

# Hughesnet Fusion™ Multipath Device

## Replacement Guide



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# Before you begin

**You have 30 days from the date the new Multipath Device is shipped to you to replace the old device.** You have 30 days from the date the new Multipath Device is shipped to you to activate the new device; activation won't work beyond 30 days.

- Be aware that this process takes approximately 20-25 minutes to complete. You will not have internet access while in progress.
- Make note of the following information for later use:
  - **RMA number** from the UPS return label (See [Figure 19](#) on page 17).
  - **Serial number** of the new device labeled on the box as S/N. ([Figure 17](#) on page 15)

While unpacking the new device **it is important to keep** the following items:

- **Box and packing material:** these will be reused to return your old Multipath Device
- **UPS return label**
- **UPS Packing Slip**

**Note:** The **UPS return label and packing slip** can be found in the pouch attached to the outside of the box.

## Quick Overview

- ✓ Power off by unplugging your Multipath Device and Hughesnet Wi-Fi Modem
- ✓ Disconnect your old Multipath Device.
- ✓ Connect your new Multipath Device.
- ✓ Power on by plugging in the Multipath Device and Hughesnet Wi-Fi Modem.
- ✓ Complete activation at <https://fusion.hughesnet.com/>.
- ✓ Use the box from the new Multipath Device to ship the old device back to Hughes.
- ✓ Take the prepaid UPS shipping label from the pouch on the center of the box and stick it over the old shipping label.
- ✓ Drop the package off at your nearest UPS store or contact UPS to pick up the package from your location.
- ✓ If you are unable to return the old Multipath Device, it may result in Unreturned Equipment Fees on your account.

Wireless Antenna



Existing Hughesnet  
Multipath Device Wi-Fi Modem



Figure 1: Connected Antenna, Multipath Device, and Hughesnet Wi-Fi Modem

# Included in the box

The following items are included and packaged as pictured in Figure 2.

Item	Description	Quantity
1	Multipath unit	1
2	Power cord	1
3	Power adapter	1
4	Ethernet cable	1
5	Double-sided tapes for antenna mounting	2

**Note:** Larger images of the included parts are available on the activation website <https://fusion.hughesnet.com/>



Figure 2: Multipath Device and included parts

# Disconnect old Multipath Device and old power supply

**Note:** The device does not have a power (off-on) switch.

**CAUTION**



1. **Unplug the power adapter of the Multipath Device and the Hughesnet Wi-Fi Modem from the surge protector or wall outlet first** (circled) to avoid static electricity discharges that could shock you and/or damage the device.

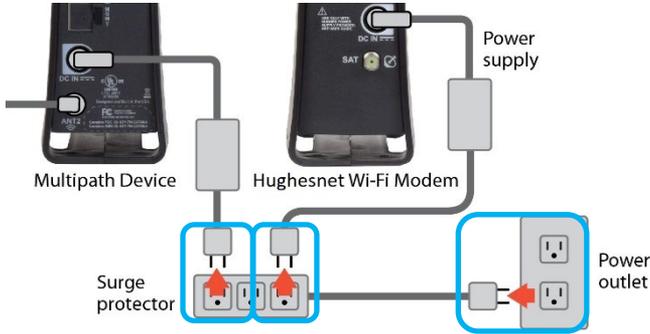


Figure 3: Unplug from wall

2. Disconnect the remaining cables as shown in [Figure 4](#).

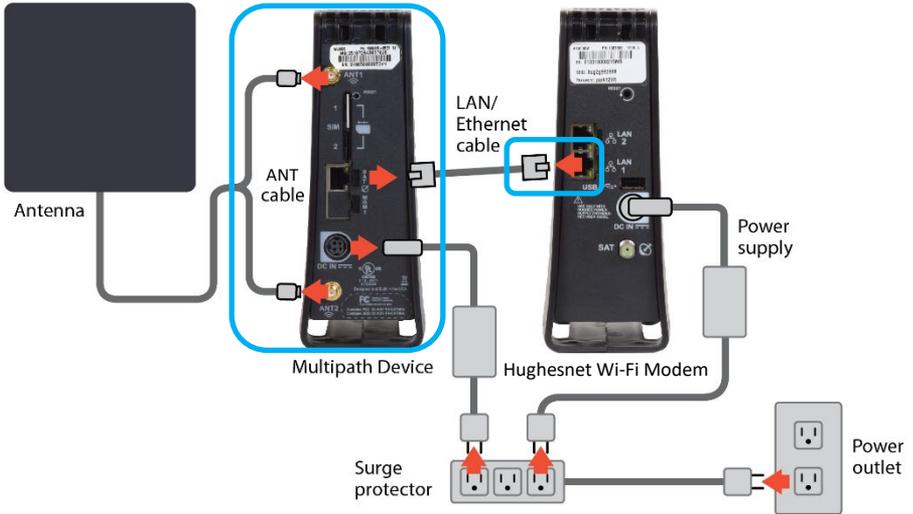


Figure 4: Disconnecting cables from the old device

**Note:** To unplug the power adapter from the back of the device, grip the locking mechanism (Figure 5) and pull. The locking mechanism will disengage, and you will be able to remove the power adapter.



Figure 5: Locking mechanism

3. Set the old device and old power supply aside. Page 16 explains how to return the old device and old power supply to Hughes.

# Connect and power up the new Multipath Device

**CAUTION**



Connect the wireless antenna and Ethernet cable **BEFORE** plugging in the power. This is to avoid static electricity discharges that could shock you and/or damage the device.

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1. Connect and hand-tighten the antenna cables (Figure 6) to the Multipath Device, taking care to match the labeled cable to the appropriate port.



Figure 6: Antenna connections

2. Connect the Multipath Device (SAT port) to the Hughesnet Wi-Fi Modem (any LAN port) using the provided Ethernet cable (Figure 7).

Multipath Device

Hughesnet Wi-Fi Modem



Figure 7: Multipath Device Ethernet cable connection

**Note:** The Hughesnet HT3000W Wi-Fi Modem only has two Ethernet ports to choose from. The Hughesnet HT2000W/HT2010W Wi-Fi Modems (pictured) has four. Connect the power adapter to the Multipath Device.

- a. The DC IN port on the Multipath Device is highlighted with a white D-shaped indicator. The shape of the locking mechanism (see Figure 5) on the power adapter will need to line up with this indicator (see the blue lines in Figure 8).

DC-IN port



Front view of locking mechanism on power adapter

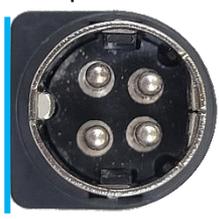


Figure 8: DC-IN indicator

- b. Align the power adapter to the unit and press in until you hear a click. This will indicate that the adapter is connected correctly (see the blue lines in Figure 9).



Figure 9: Aligning the power adapter connector

3. Connect the power adapter to the power cord (a), then plug the power cord into the power outlet (b) as shown in Figure 10.

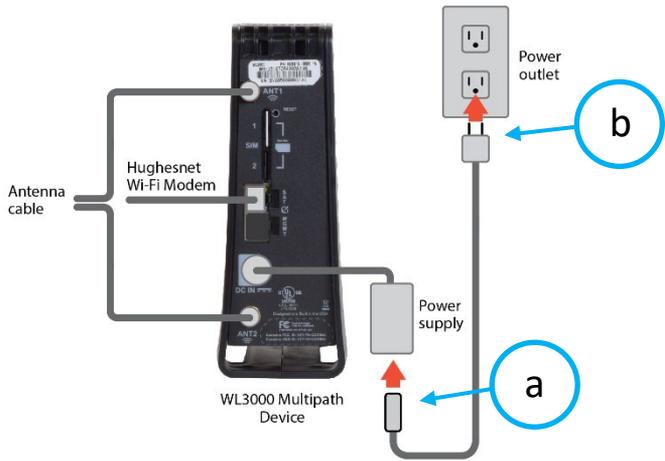


Figure 10: Power plug in to wall

4. Plug in the Hughesnet Wi-Fi modem power cord into the power outlet.

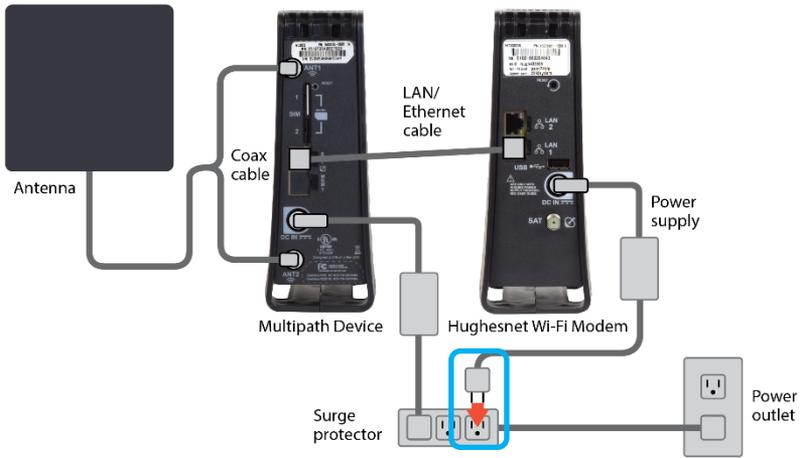


Figure 11: Plug in power for the Hughesnet Wi-Fi modem

**CAUTION**



**Do not unplug the power adapter from the back of the device. Always unplug the power cord from the surge protector or wall outlet FIRST to avoid a static electricity discharge which may result in minor or moderate injury, or equipment damage.**

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# Activation

1. Wait 5 minutes or until the Wi-Fi LED on the Hughesnet Wi-Fi Modem is SOLID.



Figure 12: Wi-Fi LED on Hughesnet Wi-Fi Modem

2. Ensure the System LED is BLINKING and the Sat LED is SOLID on the Multipath Device.

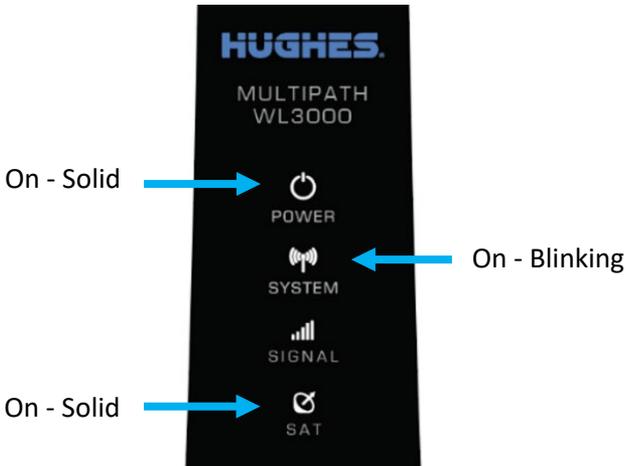


Figure 13: System LED BLINKING and SAT LED SOLID

3. Using a device connected to the Hughesnet Wi-Fi Network, go to <https://fusion.hughesnet.com> and follow the on-screen instructions to start the activation and complete the installation.

# Troubleshooting

In the event of an issue, check the following:

1. Check the multipath device

- Ensure that the power light is ON and the power connection is secure
- Ensure that the connections for the antenna are secure
- Ensure that the Ethernet cable connects the Multipath Device directly to the Hughesnet Wi-Fi Modem. Do not connect a switch, router, or any other networking device between the two devices.
- If using your own Ethernet cable, ensure the cable is Cat5e, CAT6, or CAT7.

2. Check the Hughesnet Wi-Fi Modem

- Ensure that the Hughesnet Wi-Fi Modem is ON
- Ensure that the Wi-Fi LED is ON



Figure 14: Wi-Fi LED on the Hughesnet Wi-Fi Modem

- Ensure you're connected to the Hughesnet home network: **On the device being used for installation**, go to **settings** → **Wi-Fi** and confirm the SSID (Wi-Fi name) it is connected to matches SSID of your home network. This is often the same as found on the Hughesnet Wi-Fi modem label.

**Note:** If you are having trouble locating the Wi-Fi settings, refer to your device's user manual.

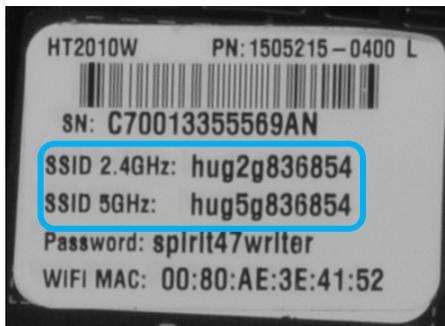


Figure 15: Example Wi-Fi label on the Hughesnet Wi-Fi Modem

3. Check your browser's version on the device being used for installation and ensure you have the latest release.

Multipath Device	LED	Definition
 <p>The image shows a black, vertical, tapered device labeled 'HUGHES MULTIPATH WL3000'. It features four rows of LED indicators, each with a corresponding icon and label: a power button icon for 'POWER', a Wi-Fi signal icon for 'SYSTEM', a cellular signal strength icon for 'SIGNAL', and a satellite dish icon for 'SAT'.</p>	POWER	The LED will turn on within a few seconds of power up and stays solid until power is removed.
	SYSTEM (Solid)	The system and acceleration is fully operational.
	SYSTEM (Blinking)	The system and acceleration is partially operational, and requires attention.
	SYSTEM (Off)	The system and acceleration is not ready/available.
	SIGNAL (Solid)	The wireless connection is fully connected.
	SIGNAL (Blinking)	The wireless connection is searching/connecting to the wireless service
	SIGNAL (Off)	The wireless connection is not ready/available.
	SAT (Solid)	The Multipath Device is connected to the Hughesnet Wi-Fi Modem.
	SAT (Blinking)	The Multipath Device is connected to the Hughesnet Wi-Fi Modem, but is checking connectivity.
	SAT (Off)	The Hughesnet Wi-Fi Modem is not connected.

Figure 16: Multipath Device LEDs

## If you need assistance

If you have a question or need assistance, call Hughesnet Customer Care, toll-free, at 1-866-347-3292. Please read these instructions before you call.

If you cannot complete the replacement procedure, it may be that the replacement was not authorized or that the 30-day activation period has expired.

If you call for assistance, tell the Customer Care representative that you are installing a replacement Multipath Device and the problem you are having (for example, I cannot open an internet web site.) Please have the following information ready:

- **RMA number** from the UPS return label. (Figure 19)
- **Your site account number (SAN)** from your Hughesnet bill or statement.
- **Serial number** of the new device is displayed as S/N on box label. (See Figure 17 for an example of the label).



Figure 17: Example box label

# Return the old Multipath Device to Hughes

If you are replacing a Multipath Device with a new device, you must return the old unit within 30 days. If you do not return your old device, an unreturned equipment fee will be applied. **Please return your old device, old power supply, and any cables you are not using.**



Figure 18: Multipath Device

1. Pack the old device, power supply, and cables in the box that the new device was shipped in.
2. Place the packing slip on top of the items before closing the box.
3. Tightly seal the box with packaging tape. Use only packaging tape.

4. Place the prepaid UPS return label (to Hughes Network Systems) on the box so it covers the old label with your address on it.



Figure 19: Example return label showing RMA and tracking numbers

**Note:** Make note of your return material authorization (RMA) number and the UPS tracking number. The RMA number and tracking number both appear on the UPS return label, as shown in [Figure 19](#).

## Ship the package

Shipping your old Multipath Device back to Hughes is easy and free. Take the box to any staffed UPS location or give the box to any UPS driver.

Find UPS locations online at [www.ups.com/dropoff](http://www.ups.com/dropoff).

- Drop it at a staffed UPS location. Do not take the box to a UPS drop box because it will not fit.

OR

- Call UPS for a pickup at your home. Call 1-800-742-5877. Be prepared to give the full UPS tracking number.



**Note:** Your return label is prepaid by Hughes. There is no additional shipping charge for you to return your old equipment.

## Track the return package

You can track the return package online at [www.ups.com](http://www.ups.com) with the tracking number.

## Check return shipment status

You can check the status of your return shipment online at <http://rmastatus.hughesnet.com>. You will need your site account number (SAN) or RMA number. The RMA number appears on the return label, as shown in [Figure 19](#).