

DIRECWAY® VoIP

Frequently Asked Questions

HUGHES
NETWORK SYSTEMS-EUROPE



DIRECWAY® is a family of broadband satellite solutions brought to you by Hughes Network Systems, Inc. (HNS), the global market leader in providing satellite products and services to enterprises and consumers. DIRECWAY satisfies the increasing demand for bandwidth by offering a variety of high-speed multimedia hardware, software, and service solutions.

Will DIRECWAY VoIP work with my existing DW6000 or DW4020 system?

DIRECWAY VoIP comprises a voice appliance known as the DW6040. The DW6040 is designed and optimised to work with the DW6000 and the DW4020 Internet access terminals. If you have any other DIRECWAY system, speak to your dealer about upgrade options.

Can I sign up to the service and use a PC client instead of an analogue phone and the DW6040 to connect to my DW6000/DW4020?

No, the service is designed and optimized to work with the DW6040 and provides constant bit rate support to ensure voice traffic is prioritized over other data traffic. PC client software is not available and is not currently supported.

Is a specific grade of service plan needed for DIRECWAY VoIP?

All existing service plans from HNSE will support voice over IP.

Is there a minimum contract term?

DIRECWAY VoIP is a pay as you go service and therefore does not have a minimum term. However, enrollment in one of four Internet access plans is a prerequisite for our voice service and these plans do have minimum terms.

Can I have more than one telephone number?

The DIRECWAY service currently provides one number per service plan.

Can I install the DW6040 myself?

No, professional installation is required for all DIRECWAY products.

Is DIRECWAY VoIP available where I live?

Designed for EMEA (Europe, Middle East and Africa) customers, service is available in most countries. Check with your dealer for service availability.

Do I need a special telephone and is this provided?

A normal analogue telephone with RJ11 connector as used with a land line is all that is required. Telephones are not supplied as part of this service.

How do I add funds to my account?

Contact your local DIRECWAY VoIP dealer to request credits to your account.

Can I use a fax with this service?

Facsimile is not currently supported with this service.

Can I dial national emergency numbers?

National numbers cannot be dialed directly as your telephone line is registered as a US number. 911, 999 and other emergency numbers cannot be dialed direct. Customers are advised to make a note of local emergency numbers, including country and area codes, in advance and post these numbers next to the telephone.

Can I dial operator services?

Customers are advised to make a note of local operator numbers for easy reference. Note that these calls will be billed at the applicable rates.



How quickly can I get additional call credits?

Once payment is made to the dealer, additional call credits will be made available instantly. You will be provided with a single use recharge number, which you use to update your account online.

Can I sign up to the DIRECWAY VoIP service and supply my own equivalent of the DW6040?

No, the DW6040 is optimised for the DIRECWAY service and provides constant bit rate support to ensure quality of service. Voice appliances from third parties are not supported.

How often are call records updated on my account?

Call records are updated in real time. Once you have completed a call, your online account will reflect this.

How do I check my balance?

Each user account is provided with a secure log-on i.d. to access account details online. You can view balances, call records and check call tariff tables.

Can I make voice calls whilst using the Internet for email, surfing or downloading files?

Yes, voice calls are given guaranteed priority over other uses to ensure consistent quality of service is available required to make a telephone call.

Can I have a local telephone number?

No, the numbers provided are US telephone numbers.

I live in Europe. If I have a US local number, should a friend call from Europe, he has to make and pay for an international call. Is this correct?

The first leg of the call will be based on applicable tariff tables from the country of origin to the US. The last leg from the US to the destination number will be charged as a local call.

Can I call mobiles?

Land lines, as well as mobiles, can be called and are subject to applicable rate tables available from your dealer.

Can I make calls to other DIRECWAY VoIP users?

Yes. Calls made between DIRECWAY VoIP customers are charged at a set rate. See tariff tables for more information.

I heard that delay is inherent in satellite communications. Surely this will affect the quality of any voice call?

Voice calls on a traditional network typically experience approximate delays of 100-200ms end to end. Satellites are geostationary above the earth, and therefore, incur a delay of approximately 500ms end to end. The one-way delay is about the same as the delay experienced with a mobile phone.

Some service providers only provide a one-way service—for outgoing calls. Is this service the same?

DIRECWAY VoIP is a two-way service, so both outgoing and incoming calls can be made and received respectively.

Who provides the service?

DIRECWAY VoIP is provided by Hughes Network Systems Europe and is powered by Net2Phone. DIRECWAY is a family of broadband satellite solutions from Hughes Network Systems and through integration with Net2Phone technology, DIRECWAY VoIP allows users to make and receive voice calls over the Internet. Net2Phone are a provider of low-cost, high-quality voice over IP services. Recognized as the first company to bridge the Internet with the public switched telephone network, Net2Phone currently routes millions of minutes daily over data networks, saving consumers and businesses up to 90% off traditional long distance rates.

I want to set up an account. How long does it take to set up?

If you are new to DIRECWAY, simply sign up to one of four Internet access service plans to suit your needs, as well as the DIRECWAY VoIP Service. When you've completed your registration, your dealer will arrange a convenient time and date to install and configure your service. Typically, an average installation can be within 7 – 10 working days. For exact installation times, contact your local dealer.

What support is available?

For any support issues or queries relating to service such as billing or Internet access, contact your dealer in the first instance. They will remain your primary contact throughout the resolution process.

Learn more about DIRECWAY VoIP—today! Contact