

# Broadnet Consumer 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. Online bandwidth change (for Speed Select Plans)**

For the first time in India, a feature that allows you to change the bandwidth online, real time. Depending on your requirement for the session, you can move between speeds of 100 Kbps and 1000 Kbps.

### **2.3. 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.

### **2.4. 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.

### **2.5. 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

### **2.6. Bonus Bandwidth**

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

### 3. Configurations

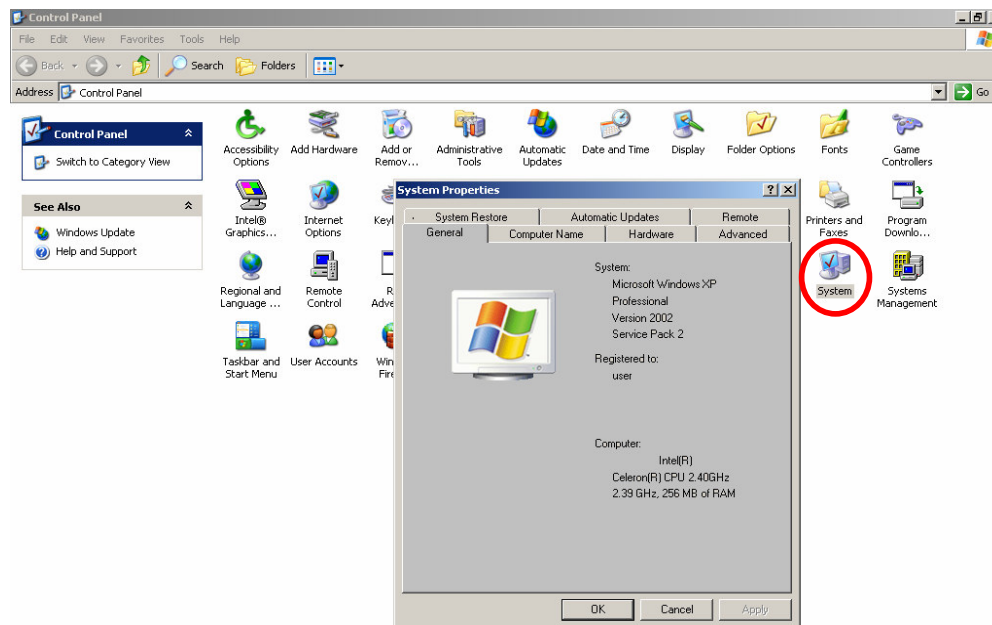
#### 3.1. Prerequisites

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

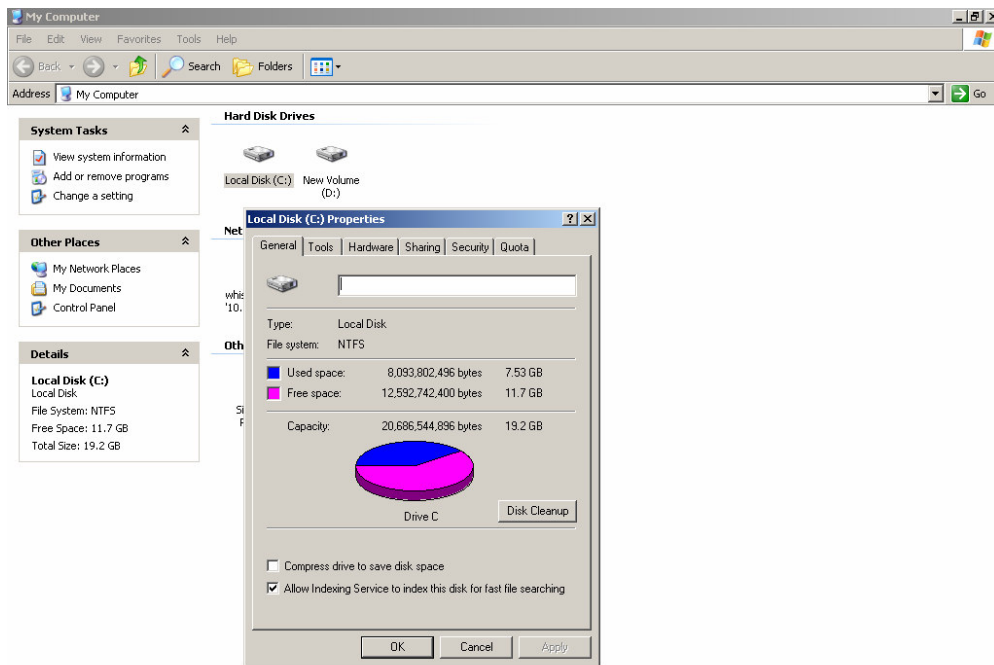
Open the Internet browser

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.



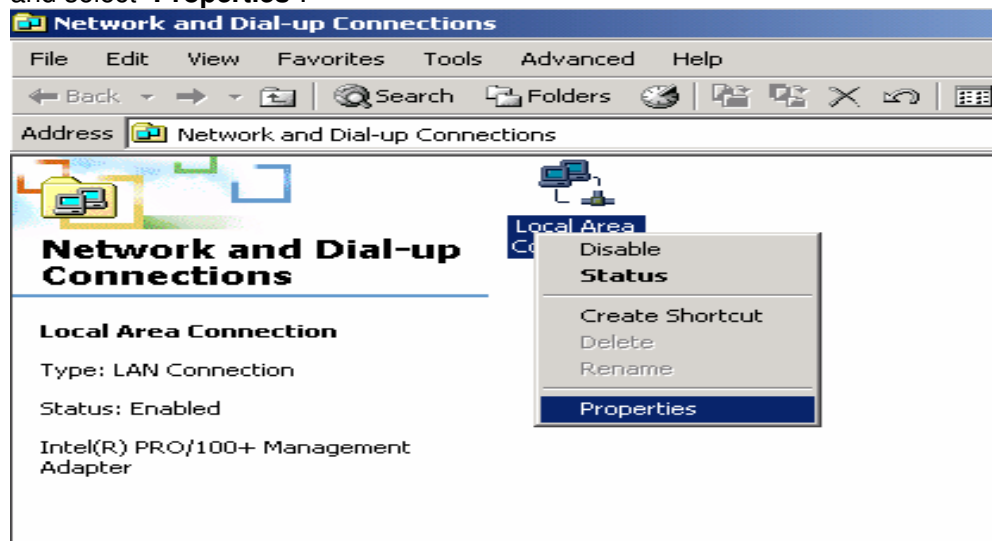
#### 3.1.4. Checking LAN card & TCP/IP configuration

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

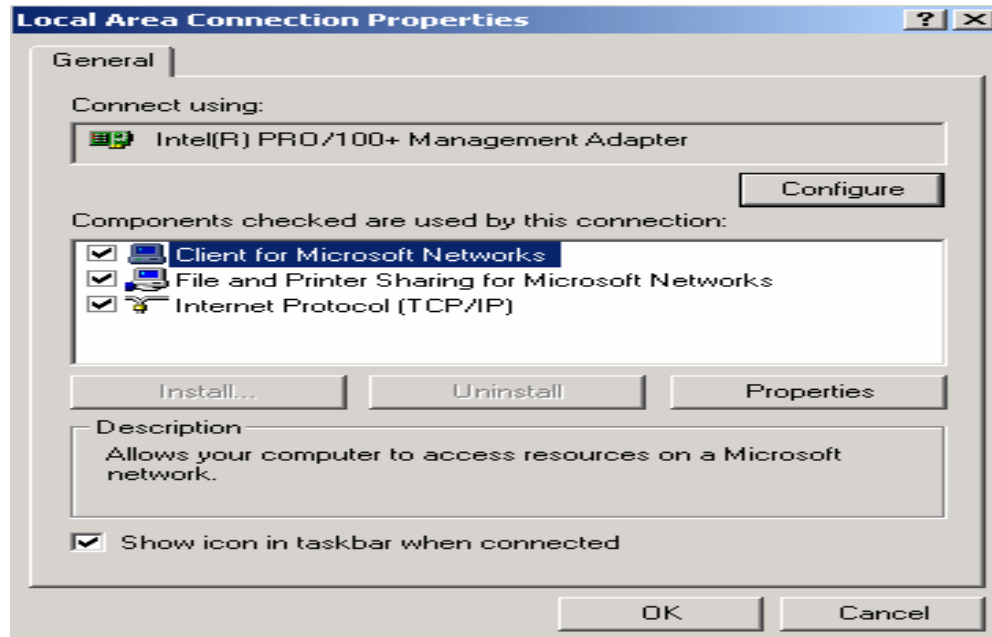
From the “Start” Menu, open “Settings”. Click on “Network and Dial up Connections”.

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.



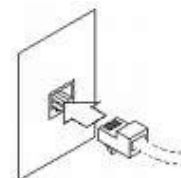
### 3.2. Connecting PC to Reliance BroadNet.

#### 3.2.1. Connectivity if ADSL modem (CPE) is provided

Some of the installations may need an ADSL Modem for connectivity. The site engineer will be deciding whether ADSL modem is required or not. If required, it will be provided by Reliance. The LAN card on your PC is connected to the ADSL modem.

The ADSL modem is connected to a wall socket (RJ11) using a patch cord as shown below.

Once this is done the, LEDs (known as the Link Integrity LEDs) on your LAN card (normally at the back of your PC) starts glowing, indicating that the connectivity is up.

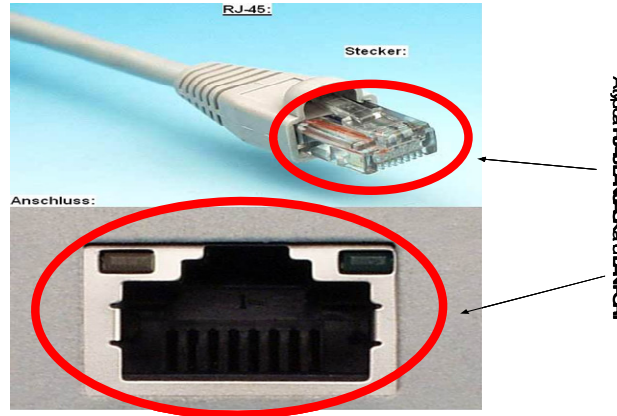


#### 3.2.2. Connectivity if no ADSL modem (CPE) is provided

Some of the installations may not need ADSL Modem for connectivity. The LAN card on your PC is connected to the wall socket (RJ45) using a patch cord.

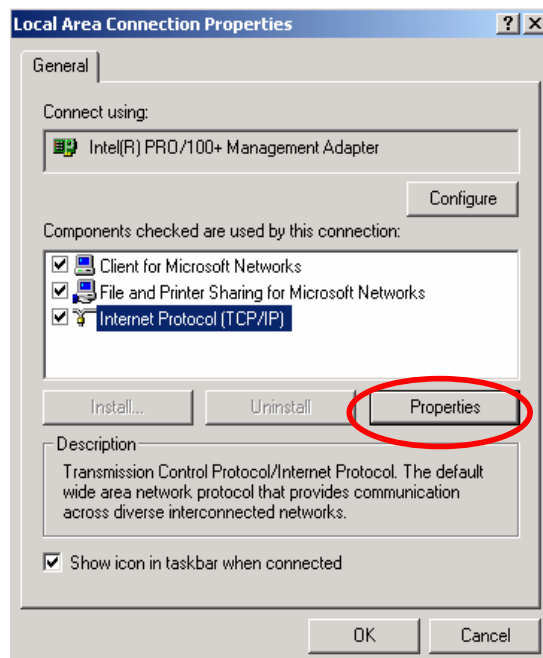
Once this is done the, LEDs (known as the Link Integrity LEDs) on your LAN card (normally at the back of your PC) start glowing, indicating that the connectivity is up.

**How would a typical LAN Jack and a LAN PORT look like ??**



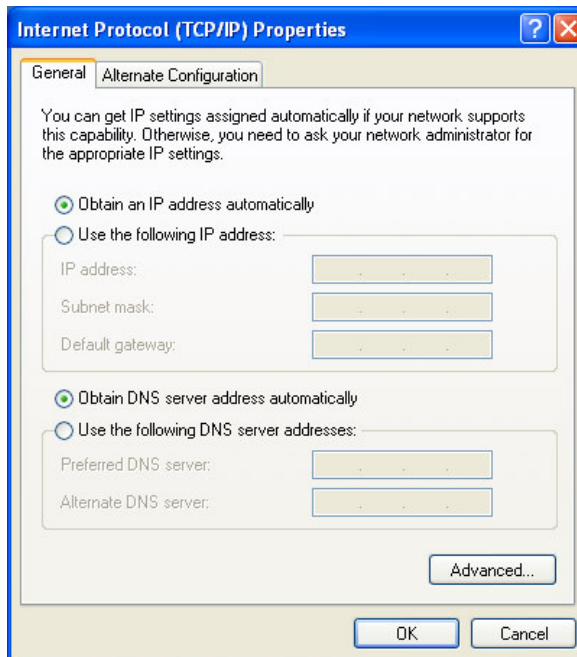
### 3.3. Configuring the Network Setting on PC

- 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.



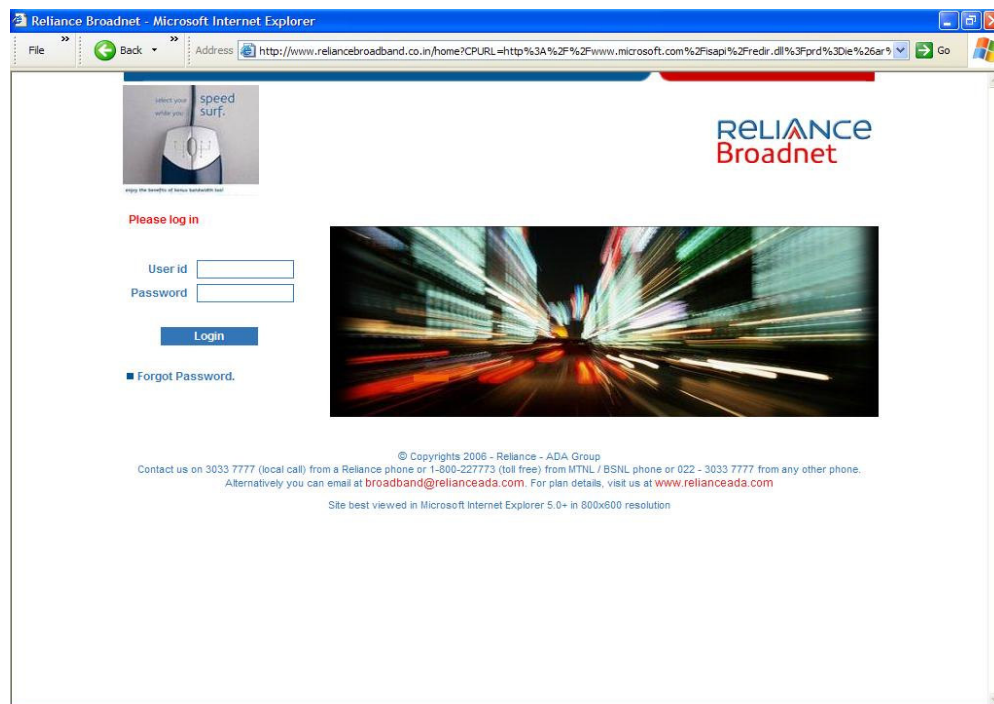


### 3.4. Configuring your BroadNet Account

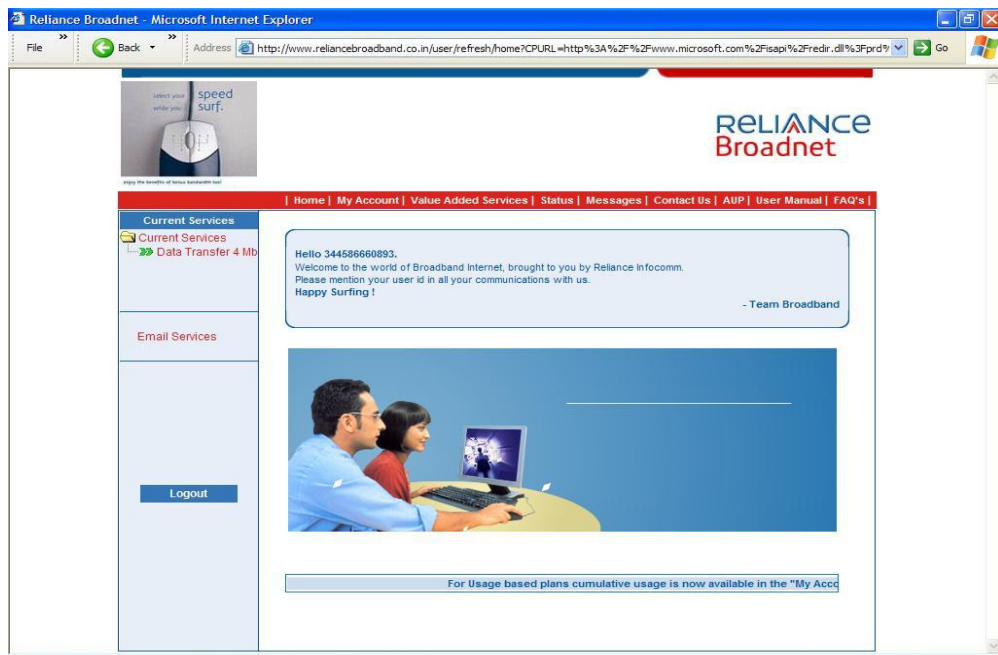
Open the browser (Internet Explorer  or Netscape  etc.)

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

The screenshot shows a web browser window titled "Reliance Infocomm - Microsoft Internet Explorer". The address bar displays the URL: <http://rworld.wdsepricinfo.com:8890/customer/acctRgst.jsp?message=null&reqPage=acctRgfrfm>. The page content includes a header for "Reliance Mail" and a section titled "Create and Manage your Email and WebSpace Accounts". Under "Customer Account Details:", there are links for "Account Registration - Account Registration" and "Account Modification - Account Modification". A form titled "Account Details" contains a "Subscriber Id:" field and a "Validate" button. Below the form, there are two bullet points: "Please enter valid Subscriber Id to Register/Modify an account for Customer." and "Please enter MDN for wireless subscribers and Subscriber Id for wireline subscribers."

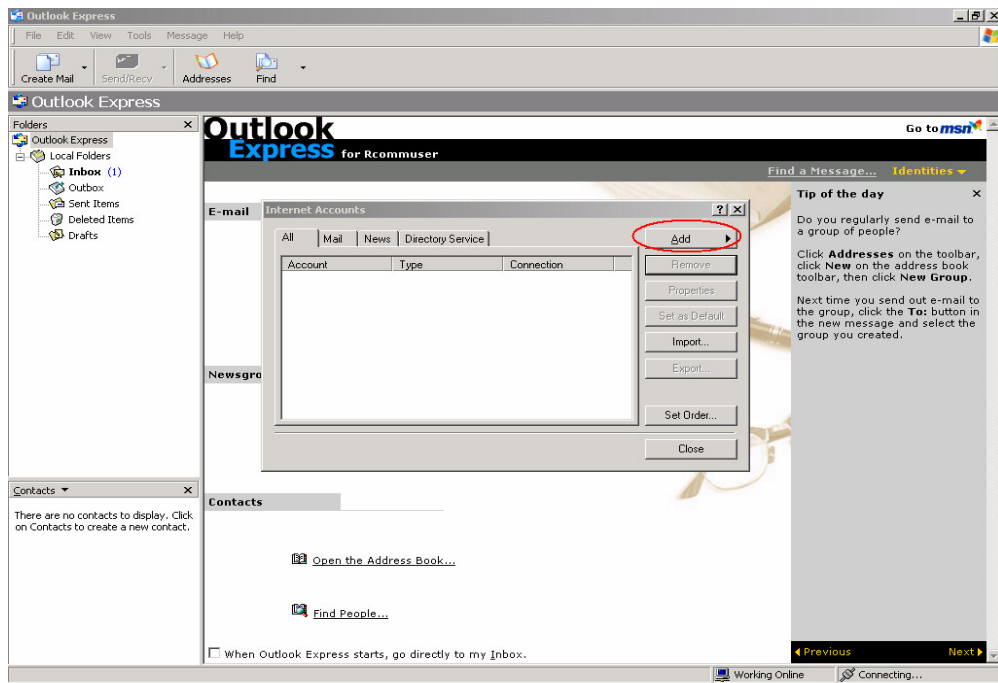
Please note that Subscriber ID is same as 12-digit user id as mentioned in the BroadNet Welcome letter.

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.



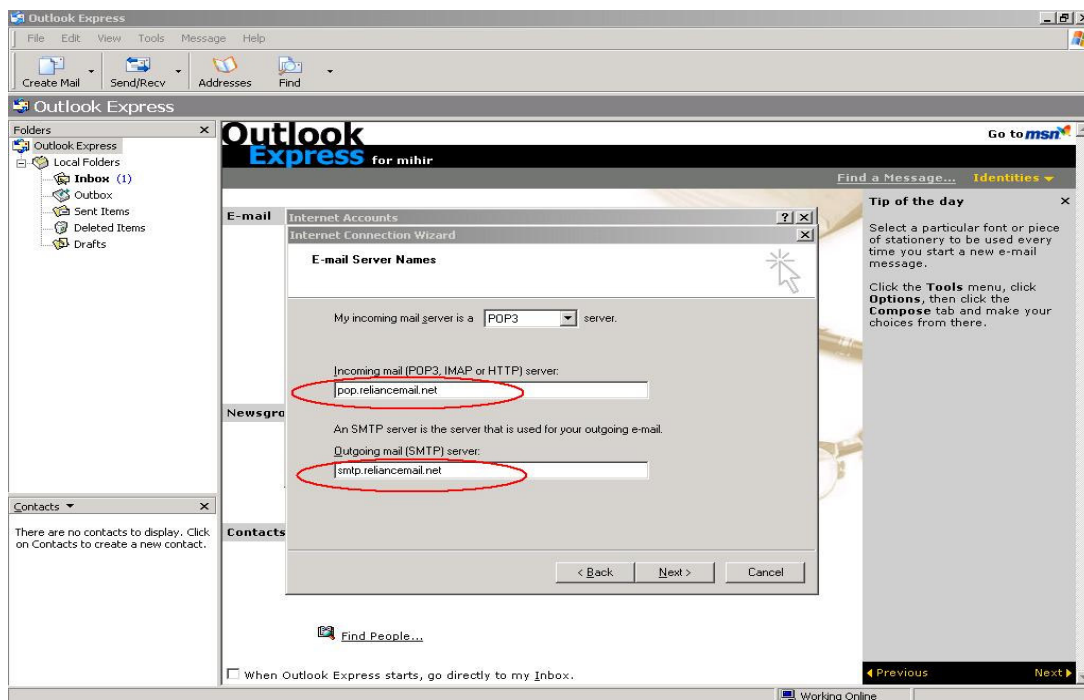
In the “Internet Accounts” window click on the “Mail” tab and then click on “Add” button and click on “Mail” option.

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

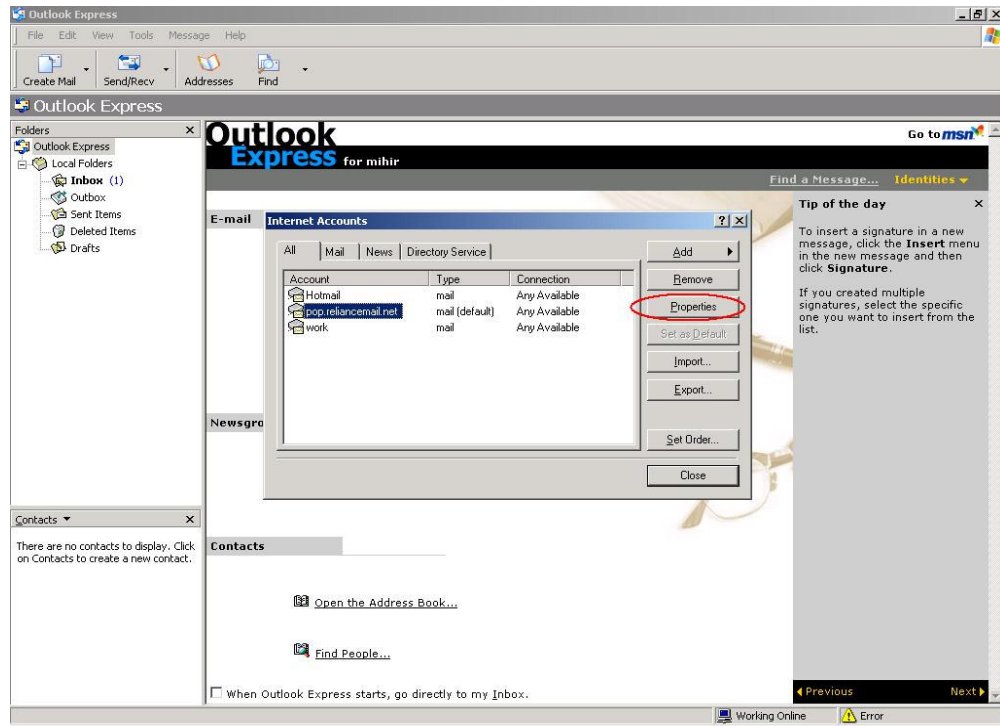
Enter the following details

**SMTP Server:** smtp.reliancemail.net

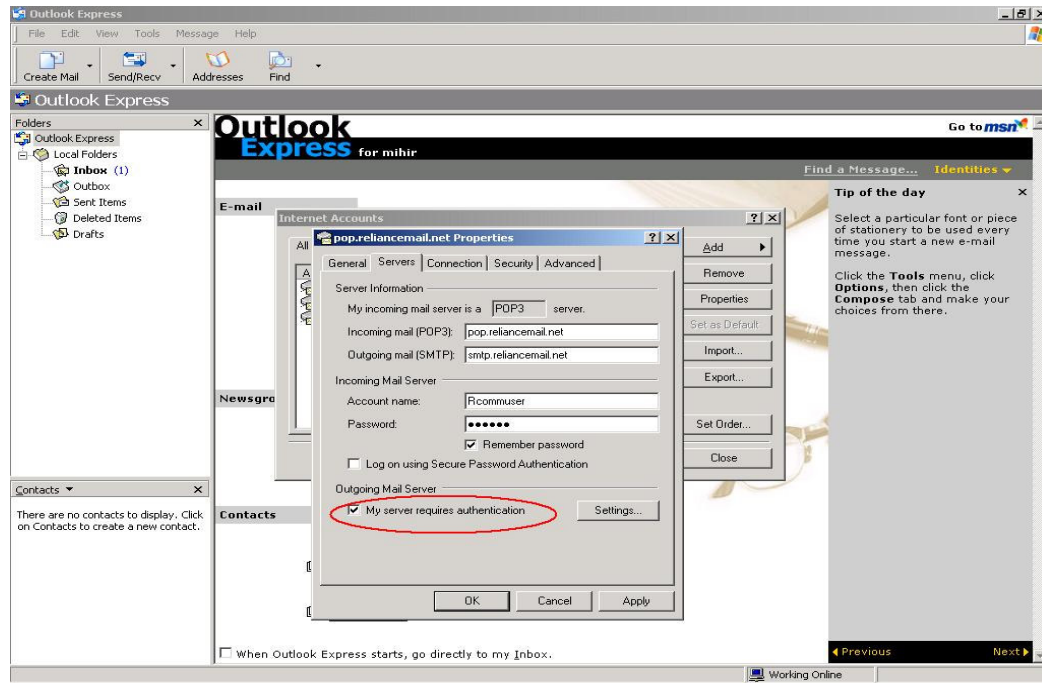
**POP3 Server:** pop.reliancemail.net



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

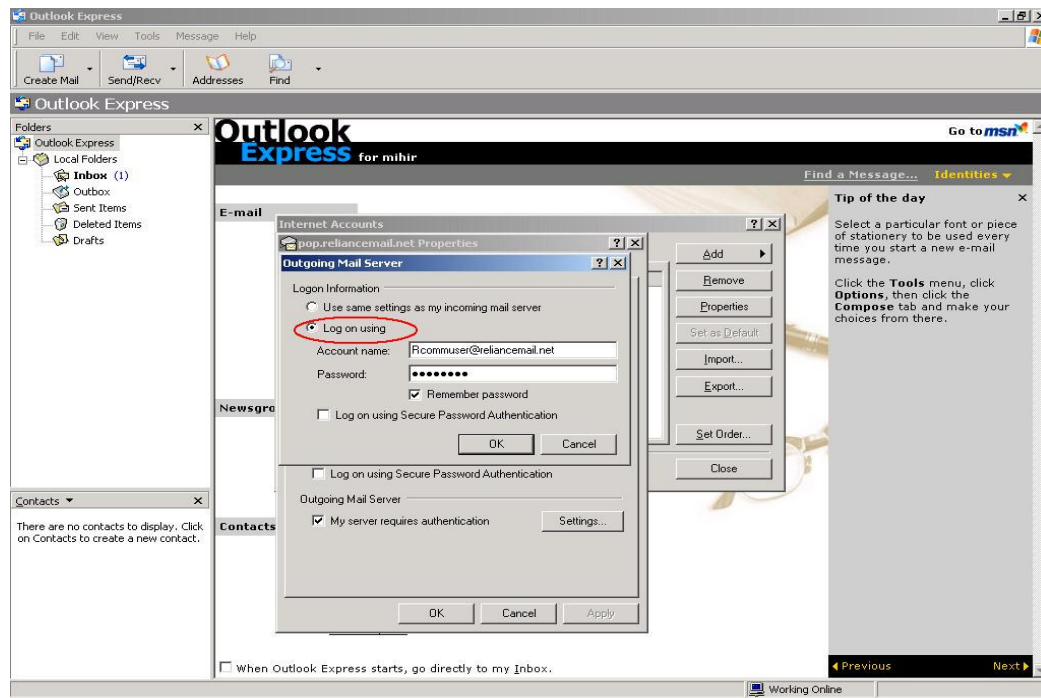


In the 'Properties' screen click on the tab 'Servers' you will see the following screen.





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

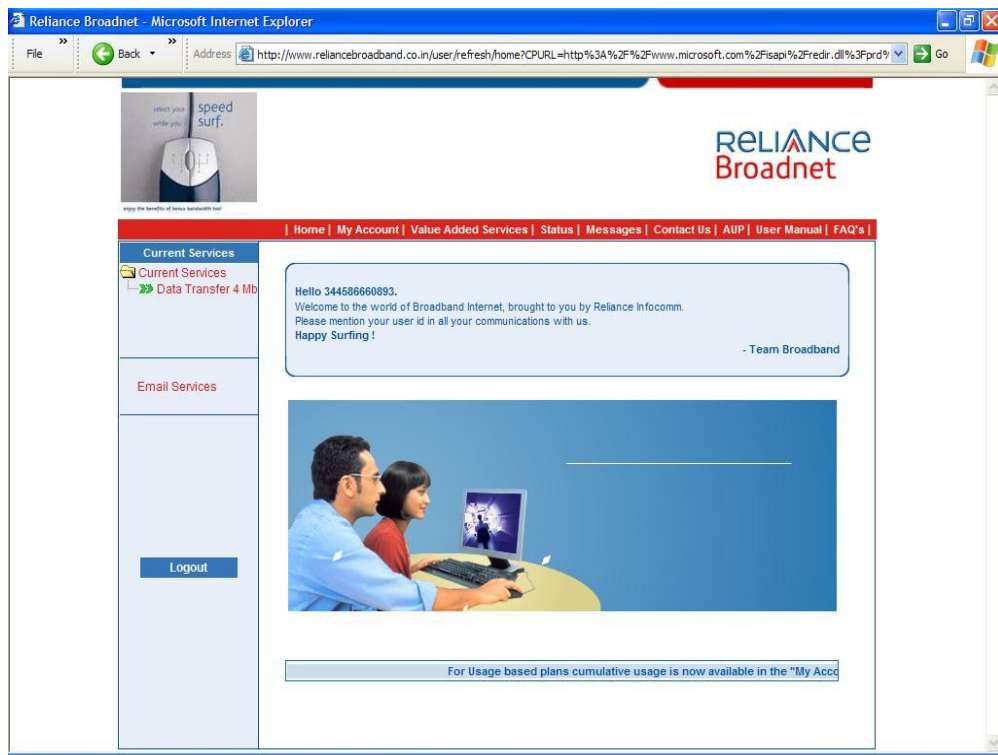
### 4.1. Accessing Internet

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.

## 4.2. BroadNet Portal

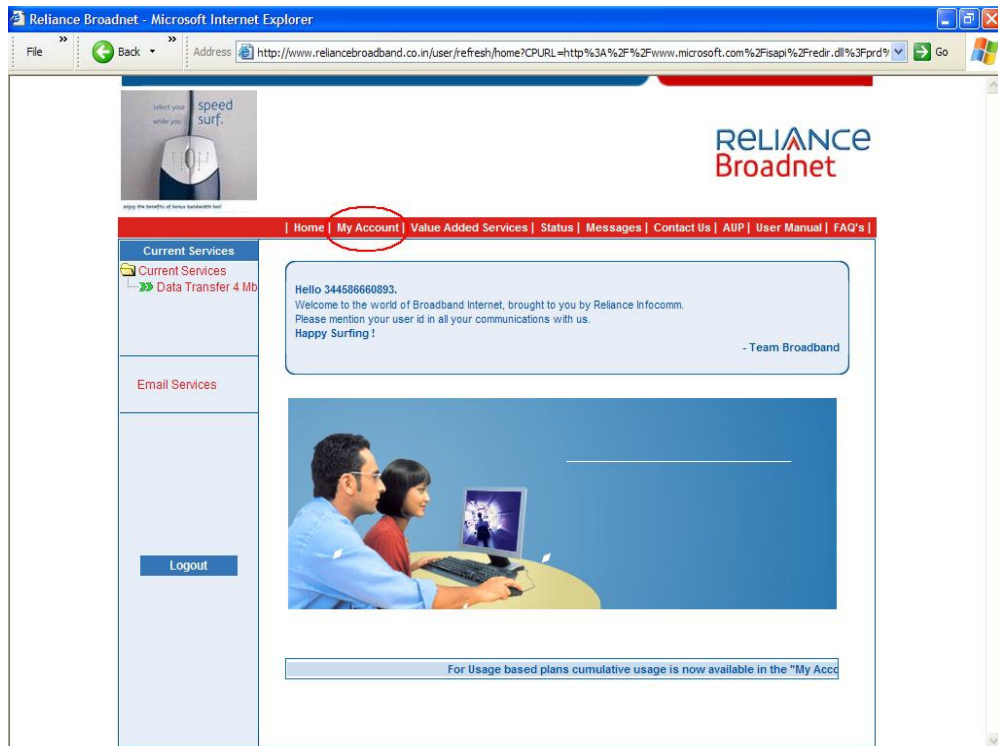
The BroadNet portal is available at <http://www.reliancebroadband.co.in> and is the default page for your Reliance BroadNet Connection.

On the portal, you can do the following

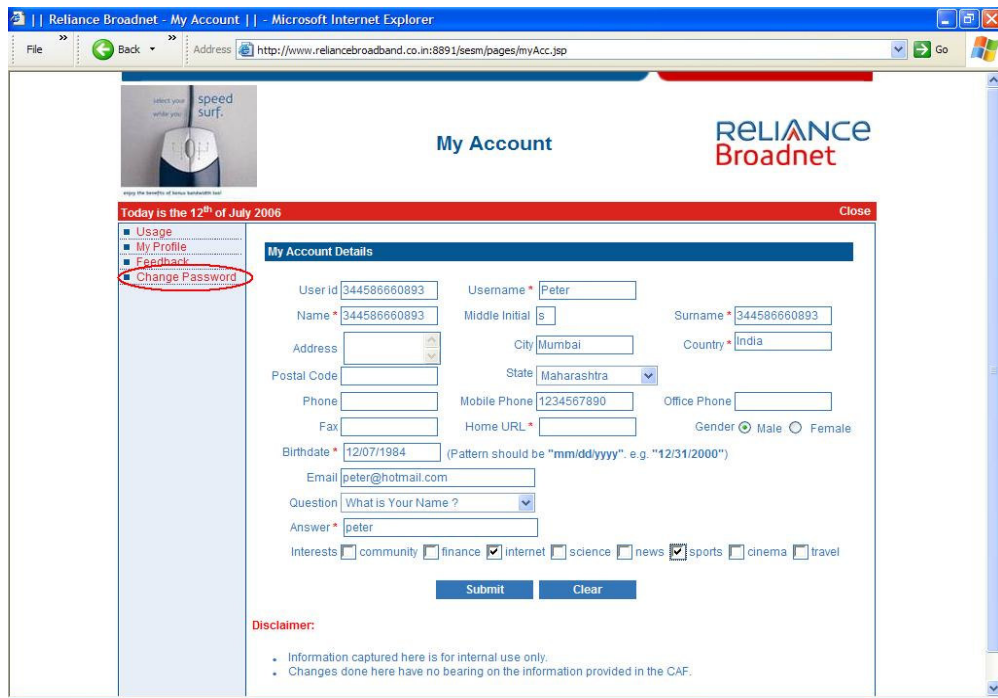
### 4.2.1. Changing your access password

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.

Reliance Broadnet - Change Password - Microsoft Internet Explorer

Address: <http://www.reliancebroadband.co.in:8891/sesm/pages/chngPswd.jsp>

My Account

RELIANCE Broadnet

Today is the 12<sup>th</sup> of July 2006

Change Password

Old password

New password

Confirm new password

Change Clear

#### 4.2.2. Checking your balance amount

- This option is valid for prepaid users only. In the 'My Account' section click on 'Balance' and the following screen will be displayed.

Reliance Broadnet - Balance - Microsoft Internet Explorer

Address: <http://www.reliancebroadband.co.in:8891/sesm/pages/balance.jsp>

My Account

RELIANCE Broadnet

Today is the 14<sup>th</sup> of July 2006

Balance

User Id: 210885262493

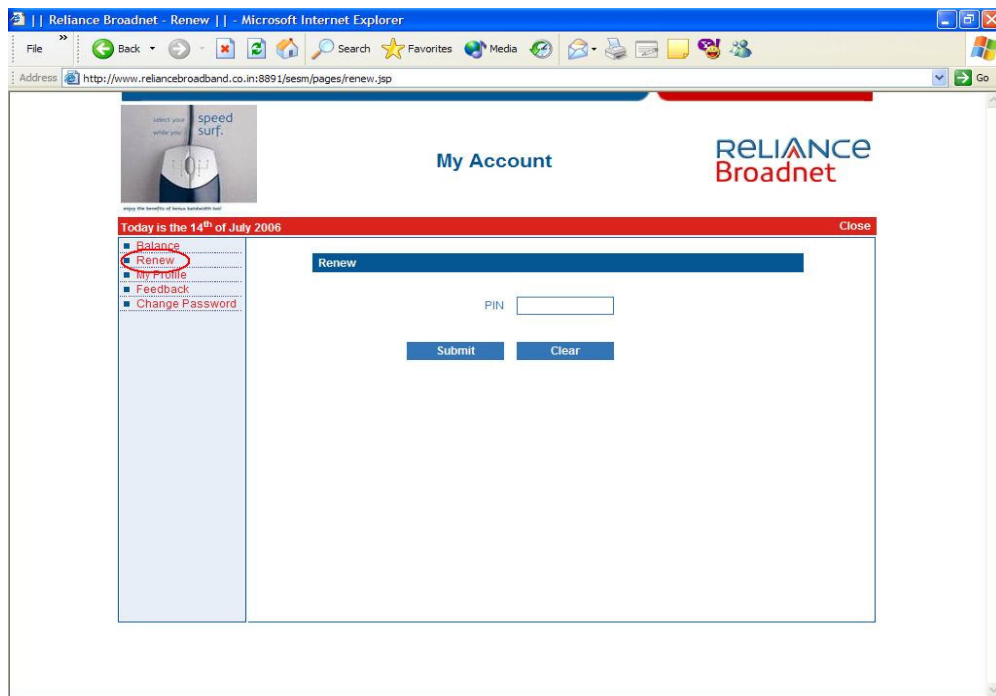
Balance: Rs. 48.0

Promotional Balance: Rs. 0.0

Suspension Date: 05-07-2006

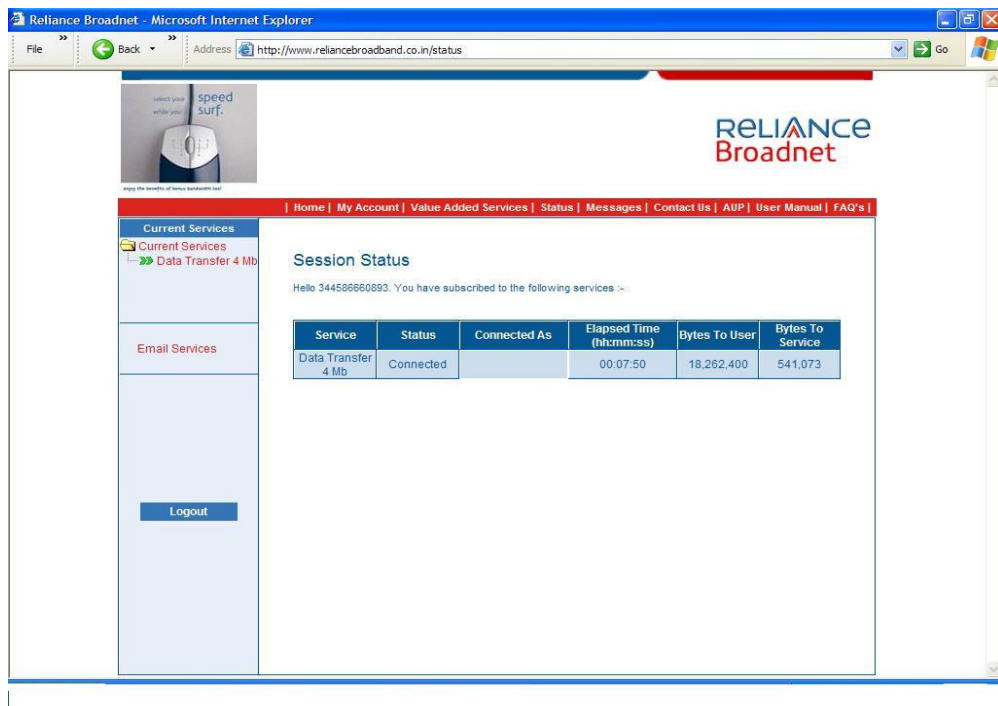
#### 4.2.3. Recharge your account

1. This option is available for prepaid customers only.
2. To recharge your account, purchase the voucher from the authorized Reliance Channel Partner who is providing you the service.
3. Login in to the BroadNet portal using your existing User Id and password and in the 'My Account' section click on 'Renew'
4. As shown in the screen below, enter the PIN printed on the voucher and click OK.
5. Your account will be credited according to the voucher value.

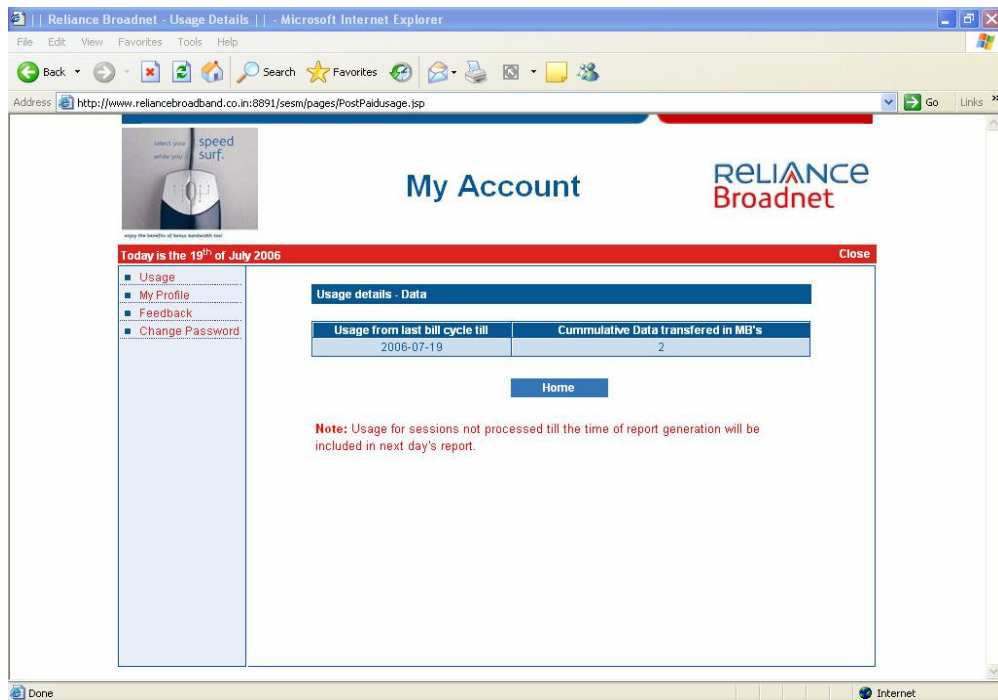


#### 4.2.4. Viewing Current session Usage Statistics

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



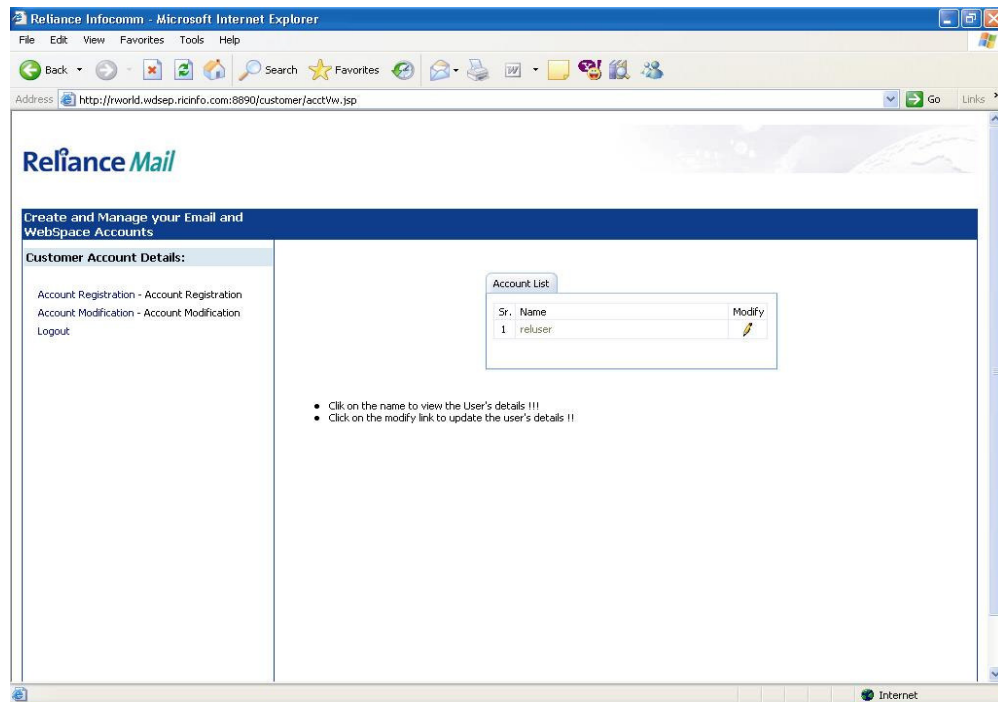
### 4.3. Accessing your email box

#### 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.

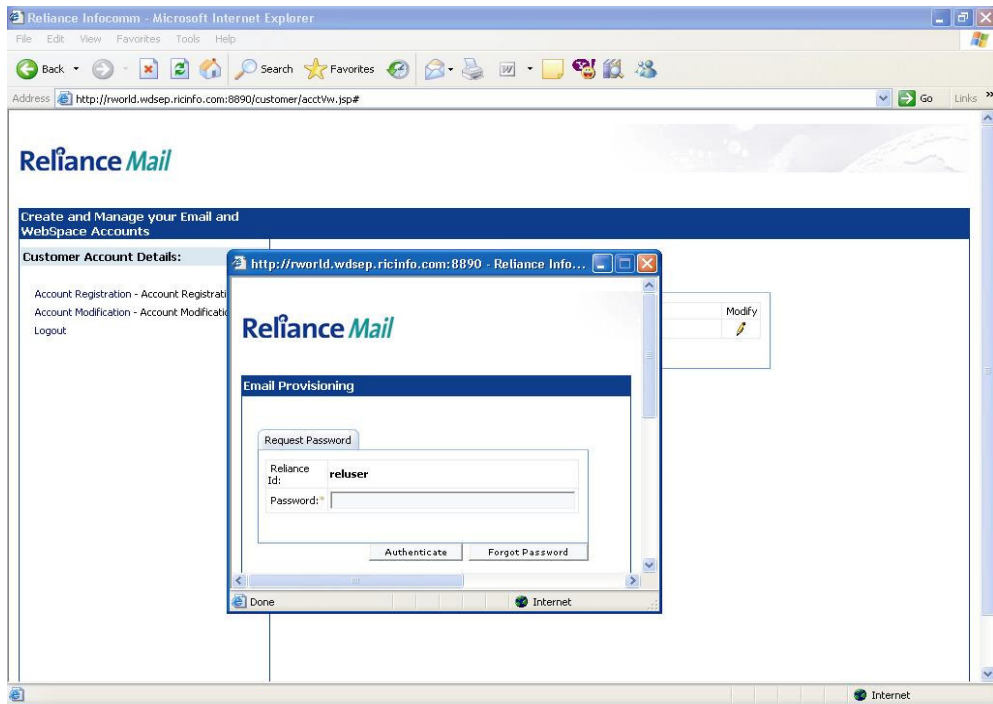
#### 4.3.2. Viewing and Modifying Account details

The following screen enables the user to view the Email Ids for an existing and valid user id.



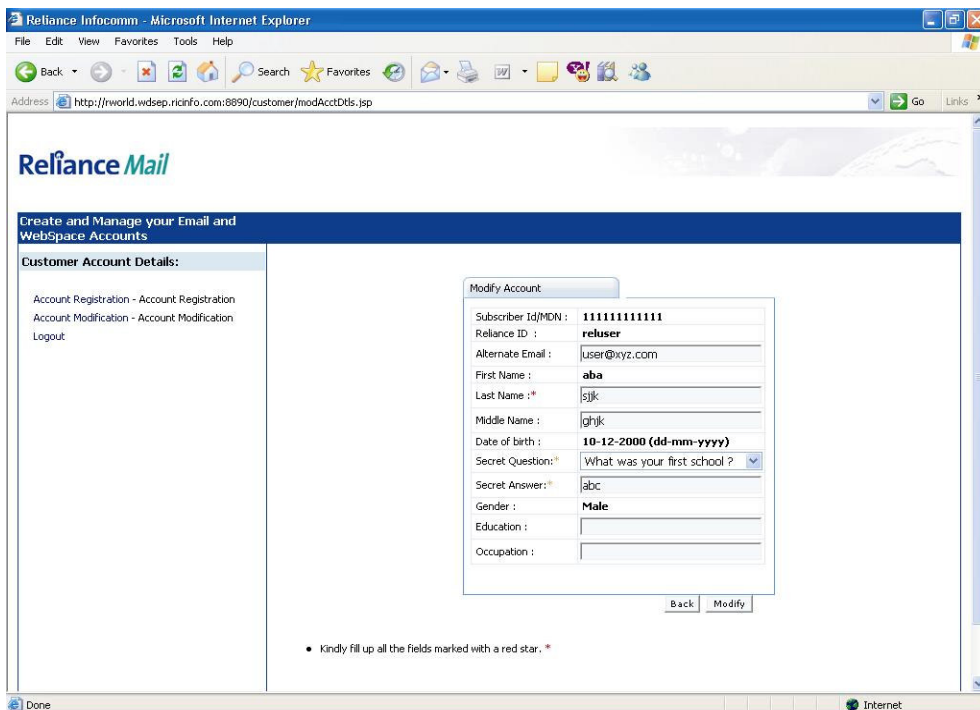
#### View Details:

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.



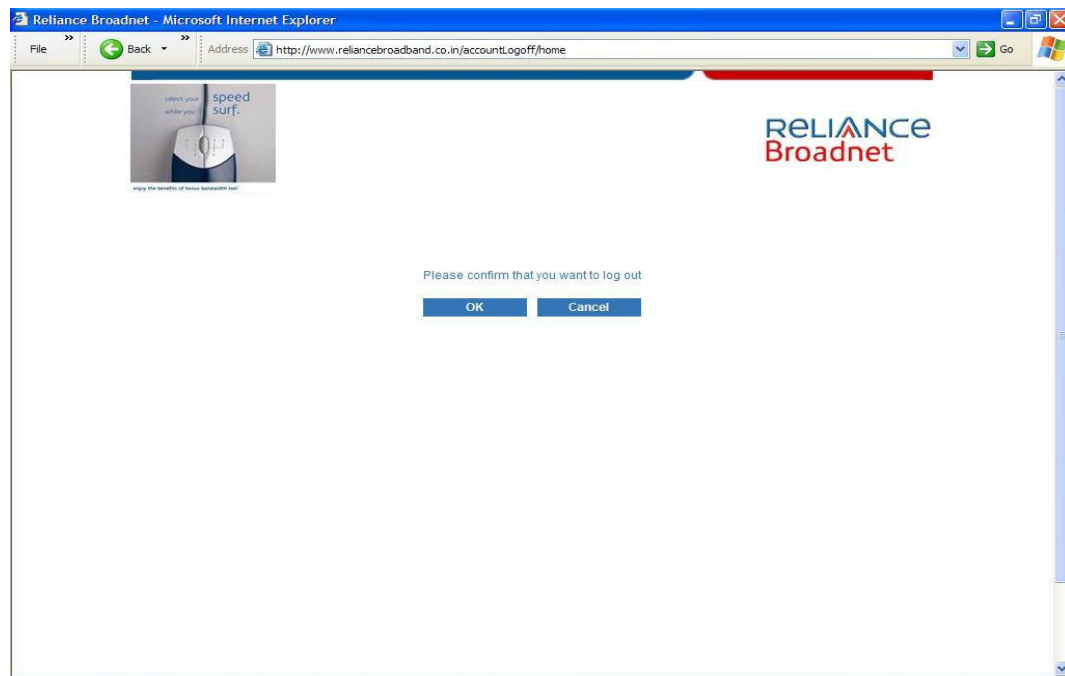
#### 4.3.3. Logging out of your email

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.

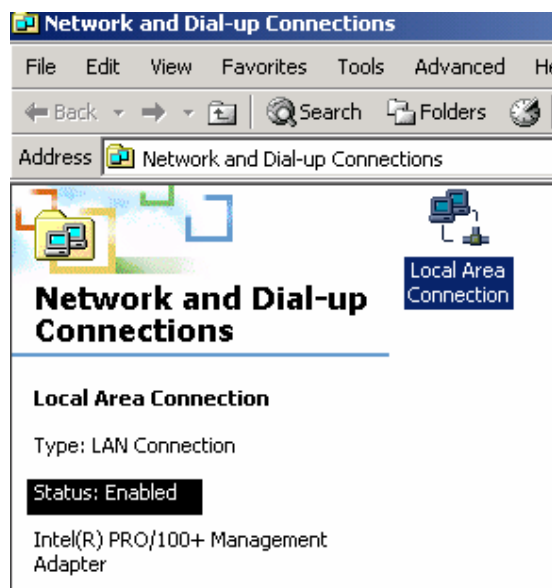
Click on the Network Neighborhood / My Network Places icon on the desktop.

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 –

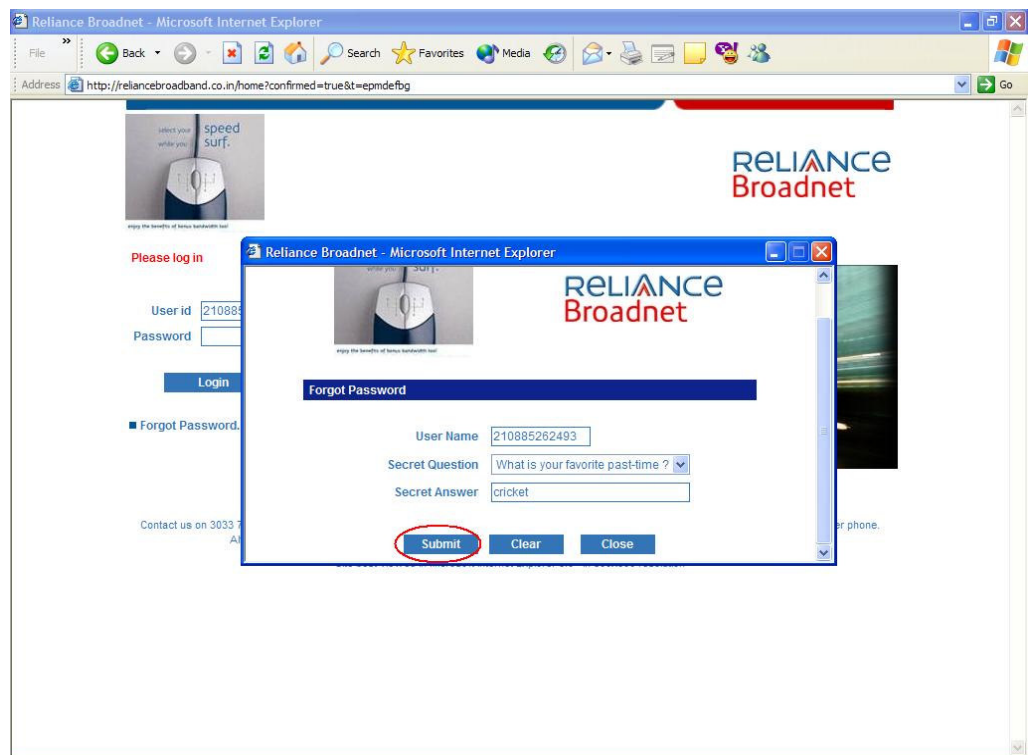
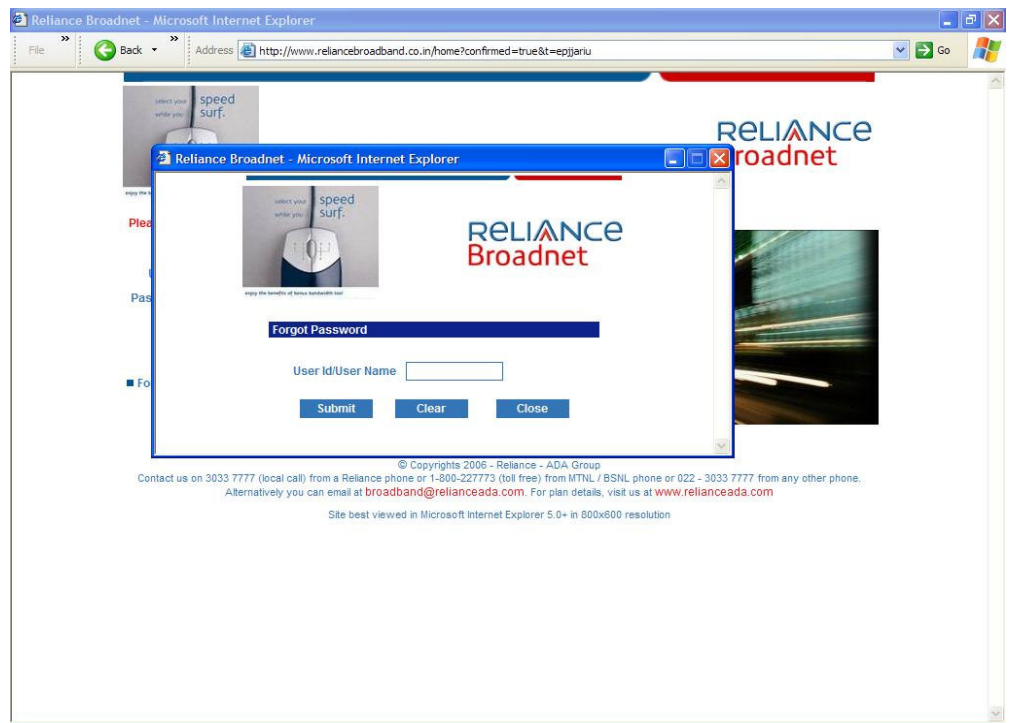
- Is your PC meeting the recommended requirements?
- Is your PC performing some heavy-duty activity like backup, virus scan etc?
- Is there sufficient Hard disk space?
- Is the Temporary Internet File folder size too big?

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

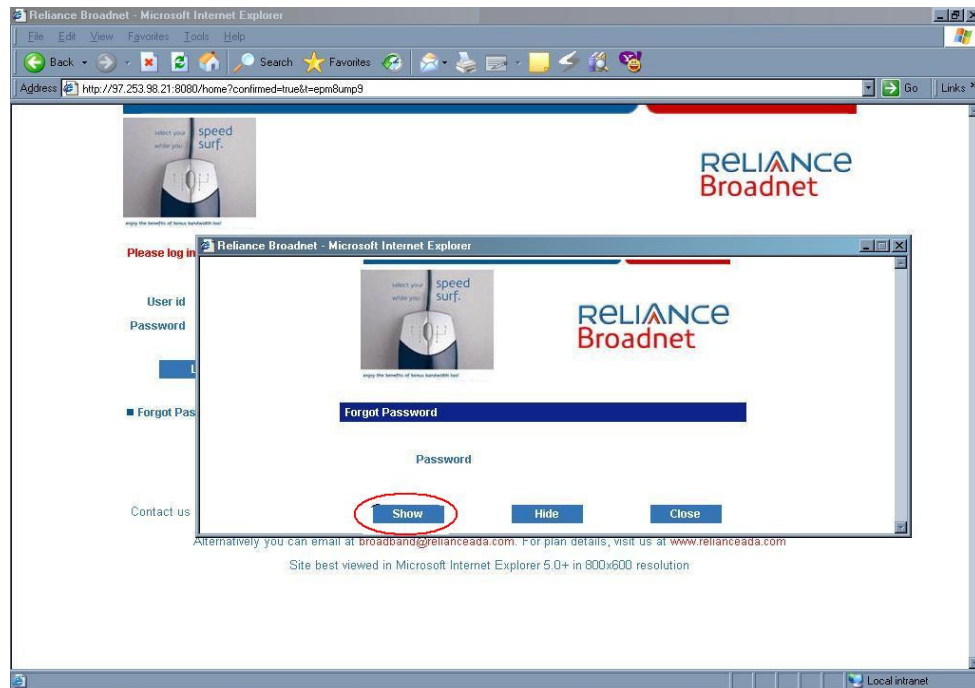
### 5.3. Forgot Password

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.





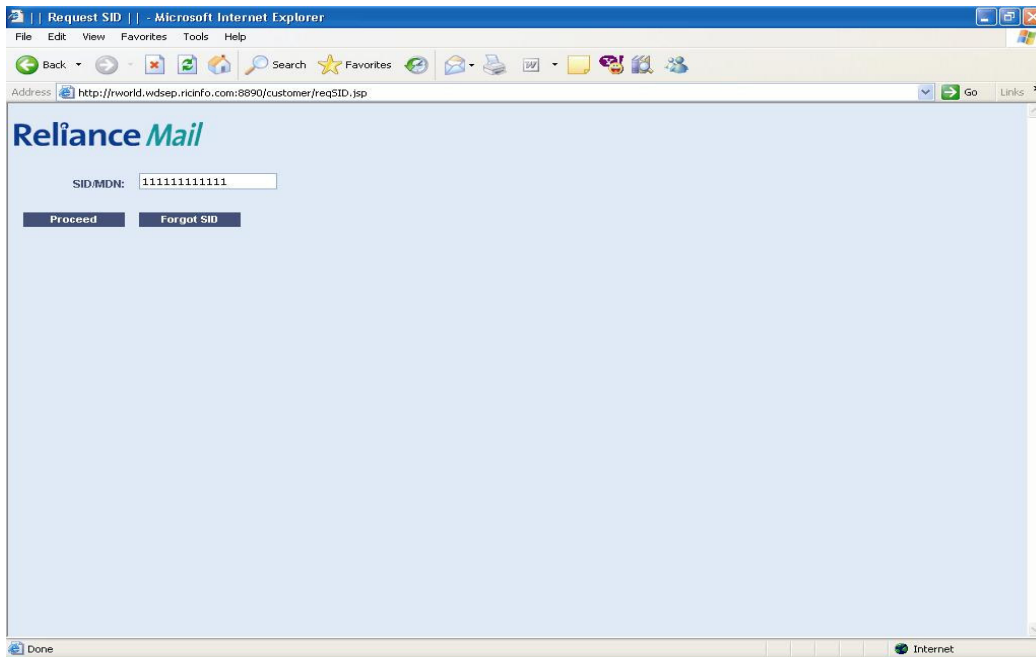
3. On giving the correct answer, you have the option to view the password on screen. Moreover, this password will be sent by email to the email id mentioned in 'My Account' section of the BroadNet portal.



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.relianceemail.net>.



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](mailto:broadband@relianceada.com).

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

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