



<p>+ optimized</p>	<p><b>BSNL – Motive</b> <b>Customer Document</b></p>	A close-up photograph of a man's face, showing his eyes, nose, and a slight smile.
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## KEY BENEFITS

- *Reduces call handling time through diagnostic support*
- *Lightweight client increases enablement for self-care*
- *Effortless Activation*
- *One-Click Self Care*
- *One-Touch Assisted Care*
- *Improves customer experience*

### KEY BENEFITS OF THE BSNL SELF SUPPORT CLIENT ARE AS FOLLOWS:

**Effortless Activation** (with or without CD) reduces the need for support calls. Service activation is a still a complex and heterogeneous process, often involving a variety of operating systems, customer premises equipment (CPE) , hardware and software applications.

\_ Configures all the necessary elements—CPE, PC, software and service parameters—of an IP-based service

\_ Provides a consistent activation experience across a wide variety of environments

**One-Click Self Care** allows a subscriber to automatically fix certain problems that may affect their network connectivity.

\_ Performs online diagnosis of common email and link problems

\_ Enables automatic profile and restoration of system settings

\_ Proactive alerts inform subscribers of potential issues

**One-Touch Assisted Care** gives customer service representatives (CSRs) the ability to view real-time service health regardless of modem connection status.

\_ Establishes diagnostic baseline with optimal configuration settings

\_ Helps CSRs quickly locate trouble spots with built-in root cause analysis

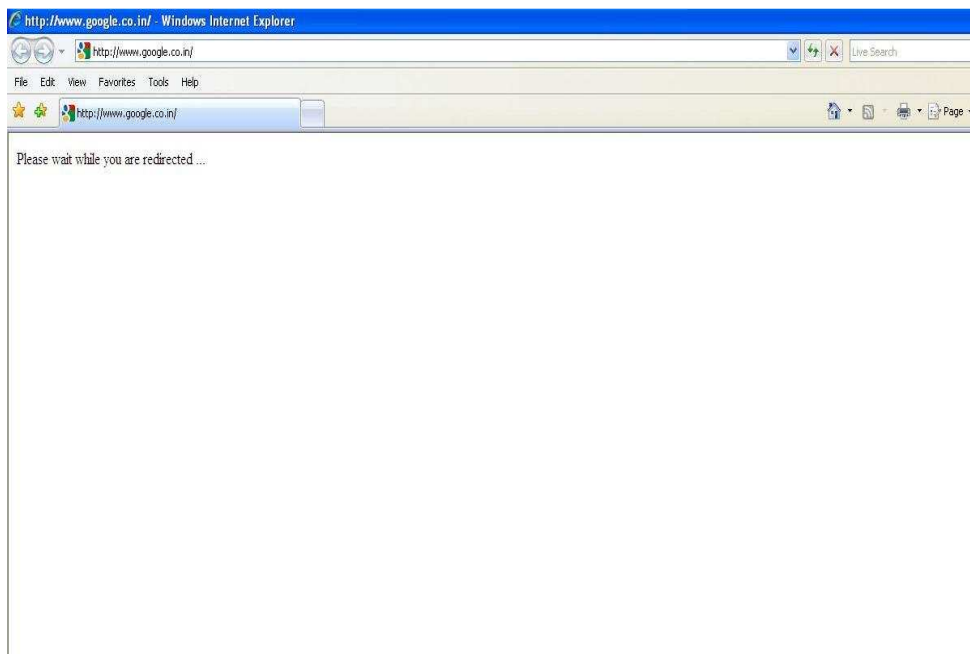
\_ Provides diagnostic encoding of key configuration parameters for offline support

## CPE UPGRADATION, ACTIVATION and SELF SUPPORT CLIENT INSTALLATION PROCEDURES

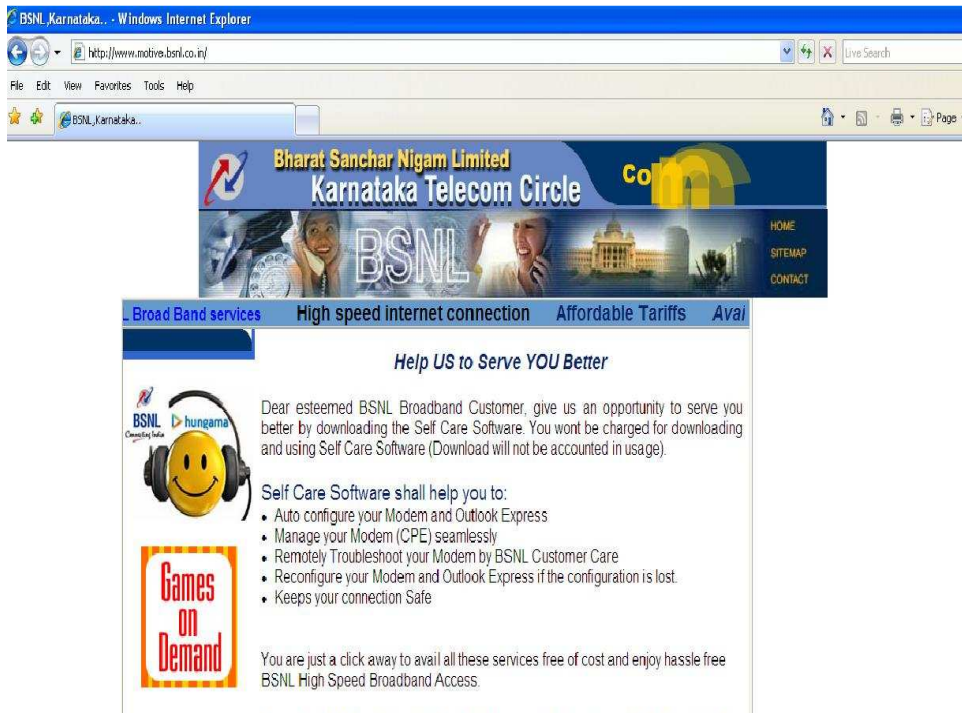
This section describes the process and the steps to be taken for upgrading the ADSL Modems deployed in the field , activating and making them complaint for remote management.

### **Steps to be taken by the Subscriber/Support:**

1. Restart the ADSL Modem
2. Once the Internet LED is stable, open the web browser (Internet Explorer)
3. Open **any** website (For eg: [www.google.com](http://www.google.com))
4. A message will be displayed “You are being re-directed”



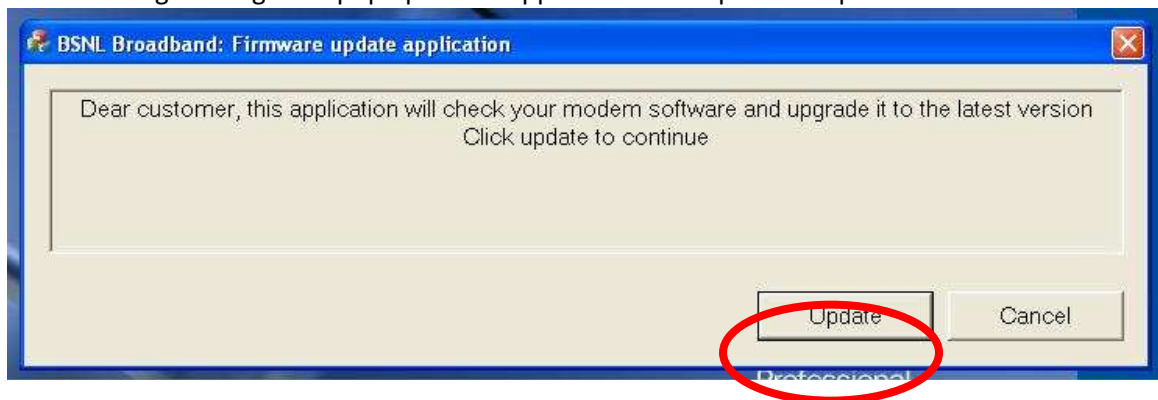
5. The webpage <http://motive.bsnl.co.in> will open



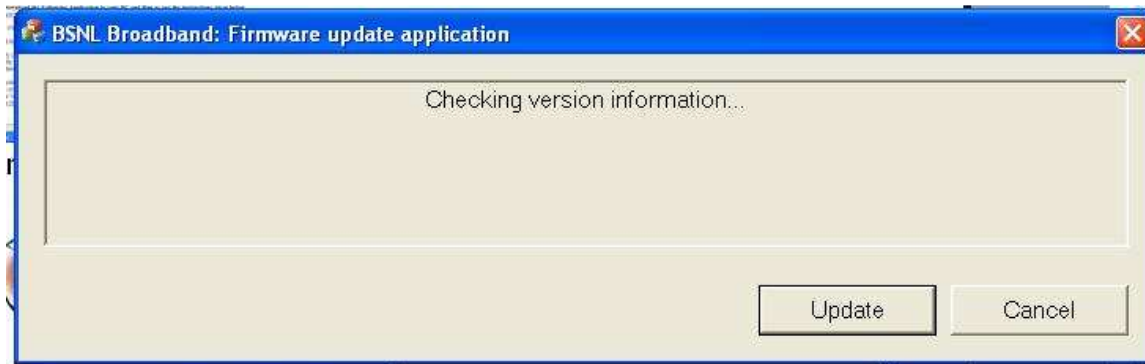
6. Click on the link “Click Here to Download Automated Firmware Downloader and BSNL Self Care Installer”

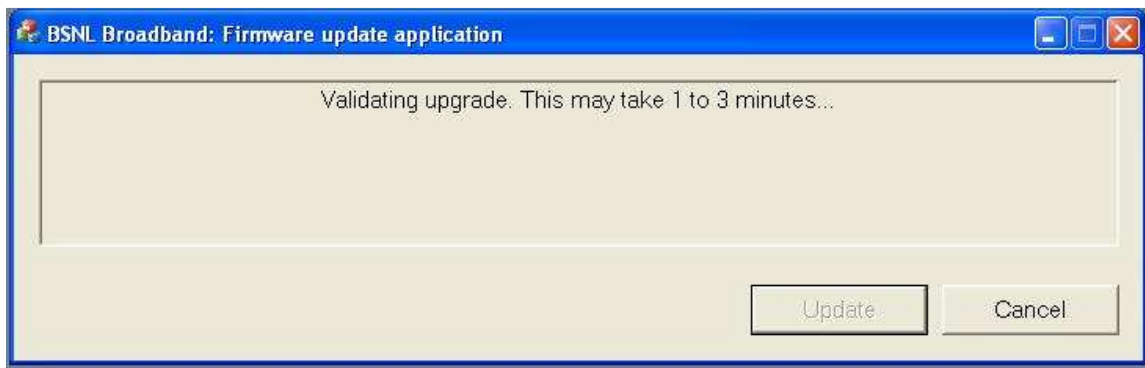
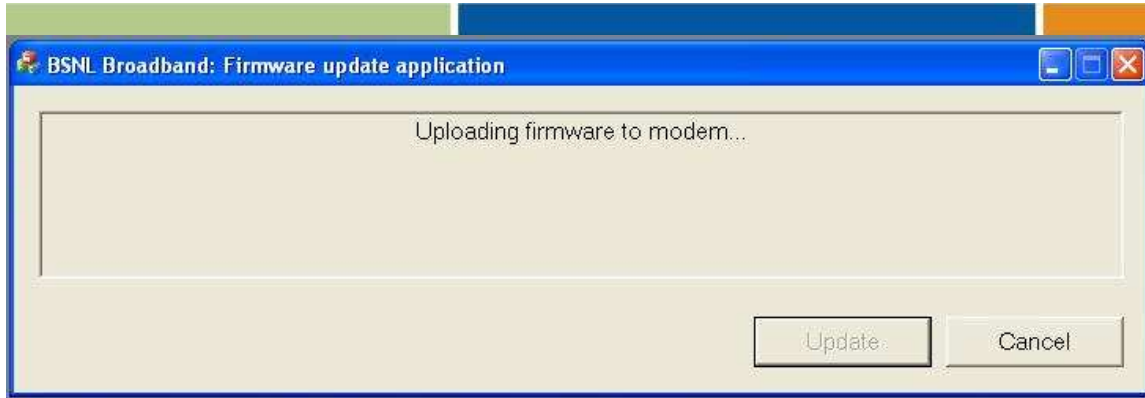


7. Download and Save the Application “UTModemFWUploader-v1.exe” file to your PC. It is advised to disable temporarily any antivirus applications running in the PC. The antivirus applications can be enabled , once the application is installed.
8. Once the Application is downloaded , Run the application
9. The Following Message in a pop up would appear . Click “Update” to proceed.

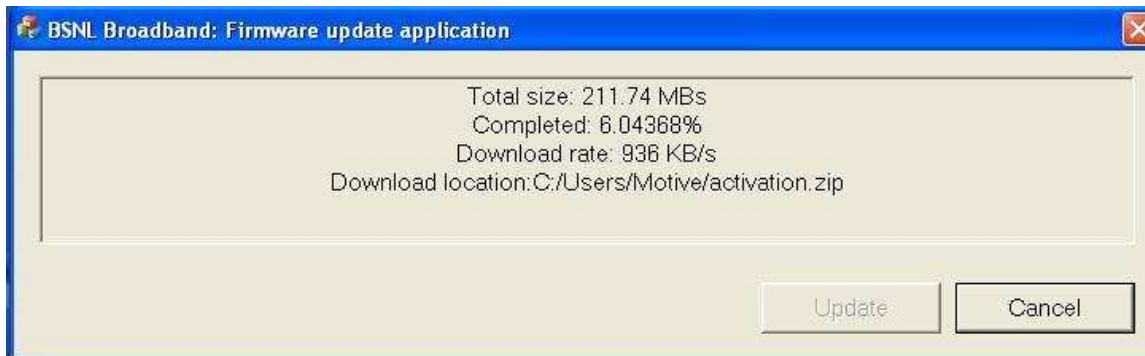


**Note:** Do not disconnect or switch off the modem at any point during this process.



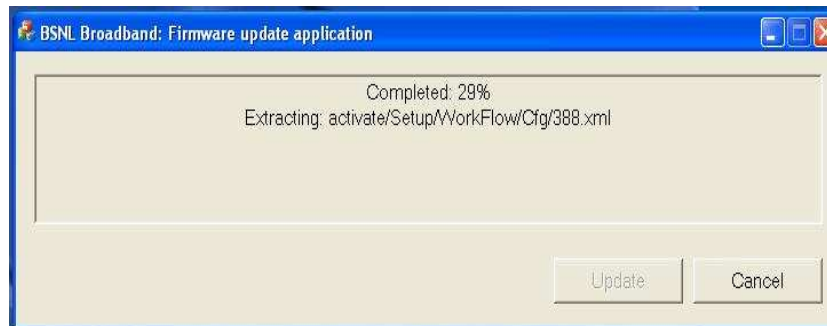


10. Once the Upgrade is successful the BSNL Self Care Content from the server would get downloaded

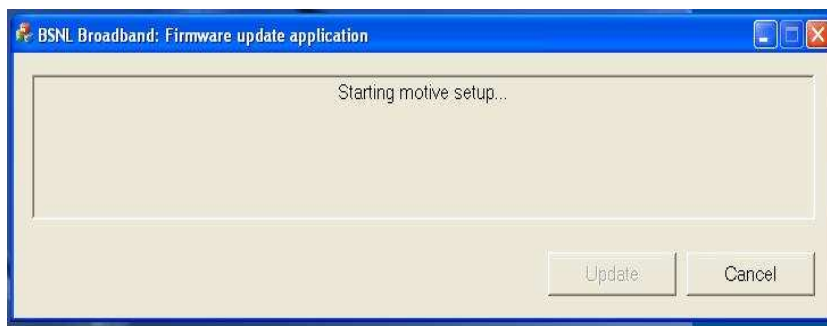


The download process will take around 15 to 30 minutes depending upon the broadband speed. Modem should not be disconnected or switched off during this process. **Kindly note that this download is not charged.**

11. Once the Content is downloaded, it will be un-zipped in the PC



12. Once the content is installed, Application will start the BSNL SelfCare Activation process.



13. Close the Application and Start the Activation process as Instructed by the BSNL Broadband Setup Startup Wizard

