



Broadband Services from MTNL

[User's Guide](#)

Dear Customer,

Welcome to the world of "TRIBAND" the true broadband service from MTNL.

This Users Guide contains general information to help you utilise our services effectively. The guide is primarily meant to be used with the MTNL supplied ADSL2+ Broadband Modem(DSL 502 T Model of D-link Make) , however the settings and other information available in the guide can be used to set-up the MTNL Broadband Connection using any other Modem also.

Contents -

- Introduction
- Connections & Installation
- How to's
- Troubleshooting
- Quick Reference

Introduction

Broadband is an 'always-on' high speed internet service. The Broadband service from MTNL supports "Triple Play" i.e. Voice, Video and Data services all possible simultaneously on the same copper telephone line. MTNL is providing its broadband services on ADSL2+ technology which is capable of delivering upto 25 Mbps bandwidth to the customer premises. MTNL is currently offering Internet Services starting from 256 kbps going upto 2 Mbps.

For extending these services the telephone cable coming to the subscriber's premises is connected to a Broadband Modem (ADSL2+ modem) using a POTS Splitter. The Broadband Modem acts as an interface between telephone cable and computer. The "POTS Splitter" is used to separate voice and data signals enabling both Voice and Internet simultaneously on the same telephone line. One cable out of POTS Splitter is connected to the telephone instrument.

Also , your MTNL Broadband connection comes with a user account consisting of a **Username** and **Password**. This is used by the Modem in establishing connection to the MTNL Broadband network. The username and password are pre-configured in the MTNL Broadband Modem. When the Modem is switched '**ON**' it automatically establishes a connection to the Broadband Network.

After your connection has been set-up please follow the procedure given in "How to's" section to change your password. This is necessary to avoid misuse of your user account.

Connections & Installation

Prerequisites –

In addition to the MTNL PSTN line, the minimum configuration required on PC for setting up a Triband connection is as follows -

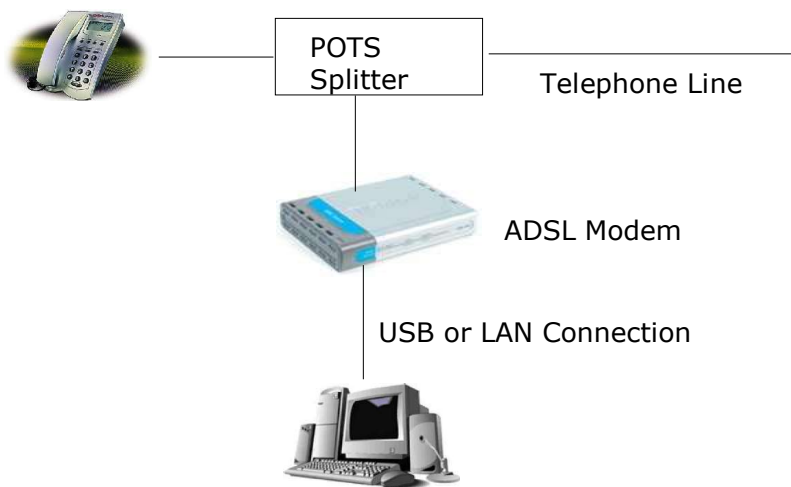
- Hardware – PC with spare USB or LAN (Ethernet) port, a CD-ROM Drive and about 150 MB of free disk space.
- Software – Operating system - Win98 (SE) - Second Edition or above.
- Internet Explorer version 6.0 or above.

However, the recommended configuration of PC for a true broadband experience is -

- Hardware – PC with Pentium IV or equivalent processor with 256 MB RAM and spare Ethernet port, CD ROM Drive.
- Software – Windows XP Operating system with Service Pack 2.

Please ensure that your PC supports the above requirements.

The Broadband Modem and the POT's splitter shall be connected as per the figure given below-



The POT's splitter should be placed at a suitable point before any other device is connected to the telephone line. This is important for proper working of the Broadband connection.

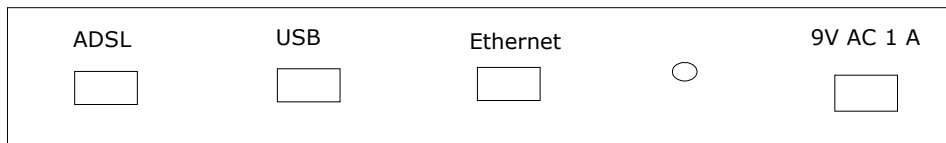
The POT's splitter has three ports which are to be connected as below -

1. Line port – for connecting the telephone line from exchange.
2. Phone port – for connecting the telephone instrument.
3. DSL port for connecting the Broadband modem.

The interfaces on the MTNL Broadband Modem and the connectivity is detailed below -

The MTNL Broadband Modem has four ports / interfaces all available on the back panel as depicted below -

Interfaces on the Back Panel of MTNL Broadband ADSL2+ Modem



The interfaces are to be connected as follows -

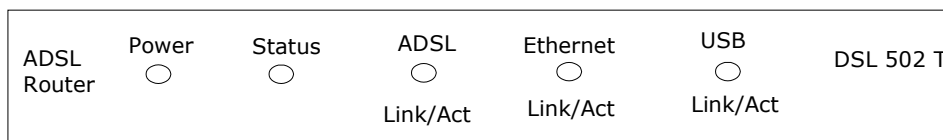
1. ADSL interface (RJ 11) for connecting the incoming DSL line from the POTS splitter.
2. Ethernet interface (RJ45) for connecting the Ethernet cable from the PC.
3. USB interface for connecting the USB cable from the PC.

Note - Either Ethernet or USB interface shall be used depending on the availability of corresponding interface on the PC.

- 4) AC 230 V (two pin) for connecting the AC Power Supply.

LED's have been provided on the Front Panel of MTNL Broadband Modem, which are useful for diagnostics in case of any problem in the functioning of Broadband connection. The LED's available on the Modem and their brief descriptions are given below -

LED's on the Front Panel of MTNL Broadband ADSL2+ Modem



- Power- A Solid light indicates a connection to a good power connector. Power supply (9V AC 1A) supply is ok.

- Status (system) A blinking light indicates normal operation. If this light is not lit and the power light is on, this indicates modem failure.
- ADSL Link/Act - Solid – Indicates that the Modem is connected to Exchange.
- Blinking – Indicates Modem is not able to train up. Possible line problem.
- Ethernet Link/Act – Solid light indicates router is connected to PC's Ethernet port
- Blinking indicates that data is being transferred between PC and Modem.
- USB Link/Act - Solid light indicates router is connected to PC's USB port
- Blinking indicates that data is being transferred between PC and Modem.

After the Modem has been connected as above, it can be switched ON. The Modem shall take about 2 to 3 minutes to boot and train with the MTNL Broadband network. While training the ADSL link shall be blinking. After completion of this process all the LED's should come to the normal display condition.

The Modem is pre-configured with the initial username and password and establishes connection as soon as it is switched on. No connection is required to be set-up on the PC for connecting to Internet.

If the Modem is connected to PC on an Ethernet port, no settings on the PC shall be required normally to begin browsing. However, in case the USB port is used for connection, the PC shall have to be set-up for using the Broadband connection. The Modem USB driver software is required to be installed on the PC to begin using the connection. This software is available on the CD supplied with the Modem.

Note – The Modem should be installed in a proper place which should preferably be cool and dustfree. Handling of Modem's should be avoided. Switch OFF the Modem when not in use. Remember the ON condition of Modem keeps your connection to the Broadband network ON even if the PC is switched OFF.

How To's -

The MTNL Broadband connection comes with a User Account. This section provides details on how to use and maintain your MTNL Broadband User Account and other services. The following are covered in this section -

1. How to Change Password of Broadband Account ?
2. How to check the Broadband account usage ?
3. How to use Email Services ?

1. How to change password of Broadband Account ?

The Broadband User account consisting of a Username and Password is pre-configured on the MTNL Broadband Modem at the time of delivery. This Username and Password is used for connecting to MTNL Broadband Network. ***Customers are advised to change the password soon after the connection is set-up.***

- For your Broadband Account your Telephone No. (Telephone No. on which the Broadband Connection has been provided) shall be the Username. The CA number (Consumer Account Number) of this telephone shall be the initial password. The CA Number is available on the telephone bill.
- ***The change of password is required to be done at two places – one on the MTNL Server and the other on the MTNL Broadband Modem set-up. First change the password on MTNL server and then on the Modem as described below-***

Follow the procedure given below to change the password -

Connect to Internet and open the webpage, <http://register.mtnl.net.in> .



Use your username (Telephone No.) and the password (your CA number) to login to your self-care page.

Your account details shall be displayed.

Click on the link - Change service passwords. The following window shall be displayed.



Select your username as your "Login"

Type your current and new password and click on Change Password. Please note that the password should have minimum 4 characters and maximum 10 characters.

Successful acceptance of the new password shall be displayed on the screen.

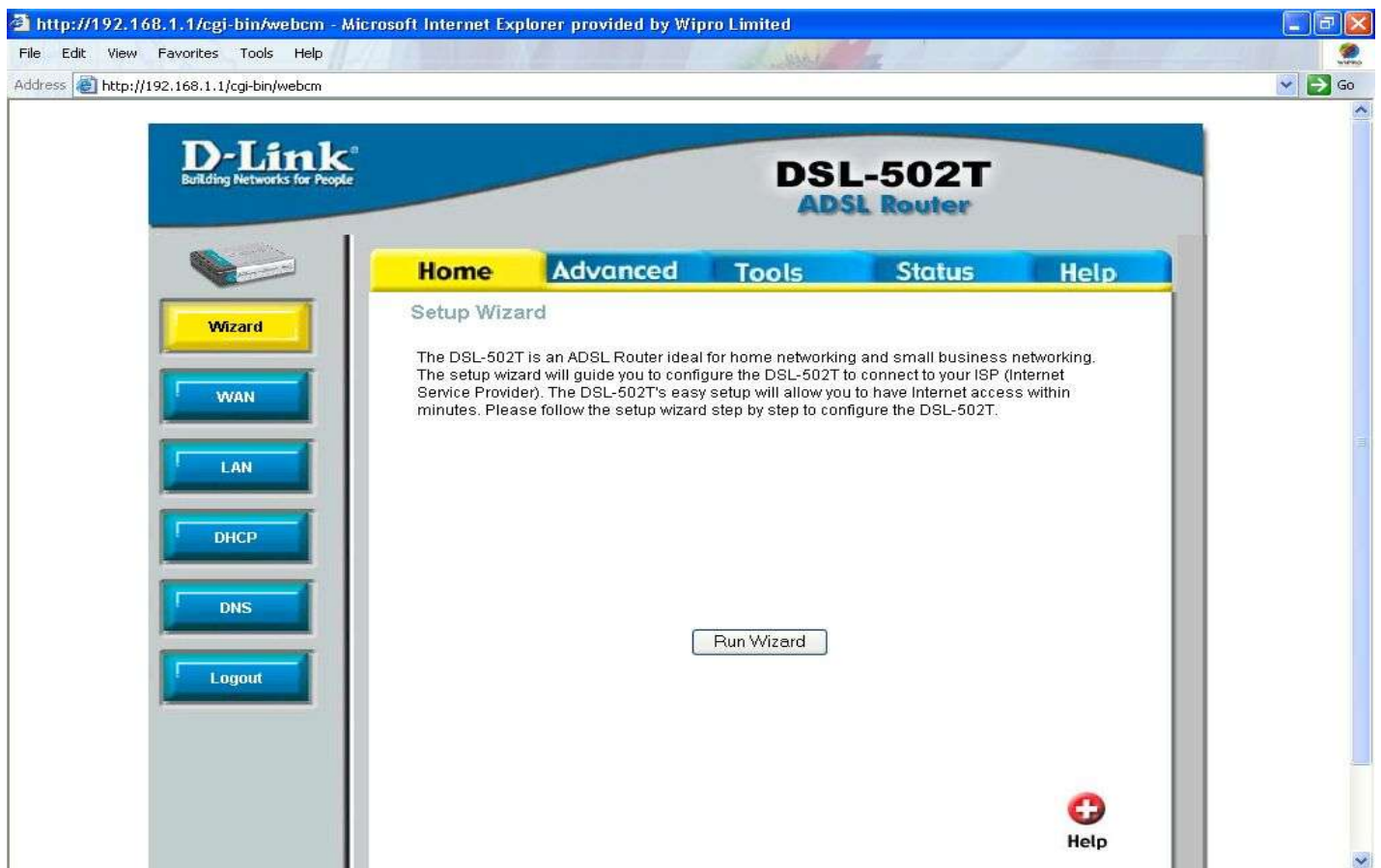
Logout and verify the new password by re-login from the same page <http://register.mtnl.net.in>

After the password has been successfully changed on the MTNL Server, follow the procedure given below to change the password on your Broadband Modem.

Open the page, <http://192.168.1.1>. This is your Modem's User interface.

Please be careful while carrying out changes in the Modem as it may effect overall working of your connection. Do not change any other settings unless advised.

Type "admin" as username and "admin" as password. Then a new page will appear as shown below.



This is the web interface of Broadband Modem.

Click on **WAN** option. Under the heading, PPPoE/PPPoA, your telephone number is visible as your username. If this does not appear please verify that the ATM PVC at the top of screen is set to Pvc0. If not please select Pvc0 for proper screen to be displayed.

Delete the existing password in the Password field and then type your new password.

Note – Please be careful while entering the new password. This should be exactly same as the one entered on the MTNL Server (**Watch out for the Caps Lock key**).

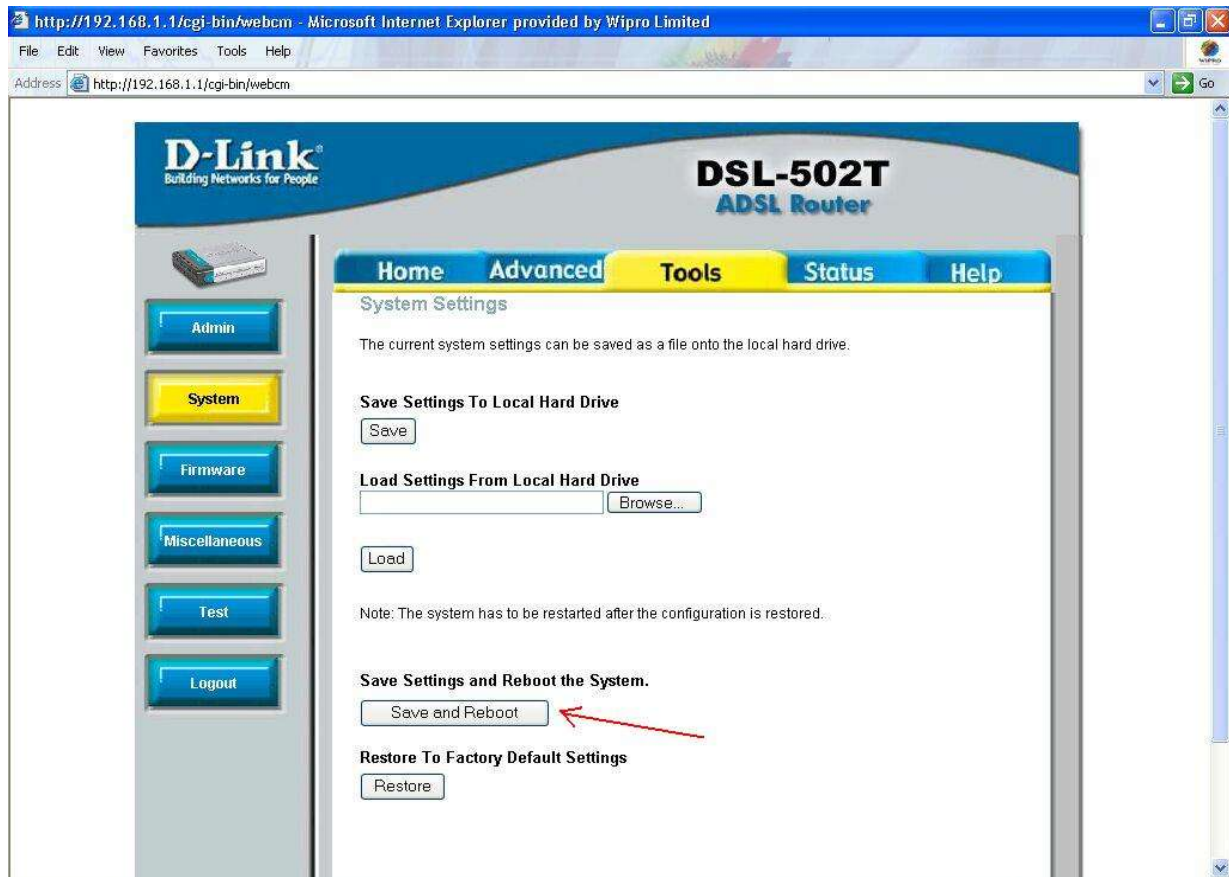
This password and the password on the MTNL Server are matched before the connection is established.



Click the **Apply** button at the bottom of page.

To save the new password , click on **Tools** tab and select the **System** option on that page.

The following window shall open-



Click on "Save and Reboot" button to Save your new password in the modem.

A pop-up window for "Save and Restart" shall appear. Click on OK.

This shall Save the settings on the Modem and the modem shall reboot with new settings. Wait for 2-3 minutes till all the LED's on the Modem attain normal state.

To verify that your password has been changed successfully reopen the Webpage – <http://192.168.1.1> . Login with **admin** as username and **admin** as password.

Click on the **Status** Tab on the Modem User Interface. The Pvc0 Virtual Circuit should show connected. Please select Pvc0 in the Virtual Circuit drop down box, if it is not displayed by default.

This completes the process of changing your Broadband User Account Password.

2. How to check the Broadband account usage ?

MTNL Broadband customers can view their usage logs on-line. This facility has been provided on the Web Self care page which can be accessed as follows -

Connect to internet and open the webpage - <http://register.mtnl.net.in>.

Enter your "Username" and "Password" to Login to your self-care page.

Your Account Summary shall be displayed as per the figure given below.

Account Information	
User ID	23232323
Name of the subscriber	test bb testbb
Account Number	0002591387
Status	ACTIVE
Date of Creation	17-Feb-2005
Current Plan	DSL_2399

Resources	
Name	Current Balance
MB Used	1532
ADSL MB	412
IP Address	2
No of eligible E-mail Ids	3
No of existing E-mail Ids	0
Mail Space	
Additional Mail Space	
Web Space	---

This shows the account statistics. To view detailed usage logs , use the link **Check Triband Usage**. The following screen is displayed.

Display Account Usage Details

User Name : 23232323

From Date : 23 / 04 / 2005

End Date : 23 / 04 / 2005

Select the dates to view detailed usage logs.

3. How to use Email Services ?

MTNL provides email address and a personal email box to all users of Broadband Services. These email services can be accessed using a browser (Web Based Email) and also using a PoP3 client like Outlook Express.

To avail these services customers are required to register their choices for email addresses on the **Web Self care Page** – <http://register.mtnl.net.in> as follows -

- Open the web page, <http://register.mtnl.net.in> and enter your username and password to login.
- On successful Login your account details are displayed.
- Click on Add E-Mail Address option (on left side of the page). The following window is displayed -

The screenshot shows a web browser window titled "MAHANAGAR TELEPHONE NIGAM LIMITED - Microsoft Internet Explorer provided by Wipro Limited". The address bar shows "http://register.mtnl.net.in/htmlui_en/index.html". The page header includes the MTNL logo and "Mumbai Telephones". The main content area is titled "Choice of Email Address for MTNL Broadband Users". On the left, there is a navigation menu with links: Account Summary, View Account Activity, View Session History, Check TriBand Usage, View Services, View Profile, Change Service Passwords, Change Secret Question Info, Block Sender, Add Email Address, and Logout. The main form area contains the following fields and options:

- User Name : 264
- Email Address Required (in order of preference):
 - 1. @mtnl.net.in
 - or
 - 2. @mtnl.net.in
 - or
 - 3. @mtnl.net.in
- Buttons: Submit, Clear

At the bottom left, there is contact information: "In Case of difficulties or suggestions please contact MTNL Mumbai Office, Ph. : 1600228844/ 24331408 /24331409, Email: helpdesk.mumbai@mtnl.net"

- Submit your choices for e-mail addresses

Note – Email-id can be a combination of alphabets and numbers, but not starting with a number. However no special characters or symbols can be used.

Your email account (different from your Broadband account) shall be created on the MTNL email server. The email account shall consist of a username and password which shall be used for sending and receiving emails for the created email address.

The username for sending and receiving mails shall be your email-id without the suffix i.e. If your email-id is

akash.kumar@mtnl.net.in then your username shall be **akash.kumar**

The password for email services shall be your Broadband Telephone Number.

Note - The status of email address creation request can be viewed on the web self-care page using the link – View Services. The allotted Email-id shall be displayed on this link. (Please allow a day for creation).

After creation of your email address, you can view your emails on the Web from the website – **<http://mumbai.mtnl.net.in>** using your email account.

Open the above webpage and enter your username and password (of email account) in the boxes provided. Click on **Check Mail** Your email box will open.

You can also set-up an email client like Outlook Express or Netscape Messenger for sending and receiving emails using your MTNL email address. The settings to be used are -

Set your incoming mail server as **POP3** server.

For outgoing SMTP server use – **smtp.mtnl.net.in**

For incoming pop3 server use – **pop.mtnl.net.in**

Set your email client to use Authentication while sending mails.

For username use – email account username (email address without suffix)

For password use – email account password (your broadband telephone number)

Detailed procedure for setting up the email client is available on the MTNL Mumbai website.

Note for users already having email-ids -

Customers can continue to use Web based email services from other service providers. Services like Hotmail, Yahoo, Rediffmail shall be accessible using the web based interface. However the use of email addresses with PoP3 facility will depend on the policy of the email service providers. Customers are advised to verify this with their email address service providers. The use of MTNL mail servers shall be restricted to the use of MTNL provided email addresses.

Troubleshooting

Some basic troubleshooting and diagnostic steps are included in this section for guidance in case of problems with the working of Broadband Connections. The steps detailed in this section are for Windows XP based PC. For other versions of Windows the steps may differ slightly.

Note – The Broadband Modem should be handled with care. The settings in the Modem should not be changed unless advised as it may effect the functioning of broadband connection.

1. Verifying the LED status on the Broadband Modem – Make sure that the equipments are connected properly and the LED's on the Modem have normal status. The Normal and Faulty status of the LED's are described below -

Power LED -

Normal Status – Glowing and Stable.

Faulty status – OFF. Check the power supply and power chord. If the power supply is ok and still the LED is OFF, the Modem might be faulty. Register complaint with MTNL.

Status LED -

Normal Status – Blinking

Faulty Status – OFF (Possible Modem Fault)

Ethernet Link / Act LED - (If used for connection between PC and Modem)

Normal Status – Glowing and stable in case of NO activity and blinking in case of activity (Browsing etc.)

Faulty status – OFF. Perform the following steps to further diagnose-

- Check the Ethernet cable for loose connection.
- Remove and Reinsert the cable on PC and Modem.
- Verify the functioning of Ethernet Adapter on PC.
- If still the LED does not glow register complaint with MTNL.

USB Link / Act LED - (If used for connection between PC and Modem)

Normal Status – Glowing and stable in case of NO activity and blinking in case of activity (Browsing etc.)

Faulty status – OFF. Perform the following steps to further diagnose.

- Check the USB cable for loose connection.
- Remove and Reinsert the cable on PC and Modem.
- Verify the functioning of USB device on PC.
- If still the LED does not glow register complaint with MTNL.

ADSL Link / Act LED -

Normal Status – Glowing and stable. When the Modem is switched ON this LED keeps blinking initially during training period. Once the Modem is trained with the Broadband equipment, it shall become stable.

Faulty status – OFF or blinking. Perform the following till LED is Normal

Check the DSL cable for loose connection.

Remove and Reinsert the cable on Modem.

Restart the Modem Power supply.

If still the LED does not glow, this indicates possible telephone line problem.

Verify Dialtone on telephone.

For NO DIALTONE book telephone line fault with MTNL.

If DIAL TONE is present book Broadband complaint with MTNL.

2. **Verifying connectivity to the Broadband network** – If all the LED's are showing NORMAL status perform the following steps to verify the connections between PC and Modem , and between Modem and Broadband Network.

Connectivity between PC and Modem -

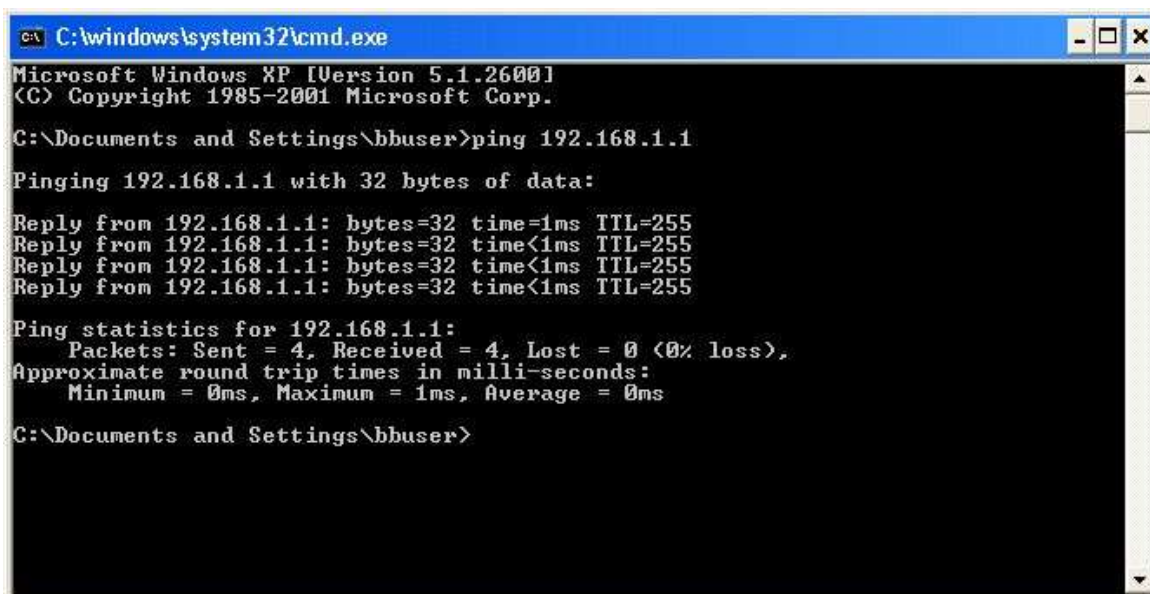
To verify the Ethernet connectivity between PC and Modem perform the PING test as follows -

On your Windows desktop - Click on **Start** and select **Run**.

Type **cmd** and select OK. This opens a DOS window.

In the command prompt, type **ping 192.168.1.1** and **press Enter**.

Confirm that you are getting reply from 192.168.1.1 as shown below



```
C:\windows\system32\cmd.exe
Microsoft Windows XP [Version 5.1.2600]
(C) Copyright 1985-2001 Microsoft Corp.

C:\Documents and Settings\bbuser>ping 192.168.1.1

Pinging 192.168.1.1 with 32 bytes of data:

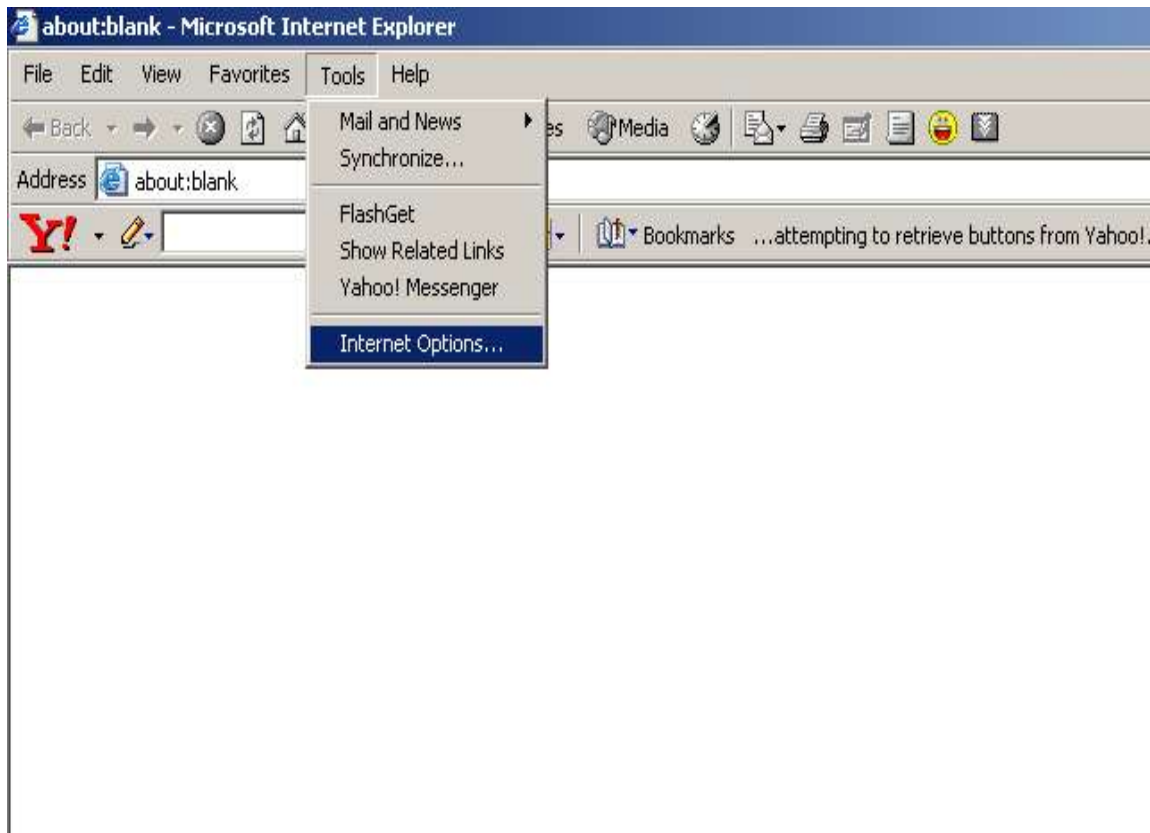
Reply from 192.168.1.1: bytes=32 time=1ms TTL=255
Reply from 192.168.1.1: bytes=32 time<1ms TTL=255
Reply from 192.168.1.1: bytes=32 time<1ms TTL=255
Reply from 192.168.1.1: bytes=32 time<1ms TTL=255

Ping statistics for 192.168.1.1:
    Packets: Sent = 4, Received = 4, Lost = 0 (0% loss),
    Approximate round trip times in milli-seconds:
        Minimum = 0ms, Maximum = 1ms, Average = 0ms

C:\Documents and Settings\bbuser>
```

If the reply is not received it indicates connectivity problem between PC and Modem. Verify the Network Settings on the PC as follows -

Start the Internet Explorer browser
Go to Tools -> Internet Options as given in the figure below



Go to **Connections** tab and click on **LAN Settings**.
Make sure that all the options are un-checked.

Also verify the following TCP / IP Settings.

Go to My Computer - > Control Panel - > Network Connections - >
Internet Protocol (TCP/IP) - > Properties - > Select OK

In the TCP / IP properties window the following should be selected - Obtain IP Address automatically and Obtain DNS Server automatically. Else make the selections.

Reboot the PC.

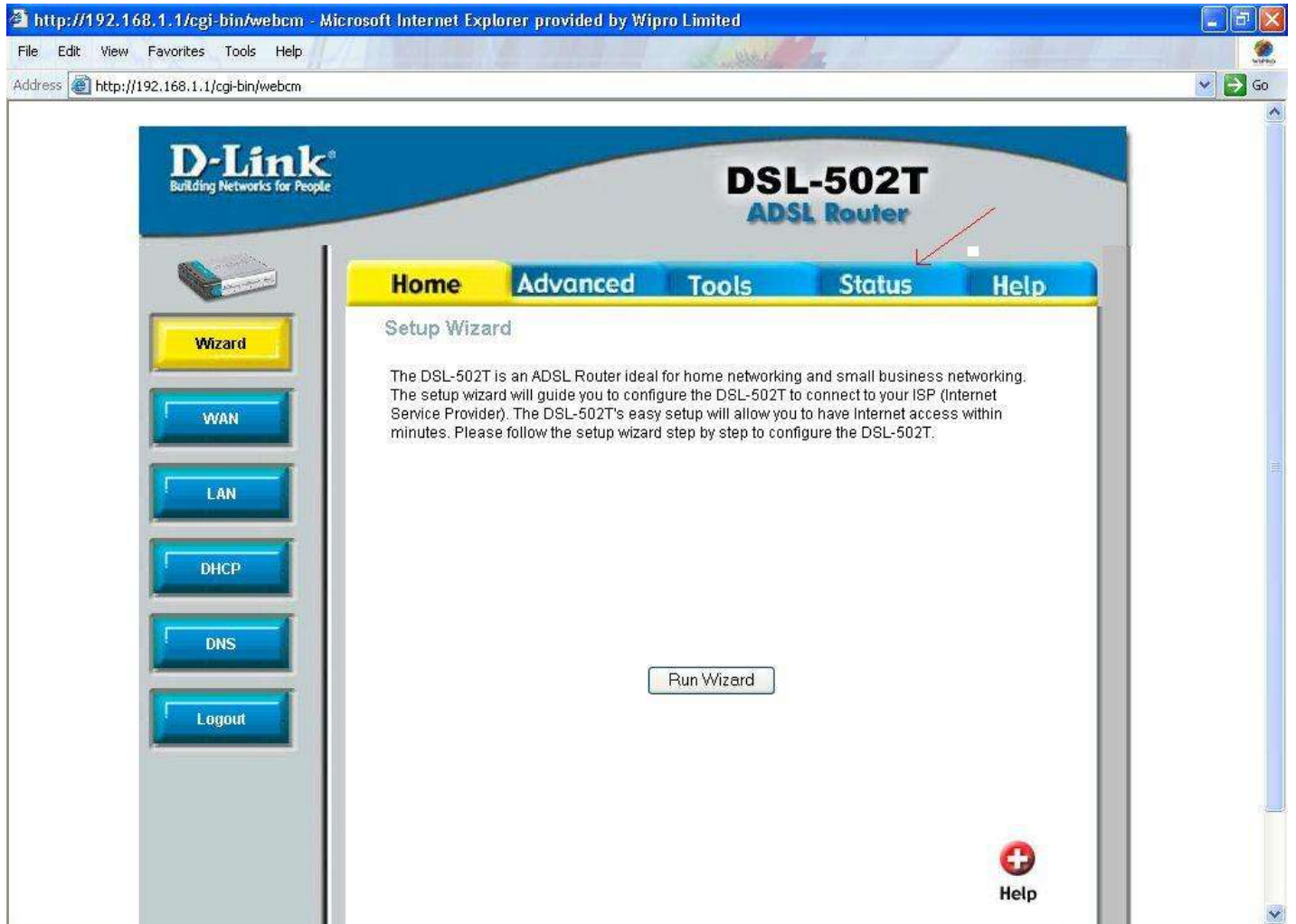
Verify connectivity by running PING as explained above.

Connectivity between Modem and Broadband Network -

To verify the above connectivity open the management interface of Modem. This can be done by starting your browser (Internet Explorer) and opening the address - <http://192.168.1.1>

Give- **admin** as username and **admin** as password to open the Modem Management Page as shown below -

Note – DO NOT CHANGE ANY SETTINGS UNLESS ADVISED. USE THIS INTERFACE FOR DIAGNOSTICS PURPOSES ONLY.



Select the Status TAB as shown above.

The following indicates proper connectivity-

In WAN Section the Status should be Connected. Please select Pvc0 Virtual circuit if not selected by default.

IP Address should be allotted. The Format shall be 59.18x.x.x

Default Gateway should be allotted. The format shall be 59.18x.x.x

DNS Server should be allotted.

Note the above addresses and perform PING test on them to verify connectivity to broadband network.

If the status of WAN connection is Disconnected it indicates a possible Network or Password

problem.

In case the password has been changed recently, verify that the password has been set properly (Refer How to Section), else reset the password on Modem and again verify the status of WAN connection.

If still disconnected register your complaint with MTNL.

3)All Connectivities OK but still no browsing-

If all connectivities detailed above are ok, but browser is unable to open any site make the DNS settings in the PC as per steps given below -

Go to My Computer - > Control Panel - > Network Connections
Open the Connection which shall appear in the LAN or High Speed Internet section.
Select Internet Protocol (TCP/IP) - > Properties - > Select OK

The TCP / IP properties window shall open. In the DNS Servers section Add the following DNS Servers -

203.94.227.70

203.94.243.70

Click on OK to Save the DNS Server settings. If the PC requires reboot – complete the same.

Try opening some websites, if the sites are still not opening, please call MTNL for support.

Quick Reference

Complaint booking - 198

Broadband Helpdesk - 1504

MTNL Mumbai Website - <http://mtnlmumbai.in> ; <http://mumbai.mtnl.net.in>

Mail Server addresses -

O/G Mail Server (SMTP) - smtp.mtnl.net.in

I/C Mail Server (PoP) - pop.mtnl.net.in

Web link for email - <http://mtnlmumbai.in> ; <http://mumbai.mtnl.net.in>

WebLink for Broadband Account Password Change - <http://register.mtnl.net.in>

Weblink for Email address registration - <http://register.mtnl.net.in>

Weblink to check usage - <http://register.mtnl.net.in>

Link for Broadband Modem Interface - <http://192.168.1.1>

Broadband Modem LED Status during Normal Operation -

- Power - Solid Green
 - Status - Blinking Green
 - ADSL Link/Act - Solid
 - Ethernet Link/Act* - Solid / Blinking (during activity)
 - USB Link/Act* - Solid / Blinking (during activity)
- (* Depending on connectivity used either Ethernet or USB LED shall glow.)

Broadband LED Status during Faulty Conditions -

- Power - OFF (Power supply faulty)
- Status - OFF (Possible Modem Fault)
- ADSL Link/Act - Blinking (Modem / Line Error)
- Ethernet Link/Act - OFF (PC / Cable Error) (*if used)
- USB Link/Act - OFF (PC/Cable Error) (*if used)