



InnoMedia ATA Quick-Start Set-Up Guide

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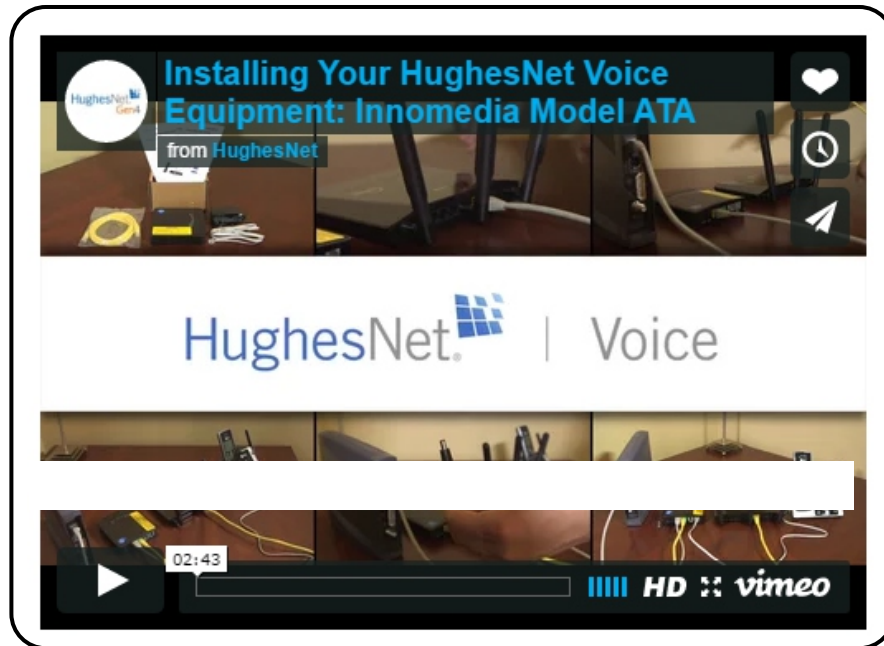
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Welcome to the HughesNet Voice Installation and Activation Guide for the InnoMedia Analog Telephone Adapter (ATA)

1. Before you start, you must first identify the model of Satellite Modem installed at your location. Page 5 has instructions for finding the model number if you are unsure. Make a note of the model number in the space provided on the next page.
2. Next, we strongly recommend that you watch the video available on our website to view the installation and activation steps.



To view the video, please visit us at: <http://voice.HughesNet.com/activate>.

Record Your Information

Use the space below to keep track of the information you will need during the installation process.

HughesNet Satellite Modem Model Number	
SAN	
ATA MAC	
Zip Code at your install address	
Telephone number provided at the time of ordering HughesNet service	
Email address for login to the HughesNet Customer Management Center	
Email address for login to the HughesNet Voice Web Self Care Portal	
Phone number assigned to your ATA after activation	
Your Caller ID assigned to your ATA after activation	

Modem Identification

The various models of HughesNet modems are listed below, along with their corresponding sections in the guide. To find the model number, check the areas that are circled in the images.



HT1000 or HT1100








HN9000

HT2000W

Section 1a

Section 1b

Guide Contents

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Section 1a: HT1100/HT1000/HN9000 Connections

This section shows how to connect the ATA. The HT1100 is used in this guide, however the connections are the same for the all three modems (HT1100/HT1000/HT9000).

You will need:



HughesNet Modem



InnoMedia ATA



Supplied Ethernet cable



Home computer or wireless router



**Existing Ethernet cable connecting
your HughesNet modem to your
PC or wireless router**



**Home phone
(not provided)**



Telephone cable

Existing connections (Laptop or Desktop)

Prior to installing the ATA, your connection should be similar to the image below.



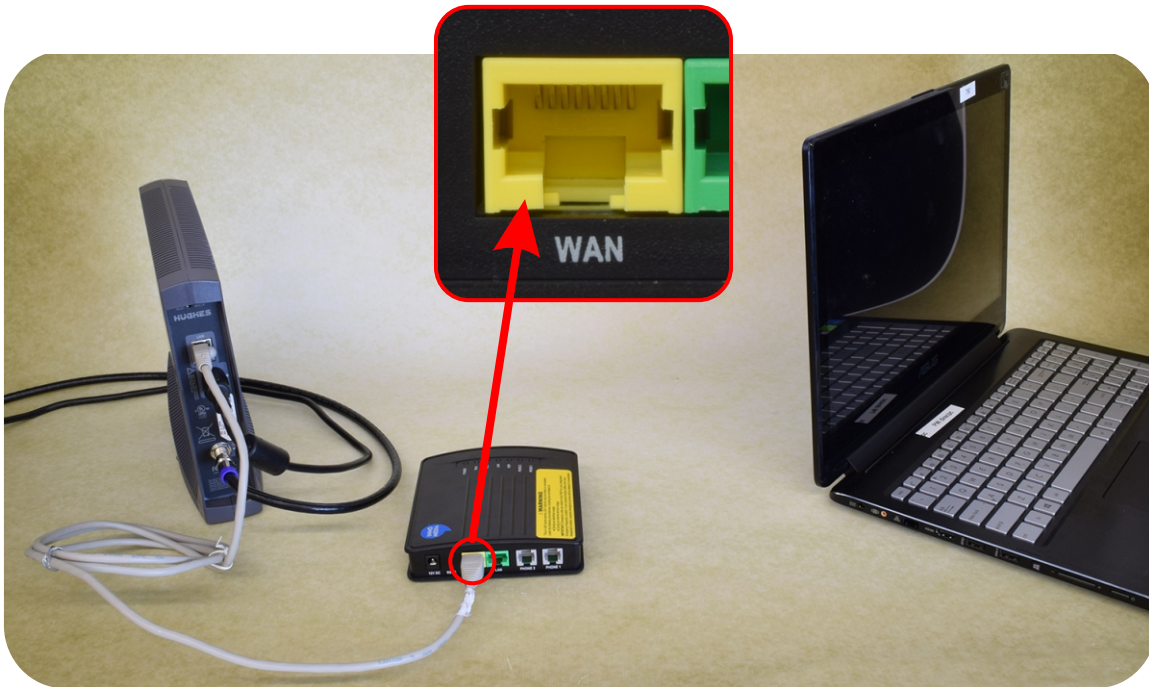
Existing connections (Wireless router)

Prior to installing the ATA, your connection should be similar to the image below.



Step 1 (Laptop or Desktop)

Disconnect the Ethernet cable from your computer and connect it to the WAN port on the ATA.



Note: Do not connect the Ethernet cable to the LAN port of the ATA


Step 1 (Wireless router)

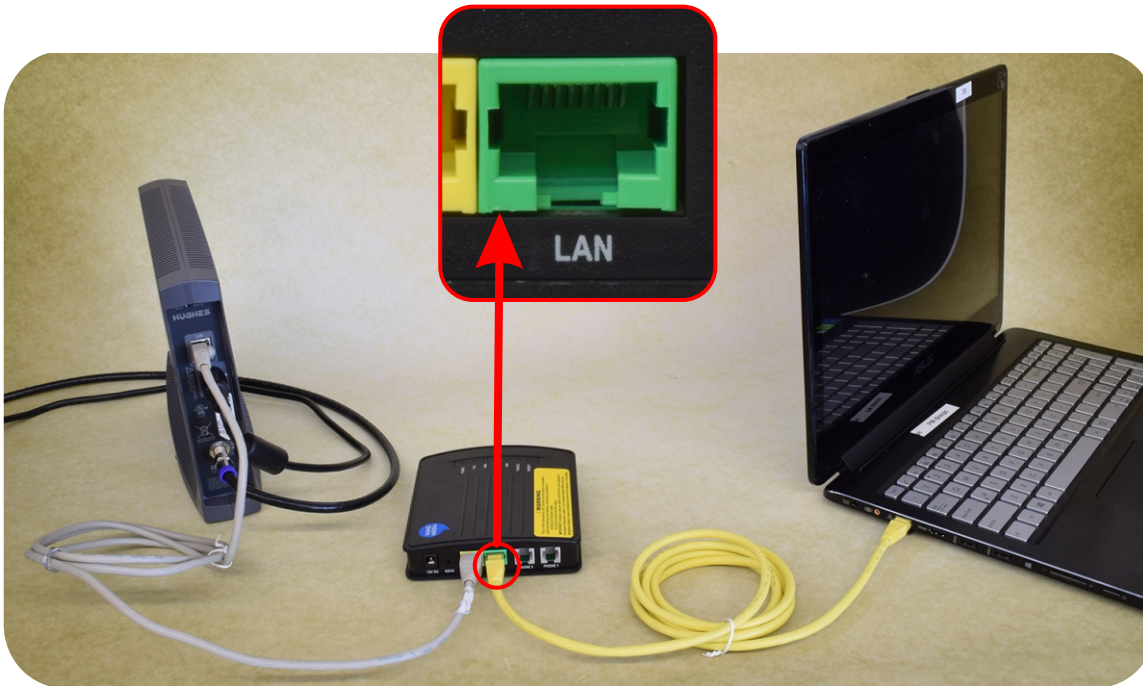
Disconnect the Ethernet cable from your wireless router and connect it to the WAN port on the ATA.



Note: Do not connect the Ethernet cable to the LAN port of the ATA

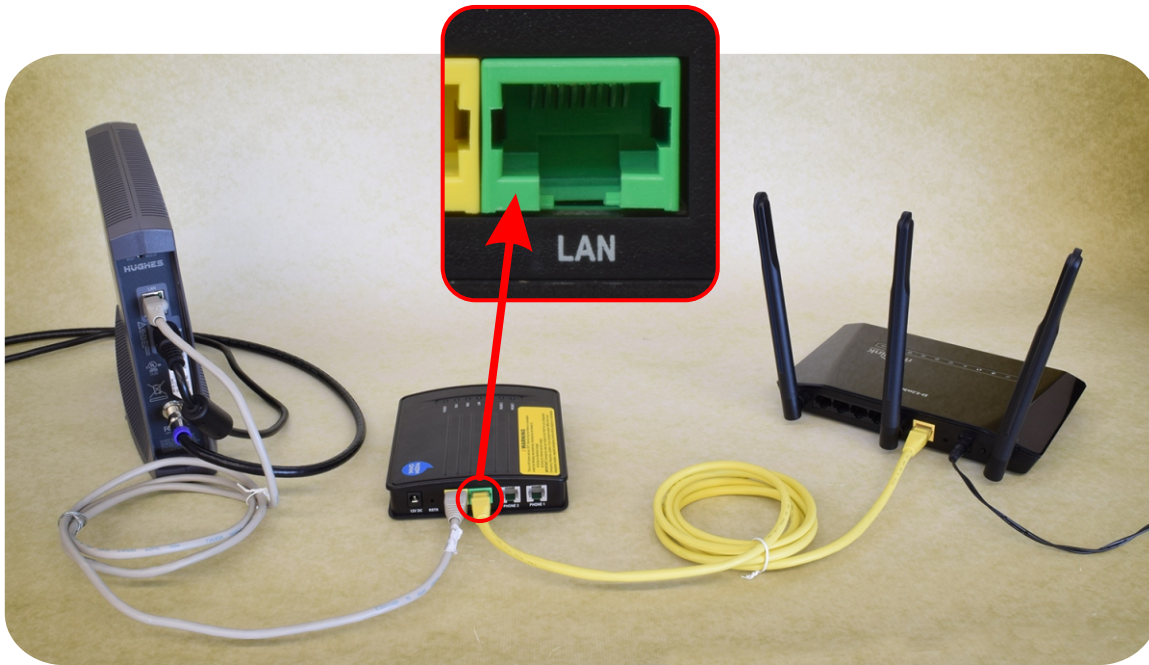
Step 2 (Laptop or Desktop)

Connect the supplied Ethernet cable from the LAN port on the ATA to the Ethernet port () on your computer.



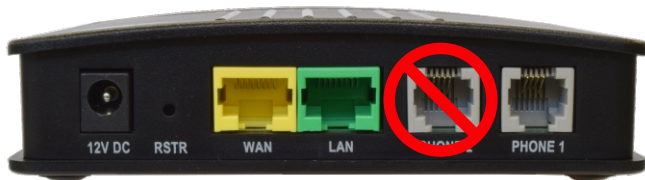
Step 2 (Wireless router)

Connect the supplied Ethernet cable from the LAN port on the ATA to the Internet or WAN port on your wireless router.



Step 3 (Laptop or Desktop)

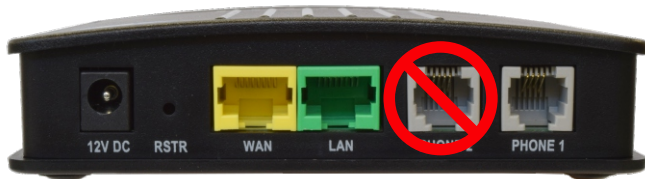
Using the telephone cable provided with the InnoMedia ATA, connect the PHONE 1 port of the InnoMedia ATA to your home telephone, or home telephone base station.



Note: Do not connect anything to the PHONE 2 port of the ATA

Step 3 (Wireless router)

Using the telephone cable provided with the InnoMedia ATA, connect the PHONE 1 port of the InnoMedia ATA to your home telephone, or home telephone base station.



Note: Do not connect anything to the PHONE 2 port of the ATA

Step 4 (Laptop/Desktop/Wireless router)

Confirm that your HughesNet satellite modem and computer or wireless router is powered up. Connect the supplied ATA power cable to the DC 5V jack on the ATA. Plug the power supply of your ATA into an electrical outlet.



Once the ATA has been powered up, the LED behavior should be as follows:

- The POWER LED should be solid green.
- The RUN LED should be blinking red.
- The WAN and LAN LEDs should be amber.



Your fully connected cables should resemble the following:

*Note: A laptop is displayed here, but you may have a desktop PC or wireless router.





Section 1b: HT2000W Connections

This section shows how to connect the ATA to an HT2000W modem.

You will need:



**HughesNet HT2000W
Modem**



InnoMedia ATA



Supplied Ethernet cable



Home computer



**Existing Ethernet cable connecting
your HughesNet modem to your PC**



**Home phone
(not provided)**



Telephone cable

Existing setup (Laptop)

The HT2000W satellite modem has a built in wireless router. You would normally connect a laptop to the satellite modem by wireless as shown. However you can also connect by an Ethernet cable (not shown).



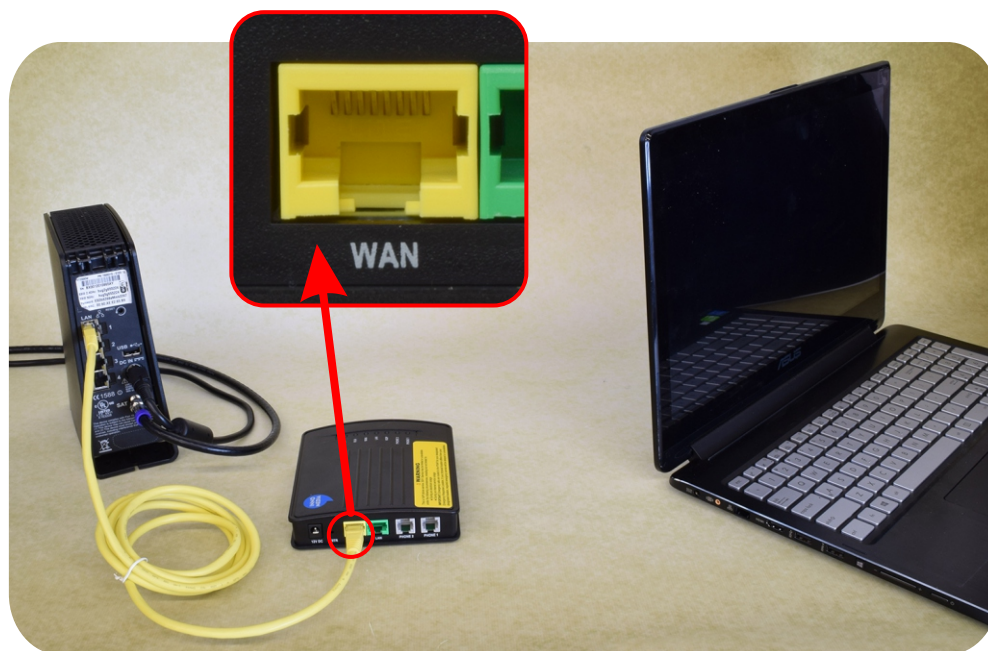
Existing setup (Desktop PC)

A desktop PC will have an Ethernet cable connection with the HT2000W satellite modem as shown.



Step 1 (Laptop)

Using the supplied Ethernet cable, connect any of the LAN ports on the HT2000W to the WAN port on the ATA.



Note: Do not connect the Ethernet cable to the LAN port of the ATA

Step 1 (Desktop PC)

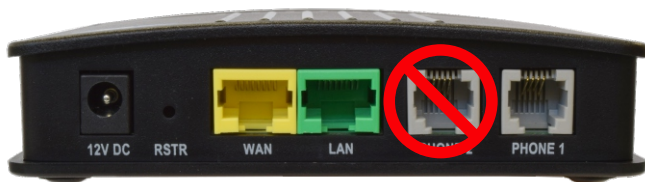
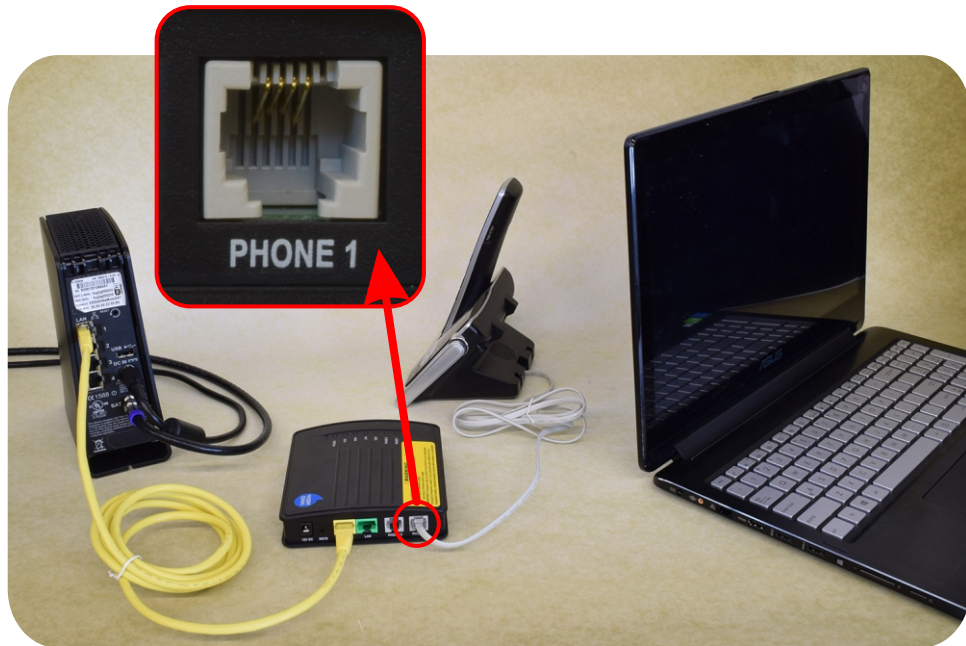
Connect one end of the supplied Ethernet cable to one of the unused LAN ports on the satellite modem, and the other end to the WAN port of the ATA.



Note: Do not connect the Ethernet cable to the LAN port of the ATA

Step 2 (Laptop)

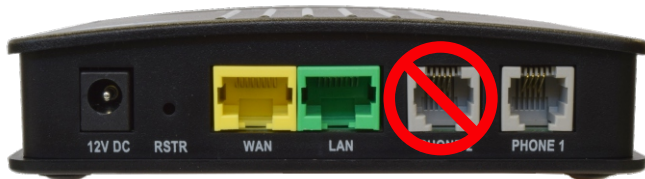
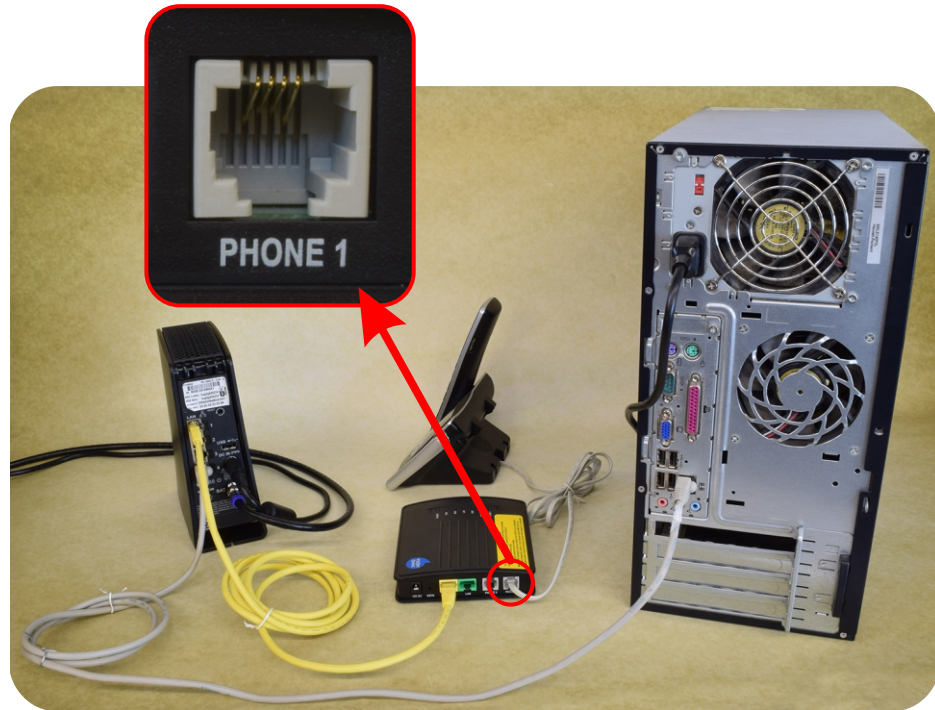
Using the telephone cable provided with the InnoMedia ATA, connect the PHONE 1 port of the InnoMedia ATA to your home telephone, or home telephone base station.



Note: Do not connect anything to the PHONE 2 port of the ATA

Step 2 (Desktop PC)

Using the telephone cable provided with the InnoMedia ATA, connect the PHONE 1 port of the InnoMedia ATA to your home telephone, or home telephone base station.



Note: Do not connect anything to the PHONE 2 port of the ATA

Step 3 (Laptop or Desktop PC)

Confirm that your HughesNet satellite modem is powered up. Connect power cable to DC 5V jack on the ATA. Plug the power supply of your ATA into an electrical outlet.



Once the ATA has been plugged in, the LED behavior should be as follows:

- The POWER LED should be solid green.
- The RUN LED should be blinking red.
- The WAN and LAN LEDs should be amber.



Your fully connected cables should resemble the following overview:

*Note: A desktop PC is shown here, but you may have a laptop.



Section 2: ATA Activation

1. Visit our Activation Web site at <http://voice.hughesnet.com/>
2. You will be presented with the following screen. Review the Terms & Conditions and click on the box to indicate that you agree.


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

**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

Next, enter the SAN, MAC Address of your ATA, and Zip Code at your Installation Address. If you need help finding this information, click the  icon next to each field.

Click on Submit, and follow the instructions to complete your activation.

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

SAN: 	<input type="text"/>
MAC Address: 	<input type="text"/>
Re-enter MAC Address:	<input type="text"/>
Zip Code:	<input type="text"/>

Submit

Note: The MAC Address cannot have the letter “O,” but can have the number “0.”

3. You will be presented with the following screen. Verification can take up to 10 minutes.



Providing your Information

Activating Service

Finished

Activating HughesNet Voice Service

Your HughesNet Voice service is currently activating. This process can take up to 10 minutes.

During this time do not navigate away from this page or close your browser.

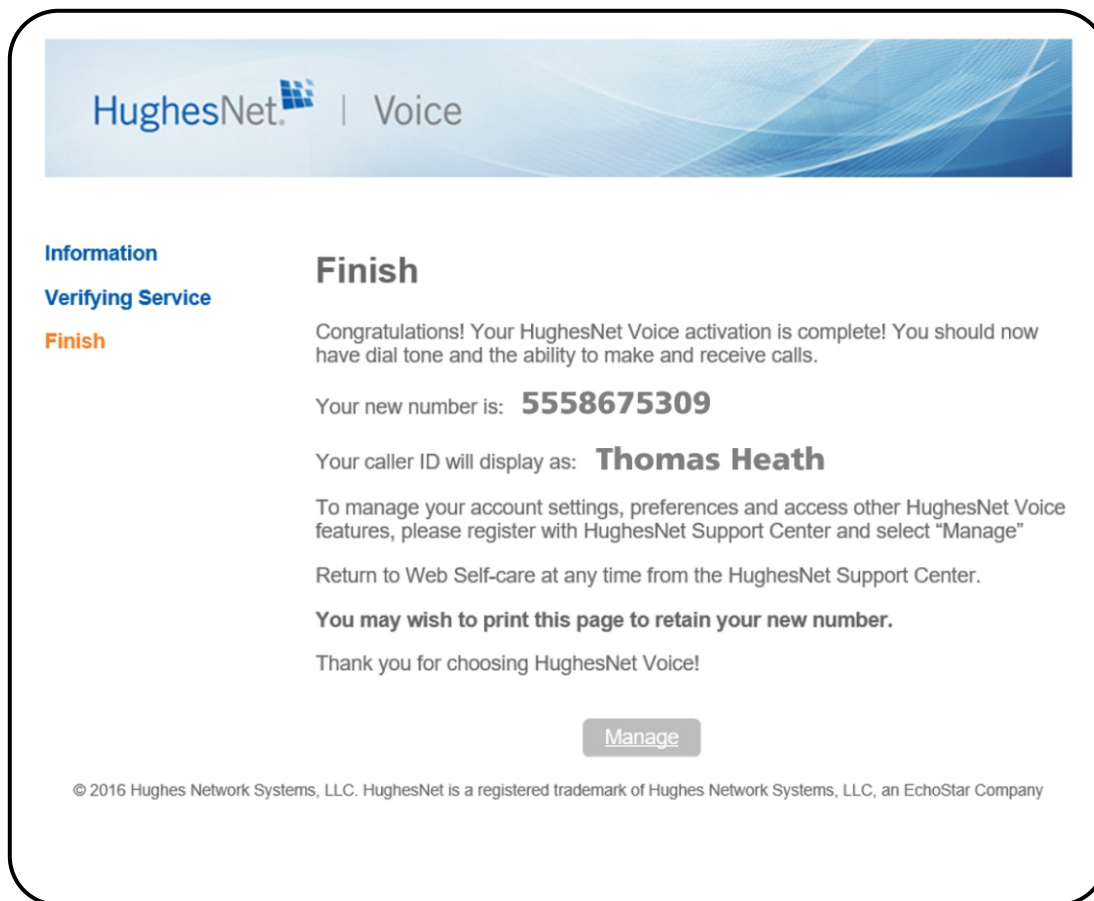


When activation is complete a new page will display your new telephone number and caller ID information, and all of the lights on your ATA will be illuminated, except Phone 2.

If you experience any issues with your activation, please review your connections and verify the information entered on step 1 of activation, then restart your activation.

View a step-by-step connections tutorial
voice.HughesNet.com/activate

4. Once service is verified, you will then be presented with the following page. You will see the phone number and Caller ID assigned to you on completion. Make a note of it in the space provided on Page 4 of this Guide. You will be presented with the following screen. Verification can take up to 10 minutes.



5. After successful activation, the POWER, RUN, PHONE 1, and VOIP LED lights should be solid green. The WAN and LAN LED lights should be an amber color and can flicker.



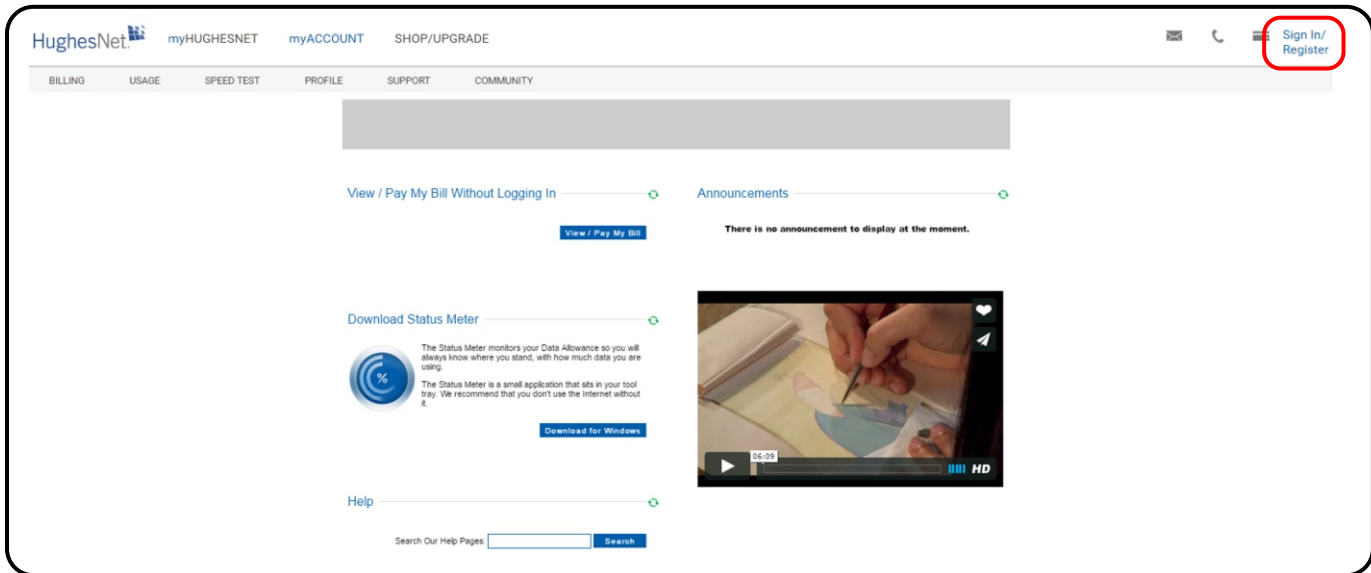
6. Click on the “Manage” link at the bottom of the page to go to the Support Center to register for Web Self Care.

Section 3: Support Center Registration

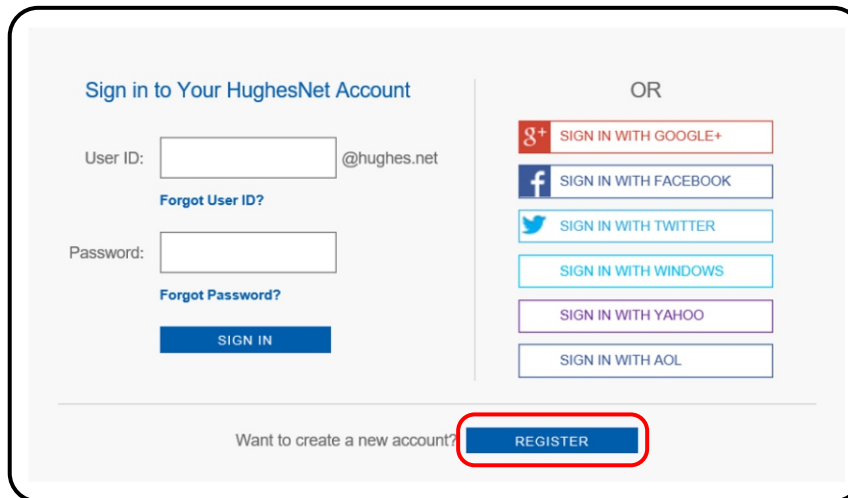
Step 1. Navigate to the following URL in your browser

supportcenter.myhughesnet.com

From here, select the “**Sign In**” option in the upper right hand corner of the page.

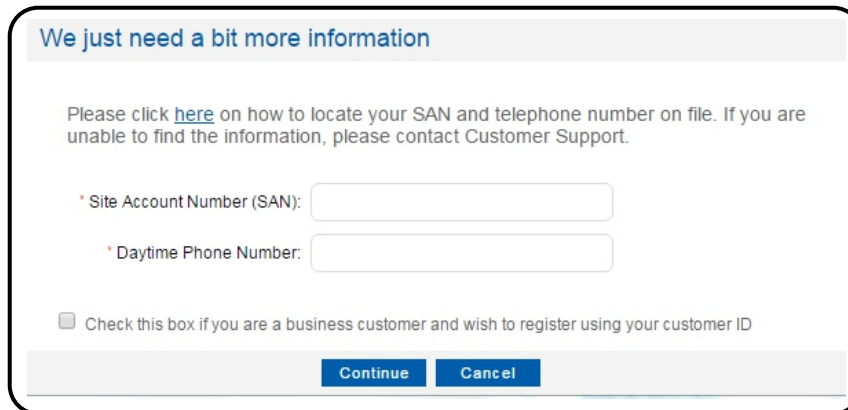


Step 2. Select the “Register” option at the bottom of the page



The image shows a login and registration page for HughesNet. On the left, under the heading "Sign in to Your HughesNet Account", there are input fields for "User ID:" (with a placeholder "@hughes.net") and "Password:". Below the password field is a link "Forgot Password?". A blue "SIGN IN" button is at the bottom of this section. To the right, under the heading "OR", there are six buttons for social and service logins: "SIGN IN WITH GOOGLE+", "SIGN IN WITH FACEBOOK", "SIGN IN WITH TWITTER", "SIGN IN WITH WINDOWS", "SIGN IN WITH YAHOO", and "SIGN IN WITH AOL". At the bottom of the page, there is a link "Want to create a new account?" and a blue "REGISTER" button, which is highlighted with a red rectangle.

Step 3. Enter your SAN and the daytime telephone number you provided when you ordered HughesNet service. Then select “Continue.”



The image shows a registration page titled "We just need a bit more information". It contains a paragraph of text: "Please click [here](#) on how to locate your SAN and telephone number on file. If you are unable to find the information, please contact Customer Support." Below this text are two input fields: "* Site Account Number (SAN):" and "* Daytime Phone Number:". At the bottom, there is a checkbox with the text "Check this box if you are a business customer and wish to register using your customer ID". At the very bottom, there are two buttons: "Continue" and "Cancel".

Step 4. Complete the remaining registration steps and select security questions.

Please select 3 security questions and enter your response, which you can use if you ever forget your password:

* Select ▼ :

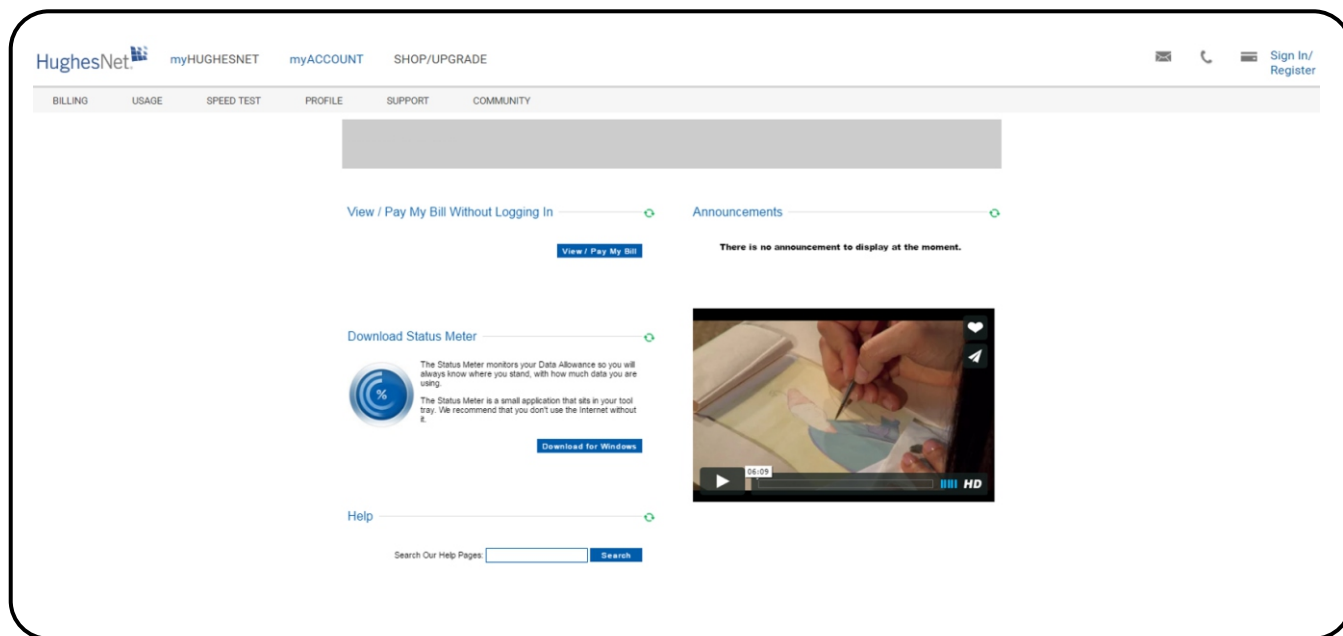
* Select ▼ :

* Select ▼ :

* indicates required field.

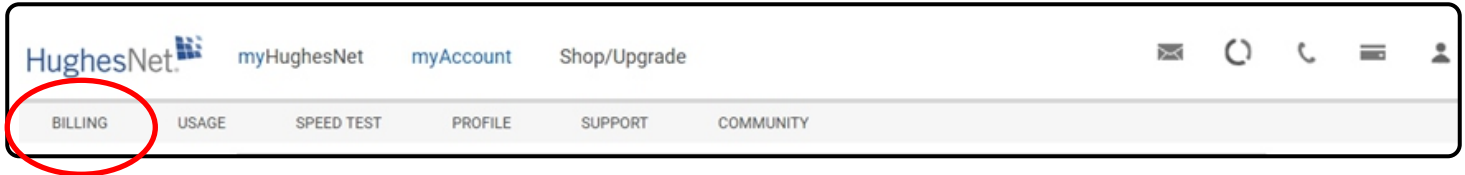
OK Cancel

Step 5: You've now completed Support Center registration. Your homepage should look similar to the image below.

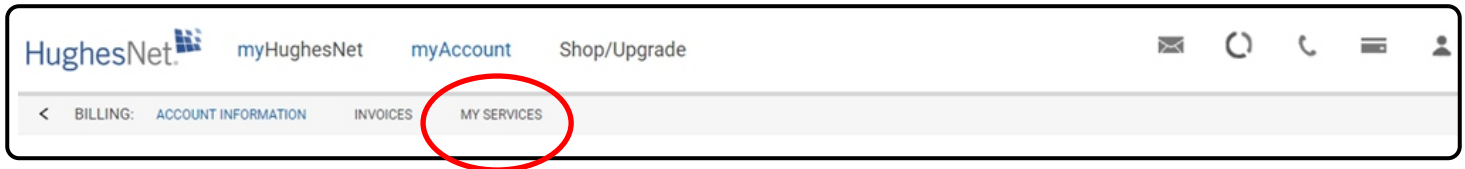


Section 4: Web Self-Care Registration

Step 1. From the Support Center homepage, find the Billing section circled below.



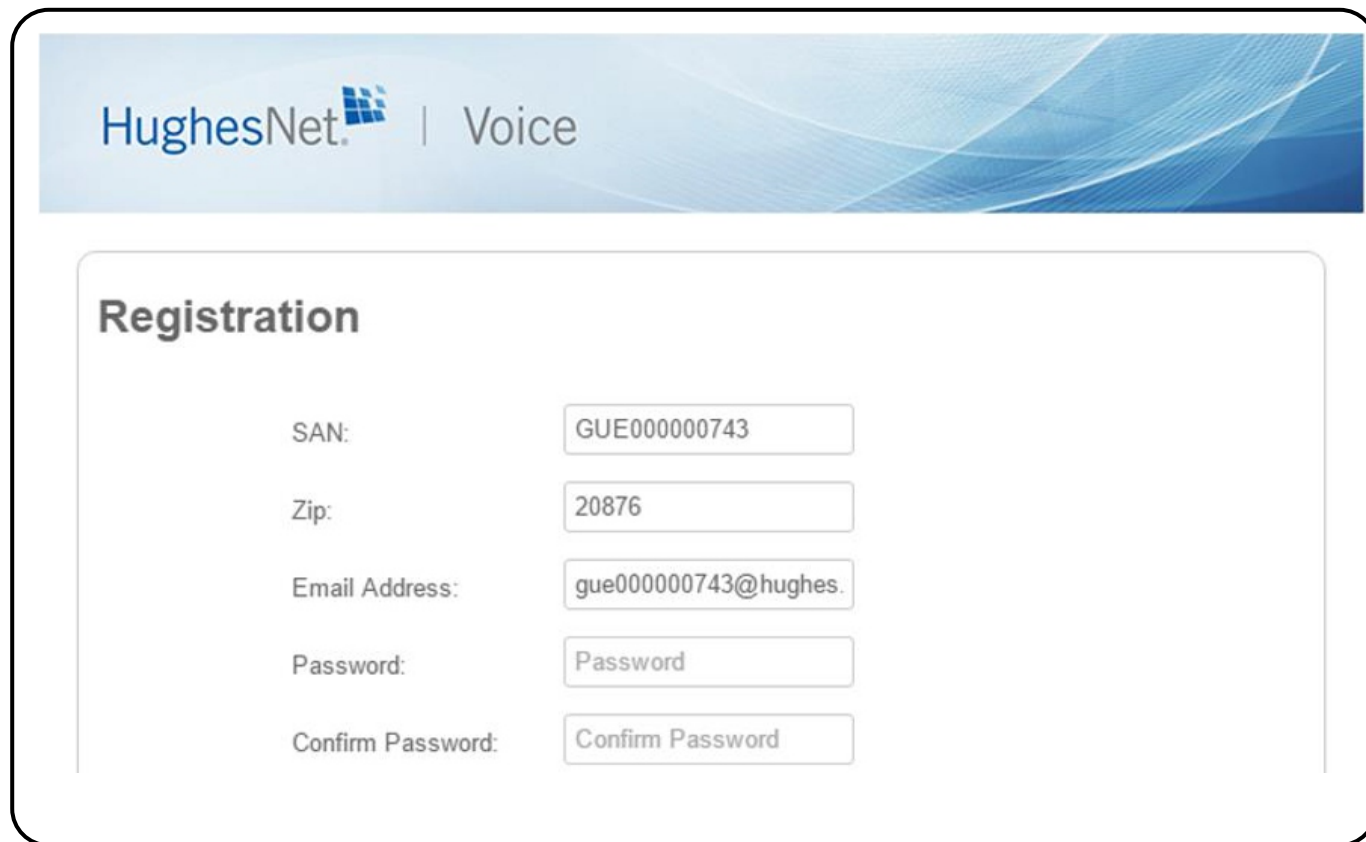
Step 2. Next, select the “My Services” link circled below.



Step 3. From the Support Center homepage, find the My Services section and at the lower part of the page select the “Manage” link circled below.

My Services 	
	Price
Express Repair Premium	Manage
Zone Alarm Internet Security Suite (3 PC)	Manage
Voice Package	Manage


Step 4: You will now be required to create a second login to the HughesNet Voice Web Self-Care Portal. This is to keep your telephone information secure. Start by entering in your SAN and Zip code at your installation address. Then enter the email address you would like to use for this login. This can be the same address you created previously, or any other email address you want to use. Then create a new password for the Web Self-Care Portal.



The screenshot shows the HughesNet Voice Registration page. At the top is a blue header with the HughesNet logo and the word "Voice". Below the header is a white box titled "Registration". Inside this box are five input fields, each with a label to its left: "SAN:" with the value "GUE000000743", "Zip:" with the value "20876", "Email Address:" with the value "gue000000743@hughes.", "Password:" with the placeholder "Password", and "Confirm Password:" with the placeholder "Confirm Password".

SAN:	GUE000000743
Zip:	20876
Email Address:	gue000000743@hughes.
Password:	Password
Confirm Password:	Confirm Password

Step 5: Next you will be required to select additional security questions for the Web Self-Care Portal login. Remember your answers, as they will be needed to recover your password if you forget it. When finished, click on the “Save” button.

 | Voice

Security Questions

Please select two security questions from the options provided below, and enter your answers which you will always be able to recall. We will present these security questions to you when you use the password recovery option for an added layer of authentication for your own security

Question 1:

What is the name of your elementary school? ▼

Answer 1:

Answer 1

Question 2:

What is the name of the city in which you were born? ▼

Answer 2:

Answer 2

Save

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Step 6: You are now registered with the HughesNet Voice Web Self-Care Portal. This is the main portal you will use to manage the various features associated with your account. Your screen should look like the following.



Web Self-Care Administration

[Home](#) [All Call Forwarding](#) [Voicemail](#) [Selective Call Rejection](#) [Sim Ring](#) [Call Records](#) [Port My Number](#)

Managing account for Joe Glidden - TN 3474894608

[Logout](#)

SAN: GUE000000743

HughesNet Voice Service Plan: Home Voice - Commitment

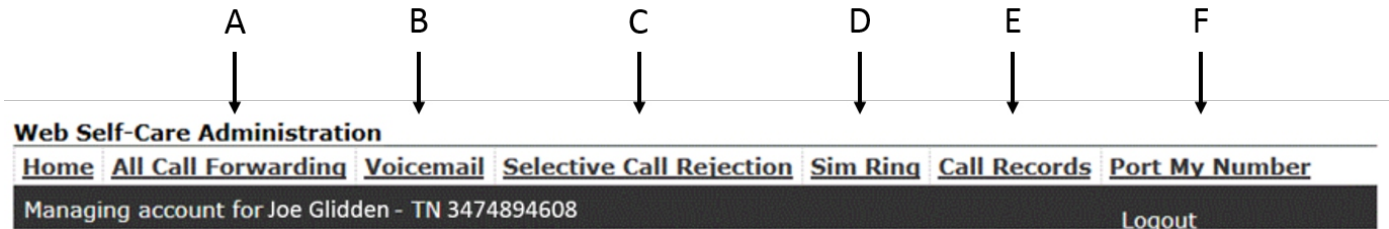
Login Email address: gue000000743@hughes.net

ATA MAC Address: 001099336ffe

Section 5: Managing Voice Features

From your Web Self-Care homepage, you can manage the following features:

- A. Call Forwarding
- B. Voicemail
- C. Call Rejection
- D. Simultaneous Ring
- E. View your call records
- F. Transfer your telephone number from an old carrier (number porting)



SAN: GUE000000743

HughesNet Voice Service Plan: Home Voice - Commitment

Login Email address: gue000000743@hughes.net

ATA MAC Address: 001099336ffe

Section 6: Telephone Number Transfer (Porting)

The following section will guide you through transferring your telephone number from a previous provider to HughesNet Voice.

Please be aware this process will take 10 business days to complete. During this time, **DO NOT** cancel service with your previous telephone provider.

Step 1. Once logged into the Web Self-Care portal, select the option for “Port My Number.”

Web Self-Care Administration

[Home](#) [All Call Forwarding](#) [Voicemail](#) [Selective Call Rejection](#) [Sim Ring](#) [Call Records](#) [Port My Number](#)

Managing account for Joe Glidden - TN 3474894608

[Logout](#)

Step 2: The next page shown will collect information required to complete a number transfer. Keep in mind, the more accurate information we are able to gather, the more likely it is that we will be able to successfully complete your port request.

*Please click the hyperlink at the top of the page to read common reasons why customers' port requests can fail. Read this information before submitting your port request. Note that each section has a (?) icon you can click to see more detailed information.

[Before starting, click here to read common reasons why customer's port requests can fail.](#)

If you have further questions, please click the question mark "?" for helpful hints.

* Is a Required Field

Port your telephone number to HughesNet Service (?)

Use a copy of a recent bill from your previous telephone carrier to help accurately fill in the information required below.

Phone Number to be Ported: *

Name Associated with Previous Phone Company Account (?)

First Name: *

Last Name: *

Step 3: After you have entered all of your information, click the “Submit Port Request” button at the bottom of the page. From this point your request will take 10 business days to complete. You will receive email notifications at the email address you have used to register on the Web Self Care Portal.

Address Associated with Previous Phone Company Account ?

Address Line 1: *

Address Line 1

Address Line 2: *

Address Line 2

City: *

City

State: *

State

Zip: *

Zip

Previous Phone Company Name ?

Previous Phone Company Name

Previous Phone Company Account Number * ?

Previous Phone Company Account

Pin (if available) ?

Pin (if availal

Please be advised that this process will take 10 BUSINESS DAYS TO COMPLETE.

Submit Port Request

[Cancel](#)

Print

Step 4: Helpful reminders about transferring your number

This section explains what to expect after you submit your port request.

1. Do not cancel service with your previous telephone provider until you have confirmation that the port request process has completed successfully.

2. In the event that your port request fails or is delayed, you will be provided with a reason for the failure or delay. Contact HughesNet to help resolve the issue, or follow the instructions in the email to resolve the issue on your own.
3. The porting process takes **10 business days** to complete. For your port request status, please check your email. If you have not received any communication, contact customer support.
4. If you have any further questions, please contact HughesNet Support.



Customer Care: 866-347-3292

If you are a business customer and you have purchased HughesNet Voice service, please contact:



Business Customer Care: 1-800-347-3272

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