

HUGHES NETWORK SYSTEMS

FIELD SERVICE BULLETIN

SUBJECT: HughesNet Activation CD

FSB NUMBER: FSB_060703_01A

FSB ISSUE DATE: 7/3/06

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CHANGE TO BE IMPLEMENTED BY:

AUTHORIZED HUGHES REPRESENTATIVE



CUSTOMER



DOCUMENTATION AFFECTED:

Training, Installation Specifications

CATEGORY:

HARDWARE



FIRMWARE



SOFTWARE



OTHER



EFFECTIVE DATE:

IMPLEMENT:



IMMEDIATELY



NEXT SERVICE CALL



OTHER: When you receive HN7000 units with the HughesNet Activation CD included.

COMMENTS: A HughesNet Activation CD will now be included with HN7000 cartons. This FSB provides instructions for using this software for consumer installations.

Please carefully read this update in its entirety and forward to your field personnel.

Installers should follow normal pointing and commissioning procedures using *DIRECWAY Consumer Installation Requirements* (Rev. M), *DIRECWAY Reflector Installation Guide* and the Field Service Order (FSO).

REMOVED MATERIAL DISPOSITION

SHIP TO N/A

ATTENTION N/A

COMMENTS N/A

BACKGROUND

The HughesNet Activation CD contains software that will:

- verify that the customer's PC meets minimum hardware and software requirements,
- perform automatic set-up of the customer's computer,
- configure the computer settings to maximize the effectiveness of the HughesNet service.

This Activation CD software is intended for a single user PC. Ensure the consumer's PC is not connected to a network before you start. Use the Activation CD for all consumer installations **except for EarthLink or Agristar customers**. The activation software is *not* Macintosh-compatible.

USING THE HUGHESNET ACTIVATION CD

1. Upon arrival, have the customer run the Activation CD software to verify their PC meets the minimum operating requirements before proceeding with the installation.

- The Activation CD software will verify the minimum computer requirements:
 - Memory, processor, and operating system
 - Microsoft Internet Explorer 5.5 or higher installed
 - Microsoft Java Virtual Machine Installed
 - Macromedia Flash Player installed

The Activation CD software will install any these programs missing from the customer's PC.

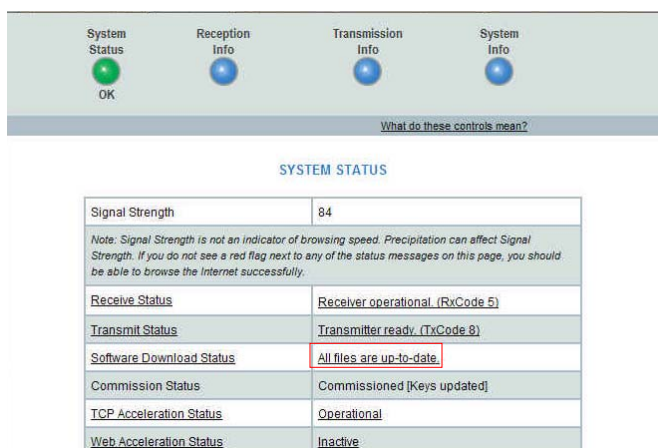
If the activation software determines the customer's PC does not meet the minimum requirements and cannot be corrected, notify HughesNet Customer Services at 1-866-889-3234, Option 1.

- The customer must select the checkbox and accept the Software License Agreement.
2. Instruct the customer to follow the directions provided by the CD until they get to the *Connect Your Modem via Ethernet* screen.

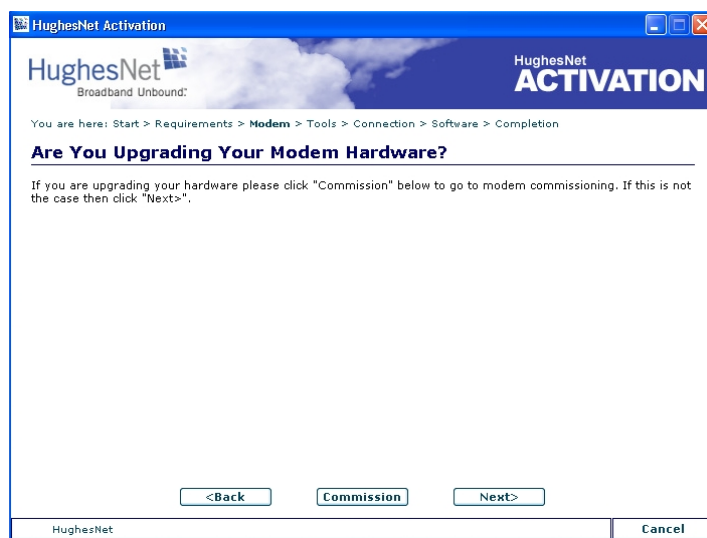


3. After the activation software confirms the customer's PC meets the minimum requirements, proceed with antenna installation, cabling, and commissioning. Installers must use their laptops to commission the system, not the customer's PC. **Do not connect the HN7000 to the customer's PC until directed to do so by the HughesNet Activation CD.**

4. After you have commissioned the modem, verify that all files are up to date.

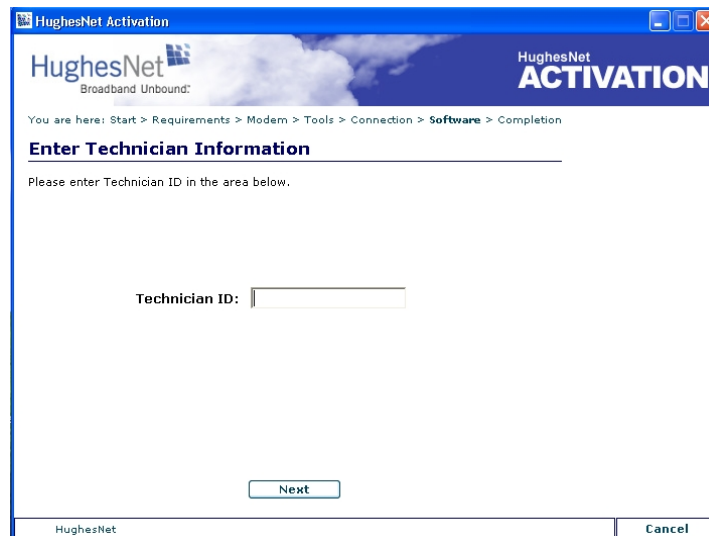


5. Connect the HN7000 to the customer's computer as instructed by the activation software. The Activation software will detect and verify the modem has been installed.
6. When the "Are You Upgrading Your Modem Hardware?" screen appears, Click *Next>* for new installations. If you select *Commission>* by mistake, click *Cancel* the registration popup window that appears. The activation will continue normally.



The Activation software will prompt the user through the remainder of the installation. It will verify the modem is commissioned, software updated, and set up a public IP address (if available with customer's service plan).

7. Enter your Technician ID when prompted.

The screenshot shows a window titled "HughesNet Activation". The window has a blue header bar with the HughesNet logo and the word "ACTIVATION" in large white letters. Below the header, there is a breadcrumb trail: "You are here: Start > Requirements > Modem > Tools > Connection > Software > Completion". The main content area is titled "Enter Technician Information" and contains the instruction "Please enter Technician ID in the area below." Below this instruction is a text input field labeled "Technician ID:". At the bottom of the window, there is a "Next" button and a "Cancel" button. The window also has a status bar at the very bottom with the text "HughesNet" on the left and "Cancel" on the right.

A browser window opens displaying the HughesNet welcome page. You may close this page. Installation is complete.

- If the Activation CD software hangs during the installation process, click Cancel and restart.
- If the Activation CD fails to load, call HughesNet Customer Services at 1-866-889-3234, Option 1.