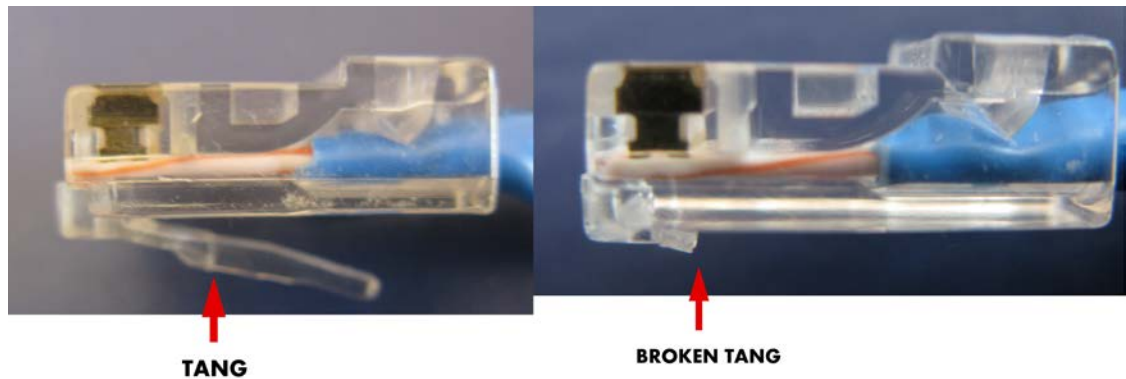
YOUR CONNECTIONS ARE COMPLETE!



A NOTE ON CONNECTORS

The connectors at the end of Ethernet and Phone cables have a tang that clicks into place and engages securely. To remove the connector, press the top and bottom (tang) part of the connector together and it will slide out easily.

Unfortunately, the tang is a weak part of the connector and can break off if the connector is mishandled—see below.



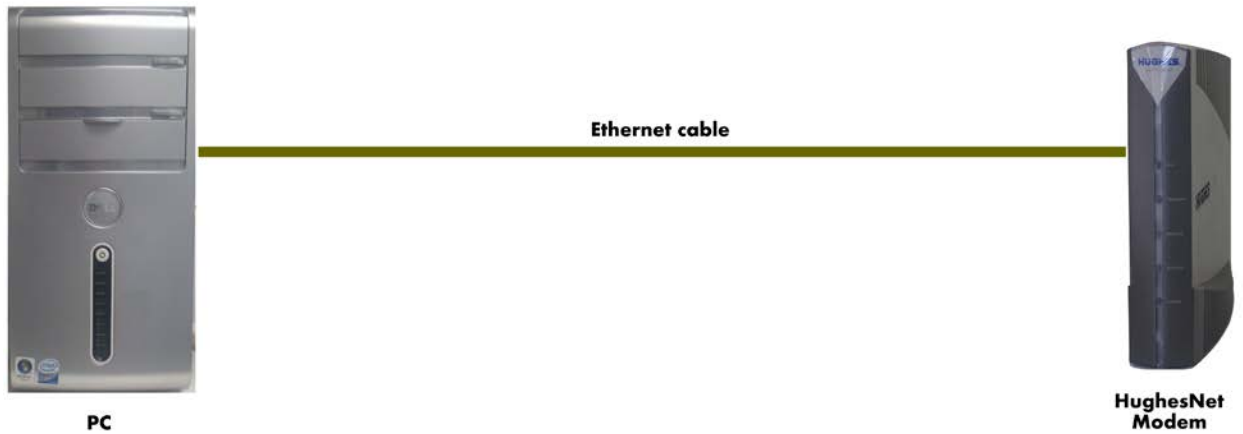
If the tang breaks off, the connector will not be held firmly in place and can slide out under the slightest pressure, breaking the connection.

If the tang on the connector breaks off during handling, **DO NOT USE THE CABLE**. Replace it with a new cable. A connector with a broken tang will be highly unreliable and cause more issues with your phone and Internet service than it is worth.



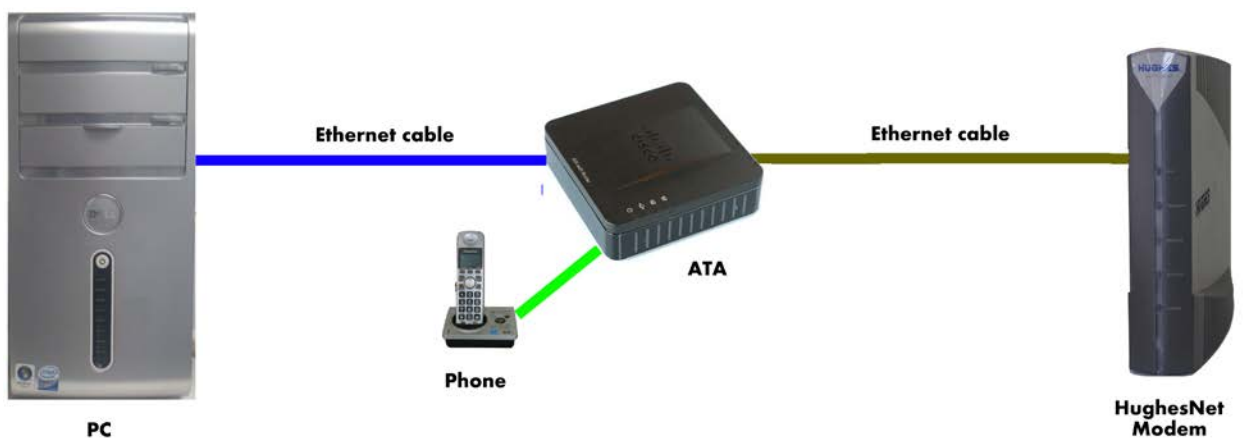
Connecting without a Wireless Router

If you do not have a wireless router, your HughesNet modem is connected directly to your desktop PC or laptop, again using an Ethernet cable.



Typical HughesNet Installation Without a Wireless Router

The HughesNet Voice ATA is connected between the HughesNet modem and your desktop PC or laptop, as shown below.



Step-by-step instructions on connecting your ATA are provided below.



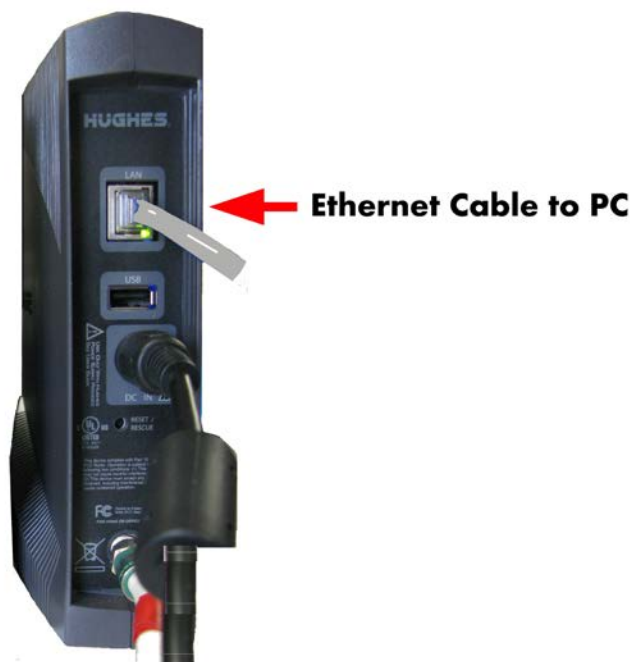
Step-by-Step Instructions on Adding the ATA to Your Existing HughesNet System without a Wireless Router

WARNING

The ATA does not connect to your home telephone wiring. Only your analog telephone or the base station of your cordless phone should be connected to Phone 1 socket of the ATA.

Do not connect the ATA to a telephone wall jack in your home or you will permanently damage the ATA.

To start connecting your ATA, first identify the Ethernet cable from your HughesNet satellite modem that connects to your PC; see picture below. Make sure that your HughesNet modem is powered up and you can access the Internet through your browser.



Step 1

Mark the Ethernet port on your PC to which the Ethernet cable from your HughesNet satellite modem is connected. This port on the PC is usually identified by a LAN symbol , although some manufacturers neglect to print the symbol.



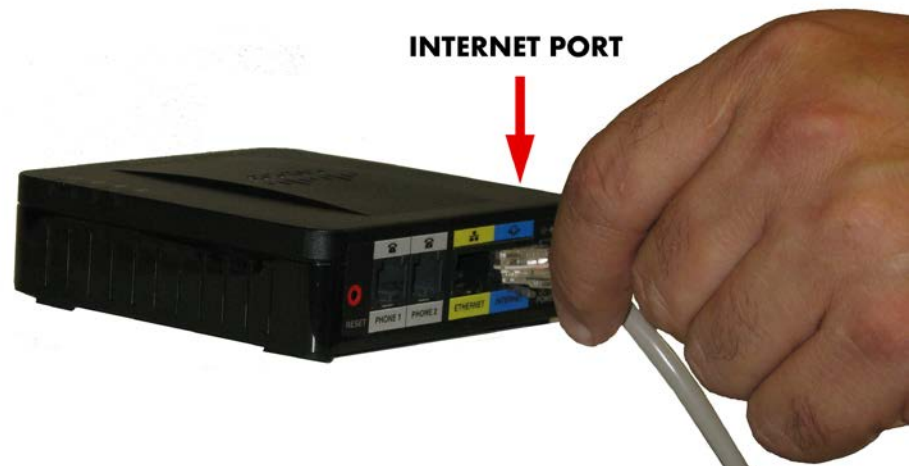
Step 2

Disconnect this Ethernet cable from your PC's Ethernet or LAN port; see picture below. **Note:** To remove the Ethernet cable connector, press the top and bottom of the connector together to release it from the port.



Step 3

Connect this Ethernet cable to the blue Internet port on your ATA until it clicks into place.

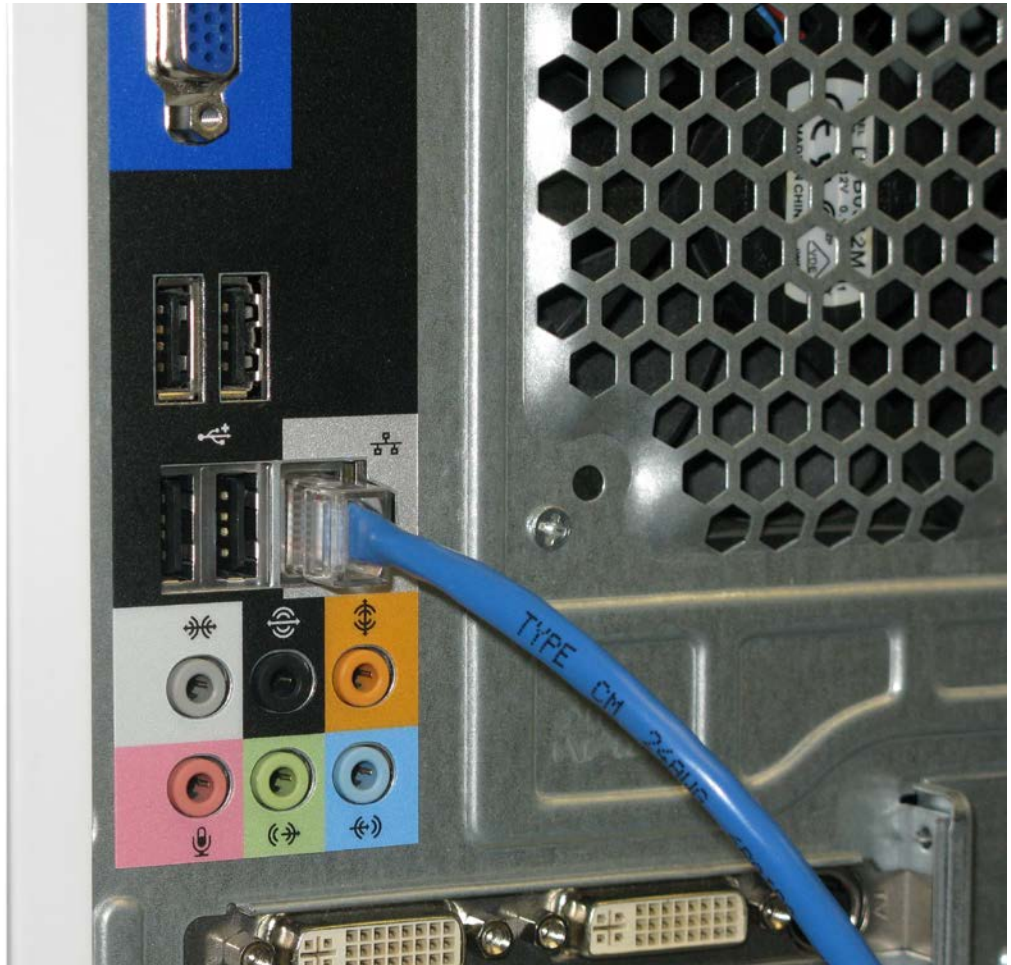




Now your ATA is connected directly to your HughesNet satellite modem.

Step 4

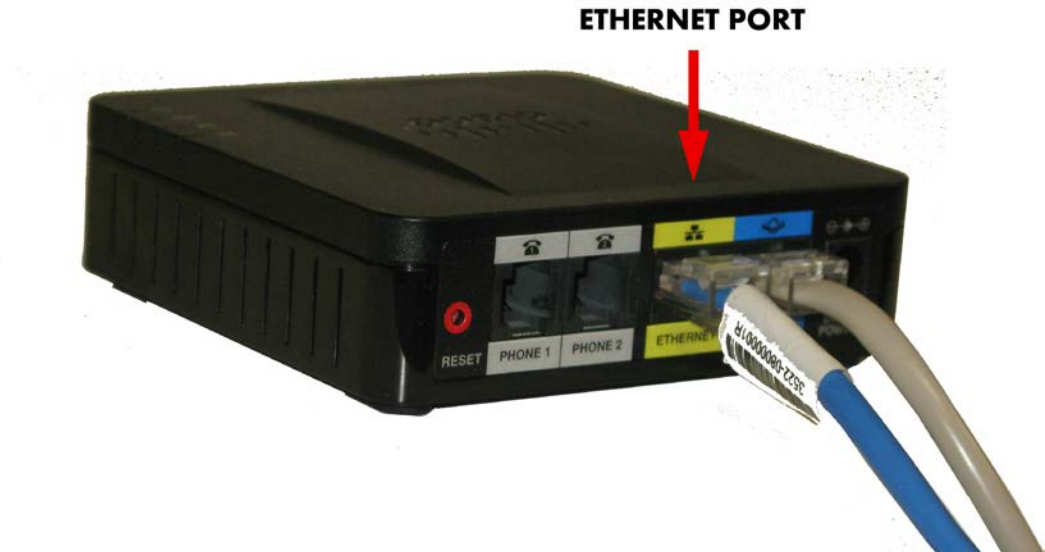
Take the blue Ethernet cable supplied to you in the kit. Connect one end to the Ethernet or LAN port on your PC that you marked in the above step 1.





Step 5

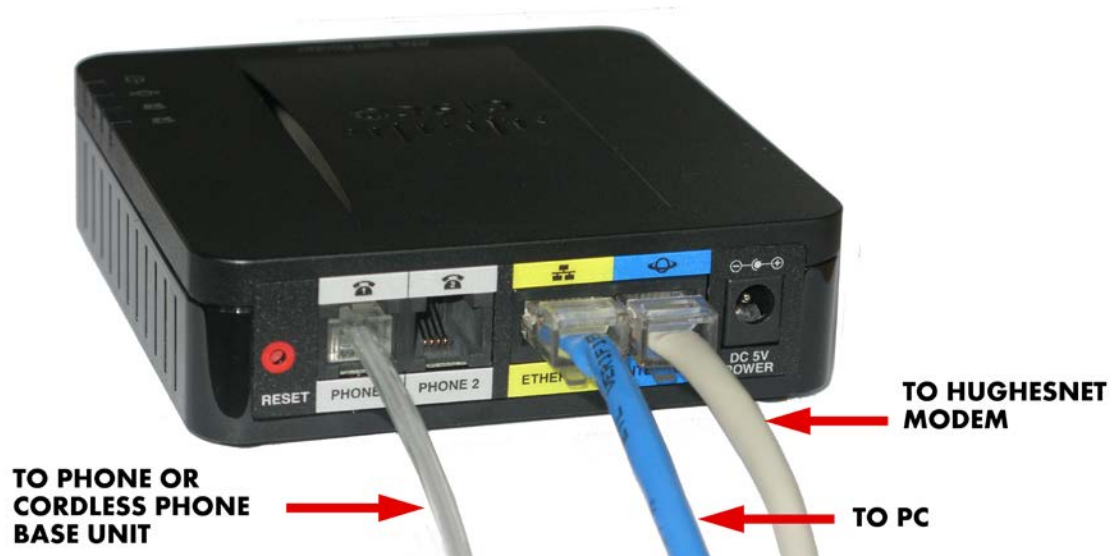
Connect the other end of the blue Ethernet cable to the yellow Ethernet port of the ATA; see below.



You have now placed your ATA in between the HughesNet satellite modem and your PC or router.

Step 6

Connect your analog phone or the base station of your cordless phone to the PHONE 1 port of the ATA. (PHONE 2 cannot be used.)





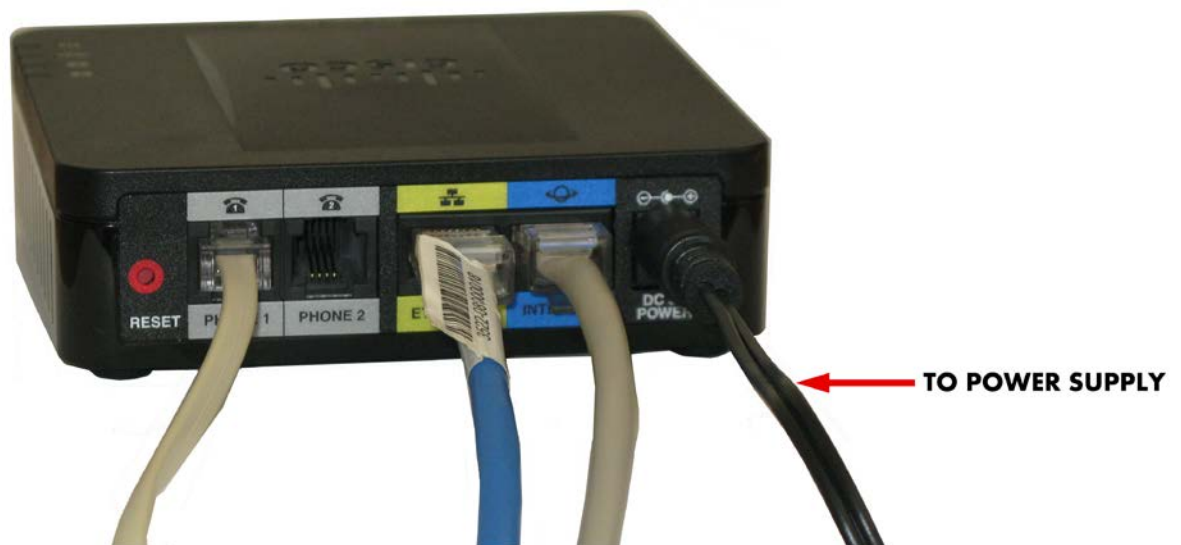
Step 7

Slide the supplied two-prong adapter into the power supply of the ATA until it clicks into place. Note the curved end, which goes in first.



Step 8

Connect the ATA power supply to the DC 5 V POWER port on the ATA.





Step 9

Power up your HughesNet modem if it is not already powered up. Wait until all the lights are functioning and the modem is connected to the Internet.

Step 10

Connect the ATA power supply to a power outlet. The green light (LED) for power will turn on. It may take a few minutes for the power light to become steady. Since your HughesNet satellite modem is already powered up, the green light for Internet connectivity will also turn on.

Step 11

Power up your PC and test your connection to the Internet by browsing to a favorite Web page.

YOUR CONNECTIONS ARE COMPLETE!

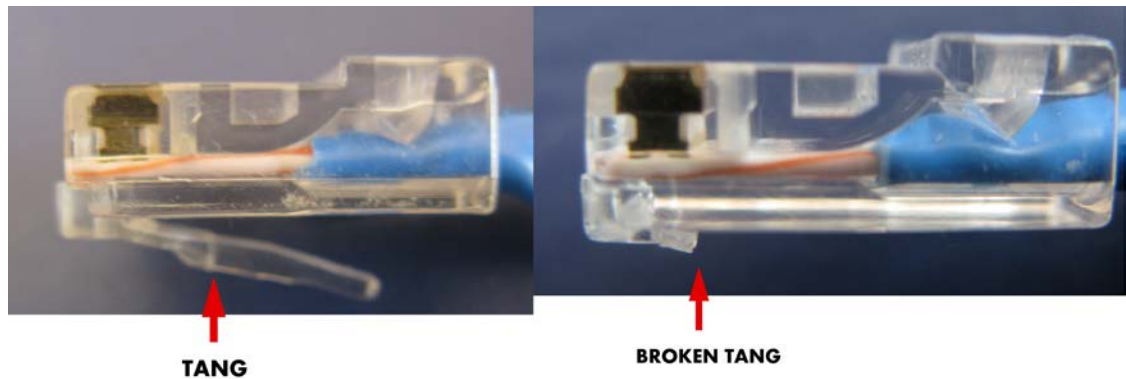
You may consider upgrading your HughesNet system with a wireless router in the future. You can read the instructions on how to connect your ATA with a wireless router in the previous section.



A NOTE ON CONNECTORS

The connectors at the end of Ethernet and Phone cables have a tang that is critical to seat firmly so that it clicks into place and engages firmly. To remove the connector, the press the top and bottom (tang) part of the connector together and it will slide out easily.

Unfortunately, the tang is a weak part of the connector and can break off if the connector is mishandled—see below.



If the tang breaks off, the connector will not be held firmly in place and can slide out under the slightest pressure, breaking the connection.

If the tang on the connector breaks off during handling – DO NOT USE THE CABLE. Replace the connector, or if that is impractical, replace the cable. A connector with a broken tang will be highly unreliable and cause more issues with your phone and Internet service than it is worth.



Part 3 — About Home Phone Wiring

Traditional home phone systems are connected to the local phone carrier through a landline. The home is wired to provide phone jacks in most rooms, and analog phones can be connected to each of these jacks.

The ATA must NOT be connected to a home phone wiring jack. The home phone wiring can carry a voltage of up to 90 volts when the phone rings. If the ATA is connected to the home phone wiring, the device will be permanently damaged and become unusable.

Although it is theoretically possible to disconnect your home phone wiring from the phone company's circuit, you will have to incur considerable expense to get the phone company technician to come out to disconnect your home phone wiring from the company's circuit. It is far less expensive and much more convenient to invest in a cordless phone system for your home.

In any case, HughesNet does not support the use of home phone wiring for your HughesNet Voice service.

You can connect one analog phone directly to the PHONE 1 port on the ATA. If you need more than one phone, it is best to invest in a cordless phone system and provide multiple phones that can be installed anywhere in the home where a power outlet is available. Most customers today use cordless phones.



Part 4 — Activating Your ATA

IMPORTANT: Before starting to activate your ATA, please verify that all your connections have been made according to the preceding instructions, your ATA is powered up, the Power and Internet lights are lit and steady and you are able to access the Internet via the ATA.

Once you begin the process of activating your ATA, you must keep your browser open until finishing all the steps below. If you close your browser before finishing, the ATA will not be activated.

Note: The steps described below take you to the ATA Activation web site directly. This is recommended. However you can also reach the same ATA Activation web site via the HughesNet Support Center by scrolling down to the Voice Package and clicking on the Activate link.



Step 1

Navigate to the HughesNet Activation web site using the following URL: <http://voice.hughesnet.com/>



Information

Verifying Service

Finish

Welcome to HughesNet Voice Activation! You are steps away from dial tone.



HINT: Want the text on-screen to be larger or smaller? Simply hold down Ctrl while pressing the + or - key.

IMPORTANT: If the MAC address is displayed and does not match the MAC address on your ATA, please stop and call Hughes Customer Care for assistance at: 1-866-347-3292.

HughesNet® Voice Service Addendum to Residential Subscriber Agreement

Thank you for choosing the HughesNet® Voice Service!

PLEASE READ THIS ENTIRE HUGHESNET VOICE SERVICE ADDENDUM CAREFULLY. IT IS AN ADDENDUM TO YOUR HUGHESNET RESIDENTIAL SUBSCRIBER AGREEMENT (THE "SUBSCRIBER AGREEMENT") AND, TOGETHER WITH THE REST OF THE SUBSCRIBER AGREEMENT AND THE HUGHESNET SUBSCRIBER PRIVACY POLICY, GOVERNS YOUR USE OF THE HUGHESNET VOICE SERVICE.

☐ I agree to the terms and conditions

Please enter or verify the information below, required to activate your HughesNet Voice service.

SAN:

MAC Address:

Re-enter MAC Address:

Zip Code:

Need Help? Please call customer Service at 1-866-347-3292

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Review the Voice Service Terms & Conditions and click on the check box to indicate that you agree.

Step 2

If you are activating your ATA yourself, enter the SAN, the MAC Address of your ATA, and your Zip Code at your Installation Address.

If you have ordered an installer to visit you to install your HughesNet Voice service, the installer will take over from here and activate the ATA.

If you are activating your ATA, click on Submit.



Step 3

You will see the Verifying Service screen while your ATA is being activated.



This step will take a few minutes. Your PC will take a few minutes to reestablish the Internet connection. Wait until the Phone 1 light on the ATA is fully illuminated and not flashing.

When it is solidly lit (not flashing), the system will automatically take you to the Finish screen. You should be able to make and receive phone calls.



Step 4

The screenshot shows the 'Finish' section of the HughesNet Voice activation process. The page has a blue header with the HughesNet logo and the word 'Voice'. On the left, there is a sidebar with links: 'Information', 'Verifying Service', and 'Finish' (which is highlighted in orange). The main content area is titled 'Finish' and contains the following text: 'Congratulations! Your HughesNet Voice activation is complete! You should now have dial tone and the ability to make and receive calls.' Below this, it states 'Your new number is: 5555555555' and 'Your caller ID will display as: John Doe'. There are three links: 'To manage your account settings, preferences and access other HughesNet Voice features, please register with HughesNet Support Center and select "Manage"', 'Return to Web Self-care at any time from the HughesNet Support Center', and 'You may wish to print this page to retain your new number.' At the bottom, there is a 'Manage' button and a copyright notice: '© 2013 Hughes Network Systems, LLC. HughesNet is a registered trademark of Hughes Network Systems, LLC, an EchoStar Company.'

HughesNet | Voice

Information
Verifying Service
Finish

Finish

Congratulations! Your HughesNet Voice activation is complete! You should now have dial tone and the ability to make and receive calls.

Your new number is: **5555555555**

Your caller ID will display as: **John Doe**

To manage your account settings, preferences and access other HughesNet Voice features, please register with HughesNet Support Center and select "Manage"

Return to Web Self-care at any time from the HughesNet Support Center.

You may wish to print this page to retain your new number.

Thank you for choosing HughesNet Voice!

[Manage](#)

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You will see the phone number and Caller ID assigned to you.

Note: Your default voicemail PIN will be the last 4 digits of the telephone number you select in this step.

Print this page for your records.

Step 5

In order to manage your Voice Service and submit a request to transfer your phone number to the HughesNet service, click on the Manage link at the bottom of the page. You will see the HughesNet Support Center.



Part 5 — Managing Your HughesNet Voice Service and Features

You can also reach the HughesNet Support Center using the following URL: www.supportcenter.myHughesNet.com.

The screenshot shows the myHughesNet.com website. At the top, there's a navigation bar with links like Home, HughesNet Toolbar, Make this my homepage, My Account & Help, and Log In. Below this is a weather widget for Germantown, MD, showing 68°F and Thunder. A Google search bar is also present. The main content area is divided into several sections: 'Log In' with options for Google, HughesNet, Yahoo, Windows Live, and AOL; 'Download Status Meter' with a description and download buttons for Windows and OS X; 'Digital Life Now' with a description and a 'DOWNLOAD FREE' button; and 'Contact Us' with options for Email Support, Chat Support, and Phone Support. A 'Help' section at the bottom right has a search bar for help pages.

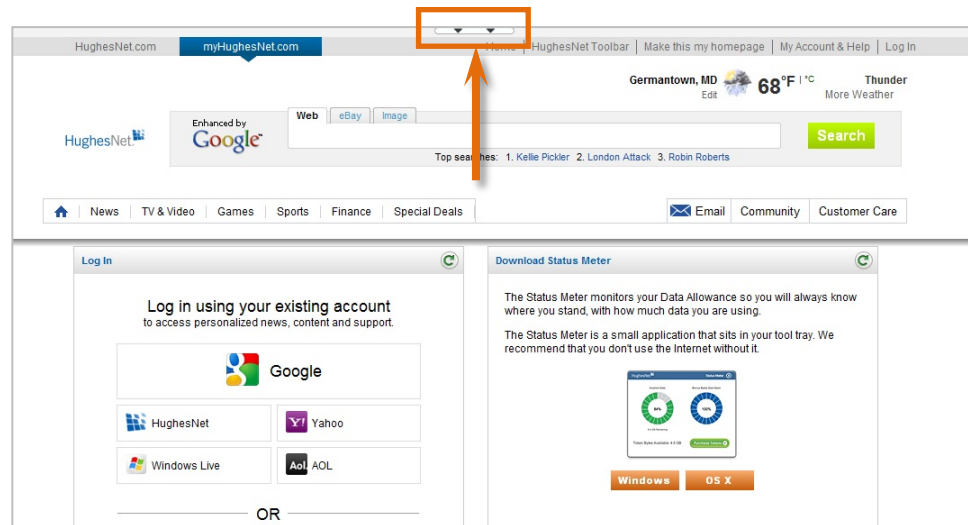
NOTE: If you have already registered on the HughesNet Support Center, log in to your HughesNet account and proceed to **Step 5**.

To manage your Voice service, you must be registered with the Support Center. The HughesNet Support Center gives you the choice of registering on the Support Center with one of your existing Gmail (Google), Yahoo Mail, AOL Mail, Windows Live Mail or HughesNet email accounts. These choices are



HINT: In order to increase the size of the ATA activation pages, minimize the header at the top of the screen by clicking on the area containing the two small solid triangles at the top of the page.

shown in the top left of the page under “Login using your existing account”.



Step 1

If you have an existing account, click on the icon of your email provider in the Log In area at the top left of the page. A pop-up will appear where you can log in to your email account. You will be asked to click AGREE to use this email account to register with the HughesNet Support Center.

If you prefer to create a HughesNet email account to register on the Support Center, click on the Hughes.net email address **Set Up** button as shown below.



Assume that you have a Yahoo email account and choose to use it to register on the Support Center. The following steps describe the process of using your Yahoo email account to register on the Support Center.



Step 2

Scroll to the top of the page and click on the Yahoo icon on the top left of the page. A pop-up will be displayed where you log in using your Yahoo email account that is hosted by Yahoo. Enter your Yahoo email account name and password and click on **Sign In**.

Step 3

Next, Yahoo asks you to click on **Agree** to use this email account to register on the HughesNet Support Center. Click on **Agree**.



Step 4

You are now back at the HughesNet Support Center, and you are registered. The Support Center displays a popup window for you to enter your SAN and daytime phone number. **Do not check the checkbox, as it is meant for business customers with a Customer ID.**

We just need a bit more information [X]

☐ Check this box if you have a Customer ID

* Site Account Number (SAN):

* Daytime Phone Number:

[Log In](#) [Cancel](#)

After entering the information, click on **Log In**. You are logged in to the HughesNet Support Center:

Customer Care Center Home | **Account Management** | **Support** | **Tools** | **Billing** | **Usage**

Internet Usage

Your Internet usage at a glance:

Plan Allowance	Remaining
Anytime 10000 MB	Anytime 9999 MB
Bonus 100%	Bonus 100%

Download Allowance 99% 9999.0 MB Remaining

Token Management 100% Bonus Bytes(2am-6am) 100% Remaining

Token Bytes Available: 500 MB

There are 19 days left in your Data Allowance cycle. Your Data Allowance will be refilled on July 03, 2013.

Contact Us

We offer several support options so that you can get instant access to the information you need. Please select from the following:

- SYSTEM CONTROL CENTER**
Only available while using the HughesNet service.
- KNOWLEDGE BASE SUPPORT**
Need help? You can access step-by-step instructions that resolve most technical issues, from setting up your service for the first time to troubleshooting problems with email.
- EMAIL SUPPORT**
Send us an email and we will respond within 24 hours.
- CHAT SUPPORT**
Chat enables you to instantly speak to with one of our support representatives. Chat is secure and can help with a variety of issues.
- Phone Support**
In addition to instant chat and email support within 24 hours, HughesNet offers support by telephone 24 hours a day 7 days a week. Simply dial 855-347-3292 for any HughesNet support question.

Support Quicklaunch

- [Search Help Pages](#)
- [HughesNet Community](#)
- [Repair Order / Scheduler](#)
- [RMA Status](#)

Tools Quicklaunch

- [Internet Usage](#)
- [Web Response Test](#)
- [Download Status Meter](#)
- [Speed Test](#)

Billing and Account Management

Your SAN(SiteID) is DSS10083350

Last Invoice: [View Invoice](#)

Due Date: [Change Payment Type](#)

Current Balance: [Email Management](#)

Payment Type: [Change Contact Information](#)

No payment is due at this time.

Premium Services

Product	Price	Status	Action
Express Repair (Basic)	\$6.95	Active	Manage Remove
Express Repair (Premium)	\$11.95		Buy
Zone Alarm (Security Suite 1 PC)	\$1.95		Buy
Zone Alarm (Security Suite 2 PC)	\$2.95		Buy
Voice Package (Install Guide)			Register Manage

80513 Hughes | Customer Care Center - Version 2.0.0



IMPORTANT: Please have a pen and paper handy to write down the email address you used to log into the HughesNet Support Center. This will be the same email address you will use to register and manage your HughesNet Voice service.



My Email Address to Register and Manage my Voice service:

Step 5

Scroll down to the bottom of the page to Premium Services – Voice Package. Click on the **Manage** link.



Premium Services			
Product	Price	Status	Action
Express Repair (Basic)	\$6.95	Active	Manage Remove
Express Repair (Premium)	\$11.95		Buy
Zone Alarm (Security Suite 1 PC)	\$1.95		Buy
Zone Alarm (Security Suite 3 PC)	\$2.95		Buy
Voice Package (Install Guide)			Activate Manage





Step 6

You will see the Registration screen for Web Self Care to register your account for managing your HughesNet Voice service. Your login username will be your Email address.

HughesNet | Voice

SAN: TAH10019702

Zip: 20876

Email Address: tah10019702@hughes.net

Password:

Confirm Password:

IMPORTANT

You will use this Email address and the Password that you create below to login later to manage your Hughes Voice service. Please remember your Email address and Password.

Passwords must have a minimum of 8 characters and must contain at least one of each of the following categories:

- Uppercase letters A.....Z
- Lowercase letters a.....z
- Numbers 0.....9

Special characters for example period (.), underscore (_), hyphen (-) are allowed
No spaces are allowed.

These rules are for your protection to prevent unauthorized persons from accessing your account and viewing your call records.

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TIP: Be sure to save this password because you will use this new password to log in to the HughesNet Voice Self-care portal to manage your HughesNet Voice service.

Check that your SAN, Zip code and Email address are correct. You can use your existing email address password if it meets the security requirements described on this page. If your email password does not meet the security requirements, please create a new password to manage your HughesNet Voice Service.

Click on Submit.



Step 7

For security purposes, you are requested to submit answers to two questions. Click on the drop down arrow and choose a question. Type in the answer in the field below. After completing both questions, click on **Save**.



IMPORTANT: Please remember your security questions and your answers to each question. You will need these in case you forget your email address and password used to register on the HughesNet Voice website.

Step 8

The next screen is a confirmation that your Security Question answers were saved. Click on **Continue**.

Step 9

You will see the Web Self Care page where you can transfer your phone number to the HughesNet Voice Service, manage Call Forwarding and other features. The available features are described later in this section.



Returning to Web Self Care

You can always return to manage your voice service through the HughesNet Support Center. Open a browser window and type www.supportcenter.myHughesNet.com. Log in and scroll down to Premium Services and click the Voice Package “**Manage**” link.

IMPORTANT: If you would like to retain/transfer your current phone number for the HughesNet Voice service, you will be given an opportunity to submit a “port” request after you have selected a temporary number and finished your ATA activation. Since it takes up to 10 days to process your port request, you will use this temporary number until then. You can also return to the Voice self-care portal through the HughesNet Support Center at any time to request a phone number port.

Do not deactivate your current phone service until your porting request has been fulfilled.



NOTE: All features can be modified online via your Web Self Care Account. Follow these steps to access your Web Self Care.

When you click on the Manage link, the system will recognize that you have already registered on Web Self Care, and display the HughesNet Voice service Web Self Care Log in page below.

Use your email address and your email address password or the new password that you created when you registered your voice service.

IMPORTANT: Do not cancel your previous phone service until the phone number is transferred. If you cancel your previous phone service before the number is transferred, the transfer of your phone number cannot be completed.

Transferring Your Existing Phone Number

If you want to transfer your previous phone number to the HughesNet Voice service, you will log in to the Web Self-Care and click on “Port my Number.”



HughesNet | Voice

Registration / Activation Wizard

Home Help

Welcome Chris ! Log off

Transfer Your Telephone Number to the HughesNet Voice Service

Please enter your current telephone number along with the account number and/or pin with your current provider.

Phone number to be Transferred

Previous Carrier Account Number:

PIN:

Change TN

Cancel

Enter the phone number to be transferred and your account number associated with the phone company that provides you with the service for that phone number. This information helps to expedite the transferring of your phone number to the HughesNet Voice service. Enter a PIN number if you have created a PIN with your current carrier. If you have not created a PIN, leave this box blank.

After verifying your request to transfer your existing number to the HughesNet Voice service, it will take between 5 and 10 days to complete the transfer.

Do not deactivate your current phone service until your transfer request has been fulfilled.

HughesNet Voice Features

The following features are included in the HughesNet Voice monthly service. Additional information on using Call Waiting, Call Forwarding, Call Block, Simultaneous Ring, and Voicemail is included below.

- **Unlimited Long Distance Calling to the Domestic US & Canada**



- ✓ *You will be able to make unlimited long distance calls throughout the domestic United States and Canada*
- **Call Waiting**
 - ✓ *Audio indicator to indicate another inbound call when customer is on the phone.*
- **Caller ID**
 - ✓ *Identifies telephone number (and, when possible, name) of calling party.*
- **Call Return**
 - ✓ *Activated by the user, the customer's line will call the telephone number of the last party that made an inbound call to the customer.*
- **Outbound Caller ID**
 - ✓ *Identifies your outbound calls with their name and number.*



- **3-Way Calling**
 - ✓ *Allows you to add a third party to an existing call.*
- **Call Forwarding**
 - ✓ *Programmed by you to forward all inbound calls to another telephone line.*
- **Anonymous Call Block**
 - ✓ *Will reject calls with 'Anonymous' or 'Blocked' Caller ID.*
- **Call Block**
 - ✓ *Programmed by you to selectively reject calls from specified telephone numbers.*
 - ✓ *Outbound Caller ID also can be blocked. (Outbound caller ID is set up during registration)*
- **Simultaneous Ring**
 - ✓ *Will simultaneously ring other phone numbers when home phone is called.*
- **Enhanced Voicemail**
 - ✓ *Voicemail accessible via dial-in, forwarded via email and notification via text.*
- **Web Self Care**
 - ✓ *Web portal where you can access HughesNet Voice features for activation and changes.*

Call Waiting

This service notifies a subscriber that a second call is on the line and allows the subscriber to switch between the calls. The called party is notified by a tone when the call is waiting.

When you hear a Call Waiting tone during a call, hit flash-hook to swap between the callers. If you hang up while a call is still on hold, you will receive a ringback reminding you to reconnect the call.

To disable Call Waiting for the next call only, press *70 before the call.



Call Forwarding

This service forwards all of a subscriber's incoming calls to an alternative number without ringing the subscriber telephone first.

1. Activate

- a. Dial *72
- b. Wait for confirmation tone then dial the number to forward
- c. Wait for the other call to be answered
- d. Hang up the telephone

If the courtesy call is not answered, repeat steps (a) and (b) to manually activate without the courtesy call.

2. Deactivate

- a. Dial *73
- b. Wait for confirmation tone
- c. Hang up the telephone

Call Block (Selective Call Rejection)

This service allows you to block the last incoming call by immediately dialing *60 after hanging up the phone. This feature can be modified via the Web Self-Care portal.



NOTE: Sim Ring is activated by default.

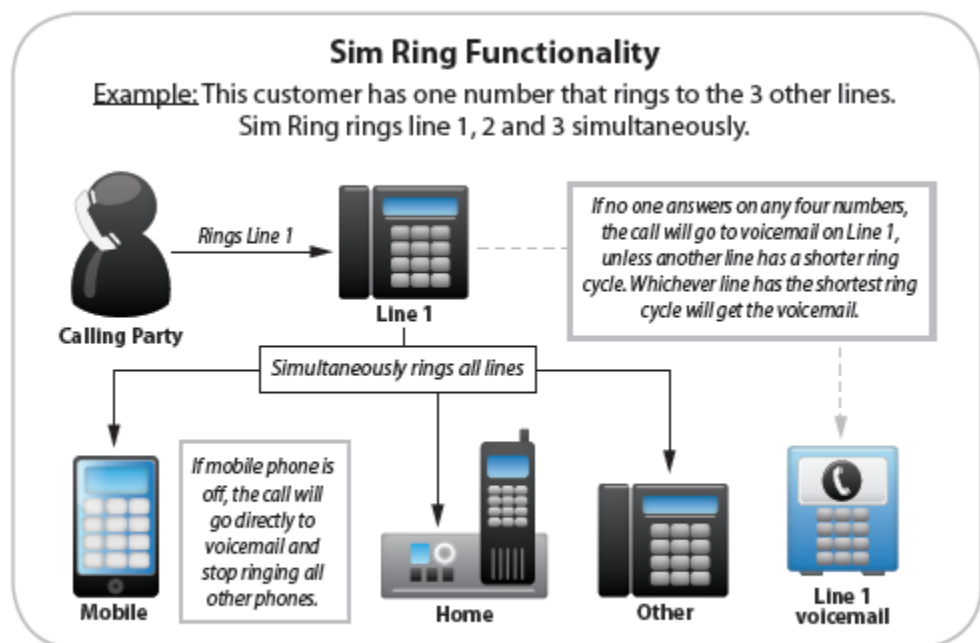
Sim Ring (Simultaneous Ring)

This feature needs to be set up through the Web Self-Care portal, and allows up to four phones to ring at once. When the call is picked up either by you or by voicemail, then the other phones stop ringing. At least one of the phone numbers must have service provided by HughesNet Voice.

- To activate, dial *96
- To deactivate, dial *97

Cell Phone Information

If a cell phone number is set up as one of the Sim Ring numbers and that cell is turned off then when the originating Sim Ring number is called, it will go directly to voicemail on the cell phone after one ring.



Sim Ring will not work on a line with Find Me Follow Me. Customer must choose one or the other.



Enhanced Voicemail

Setting up your mailbox

Access the Voice messaging system:

1. Dial your phone number or *333, wait for your recorded message to begin playing, then press*.
2. Follow the prompts to enter either your 10-digit phone number and PIN or just your PIN. (Your default pass code is the last four digits of your phone number). (Please note you must change your pass code to something other than the last four digits of your phone number for security reasons. If you do not, your voicemail could become unusable).
3. The following commands are available:
 1. Change Greeting
 - (1) Use system greeting
 - (2) Use personal greeting
 - (3) Create personal greeting
 2. Record Name
 - (2) Use recorded name
 - (3) Create recorded name
 3. Change Pass Code — follow the prompts
 4. *Exit

Checking your messages via the telephone

The default PIN to your voicemail is the last 4 digits of the telephone number you selected during registration.

Access the voice messaging system:

1. Dial your phone number, wait for your recorded message to begin playing, then press* and follow the prompts.



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

- (1) Replay current message
- (2) Skip current message
- (4) Skips back five seconds while playing a message
- (5) Skips ahead five seconds while playing a message
- (7) Delete current message
- (8) * Exit

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