



Traveling with HN7000S

When you decided to travel with your HughesNet satellite Internet system it seemed all too easy. This is the perfect solution for communicating on the road. Having Internet available 24/7 made your travel plans possible.

Take it off the roof, put it on a tripod, and go. Buy a used system from an eBay vendor, or a local resident, stow it in your RV and hit the road.

However...now it is time to set it up at the first destination, nothing happens. No signal, no Cross-pol test, no Internet. It works fine at home, what could possibly go wrong.

Can't find the signal? No problem just call HughesNet support. This is when you found out from technical support that you can't travel with your equipment. Now what?

You see these systems everywhere on the road. It seems every RV park has at least one HughesNet system sitting on a tripod next to an RV. Why can't you do the same.

HughesNet, the corporation, does not sell or support portable or mobile Internet systems. Make that call and that is exactly what they tell you. Currently the HN9000 satellite system they are selling is truly a non-mobile system. Only the previous generation of their satellite modem, the HN7000S, can be taken on the road.

The main reason that HughesNet resists mobile and portable operation is the support issue. There are so many variables with satellite technology that it is difficult to define and document all of them. Their offshore support team can barely cover the basics of a fixed system. Throw constantly changing locations into the mix and...meltdown.

HughesNet itself makes changes regularly to balance the load on each satellite, arrange for shifting of ever changing customer requirements, and other satellite management duties. All these changes affect the customer when setting up in a new location.

What you need now is a Traveler's User Guide with step-by-step instructions and illustrations that get you up and running fast. Does HughesNet provide one? No, because they don't sell or support portable systems.

Help is close at hand though. The Maxwell Group now has the *User Guide for the HN7000S* system available as an eBook.

It includes all the details on how to troubleshoot your satellite system. Here are just a few of the topics covered in the Guide:

- Computer Configuration Checklist for Windows
- How to Install and Run the DSSatTool Utility to Save Time and Frustration

- ☑ Everything you Need to Know About the Modem
- ☑ Tips on Dealing with HughesNet Support
- ☑ Finding the Signal
- ☑ Passing the Cross-Pol Test
- ☑ Installing and Using the OPI
- ☑ Re-Registering the Modem
- ☑ Registering a New or Used Modem for the First Time
- ☑ Using the Alternate Satellite Procedure to Test Your Equipment
- ☑ Many Other Troubleshooting Procedures

This guide is available at <http://www.TheMaxwellGroup.net>.