Broadnet SME
User Manual
Version 2.0

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1. Welcome

Dear Customer,

Welcome to the Reliance Family.

You are now a valued customer of Reliance BroadNet, a service that brings high-speed Internet to your home / office at an affordable price.
Reliance BroadNet provides an authenticated access to the Internet that allows you to surf the net, access email, download files, voice chat, listen to songs, watch movies and much more, all at unbelievably high speeds.

Thank you for choosing Reliance.

Happy Surfing,
Team Broadband

PS: Please remember to logout at http://www.reliancebroadband.co.in after session is over.

2.   Service Features

Reliance BroadNet comes to you with many power packed features, some of which are mentioned below.

2.1. Broadband connectivity

You are connected to the Internet over Reliance BroadNet Network, which is based on fiber optic cables and state of art carrier class equipment, making it highly scalable and reliable. The connectivity to your home can carry information up to 100 Mbps (200 times faster than dial up modem) making it ready for future applications.

2.2. Ease of Ethernet connectivity

Ethernet, with its ease of configuration and universal presence has emerged as the most prevalent technology for connecting computers. Reliance BroadNet connection is delivered to you on RJ 45 based Ethernet interface.

2.3. Email

A POP3 email box of 10 MB, with anti spam features, is bundled free with every broadband connection. This comes with a feature, which allows you to choose your email id to be different from your user id of BroadNet service.

2.4. Authenticated Service

The service is password protected to prevent misuse or unintentional use of your Internet account. Since the computer is connected to the Internet only as and when needed, it limits exposure to Internet based threats like virus, worms, etc

2.5. Bonus Bandwidth

Enjoy bonus bandwidths of 100, 300, 600 Kbps in place of traditional bandwidths of 64, 256 and 512 Kbps respectively.

3.   Configurations

3.1. Prerequisites
For enjoying the high speed Reliance BroadNet connection, following configuration is recommended for your Computer.

	Recommended Configuration	Minimum Configuration
Processor	Intel PIV 2 GHz	Pentium
RAM	256 Mb	32 Mb
Hard Disk capacity	40 GB	2 GB
Operating System	Windows 2000/XP	Windows 9x
Browser	IE 5.0	IE/Netscape
LAN card	Ethernet LAN Card (10/100BaseT) with TCP/IP support	

3.1.1. Processor, RAM and Operating System
• From the "**Start**" menu, open "**Control panel**". Start> Setting > Control panel
• Double click on "**System**" and information is presented under General tab.
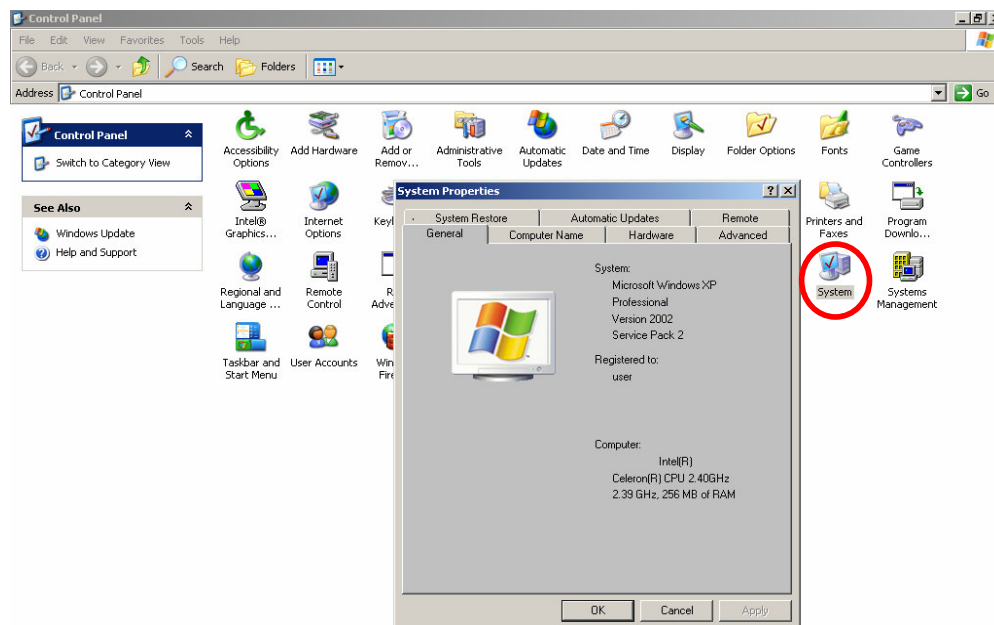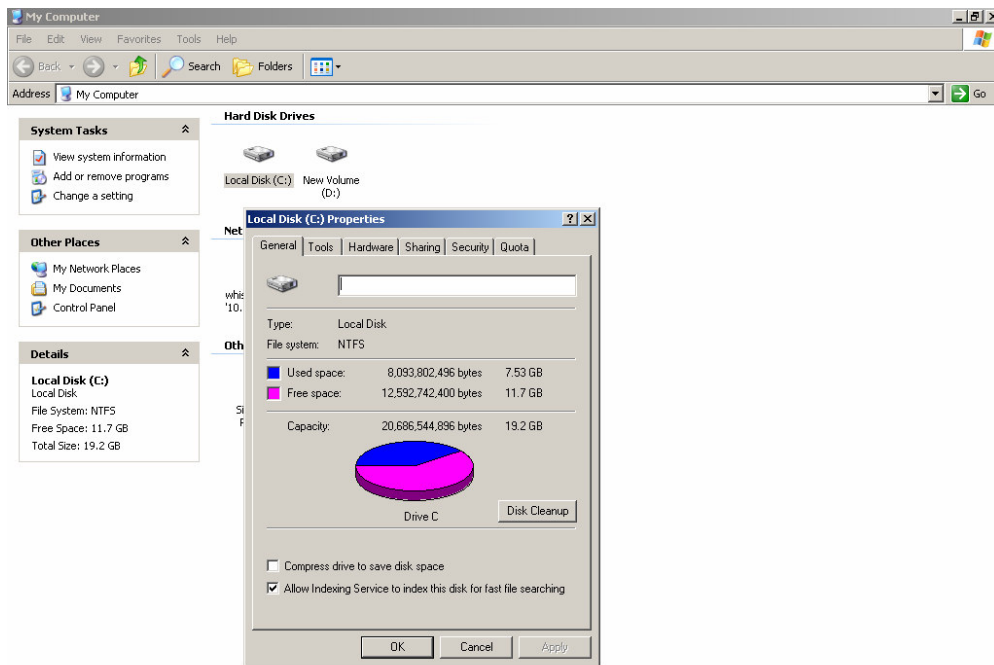

3.1.2. Checking Browser Version
Open the Internet browser
Click on Help and About Internet Explorer

3.1.3. Checking Hard disk capacity
From the "**Start**" menu, click on "Documents" then click on "My Documents" and then go to "**My Computer**". (In the "Other Places" section).

In "My Computer", right click on the drive C: and click on "Properties" to view the capacity of the disk.


3.1.4. Checking LAN card & TCP/IP configuration

Right click on the Network Neighborhood / My Network Places icon on your   desktop. Select the local area Connection icon on the resulting screen and right click again.
Or
From the "Start" Menu, open "Settings". Click on "Network and Dial up   Connections".
A screen as shown below will appear and on this screen right click on "Local **Area Connection**" and select "**Properties**".
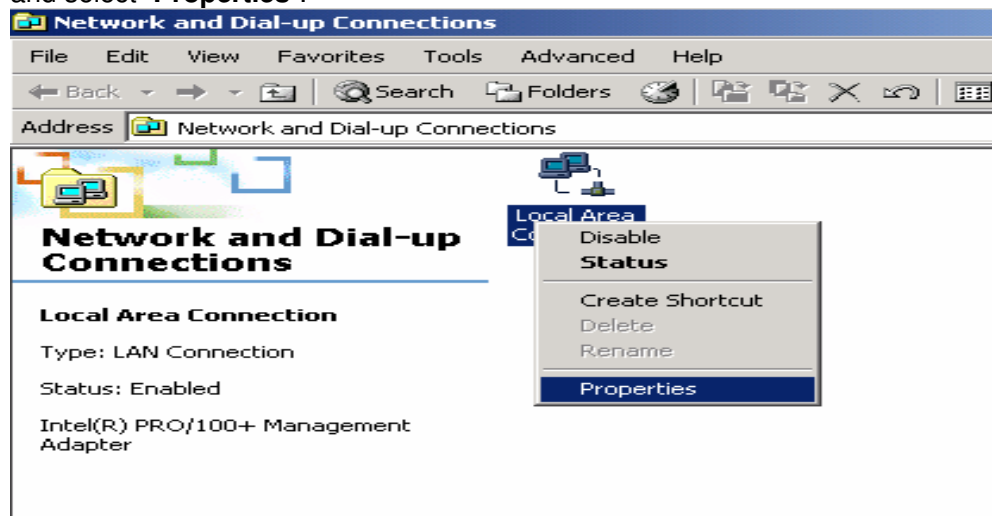
A screen similar to what is shown below appears

If the "Connect using" parameter shows a LAN card name (e.g. Intel/ 3Com / DLink etc.) and in the "Components checked are used by this connection" section the field "Internet protocol (TCP/IP)" is checked, then your computer has a LAN card which is ready for connectivity to Reliance BroadNet.
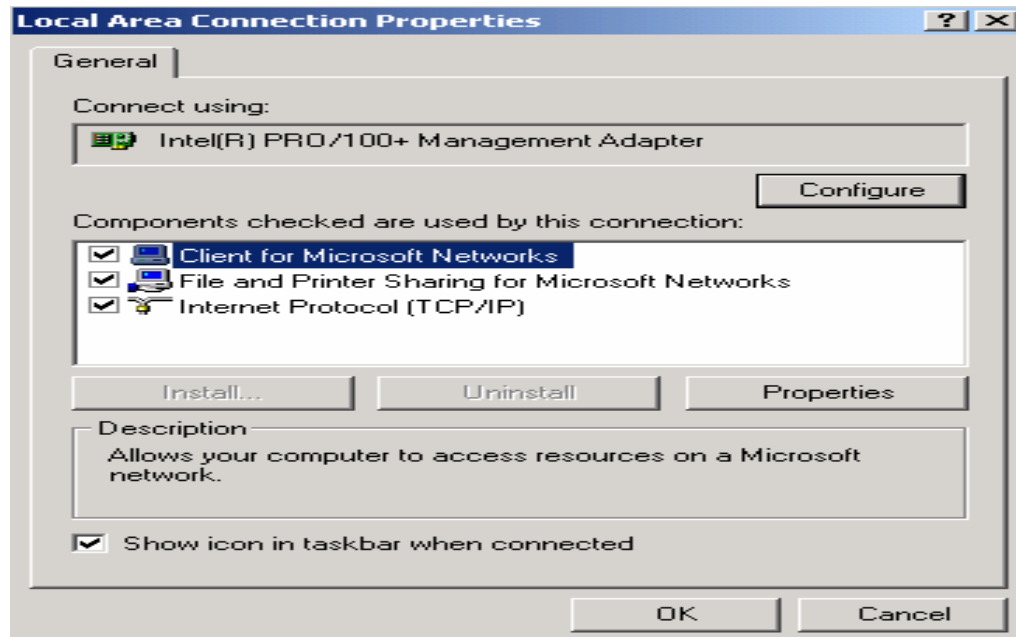
3.2. Connectivity scenarios for accessing Reliance Broadnet SME service.

3.2.1. Connect a Single PC.
Reliance provides IP address, default gateway, DNS Server's IP address to customer. Reliance representative will configure the appropriate settings on the PC. Customer is always connected to Internet. The customer has an option for going in for authenticated or unauthenticated flavor. In Authenticated flavor, the customer on clicking the browser is redirected to the default broadband portal. After keying in the username and password on the portal, the customer can start browsing the internet.

In Unauthenticated flavor the customer can start browsing by clicking on the browser and keying in the URL required.

3.2.2. Connect LAN / Proxy Server to Reliance Broadband Network.
The Reliance Broadnet Connection is delivered to you using Ethernet Technology on an RJ-45 interface. A Cat-5 cable is laid from a port dedicated to serving your Office / Home Office till the CPE bundled with the connection. The CPE could be an ADSL modem or Metro Ethernet CPE depending upon the Last mile access mechanism.

A patch cable is connected from the Ethernet port on the CPE to the customer LAN switch / Hub. A schematic of the connectivity scenarios is given below:
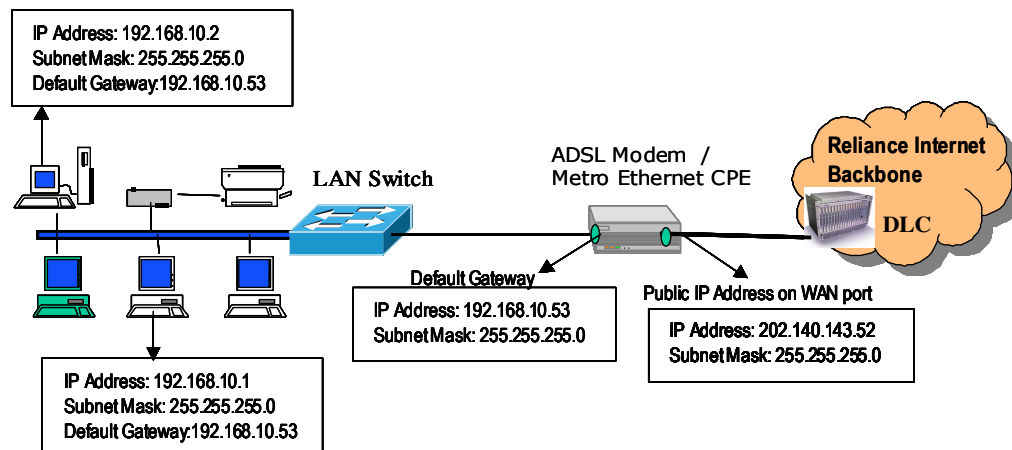
RELIANCe
Broadnet

Fig 1.1 – Typical Connectivity Scenario for CPE in NAT mode, connected to the LAN switch

NAT (Network address translation) enables multiple hosts on private network to access the Internet using the single public IP address. The feature is cost effective as it doesn't require static IP for connection.
The feature is called as NAPT (Network address port translation) as it allows port mapping.

In case customer has specific server which needs to be statically NATed to the public IP then same can be achieved on specific port.
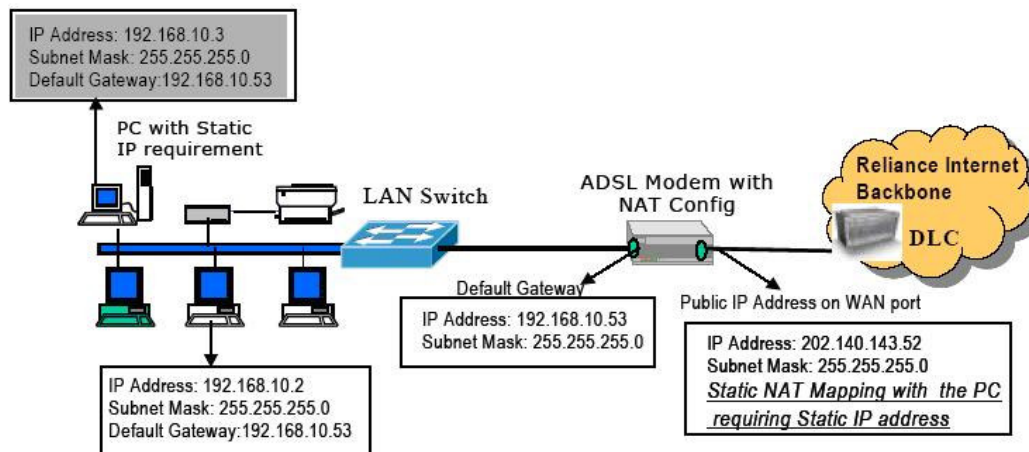The scenario is given below.

Fig 1.2 – Typical Connectivity Scenario for CPE in Static NAT mode, connected to the LAN switch

A patch cable is connected from the Ethernet port on the CPE to the customer Proxy Server. A schematic of the connectivity scenarios is given below:
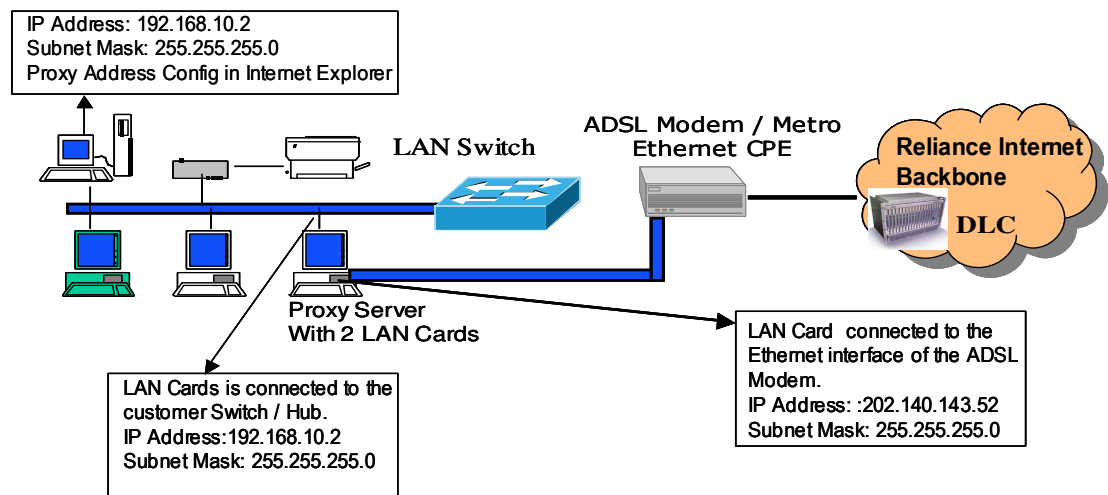
IP Address: 192.168.10.2
Subnet Mask: 255.255.255.0
Proxy Address Config in Internet Explorer

LAN Switch

ADSL Modem / Metro Ethernet CPE

Reliance Internet Backbone

DLC

Proxy Server
With 2 LAN Cards

LAN Card connected to the
Ethernet interface of the ADSL
Modem.
IP Address: :202.140.143.52
Subnet Mask: 255.255.255.0

LAN Cards is connected to the
customer Switch / Hub.
IP Address:192.168.10.2
Subnet Mask: 255.255.255.0

Fig 1.3 – Typical Connectivity Scenario for CPE connected to Proxy Server

The Reliance field Engineer will do the necessary configuration in the CPE as required.

3.2.3. Connect Layer 3 device to Reliance broadband Network.
The Reliance Broadnet Connection is delivered to you using layer 3 devices. A patch cable is connected from the metro router to the customer LAN switch / Hub. A schematic of the connectivity scenarios is given below:

IP Address: 192.168.10.2
Subnet Mask: 255.255.255.0
Default Gateway:192.168.10.53

IP Address: 202.140.143.52
Subnet Mask: 255.255.255.0
Default Gateway: 202.140.143.53

LAN Switch

Metro Router

Reliance Internet Backbone

DLC

Some PCs have Public IP Addresses
While some PCs have private IP Addresses

Default Gateway
IP Address: 192.168.10.53
Subnet Mask: 255.255.255.0
Sec IP Address:202.140.143.53
Subnet Mask: 255.255.255.0

Public IP Address on WAN port
IP Address: 202.140.143.23
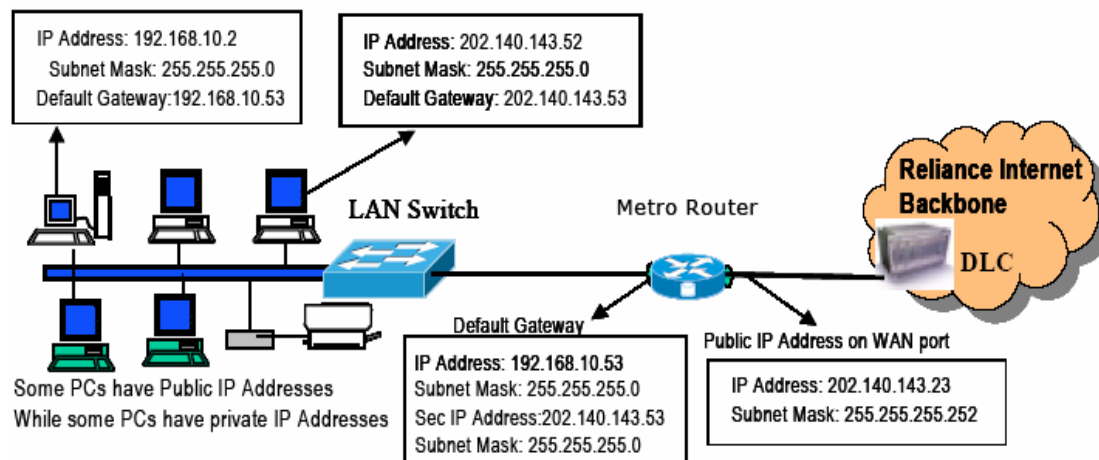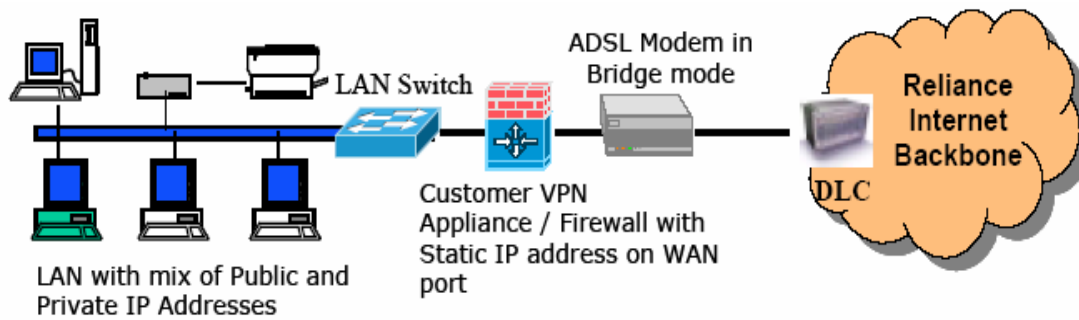Subnet Mask: 255.255.255.252

• **Fig 1.4 – Typical Connectivity Scenario of L3 device with the LAN having both Public and Private IP addresses**

- **Fig 1.5 – Typical Connectivity Scenario of L3 device with mix LAN and Static IP address on WAN port**

3.3. Configuring the Network Setting on PC
- From the **"Start"** menu, select **"Settings". Click on "Network and Dial up Settings"**
- Right-click on the "**Local Area Connection**" Icon and then click "**Properties**".
- In the **General** tab, select "**Internet Protocol (TCP/IP)**", and then click "**Properties**".
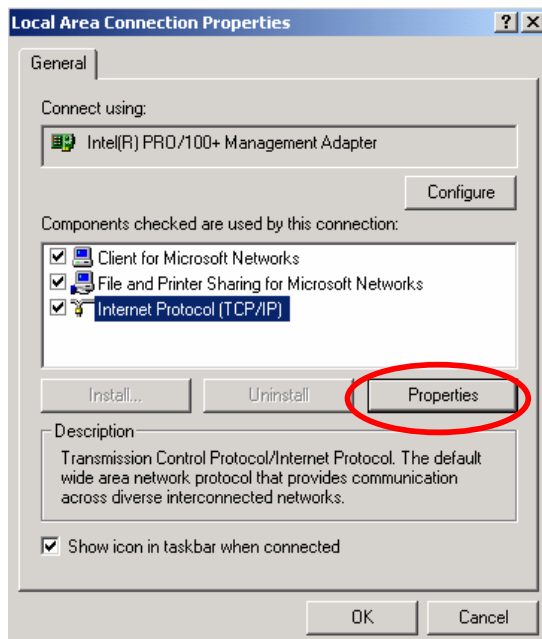
- Under **General** tab, select the "**Obtain an IP address automatically**" and **"Obtain DNS Server address automatically"** options as shown in the screen given below.
- Press OK to save and exit. This completes the setting and you are ready to access the Internet.
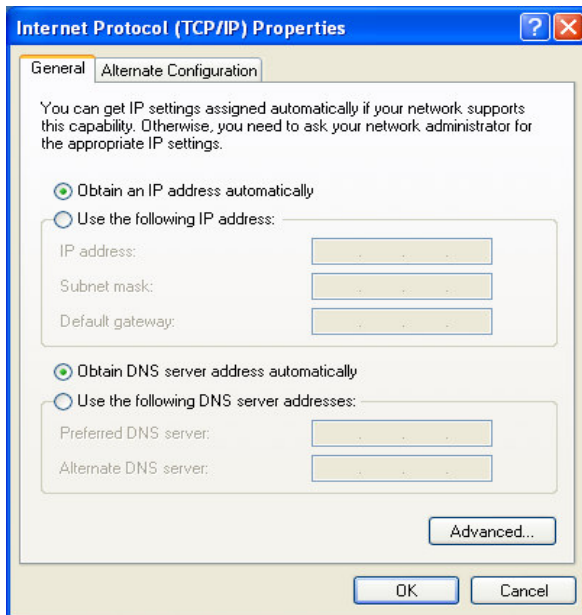
## 3.4. Configuring your BroadNet Account

Open the browser (Internet Explorer ◉ or Netscape Ⓝ etc.)
Type the address of any website that you want to visit; you will be automatically redirected to the Reliance BroadNet login page at http://www.reliancebroadband.co.in
Enter your User id and password as mentioned in the Welcome Letter.
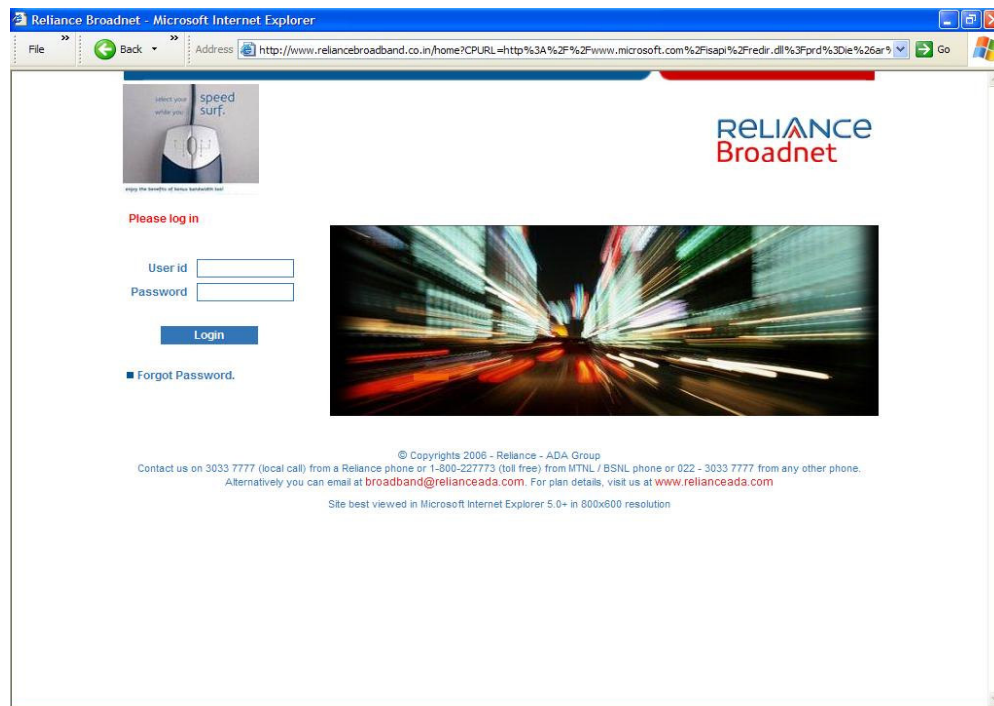
On successful login, the following screen will be displayed.
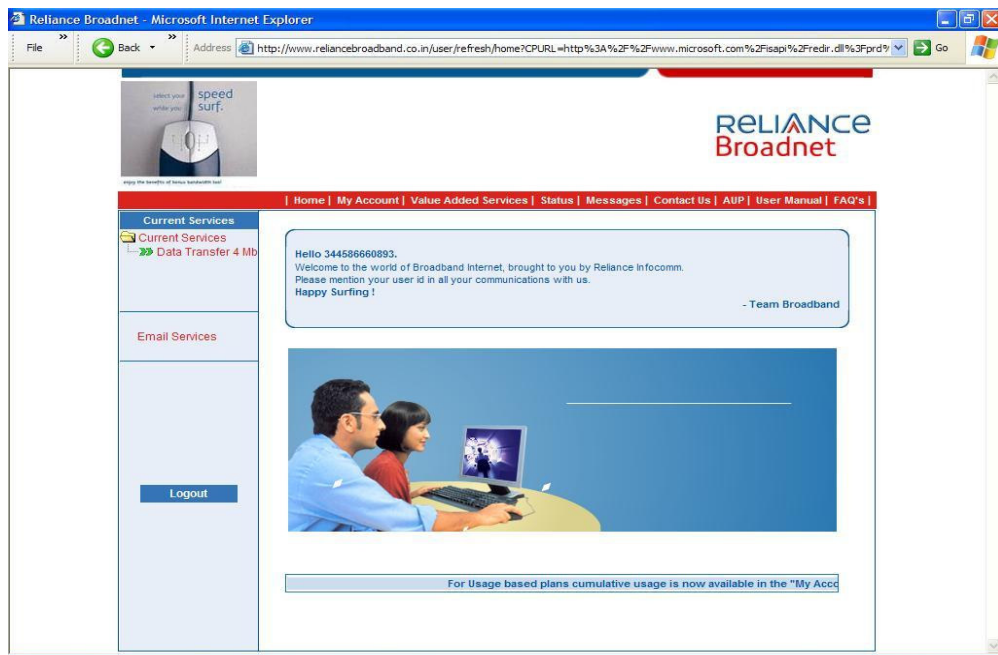
When you login for the first time, for security reasons, it is necessary to change your password. To change password refer Section 4.2.1 of the User Manual. You can use any alphanumeric 8-digit password.

My Account Details: (Refer the screen below)
On clicking the 'Account' tab on the homepage, the following screen will be displayed

User id: This is the unique 12-digit id provided to you by Reliance in the Welcome letter. Please note that all billing and customer care enquiries will need the 12-digit user id for recognizing you as a valid customer

Username: You can enter an alias name of your choice using which you can log in. However, for all communications with Reliance you need to mention your User id. You can login using either the 12-digit user id or the user name.

Personal details: Fill in the relevant details as asked for in the page. Please note that any change in the address filled here will not affect the billing address.
The billing address remains the same as mentioned in the Customer Application Form.
For any change of information mentioned in the Customer Application Form, please   call Reliance Help Desk.

Home URL: You can use this option to enter the URL of a particular website that you want to visit after login. This option automatically re-directs you to that URL after logging in to your account.

E-mail: Key in your email address, as this will be required for contacting you. Please note that in case you forget your Internet service password, new password will be sent to this email account. In case you do not have an email address, leave it blank.

Secret Question, Answer: This info will be used during password recovery.
After filling in all your details click on 'OK' to save the information.

3.5. Configuring Email account
To open your complimentary email account visit http://www.reliancemail.net Select option "Sign up now", enter your User Id, and click on "Validate". This will result in successful validation and your email id will now look like user@reliancemail.net. In case of error, please contact Reliance BroadNet Customer Care

Please note that Subscriber ID is same as 12-digit user id as mentioned in the BroadNet Welcome letter.

After validation, the registration page, as shown below, is presented. Enter the values for the mandatory fields marked with an asterisk and click on Register. "Successful" message will be displayed if all required entries have been made.


You have the option of choosing an email id that can be different from your Internet service User id. In case, the email id chosen by you is not available, you will be prompted to select another one. You can exercise this option via Reliance ID field presented at the portal.

3.6. Configuring your POP3 client
For configuring POP3 Client like Outlook Express, configure the following settings in your POP3 client Open the Outlook Express client and click on "Tools", then click on "Accounts", this will open the "Internet Accounts" window.
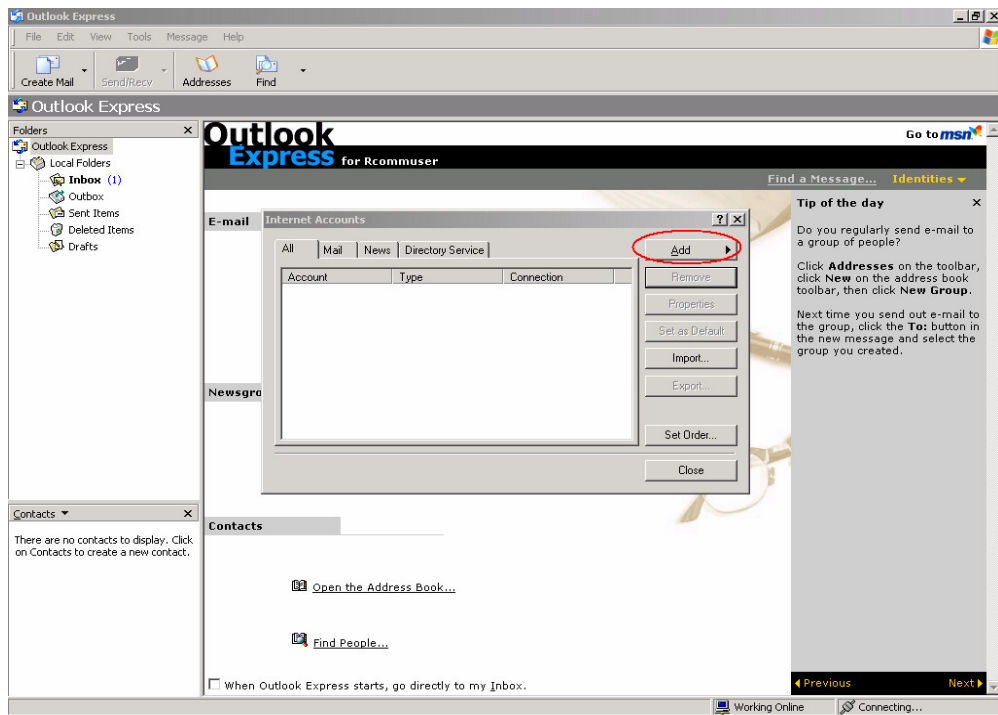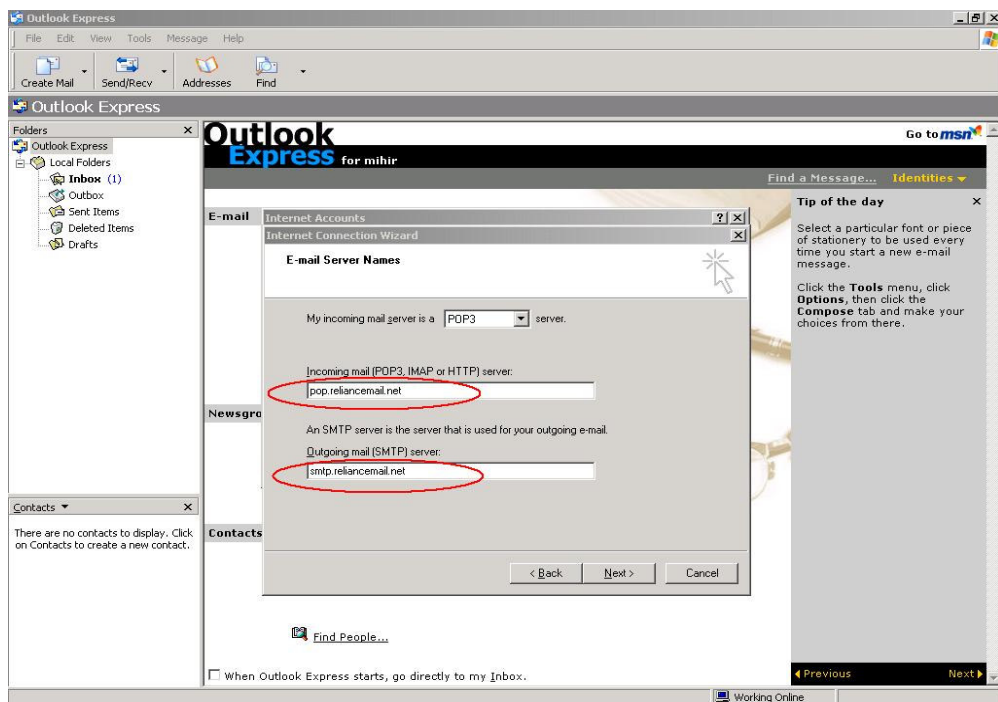
In the "Internet Accounts" window click on the "Mail" tab and then click on "Add" button and click on "Mail" option.
The "Internet Connection Wizard" will help you create a new email account and through the "Email Server Names' window prompt you to enter the Incoming mail POP3 server address and Outgoing mail SMTP server address, as shown below
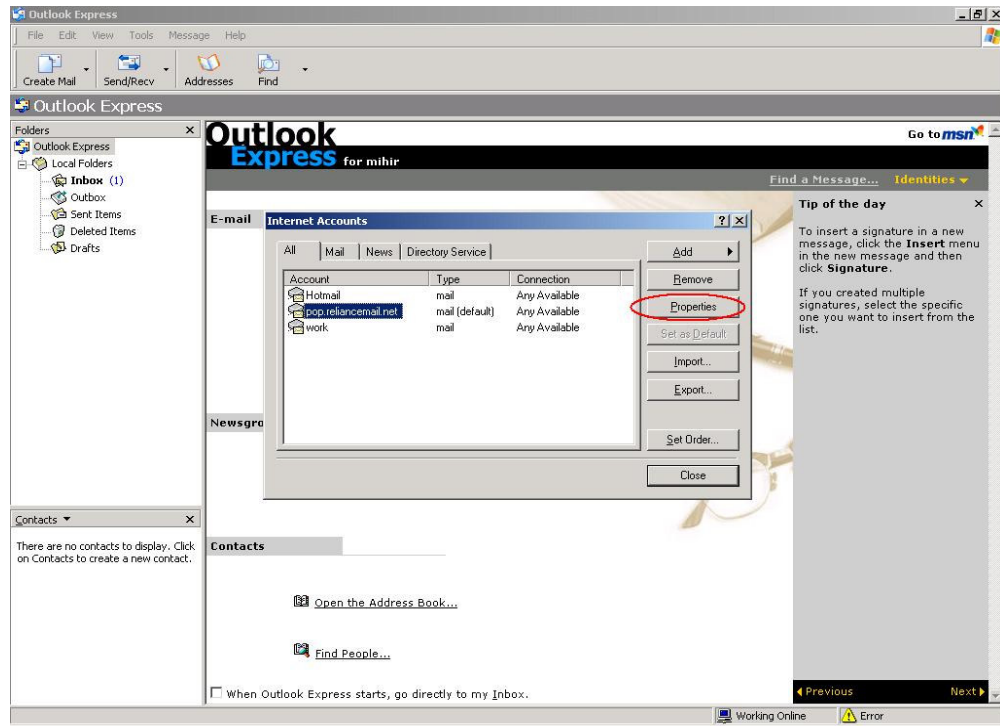Enter the following details
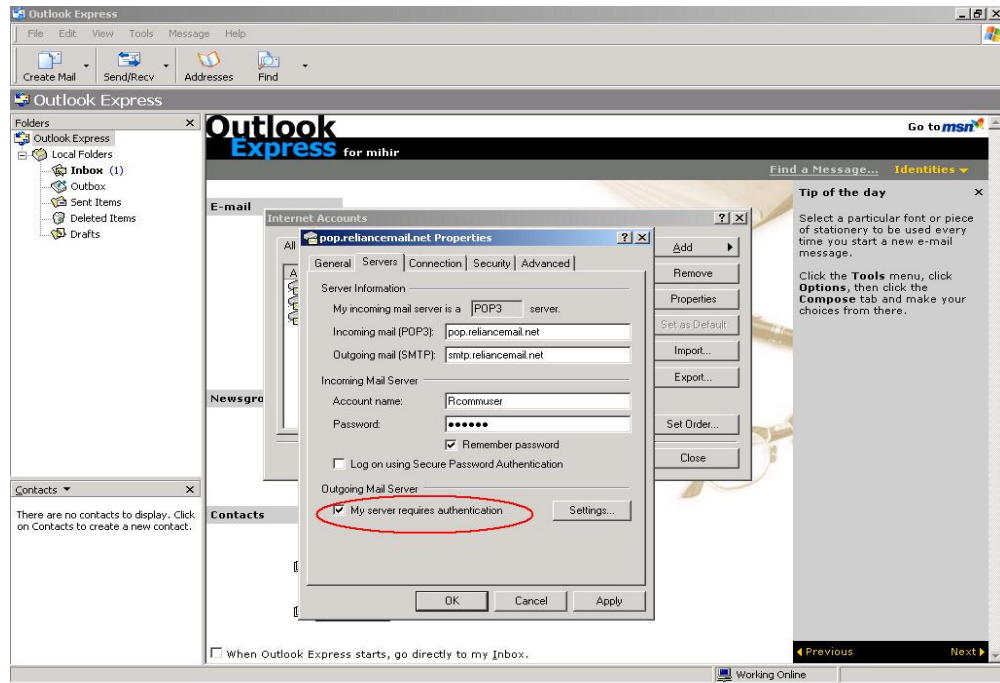**SMTP Server**: smtp.reliancemail.net
**POP3 Server**: pop.reliancemail.net

After configuring, you email account, in the 'Internet Accounts' window click on the 'Properties' tab as shown below.

In the 'Properties', screen click on the tab 'Servers' you will see the following screen.

As shown above select the field 'My server requires authentication' and click on the 'Settings' button which will take you to the screen shown below
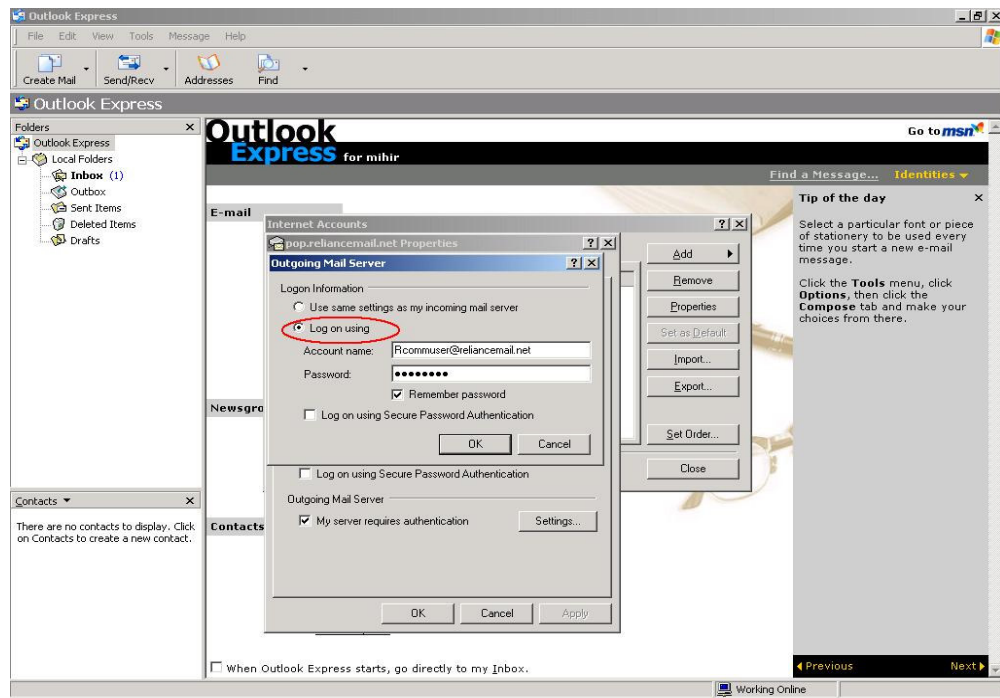
Select the 'Log on using' button and key in the 'Account name' and 'Password'. The above steps need to be followed so that you can download emails from the Reliance Mail Server.

4.   Using broadband connection

4.1. Accessing Internet

a. If you have configured a default homepage in your browser

1. Click on the browser (IE /Netscape) and you shall be automatically re-directed to   the BroadNet login page.
2. Enter your user-id or user name, password and Click on '**Submit**'.
3. After successful login, you will be taken to the home page of the BroadNet portal and a separate browser window will automatically open the website configured by you.

b.If you have not configured any default homepage in your browser (i.e. it is blank)

1. Click on the browser (IE /Netscape) and type the website you want to browse,   you shall be automatically re-directed to the BroadNet login page.
2. Enter your user-id or user name, password and Click on '**Submit**'.
3. After successful login, you will be taken to the home page of the Broad Net portal and a separate browser window will automatically open the website entered by you.
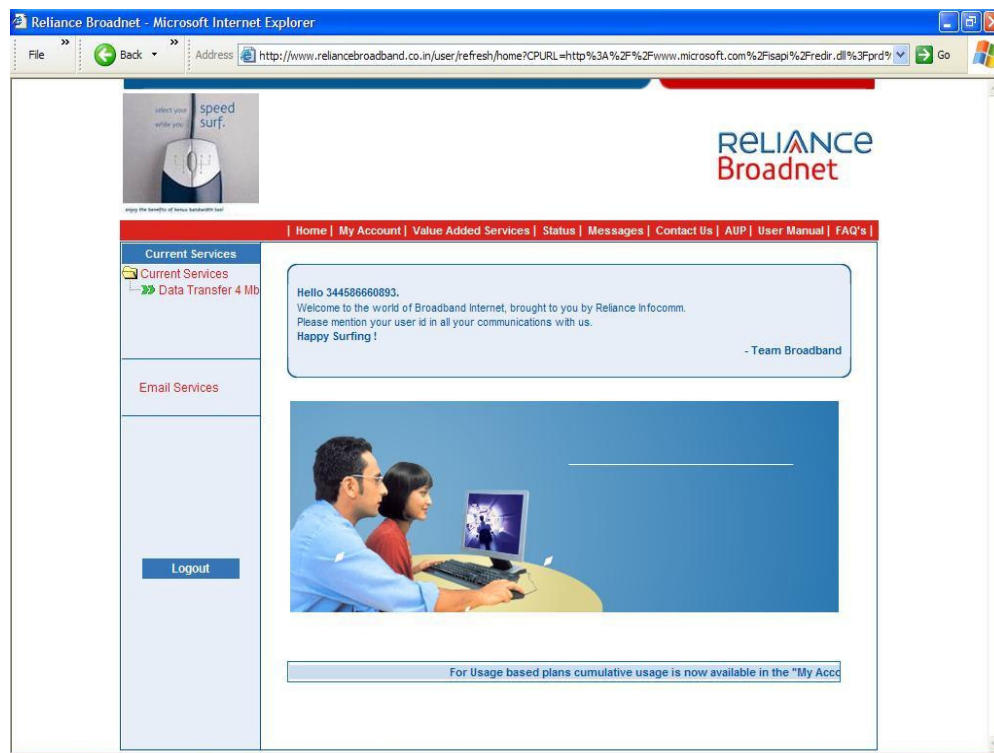
On the BroadNet homepage the services available are under the heading "**Current Services**". The selected service will be indicated by Red colour.

For Online Speed Select customer, multiple options of speed are presented. The default speed of your connection is 100 Kbps. You may select other speeds based on your requirement by clicking on them.

You now have the connectivity to Internet at your fingertips. Sit back, relax and enjoy the Reliance BroadNet experience.

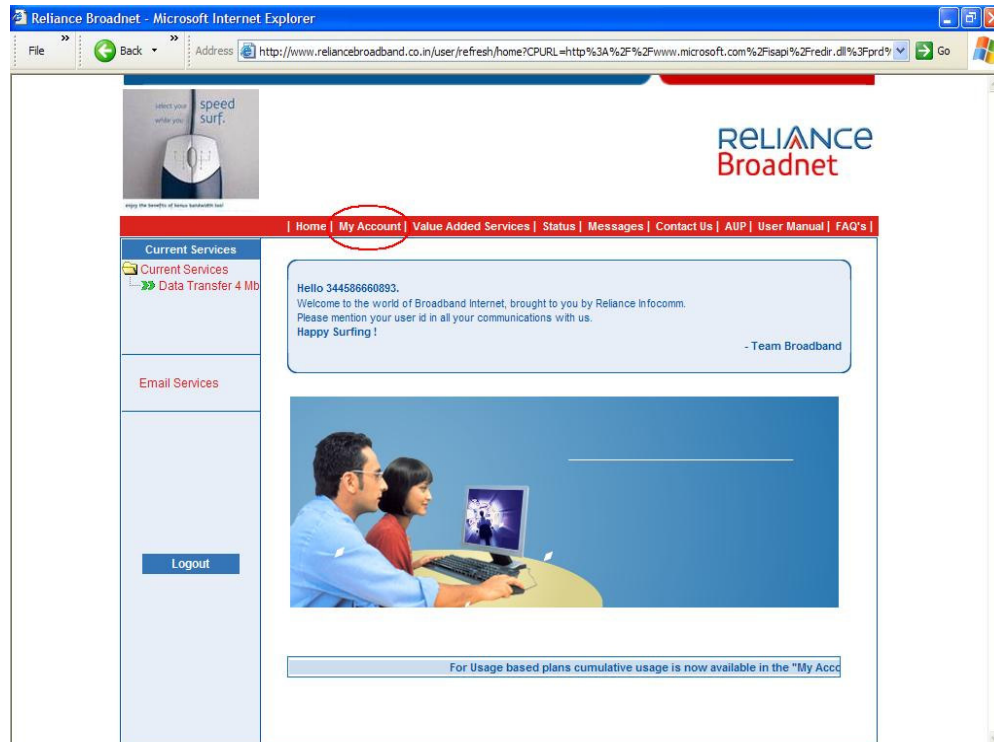**Important** – Remember to logout when you end your Internet session.

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4.2. BroadNet Portal

The BroadNet portal is available at http://www.reliancebroadband.co.in and is the default page for your Reliance BroadNet Connection.

On the portal, you can do the following

4.2.1. Changing your access password

1. On the homepage click on the 'Account ' tab as shown below'

2. In the 'My Account' section, select "Change Password".
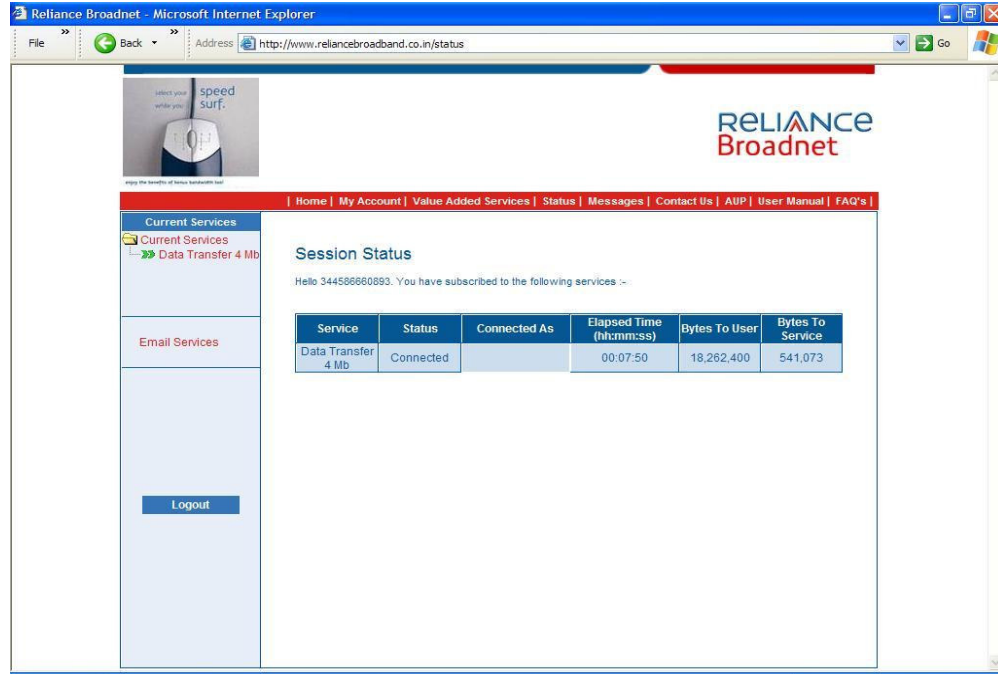

3. Key in the old password and in the new password field, key in the password of your choice.

4.2.2. Viewing Current session Usage Statistics

You can view current session's usage statistics under the "**Session Status**" section of the BroadNet portal. This page shows the various speed services you have used in the current session.

Also In the '**My Account**' section click on '**Usage**' and the following usage tracker screen will be displayed
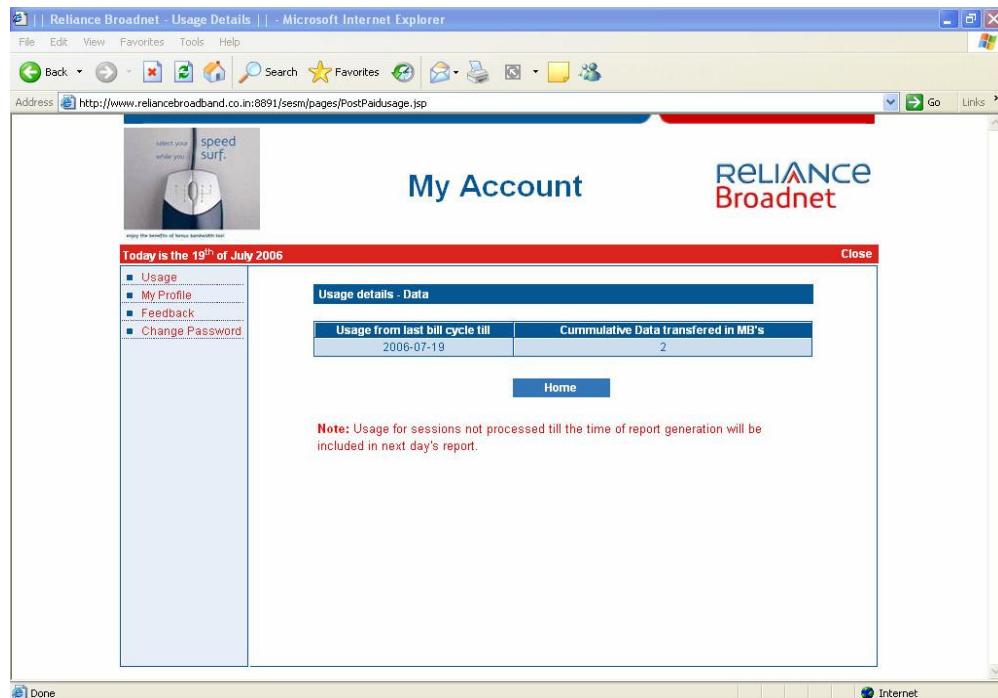
4.3. Accessing your email box

4.3.1. Logging in to your inbox
You can access your email by clicking the "Email Service" hyperlink on the service features panel of the BroadNet home page. You can also access it directly by going to http://www.reliancemail.net. Enter the ID and password you have registered with and click on OK.

4.3.2. Viewing and Modifying Account details
The following screen enables the user to view the Email Ids for an existing and valid user id.
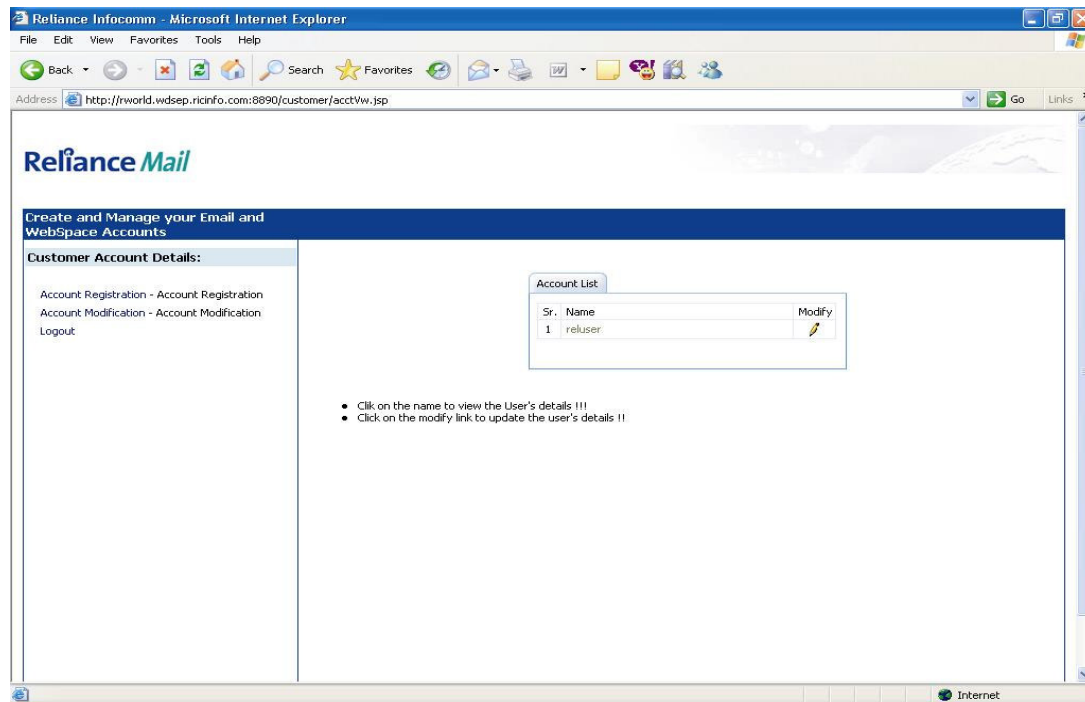

View Details:
Click on a particular name from the Account List and the following window will open.
For the Reliance id selected from the list, the password needs to be entered. Click on "Authenticate" and the existing customer details will be displayed.
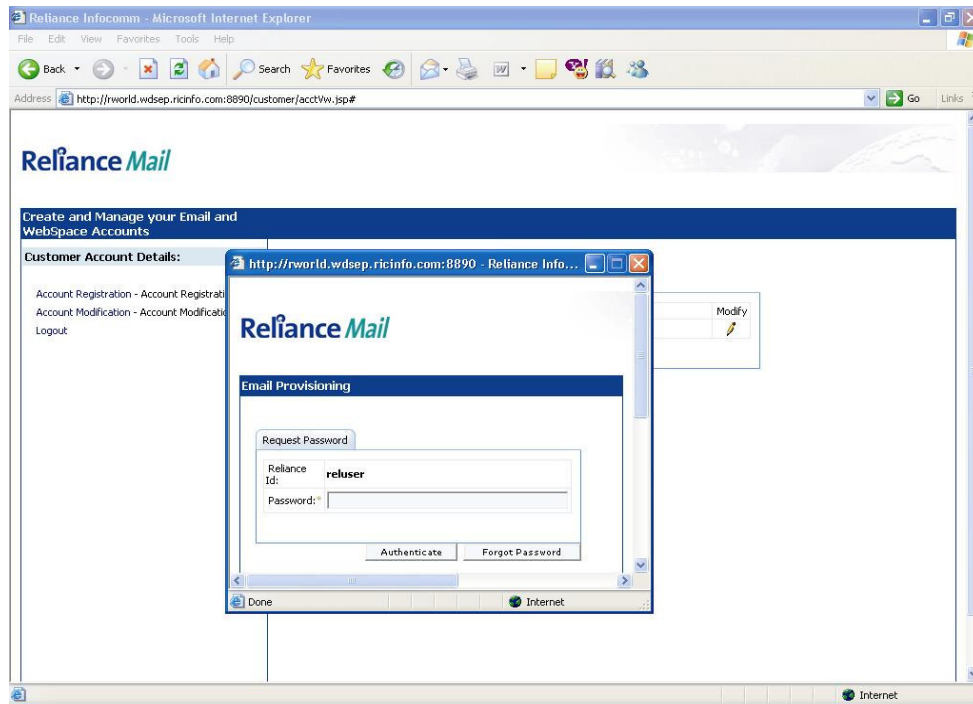
Modify Details:

Click on "Modify" for a particular Id from the Account list.

For the Reliance id selected from the list, the password needs to be entered. After authentication the following screen will be displayed. The existing fields will be displayed and the remaining fields can be modified. Click on "Modify" and a successful message will be displayed.
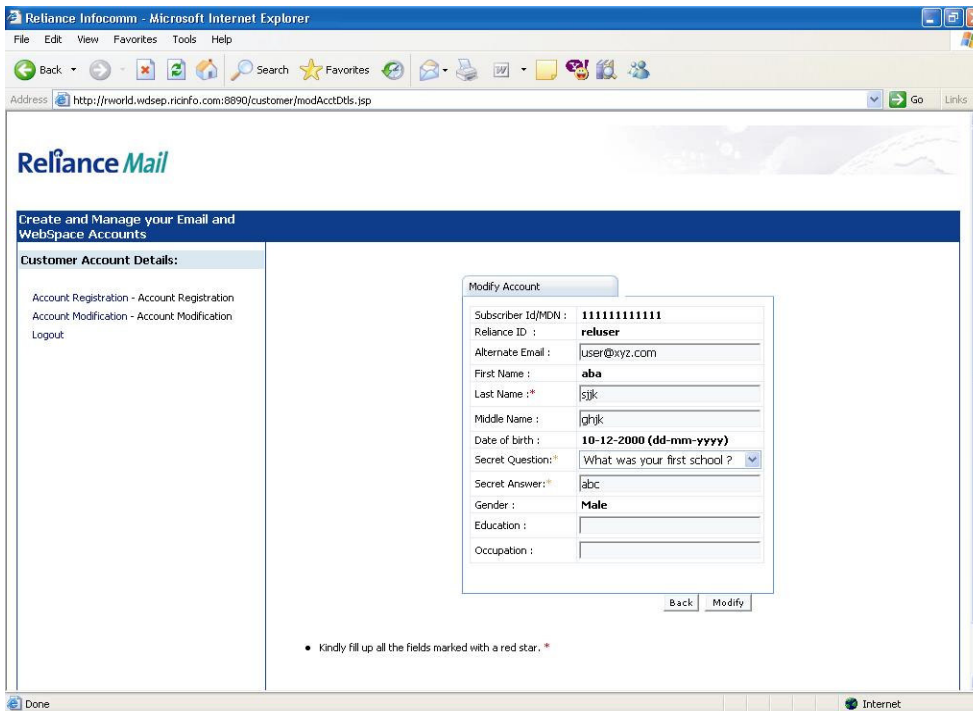

4.3.3. Logging out of your email
Please use logout option to logout from the email.

4.4. Logging out of BroadNet portal
On the portal page at URL http://www.reliancebroadband.co.in, click on 'LOG OUT' at the bottom of the left-hand side pane to log out.
In case you have closed the home page window, you can log out by going to the URL http://www.reliancebroadband.co.in and clicking on 'LOG OUT' button.
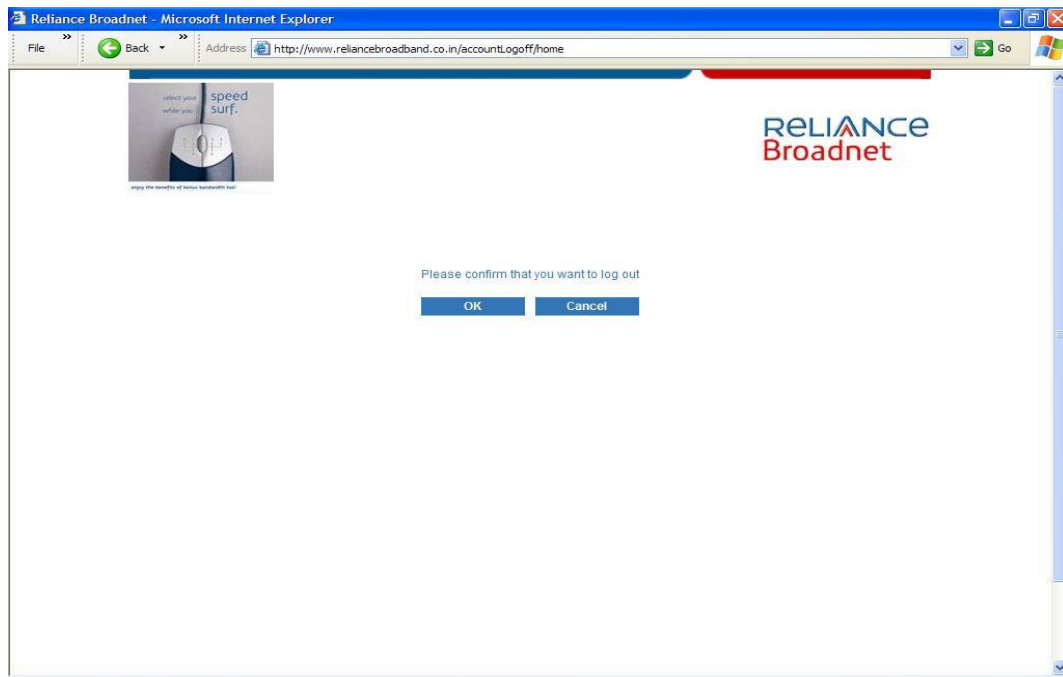
Please note that

For services, which are billed on usage (minutes, MBs), your billing starts from the time you log in and ends when you log out.

Shutting down the PC would not mean that the session is terminated immediately on the system end. The system will wait for some period of inactivity before terminating the session.
It is recommended that if you are not using the Internet, Don't keep yourself logged in.

5. Troubleshooting

5.1. Internet connection is not working
Check the power on the LED on your computer and the ADSL Modem.
Check if the ADSL Modem (if provided) cable is connected properly to your PC.
Check the link integrity LED at the LAN card. If it is glowing, it is OK.
Check if the LAN card is enabled.
Click on the Network Neighborhood / My Network Places icon on the desktop.
Double click on the local area connection and check the parameters under the Connection Field.
If the "**Status**" parameter is showing as connected, please check the network card configuration. Check and ensure that the IP address and DNS server assignment is set to automatically obtain, as enumerated in section 3.3.
If you are still not able to browse, please call Help Desk.
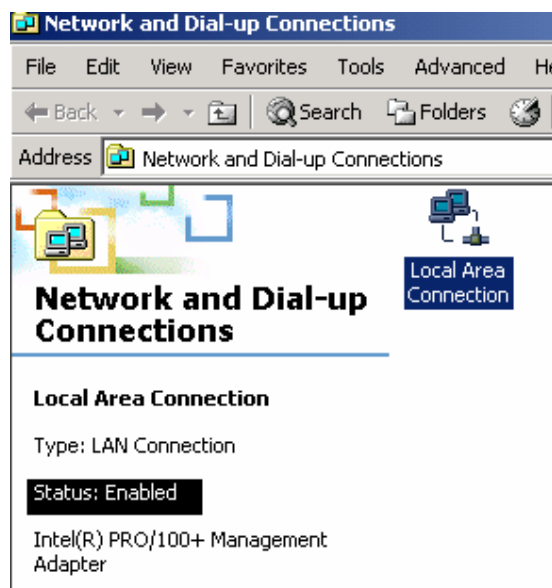
5.2. Internet Browsing Speed is Slow
In case you feel that the speed you are experiencing is lower than what you have selected, check the following –
• Is your PC meeting the recommended requirements?
• Is your PC performing some heavy-duty activity like backup, virus scan etc?
• Is there sufficient Hard disk space?
• Is the Temporary Internet File folder size too big?

If none of these seems to be the problem, contact Help Desk.

5.3. Forgot Password
1. To retrieve the access password, click on "Forgot Password" on the main page of the BroadNet portal. You will be prompted to enter your User Id / User Name,

2. On submitting the details, you will be prompted to answer the secret question that you had selected in the 'My Account' Section of the BroadNet portal.
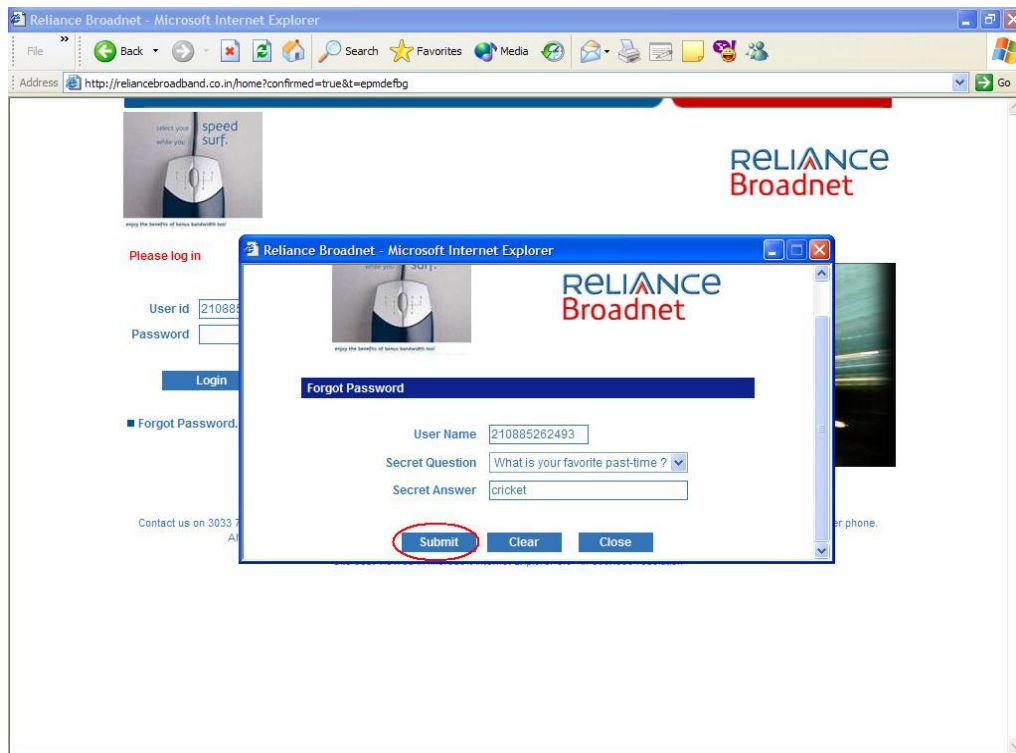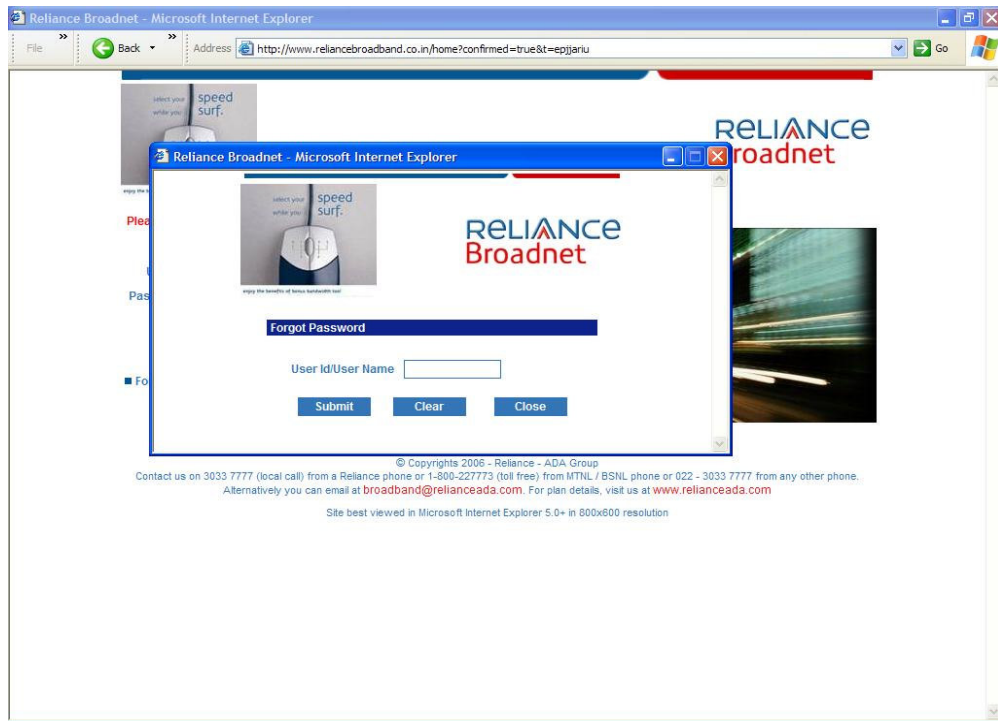
3. On giving the correct answer, you have the option to view the password on screen. Moreover, this password will be sent by email to the email id mentioned in 'My Account' section of the BroadNet portal.
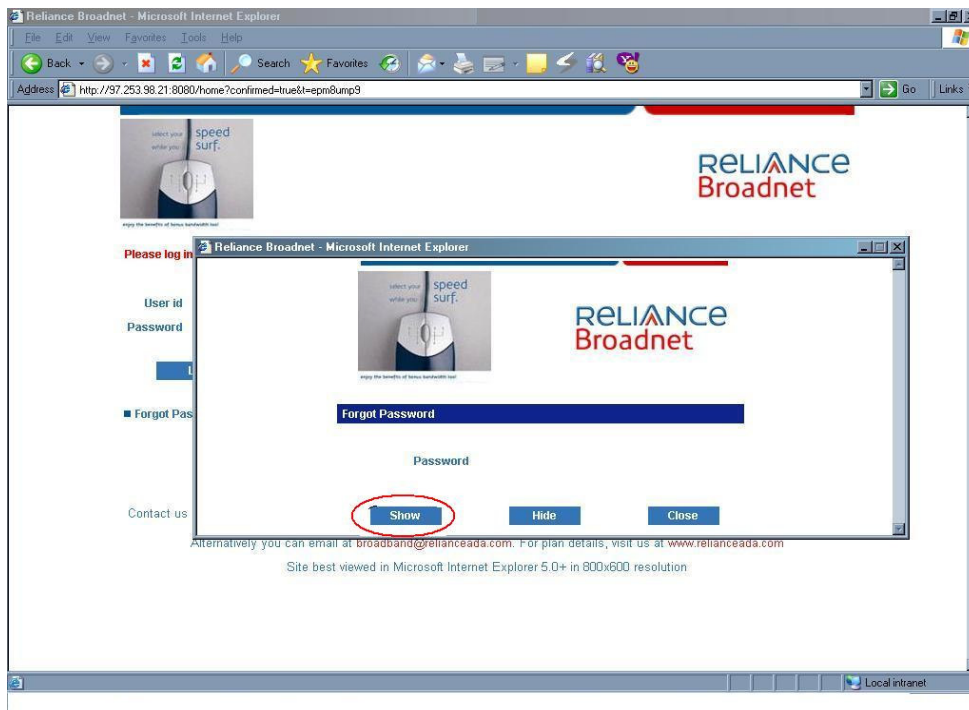
4. In case you have not selected any secret question in the 'My Account' Section of the portal then your password will be sent only by email to the email id mentioned in 'My Account' section of the BroadNet portal.
5. Hence, it is recommended that you select a secret question and memorize the answer so that when you forget the password it will be displayed to you on screen after answering this question.

5.4. Forgot Email password

1. To retrieve your email-id password, click the Link "Forgot Password" on the Email Login page at http://www.reliancemail.net.

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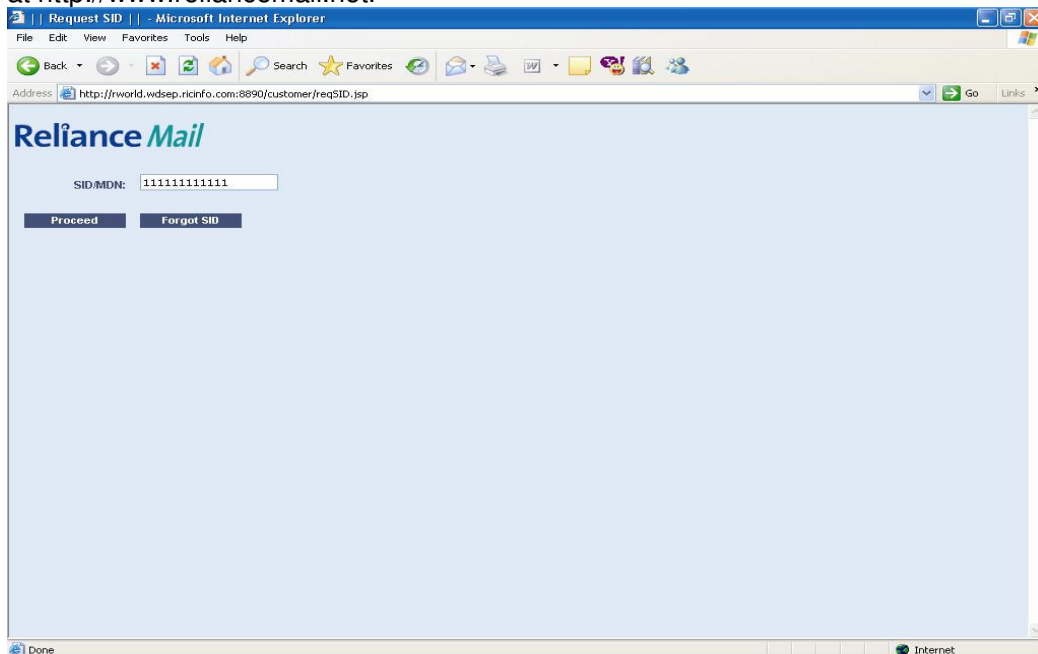
2. The System will ask you for your User id (mentioned as SID); in case you have forgotten your User Id, you have to contact the Help Desk for help.
3. Once you enter the USER ID/Reliance mail id you can either enter an alternate email id to which your password will be mailed or, you can enter the answer to your secret question.
4. On answering the question correctly, the Password is displayed on the screen.

6.   Thank you

Thank you for choosing Reliance BroadNet.

For any queries, please contact Help Desk at 3033 7777 from a Reliance phone or 022-3033 7777 from any other phone or 1-800-227773 from MTNL / BSNL phone. Alternatively, you can email us at broadband@relianceada.com.

Please mention your user id in all your interactions with us.

For further details, please visit http://www.reliancecommunications.co.in