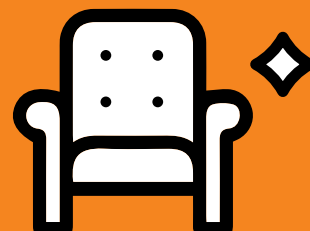
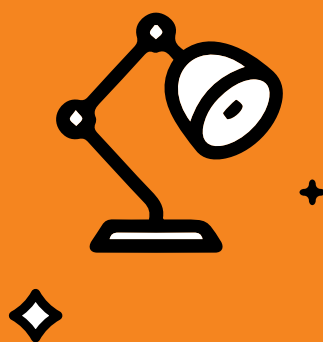




Buku Panduan





Terima kasih telah memilih Biznet Home sebagai layanan Internet WiFi terbaik untuk mendukung aktivitas digital di rumah Anda. Semoga buku panduan ini dapat membantu Anda dalam melakukan pengaturan modem, melakukan pembayaran bulanan, menghubungkan perangkat Anda ke layanan Biznet Wifi yang tersedia fasilitas, dan juga cara menggunakan MyBiznet dan juga Mobile Apps Biznet.

Jika membutuhkan bantuan terkait layanan Biznet, silakan menghubungi **Biznet Customer Experience (24/7)** melalui:



Biznet Home & Biznet IPTV

Live Chat : biznethome.net

Call Center : **1500933**

e-mail : home_care@biznetnetworks.com



Biznet Website

biznethome.net

biznetiptv.com

biznetnetworks.com



Biznet Social Media

Instagram : [@biznethome](https://www.instagram.com/biznethome)

Facebook : [BiznetHome](https://www.facebook.com/BiznetHome)

Youtube : [Biznet](https://www.youtube.com/Biznet)

Untuk memudahkan pelaporan, mohon siapkan Customer ID Biznet Home Anda yang tertera pada email yang kami kirimkan setelah Akun layanan Anda Aktif.

Daftar isi

Panduan Konfigurasi Modem	4
Panduan Konfigurasi & Password WiFi	11
Metode Pembayaran Biznet Home	15
<hr/>	
Biznet Wifi	18
<hr/>	
MyBiznet	21
Mobile Apps	25



Panduan Konfigurasi Modem



1. Buka aplikasi "Browser"
2. Ketik alamat IP Router
 - 192.168.100.1 untuk tipe Modem HG8245H5



- Untuk login: - ID/Username : telecomadmin
- Password : admintelecom



- Setelah berhasil login, pilih menu tab "LAN" dan checklist "LAN2"

- 192.168.18.1 untuk tipe Modem EG8245H5



- Untuk login: - ID/Username : Epadmin
- Password : adminEp



- Setelah berhasil login, pilih menu Advance tab LAN "LAYER 2/3 PORT" dan checklist "LAN2"

- 192.168.18.1 untuk tipe Modem EG8145V5



- Untuk login: - ID/Username : Epuber
- Password : adminEp



- Setelah berhasil login, pilih menu Advance tab LAN "LAYER 2/3 PORT" dan checklist "LAN2"

3. Selanjutnya pilih menu tab **“WAN”**, dan checklist **“Enable WAN”**, pilih **“IPv4 / IPv6”** untuk protokol tipe dan pilih **“Route WAN”** untuk WAN Mode.

Basic Information	
Enable WAN:	<input checked="" type="checkbox"/>
Encapsulation Mode:	<input type="radio"/> IPoE <input checked="" type="radio"/> PPPoE
Protocol Type:	IPv4/IPv6
WAN Mode:	Route WAN
Service Type:	INTERNET
Enable VLAN:	<input checked="" type="checkbox"/>

4. Masukkan VLAN ID Anda.

VLAN ID:	<input type="text" value="4040"/> <small>*(1-4094)</small>
----------	--

5. Untuk **“Username”** dan **“Password”**, gunakan ID Pelanggan Biznet yang Terdapat pada informasi formulis yang diberikan pada saat pemasangan.

User Name:	<input type="text" value="102200555012"/>
Password:	<input type="password" value="....."/>

Note: Jika belum mengetahui VLAN ID atau lupa Username dan Password, silahkan hubungi **Biznet Home Care** di **1500933** atau email home_care@biznetnetworks.com

6. Checklist “LAN2” dan “SSID1”, pilih “PPPoE” untuk mode IP Acquisition, checklist Enable NAT dan NAT tipe di rubah ke “Port-restricted cone NAT” selanjutnya dialing di ikuti dengan mode “Automatic”

Binding Options:	<input type="checkbox"/> LAN1 <input checked="" type="checkbox"/> LAN2 <input checked="" type="checkbox"/> SSID1
IPv4 Information	
IP Acquisition Mode:	<input type="radio"/> Static <input type="radio"/> DHCP <input checked="" type="radio"/> PPPoE
Enable NAT:	<input checked="" type="checkbox"/>
NAT type:	Port-restricted cone NAT ▾
Enable DNS Override	<input type="checkbox"/>
Multicast VLAN ID:	<input type="text"/> (0-4094)
IPv6 Information	
Prefix Acquisition Mode:	<input checked="" type="radio"/> DHCPv6-PD <input type="radio"/> Static
IP Acquisition Mode:	<input type="radio"/> DHCPv6 <input checked="" type="radio"/> Automatic
Prefix Mask:	<input type="text"/>
Multicast VLAN ID:	<input type="text"/>
<input type="button" value="Apply"/> <input type="button" value="Cancel"/>	

7. Lalu klik “Apply”, IP Public dari koneksi PPPoE pada WAN Status, dan status menjadi connected apabila konfigurasi berhasil.

EG8245H5
Fast Setting | Admin | Logout

Device

WAN

Optical

Service Provisioning

VoiP

Eth Port

WLAN

Home Network

WAN Information

On this page, you can query the connection and line status of the WAN port.

IPv4 Information (Click the form for details)

WAN Name	Status	IP Address	VLAN/Priority	Connect
4_INTERNET_R_VID_4040	Connected	182.253.231.50	4040/0	AlwaysOn

IPv6 Information (Click the form for details)

WAN Name	Status	Prefix	IP Address
4_INTERNET_R_VID_4040	Connected	2404:8000:1001:b79::/64	2404:8000:1:7452:d465:39:fe80::d465:3999:9c9

8. Lalu untuk mengaktifkan DHCP pada Lan 2, pilih menu setting Layer 2/3 port, Checklist LAN 2

The screenshot shows the web interface for the EG8245H5 device. The top navigation bar includes the device logo, the model number 'EG8245H5', and links for 'Fast Setting | Admin | Logout'. On the left, a sidebar menu lists various settings: WAN, LAN (expanded), Layer 2/3 Port (highlighted), LAN Host, DHCP Server, DHCP Static IP, DHCPv6 Server, DHCPv6 Static IP, DHCPv6 Information, and Port Locating. The main content area is titled 'Layer 2/3 Port Configuration' and contains a descriptive paragraph: 'On this page, you can configure LAN Port as Layer 3 ports by selecting the corresponding check box. The Layer 3 ports will be assigned as HG ports.' Below this text are four checkboxes labeled LAN1, LAN2, LAN3, and LAN4. The LAN2 checkbox is checked, while LAN1, LAN3, and LAN4 are unchecked. At the bottom right of the configuration area, there are 'Apply' and 'Cancel' buttons.



Panduan Konfigurasi & Password WiFi



1. Pilih menu tab **“WLAN”** dilanjutkan dengan checklist **“Enable WLAN”**.

2. Pada bagian SSID Name, dapat di isi dengan nama WiFi yang Anda inginkan, dan checklist **“Enable SSID”**. Anda dapat mengatur jumlah perangkat yang dapat terhubung dengan maksimum 32 perangkat Modem.

The screenshot shows the 'WLAN Basic Configuration' page. At the top, there are tabs for LAN, IPv6, WLAN (selected), Security, Route, Forward Rules, and Network Application. Below the tabs, the page title is 'WLAN > WLAN Basic Configuration'. There is a checkbox for 'Enable WLAN' which is checked. Below this is a table with columns: SSID Index, SSID Name, SSID Status, and Number of Associated Devices. The first row shows SSID Index 1, SSID Name HUAWEI-s53r, SSID Status Enable, and Number of Associated Devices 32. Below the table is the 'SSID Configuration Details' section. It contains several fields: SSID Name (HUAWEI-s53r, with a note *(1-32 characters)), Enable SSID (checked), Number of Associated Devices (32, with a note *(1-32)), Broadcast SSID (checked), Enable WMM (checked), Authentication Mode (WPA/WPA2 PreSharedKey), Encryption Mode (TKIP&AES), WPA PreSharedKey (masked with dots, with a 'Hide' checkbox and note *(8-63 ASCII characters)), WPA Group Key Regeneration Interval (3600, with a note *(600-86400s)), Enable WPS (checked), WPS Mode (PBC), and PBC (Start WPS button). At the bottom, there are 'Apply' and 'Cancel' buttons.

3. Untuk password WiFi modenya di rubah ke **“WPA/WPA2 PreSharedKey”** dengan Encryption mode **“TKIP&AES”**, lalu dilanjutkan pengisian password WiFi yang Anda inginkan.

4. Lalu klik **“Apply”** dan restart Modem Biznet.

- WAN
- LAN
- Security
- Route
- Forward Rules
- Application
- WLAN
- WLAN Basic
- WLAN Advanced
- Automatic WiFi Shu..
- WiFi Coverage
- Voice
- System Manage...
- Maintenance Dia...

WLAN Basic Configuration

On this page, you can set basic WLAN parameters (When the WLAN function is disable this page is blank).
⚠ Caution:
1. Wireless network services may be interrupted temporarily after you modify wireless network parameters.
2. It is recommended that you use the WPA2 or WPA/WPA2 authentication mode for security purpose.

Enable WLAN

SSID Index	SSID Name	SSID Status	Number of Associated Devices	Broadcast SSID	Security Configuration
<input type="checkbox"/> 1	HUAWEI-UcZx	Enable	32	Enable	Configured

SSID Configuration Details

SSID Name: * (1-32 characters)

Enable SSID:

Number of Associated Devices: * (1-32)

Broadcast SSID:

Enable WMM:

Authentication Mode: ▼

Encryption Mode: ▼

WPA PreSharedKey: Hide * (8-63 characters or 64 hexadecimal characters)


WPA Group Key Regeneration Interval: * (600-86400s)

Enable WPS:


WPS Mode: ▼


PBC:


Konfigurasi 5Ghz


 **EG8245H5**Fast Setting | Admin | Logout

WAN

 LAN

 Security

 Route

 **Forward Rules**

Application

WLAN

WLAN Basic

WLAN Advanced

Automatic WiFi Shu..

WiFi Coverage

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System Manage...

Maintenance Dia...

WLAN Basic Configuration

On this page, you can set basic WLAN parameters (When the WLAN function is disable this page is blank).
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Enable WLAN

SSID Index	SSID Name	SSID Status	Number of Associated Devices	Broadcast SSID	Security Configuration
<input type="checkbox"/> 1	HUAWEI-UcZx	Enable	32	Enable	Configured

SSID Configuration Details

SSID Name: * (1-32 characters)

Enable SSID:

Number of Associated Devices: * (1-32)

Broadcast SSID:

Enable WMM:

Authentication Mode: ▼

Encryption Mode: ▼

WPA PreSharedKey: Hide * (8-63 characters or 64 hexadecimal characters)

WPA Group Key Regeneration Interval: * (600-86400s)

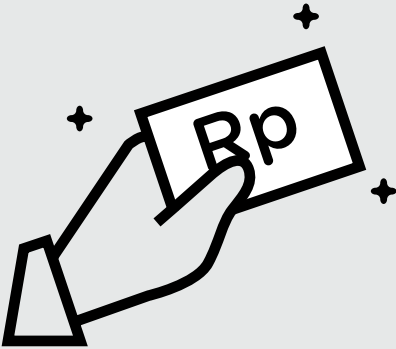
Enable WPS:

WPS Mode: ▼

PBC:



Metode Pembayaran Biznet Home



Overview



Setiap satu ID Pelanggan (Billing Account) Biznet Home memiliki satu nomor Virtual Account BCA.

Berikut detail dan format kode nomor Virtual Account BCA:

71117 000 + 8 digit Billing Account
71117 00 + 9 digit Billing Account
71117 0 + 10 digit Billing Account



Setiap satu ID Pelanggan (Billing Account) Biznet Home memiliki satu nomor Virtual Account Permata.

Berikut detail dan format kode nomor Virtual Account Permata:

8993 0000 + 8 digit Billing Account
8993 000 + 9 digit Billing Account
8993 00 + 10 digit Billing Account



Setiap satu ID Pelanggan (Billing Account) Biznet Home memiliki satu nomor Virtual Account Mandiri.

Berikut detail dan format kode nomor Virtual Account Mandiri:

895911 00 + 8 digit Billing Account
895911 0 + 9 digit Billing Account
895911 + 10 digit Billing Account

ATM

ATM BCA

1. Masukkan kartu dan PIN Bank BCA
2. Pilih "Transaksi Lainnya" dan "Transfer"
3. Pilih "Ke Rekening BCA Virtual Account"
4. Masukkan 16 digit nomor Virtual Account BCA
5. Ikuti langkah selanjutnya sampai pembayaran telah berhasil dilakukan

ATM Permata

1. Masukkan kartu dan PIN Bank Permata
2. Pilih "Transaksi Lainnya"
3. Pilih "Pembayaran" dan "Pembayaran Lainnya"
4. Pilih Virtual Account
5. Masukkan 16 digit nomor Virtual Account Permata dan pilih "BENAR"
6. Ikuti langkah selanjutnya sampai pembayaran telah berhasil dilakukan

ATM Bank Mandiri

1. Masukkan kartu dan PIN Bank Mandiri
2. Pilih "Transaksi Lainnya" dan "TV Berlangganan/Internet"
3. Masukkan kode Perusahaan/Institusi "89591" (Biznet Prepaid)
4. Masukkan nomor Virtual Account Mandiri lalu pilih "BENAR"
5. Ikuti langkah selanjutnya sampai pembayaran telah berhasil dilakukan

Internet Banking

Klik BCA

1. Masuk ke halaman KlikBCA (<https://ibank.klikbca.com/>) dan masukan User ID dan PIN Internet Banking
2. Pilih "Transfer ke BCA Virtual Account"
3. Masukkan 16 digit nomor Virtual Account BCA dan pilih "Lanjutkan"
4. Pastikan detail pembayaran telah sesuai dan silakan masukan nomor "keyBCA" dan klik "Kirim"
5. Ikuti langkah selanjutnya sampai pembayaran telah berhasil dilakukan

Permata Internet Banking

1. Masuk ke halaman PermataNet (<https://new.permatanet.com/permatanet/retail/logon>) dan masukan User ID dan login
2. Pilih "Pembayaran"
3. Pilih "Pembayaran Tagihan" dan "Internet"
4. Masukkan 16 digit nomor Virtual Account Permata dan pilih "Lanjutkan"
5. Ikuti langkah selanjutnya sampai pembayaran telah berhasil dilakukan

Mandiri Internet Banking

1. Masukkan User ID dan PIN akun Mandiri Internet Banking
2. Pilih "Pembayaran" dan "Internet"
3. Pilih "Biznet Prepaid" dan masukan nomor Virtual Account Mandiri
4. Untuk melanjutkan proses transaksi pembayaran, silakan untuk membuka aplikasi Mandiri Online
5. Lalu pilih kategori "Transaksi Tertunda"
6. Ikuti langkah selanjutnya sampai pembayaran telah berhasil dilakukan

Mobile Banking

BCA Mobile

1. Buka aplikasi BCA Mobile
2. Pilih "m-BCA" dan masukan "m-BCA PIN"
3. Pilih "m-Transfer"
4. Pilih "BCA Virtual Account"
5. Masukkan 16 digit nomor Virtual Account BCA pelanggan
6. Ikuti langkah selanjutnya sampai pembayaran telah berhasil dilakukan

Permata MobileX

1. Buka aplikasi Permata Mobile X dan Login
2. Pilih kategori "Bayar Tagihan" dan "Internet"
3. Pilih Internet Service Provider "Biznet Home"
4. Masukkan 16 digit nomor Virtual Account Permata dan Pilih "OK"
5. Ikuti langkah selanjutnya sampai pembayaran telah berhasil dilakukan

Mandiri Mobile Banking

1. Masukkan User ID dan password Mandiri Mobile Banking
2. Pilih "Bayar" dan "Internet"
3. Pilih "Biznet Prepaid", masukan nomor Virtual Account Mandiri, dan pilih "LANJUT"
4. Ikuti langkah selanjutnya sampai pembayaran telah berhasil dilakukan

» Pembayaran Elektronik hanya untuk 1 (satu) Customer ID, tidak bisa untuk pembayaran penggabungan Customer ID
» Biaya Transaksi / Transfer Bank dibayarkan di luar dari jumlah yang tertera pada tagihan

Teller Bank



1. Melengkapi form dengan detail berikut ini:
Bank Tujuan: *Bank BCA*
Nomor Rekening Tujuan: *Nomor Virtual Account BCA*
Masukan 16 digit nomor Virtual Account Bank BCA
Terbilang: *Masukan sesuai jumlah pada tagihan*
Nama Penerima: *Nama Pelanggan*
Alamat Penerima: *MIDPLAZA 2 LT. 8*
2. Teller akan memproses & mencetak bukti pembayaran



1. Informasikan ke teller bahwa pelanggan ingin melakukan pembayaran Virtual Account
2. Sebutkan 16 digit nomor Virtual Account Permata pelanggan
3. Lakukan pembayaran sesuai jumlah pada tagihan
4. Pelanggan akan mendapatkan slip pembayaran dari teller



1. Langkah Pengisian Aplikasi Setoran/Transfer:
 - a. Isi tanggal, nama & alamat penyetor
 - b. Isi nama penerima dengan "Biznet Prepaid - Nama Pelanggan"
 - c. Isi No. Pelanggan dengan 16 digit nomor Virtual Account Mandiri
 - d. Isi jumlah pembayaran & terbilang
 - e. Isi tujuan transaksi
2. Teller akan memproses & mencetak bukti pembayaran

ATM Bersama



1. Pilih "Menu Lainnya"
2. Pilih "Transfer"
3. Masukan kode bank tujuan (Kode Bank Permata "013") dan 16 digit nomor Virtual Account Bank Permata dan Pilih "TEKAN JIKA BENAR"
4. Masukan jumlah pembayaran sesuai tagihan dan pilih "BENAR"
5. Ikuti langkah selanjutnya sampai pembayaran telah berhasil dilakukan

E-Commerce



1. Buka aplikasi Gojek
2. Pilih menu "GoTagihan"
3. Pilih menu "Cable TV & Internet"
4. Pilih menu "Biznet"
5. Masukan nomor Billing Account Pelanggan
6. Pelanggan dapat membayar tagihan yang tertera dengan menggunakan GoPay
7. Pelanggan akan menerima informasi bahwa transaksi telah berhasil



1. Pilih menu "Top-up & Tagihan"
2. Pilih kategori "Internet dan TV Kabel"
3. Pilih menu "Biznet Home"
4. Masukan Billing Account pelanggan
5. Cek detail konfirmasi pembayaran, jika sudah sesuai pilih "Lanjut"
6. Masuk ke halaman pembayaran dan pilih "Bayar"
7. Pelanggan akan menerima informasi bahwa transaksi telah berhasil

Payment Point



1. Pelanggan mengunjungi gerai terdekat.
2. Silakan menyebutkan nomor Billing Account kepada kasir.
3. Petugas kasir akan memberikan informasi detail tagihan, apabila informasi telah sesuai silakan melakukan pembayaran sesuai dengan nominal yang tertera.
4. Transaksi sudah selesai dan simpan struk pembayaran.

» Pembayaran Elektronik hanya untuk 1 (satu) Customer ID, tidak bisa untuk pembayaran penggabungan Customer ID
» Biaya Transaksi / Transfer Bank dibayarkan di luar dari jumlah yang tertera pada tagihan



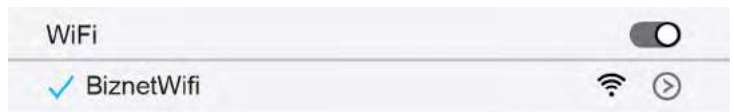
Biznet Wifi



Biznet Wifi merupakan **Layanan WiFi Gratis dari Biznet** dengan kecepatan hingga **100 Mbps** untuk pelanggan Biznet Home dan Biznet Metronet, dengan sistem login otomatis.

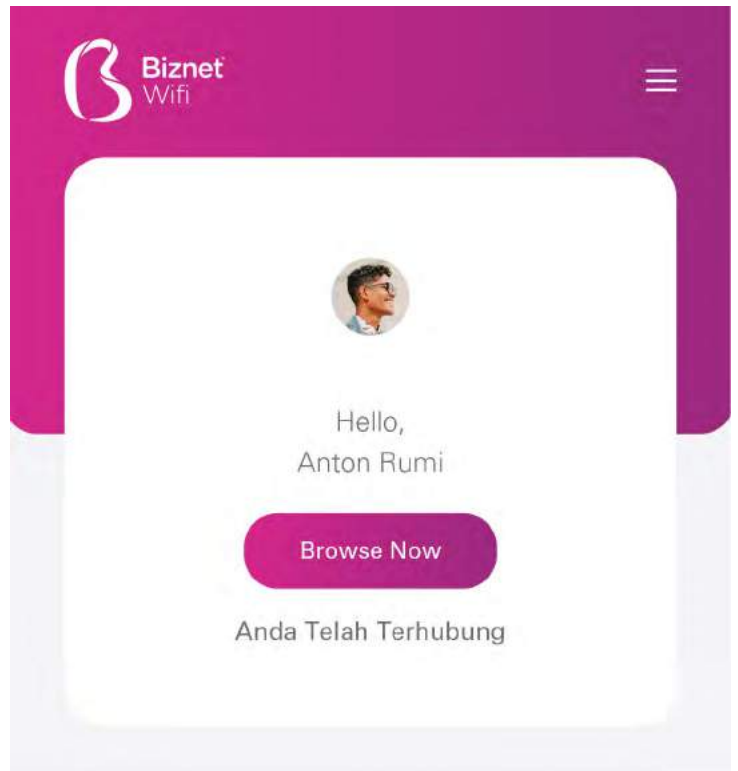
Untuk mengetahui lokasi Biznet Wifi, kunjungi biznetwifi.com/location.

1. Pilih **SSID BiznetWifi** di perangkat Anda.

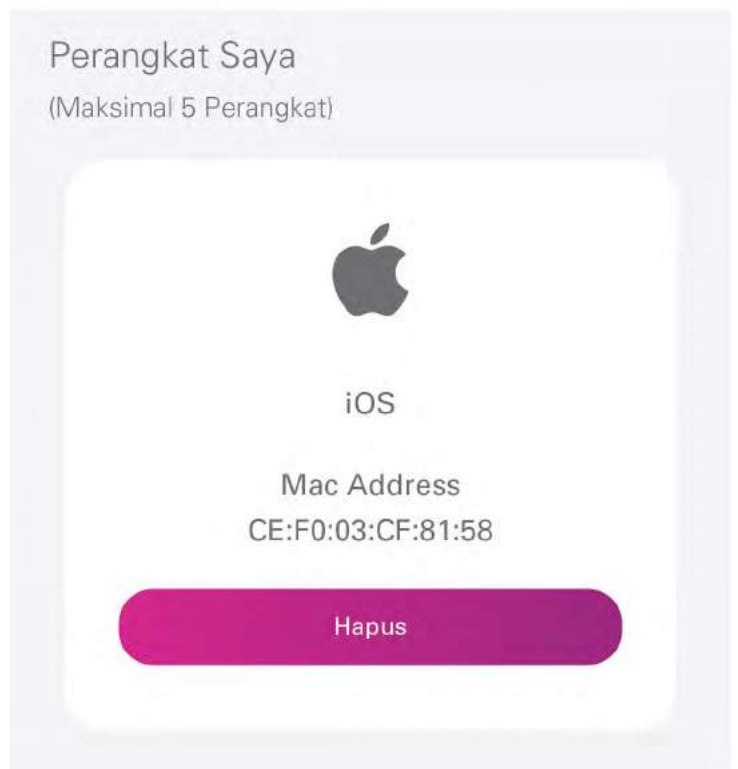


2. Masukkan Username dan Password layanan **Biznet Home** atau **Biznet Metronet** lalu pilih Masuk.

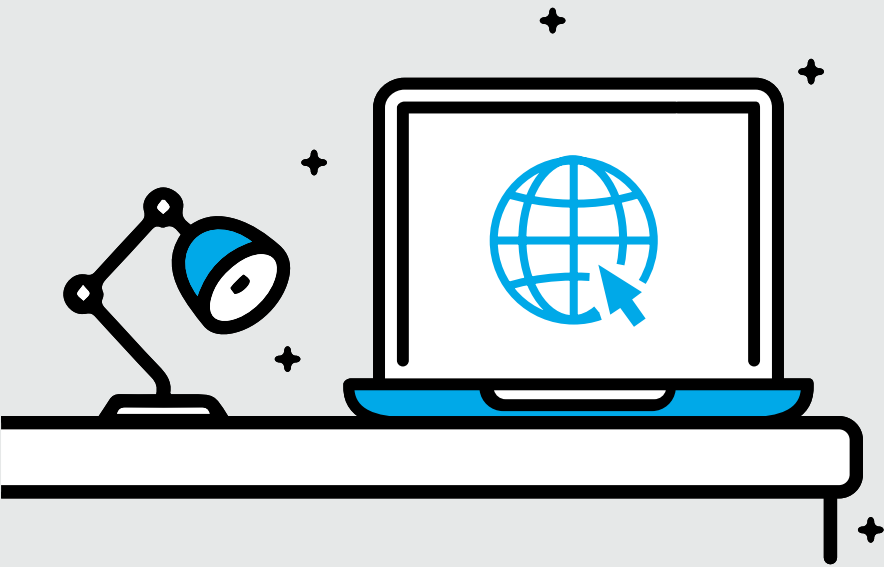
3. Anda sudah terhubung dengan **BiznetWifi**.



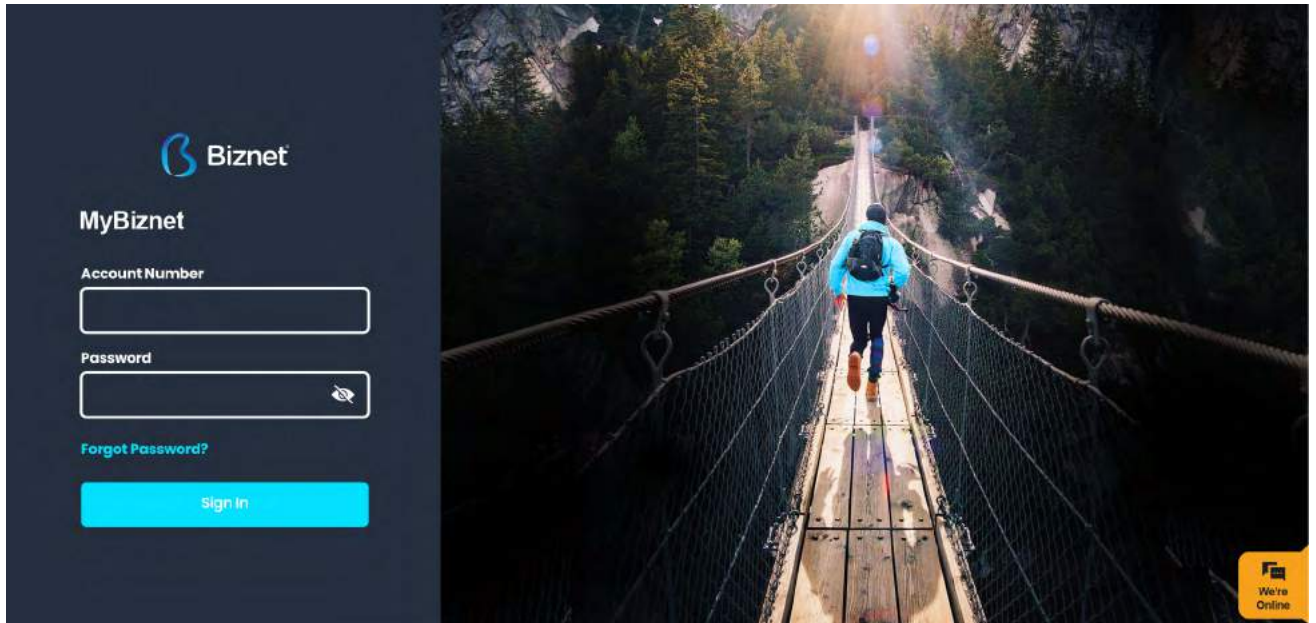
4. Anda dapat mengatur jumlah perangkat yang terdaftar untuk di layanan **BiznetWifi**.



My Biznet

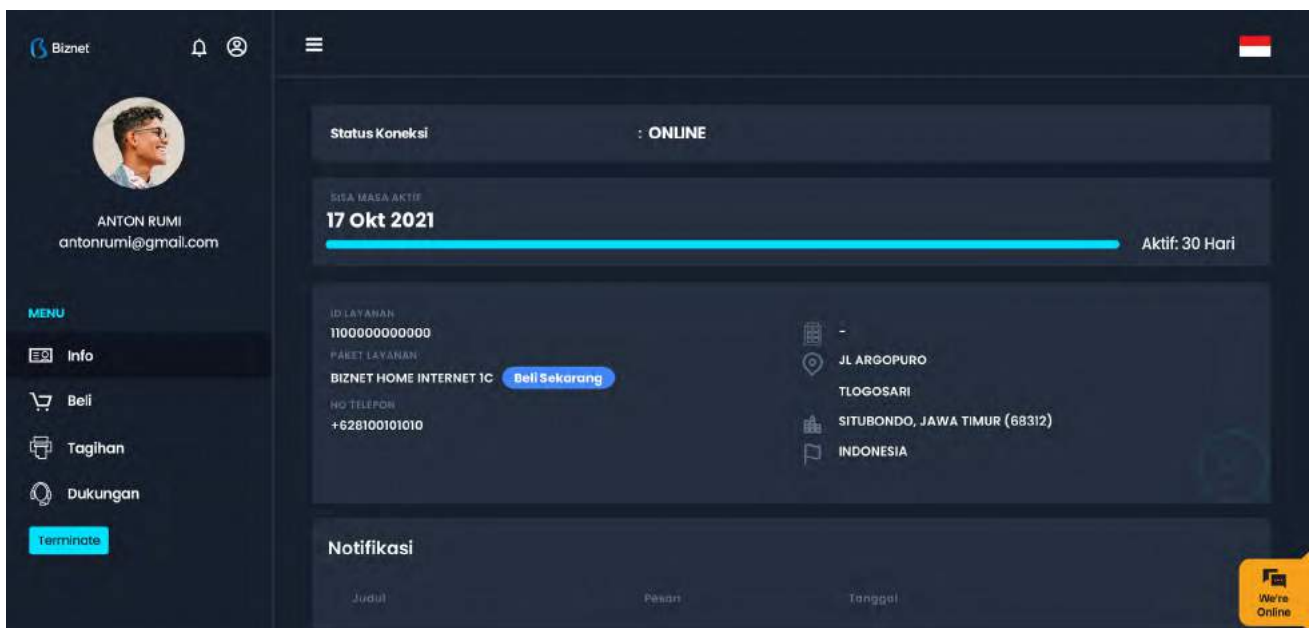


1. Masuk ke biznethome.net/mybiznet.

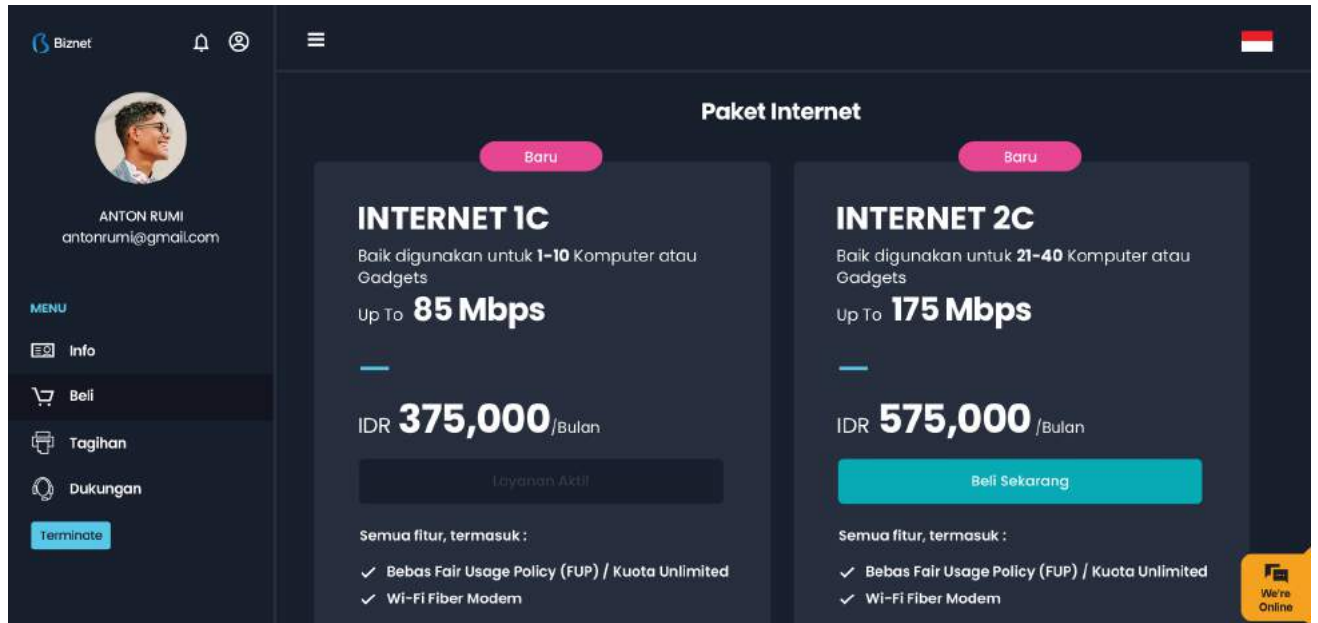


2. Pada halaman info terdapat beberapa informasi penting terkait layanan yang Anda gunakan:

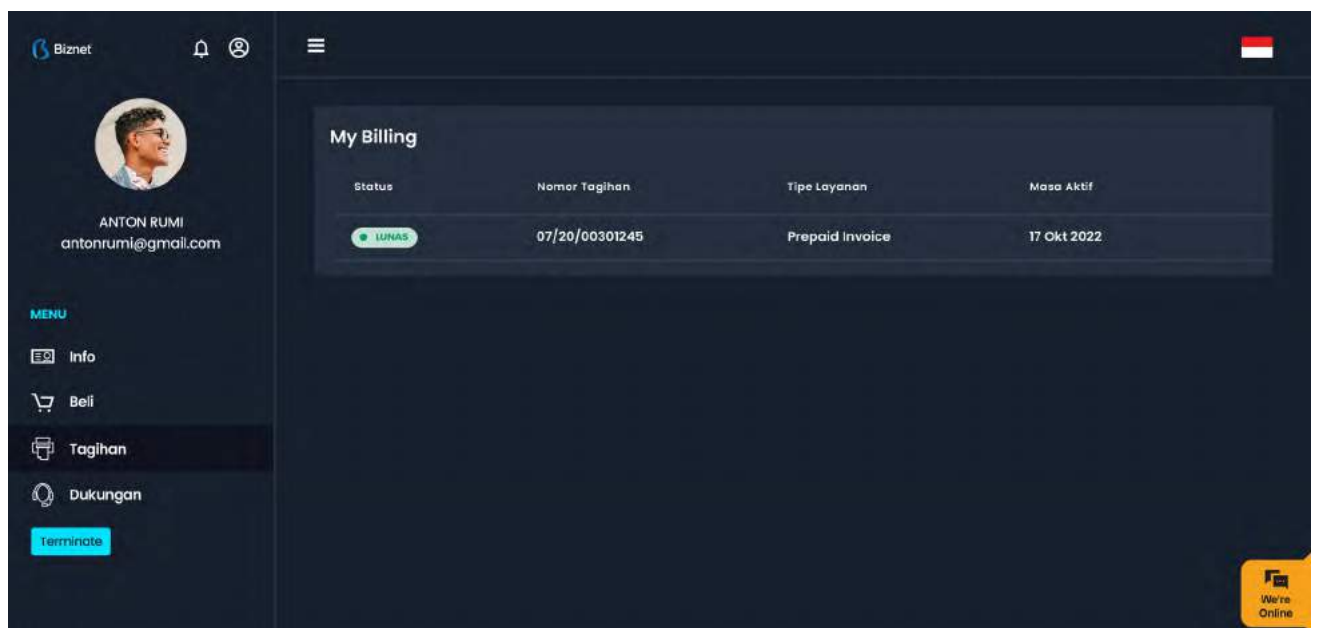
- Status koneksi
- Alamat/lokasi layanan
- Notifikasi terkait akun
- Masa aktif
- Paket yang digunakan



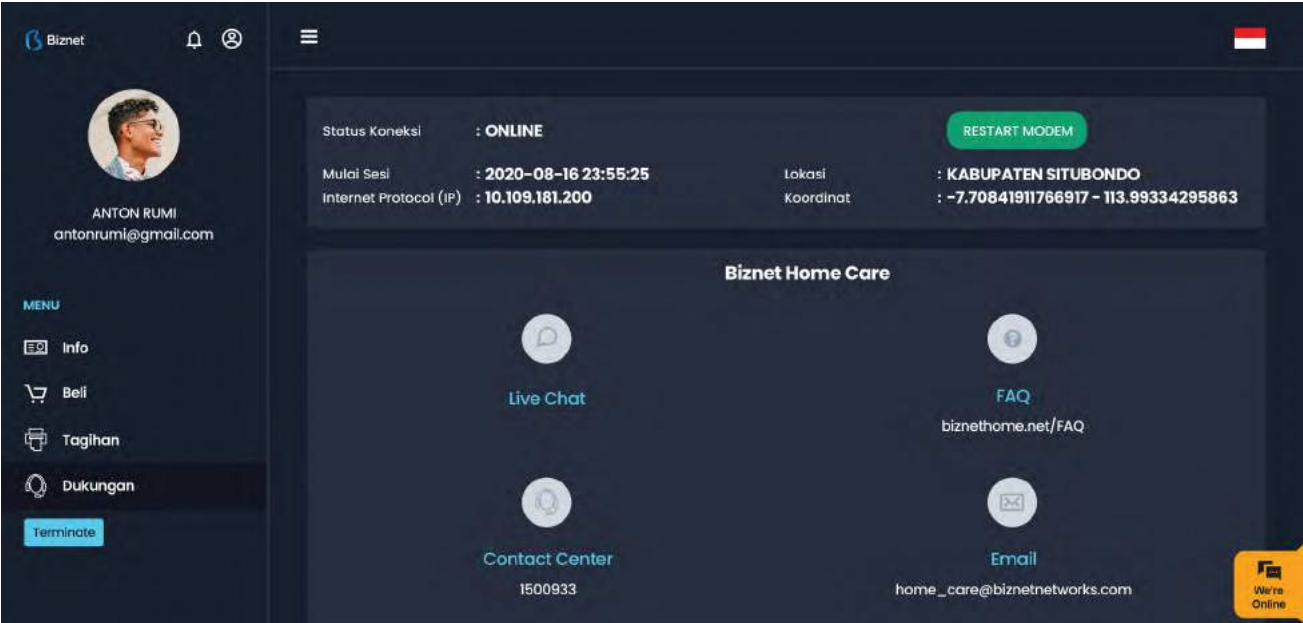
3. Anda dapat melakukan perpindahan layanan atau melakukan perpanjangan layanan pada menu Beli.



4. Anda dapat melihat tagihan di menu Tagihan



5. Pada menu Dukungan, Anda dapat melakukan Restart Modem atau menghubungi Contact Center Biznet apabila memerlukan bantuan lebih lanjut terkait layanan Biznet yang digunakan.



Mobile Apps



1. Login menggunakan nomor telepon (tanpa kode area e.g: 812345678) dan password yang terdaftar pada akun Anda.

Anda dapat mengganti password Anda setelah login.

Biznet

User Name

Password

Lupa Kata Sandi

LOGIN

2. Jika Anda tidak mengetahui password akun Anda, klik pilihan "Lupa Kata Sandi" dan panduan perubahan akan dikirimkan ke email Anda.

Lupa Kata Sandi

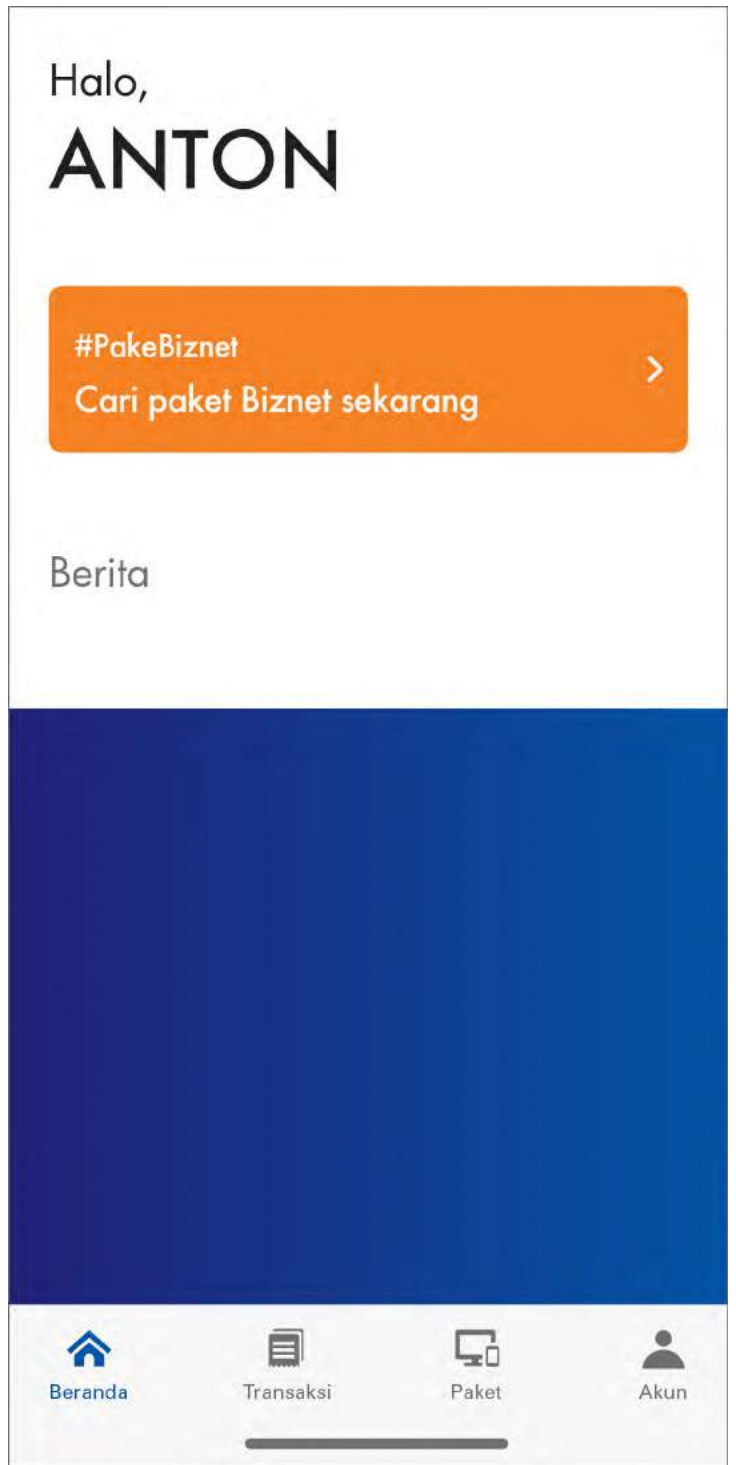
Home Metronet

+62 Nomor Handphone

Klik disini untuk verifikasi login Anda

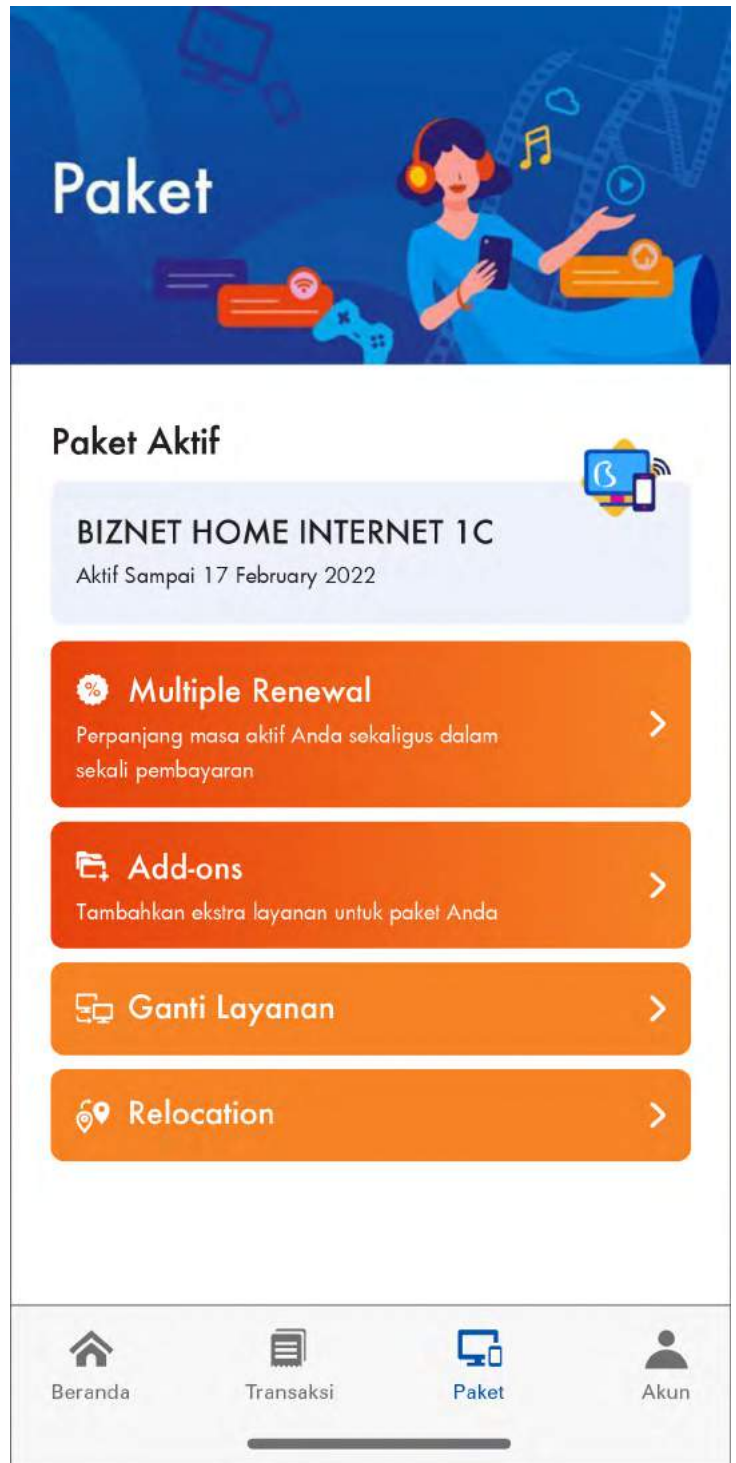
LANJUT

- 3. Menu Beranda berisi informasi terbaru dari Biznet dan tombol pintas ke menu Paket.



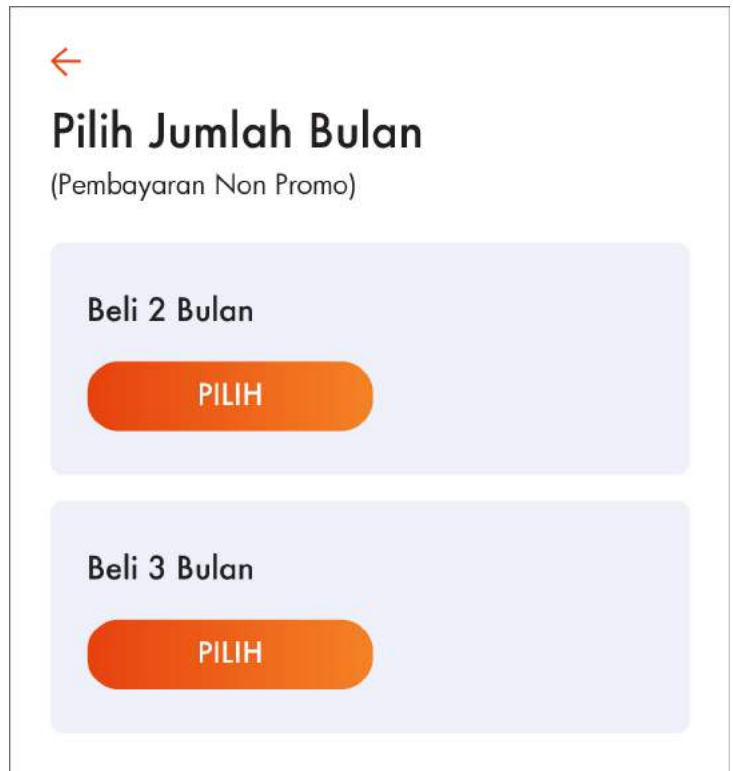
4. Menu Paket berisi informasi mengenai paket layanan aktif yang Anda gunakan.

Anda juga dapat melakukan beberapa hal berikut:



- **Multiple Renewal**

Anda dapat melakukan pembelian paket layanan untuk beberapa bulan kedepan sekaligus.

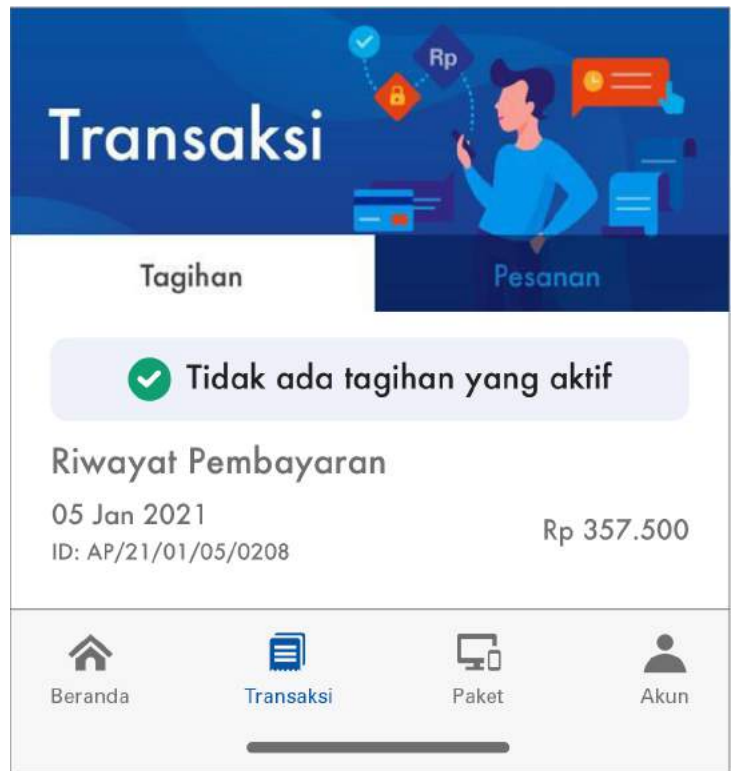


- **Ganti Layanan**

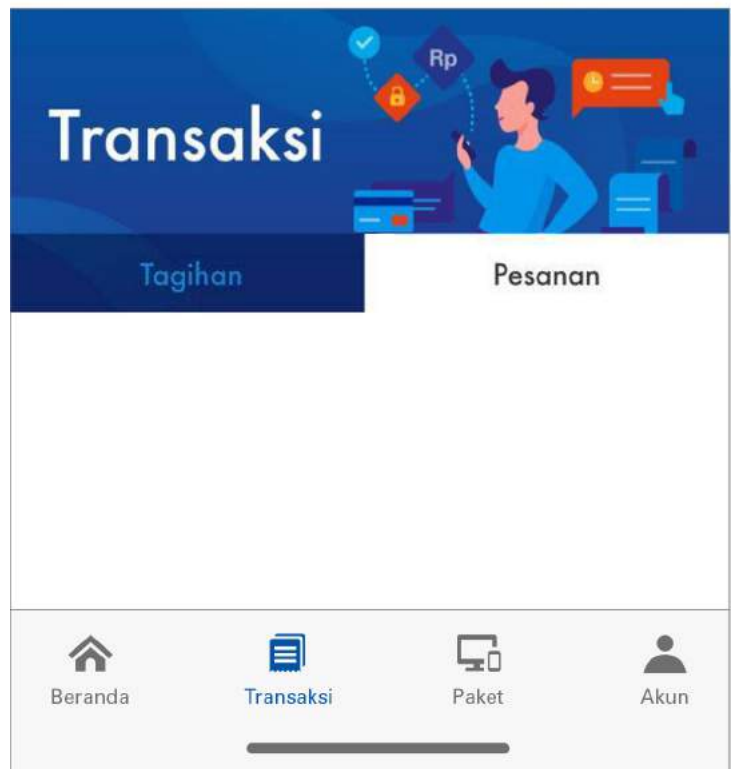
Anda dapat melakukan pergantian layanan sesuai dengan kebutuhan Anda.



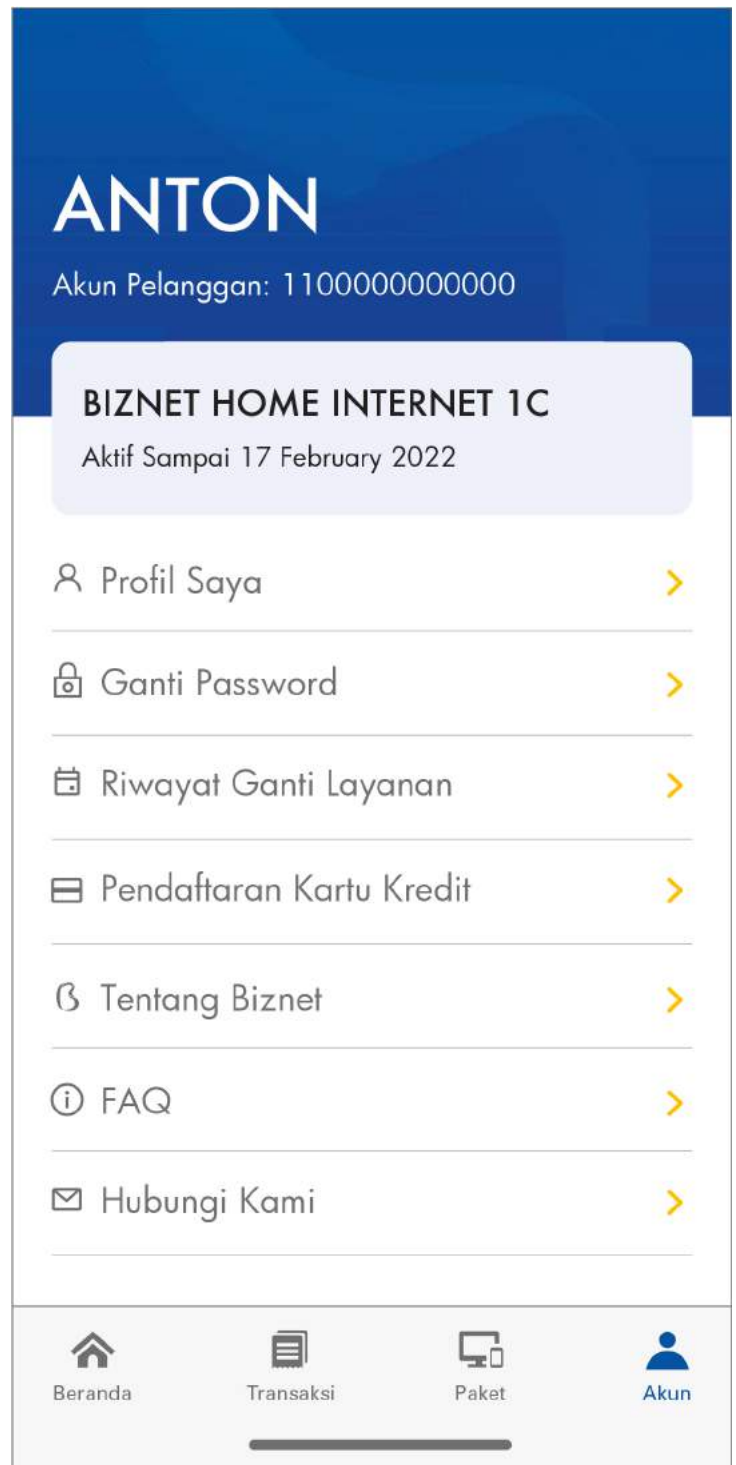
5. Pada menu Transaksi Tagihan, Anda dapat melihat riwayat transaksi pada akun Anda.



Pada menu Transaksi Pesanan, Anda dapat melihat pesanan yang aktif saat ini.



6. Menu Akun berisi detail mengenai:
- Nama Akun Anda.
 - Nomor Akun yang akan mempermudah pencarian data Anda ketika menghubungi Biznet Home Care.
 - Paket layanan, merupakan paket layanan aktif yang Anda gunakan.
 - Masa aktif Akun, sehingga Anda dapat melakukan pembayaran sebelum melewati masa aktif Anda.



Menu ini juga berisi beberapa menu lainnya, yaitu:

- **Profil Saya**

Anda dapat melihat dan memperbarui informasi email Anda.

←

Profil Saya

✎ Perbarui

Informasi Akun Pelanggan

ID Akun
1100000087983

Nama Lengkap
Anton Rumi

Alamat Email
antonrumi@gmail.com

No. HP

- **Ganti Password**

Anda dapat menggunakan menu ini untuk mengganti password akun Anda.

←

Ganti Password

Password Lama

Password Baru

Password baru terdiri dari kombinasi huruf besar, kecil dan angka

Konfirmasi Password Baru

Ganti Password

- **Riwayat Ganti Layanan**
Pada menu ini Anda dapat melihat riwayat pergantian paket layanan yang Anda gunakan.

←

Riwayat Ganti Paket

31 Juli 2020

Paket Lama
BIZNET HOME INTERNET 1B

↓

Paket BARU
BIZNET HOME INTERNET 1C

- **Pendaftaran Kartu Kredit**
Anda dapat melakukan pembayaran melalui metode auto debit dengan mendaftarkan kartu kredit Anda pada menu ini.

Untuk aktivasi, ikuti panduan yang tertera.

←

Pendaftaran Kartu Kredit

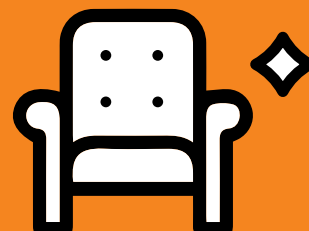
Dengan mendaftarkan kartu kredit Anda, maka masa aktif layanan Anda dapat diperpanjang secara otomatis. Kami akan melakukan autodebit melalui bank H-7 sebelum masa berlaku layanan berakhir. Pembayaran aman, Internet-an lancar #PakeBiznet Lebih Cepat!

- 1 Download form otorisasi kartu kredit
- 2 Isi form
- 3 Scan atau foto form ini
- 4 Kirimkan form ini serta foto tampak depan kartu kredit Anda melalui email ke cc_auto@biznetnetworks.com dengan judul email " Pendaftaran Kartu Kredit Autodebit [ID Akun Billing]
- 5 Selesai! Kami akan membantu memproses permohonan Anda dan kami akan segera menghubungi Anda apabila permohonan telah diproses

UNDUH FORMULIR



User's Manual





Thank you for choosing Biznet Home as the best Internet WiFi service to support your digital activities at home. We hope this guidebook can assist you in setting up your modem, making monthly payments, connecting your device to Biznet WiFi service that available in public facilities, to finding out how to use MyBiznet and Biznet Mobile Apps.

If you need any further assistance on Biznet Services, please contact **Biznet Customer Experience (24/7)** via:



Biznet Home & Biznet IPTV

Live Chat : biznethome.net

Call Center : **1500933**

e-mail : home_care@biznetnetworks.com



Biznet Website

biznethome.net

biznetiptv.com

biznetnetworks.com



Biznet Social Media

Instagram : [@biznethome](https://www.instagram.com/biznethome)

Facebook : [BiznetHome](https://www.facebook.com/BiznetHome)

Youtube : [Biznet](https://www.youtube.com/Biznet)

For your convenience, please prepare your Biznet Home Customer ID, which available in the email that we sent after your service Account is Active.

Content

Modem Configuration Guide	4
Configuration Guide & WiFi Password	11
Biznet Home Payment Method	15
<hr/>	
Biznet Wifi	18
<hr/>	
MyBiznet	21
Mobile Apps	25



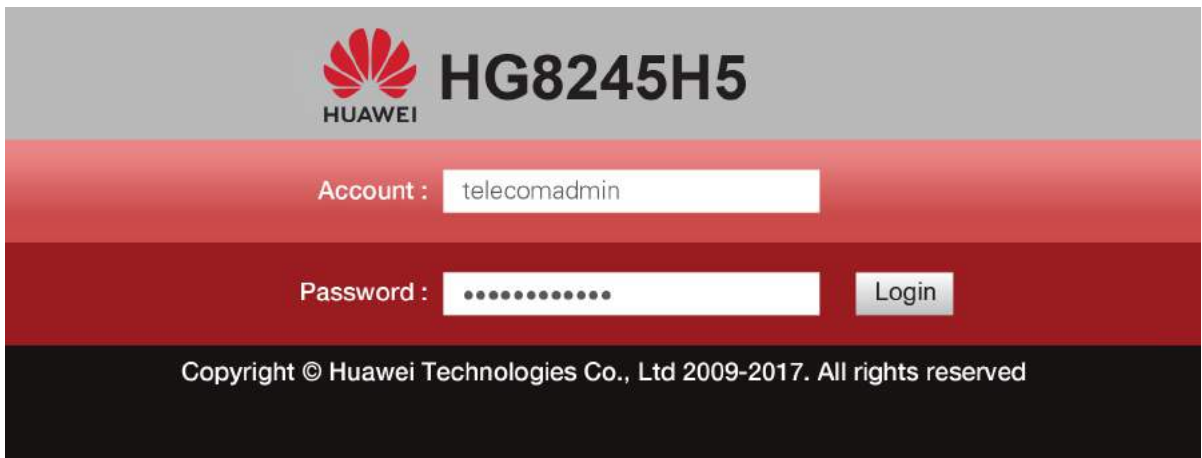
Modem Configuration Guide



1. Open “Browser” application
2. Type the IP Router address
 - 192.168.100.1 for HG8245H5 Modem type



- Login: - ID/Username : telecomadmin
- Password : admintelecom



- After login successful, select “LAN” tab menu and checklist “LAN2”

- 192.168.18.1 for EG8245H5 Modem type



- Login: - ID/Username : Epadmin
- Password : adminEp



- After login successful, select Advance LAN "LAYER 2/3 PORT" tab menu and checklist "LAN2"

- 192.168.18.1 for EG8145V5 Modem type



- Login: - ID/Username : Epadding
- Password : adminEp



- After login successful, select Advance LAN "LAYER 2/3 PORT" tab menu and checklist "LAN2"

3. Next, select “WAN”, tab menu, and checklist “Enable WAN”, select “IPv4 / IPv6” for type protocol and select “Route WAN” for WAN Mode.

Basic Information	
Enable WAN:	<input checked="" type="checkbox"/>
Encapsulation Mode:	<input type="radio"/> IPoE <input checked="" type="radio"/> PPPoE
Protocol Type:	IPv4/IPv6 ▾
WAN Mode:	Route WAN ▾
Service Type:	INTERNET ▾
Enable VLAN:	<input checked="" type="checkbox"/>

4. Enter you VLAN ID.

VLAN ID:	<input type="text" value="4040"/> <small>*(1-4094)</small>
----------	--

5. For “Username” and “Password”, use Biznet Customer ID that was informed in the form given during the installation.

User Name:	<input type="text" value="102200555012"/>
Password:	<input type="password" value="....."/>

Note: If you don't know the VLAN ID or forget the password, please contact Biznet Home Care at **1500933** or email to home_care@biznetnetworks.com for Biznet Home & Biznet Home Combo IPTV services

6. Checklist "LAN2" and "SSID1", select "PPPoE" for IP Acquisition mode, checklist Enable NAT and NAT type change into "Port-restricted cone NAT" next, dialing and followed by "Automatic" mode.

Binding Options:	<input type="checkbox"/> LAN1 <input checked="" type="checkbox"/> LAN2 <input checked="" type="checkbox"/> SSID1
IPv4 Information	
IP Acquisition Mode:	<input type="radio"/> Static <input type="radio"/> DHCP <input checked="" type="radio"/> PPPoE
Enable NAT:	<input checked="" type="checkbox"/>
NAT type:	Port-restricted cone NAT ▾
Enable DNS Override	<input type="checkbox"/>
Multicast VLAN ID:	<input type="text"/> (0-4094)
IPv6 Information	
Prefix Acquisition Mode:	<input checked="" type="radio"/> DHCPv6-PD <input type="radio"/> Static
IP Acquisition Mode:	<input type="radio"/> DHCPv6 <input checked="" type="radio"/> Automatic
Prefix Mask:	<input type="text"/>
Multicast VLAN ID:	<input type="text"/>
<input type="button" value="Apply"/> <input type="button" value="Cancel"/>	

7. Then, click "Apply", IP Public from PPPoE connection on WAN Status, and the status turns into connected if the configuration is successful.

EG8245H5
Fast Setting | Admin | Logout

Device

WAN

Optical

Service Provisioning

VoiP

Eth Port

WLAN

Home Network

WAN Information

On this page, you can query the connection and line status of the WAN port.

IPv4 Information (Click the form for details)

WAN Name	Status	IP Address	VLAN/Priority	Connect
4_INTERNET_R_VID_4040	Connected	182.253.231.50	4040/0	AlwaysOn

IPv6 Information (Click the form for details)

WAN Name	Status	Prefix	IP Address
4_INTERNET_R_VID_4040	Connected	2404:8000:1001:b79::/64	2404:8000:1:7452:d465:39:fe80::d465:3999:9c9

8. To enable DHCP on Lan 2, select the Layer 2/3 port setting menu, and check LAN 2

The screenshot shows the web interface for an EG8245H5 device. The top navigation bar includes the device name 'EG8245H5' and links for 'Fast Setting | Admin | Logout'. On the left, a sidebar menu lists various settings: WAN, LAN (expanded), Layer 2/3 Port (highlighted), LAN Host, DHCP Server, DHCP Static IP, DHCPv6 Server, DHCPv6 Static IP, DHCPv6 Information, and Port Locating. The main content area is titled 'Layer 2/3 Port Configuration' and contains the following text: 'On this page, you can configure LAN Port as Layer 3 ports by selecting the corresponding check box. The Layer 3 ports will be assigned as HG ports.' Below this text are four checkboxes: LAN1 (unchecked), LAN2 (checked), LAN3 (unchecked), and LAN4 (unchecked). At the bottom right of the configuration area are 'Apply' and 'Cancel' buttons.



Configuration Guide & WiFi Password



1. Select “WLAN” tab menu, followed by checklist “Enable WLAN”.

2. In SSID Name, fill in the WiFi name you want, and checklist “Enable SSID”. You can set the number of devices that can be connected with a maximum of 32 Modem devices.

The screenshot shows the 'WLAN' configuration page. At the top, there are tabs for LAN, IPv6, WLAN (selected), Security, Route, Forward Rules, and Network Application. Below the tabs, the page title is 'WLAN > WLAN Basic Configuration'. There is a checkbox for 'Enable WLAN' which is checked. Below this is a table with columns: SSID Index, SSID Name, SSID Status, and Number of Associated Devices. The first row shows SSID Index 1, SSID Name HUAWEI-s53r, SSID Status Enable, and Number of Associated Devices 32. Below the table is the 'SSID Configuration Details' section. It contains several fields: SSID Name (HUAWEI-s53r, with a note *(1-32 characters)), Enable SSID (checked), Number of Associated Devices (32, with a note *(1-32)), Broadcast SSID (checked), Enable WMM (checked), Authentication Mode (WPA/WPA2 PreSharedKey), Encryption Mode (TKIP&AES), WPA PreSharedKey (masked with dots, with a 'Hide' checkbox and note *(8-63 ASCII characters)), WPA Group Key Regeneration Interval (3600, with a note *(600-86400s)), Enable WPS (checked), WPS Mode (PBC), and PBC (Start WPS button). At the bottom, there are 'Apply' and 'Cancel' buttons.

3. For WiFi password, the mode should be changed into “WPA/WPA2 PreSharedKey” with “TKIP&AES”, Encryption mode, followed by fill in the WiFi password you want.

4. Then, click “Apply” and restart Biznet Modem.

- WAN
- LAN
- Security
- Route
- Forward Rules
- Application
- WLAN
- WLAN Basic
- WLAN Advanced
- Automatic WiFi Shu..
- WiFi Coverage
- Voice
- System Manage...
- Maintenance Dia...

WLAN Basic Configuration

On this page, you can set basic WLAN parameters (When the WLAN function is disable this page is blank).
⚠ Caution:
1. Wireless network services may be interrupted temporarily after you modify wireless network parameters.
2. It is recommended that you use the WPA2 or WPA/WPA2 authentication mode for security purpose.

Enable WLAN

SSID Index	SSID Name	SSID Status	Number of Associated Devices	Broadcast SSID	Security Configuration
<input type="checkbox"/> 1	HUAWEI-UcZx	Enable	32	Enable	Configured

SSID Configuration Details

SSID Name: * (1-32 characters)

Enable SSID:

Number of Associated Devices: * (1-32)

Broadcast SSID:

Enable WMM:

Authentication Mode:

Encryption Mode:

WPA PreSharedKey: Hide * (8-63 characters or 64 hexadecimal characters)


WPA Group Key Regeneration Interval: * (600-86400s)

Enable WPS:


WPS Mode:


PBC:


Configuration 5Ghz


 **EG8245H5**Fast Setting | Admin | Logout

WAN

 LAN

 Security

 Route

 **Forward Rules**

Application

WLAN

WLAN Basic

WLAN Advanced

Automatic WiFi Shu..

WiFi Coverage

Voice

System Manage...

Maintenance Dia...

WLAN Basic Configuration

On this page, you can set basic WLAN parameters (When the WLAN function is disable this page is blank).
⚠ Caution:
1. Wireless network services may be interrupted temporarily after you modify wireless network parameters.
2. It is recommended that you use the WPA2 or WPA/WPA2 authentication mode for security purpose.

Enable WLAN

SSID Index	SSID Name	SSID Status	Number of Associated Devices	Broadcast SSID	Security Configuration
<input type="checkbox"/> 1	HUAWEI-UcZx	Enable	32	Enable	Configured

SSID Configuration Details

SSID Name: * (1-32 characters)

Enable SSID:

Number of Associated Devices: * (1-32)

Broadcast SSID:

Enable WMM:

Authentication Mode: ▼

Encryption Mode: ▼

WPA PreSharedKey: Hide * (8-63 characters or 64 hexadecimal characters)

WPA Group Key Regeneration Interval: * (600-86400s)

Enable WPS:

WPS Mode: ▼

PBC:



Biznet Home Payment Method



Overview



Please note that one Biznet Home Account has one BCA Virtual Account numbers

The details and format of BCA Virtual Account number as follow:

71117 000 + 8 digit Billing Account
71117 00 + 9 digit Billing Account
71117 0 + 10 digit Billing Account



Please note that one Biznet Home Account has one Permata Virtual Account number.

The details and format of Permata Virtual Account number as follow:

8993 0000 + 8 digit Billing Account
8993 000 + 9 digit Billing Account
8993 00 + 10 digit Billing Account



Please note that one Biznet Home Account has one Mandiri Virtual Account number.

The details and format of Mandiri Virtual Account number as follow:

895911 00 + 8 digit Billing Account
895911 0 + 9 digit Billing Account
895911 + 10 digit Billing Account

ATM

ATM BCA

1. Insert your BCA card and PIN
2. Choose "Other Transaction" and "Transfer"
3. Choose "To BCA Virtual Account"
4. Enter 16 digits of BCA Virtual Account number
5. Follow the instruction until the payment has been successfully

ATM Permata

1. Insert your Permata Card and PIN
2. Choose "Other Transaction"
3. Choose "Payment" and "Others Payment"
4. Choose "Virtual Account"
5. Insert 16 digits of Permata Virtual Account number and choose "CORRECT"
6. Follow the instruction until the payment has been successfully

ATM Bank Mandiri

1. Insert your Mandiri Card and PIN
2. Choose menu "Other Transactions" and "Subscription TV/Internet"
3. Input Company Code "89591" (Biznet Prepaid)
4. Input Mandiri Virtual Account Number and then choose "YES"
5. Follow the instruction until the payment has been successfully

Internet Banking

Klik BCA

1. Go to BCA Klik (<https://ibank.klikbca.com/>) and type your Internet Banking User ID and PIN
2. Choose "Transfer to BCA Virtual Account"
3. Enter 16 digits of BCA Virtual Account number and select "Continue"
4. Make sure the payment details are correct, and click "Continue" and enter the number "KeyBCA" and click "Send"
5. Follow the instruction until the payment has been successfully

Permata Internet Banking

1. Go to PermataNet Klik (<https://new.permatanet.com/permatanet/retail/logon>) and type your Internet Banking User ID and PIN
2. Choose "Payment"
3. Choose "Bill Payment" and "Internet"
4. Enter 16 digits of the Permata Virtual Account number and choose "Continue"
5. Follow the instruction until the payment has been successfully

Mandiri Internet Banking

1. Input User ID and PIN your account Internet Account Mandiri
2. Choose "Payment" and "Internet"
3. Choose "Biznet Prepaid", input Virtual Account Number Mandiri
4. To continue the payment transaction process, please open the Mandiri Online application
5. Then select the category "Pending Transactions"
6. Follow the instruction until the payment has been successfully

Mobile Banking

BCA Mobile

1. Go to BCA Mobile application
2. Choose "m-BCA" and Input "m-BCA PIN"
3. Choose "m-Transfer"
4. Choose "BCA Virtual Account"
5. Input 16 digits of BCA Virtual Account number
6. Follow the instruction until the payment has been successfully

Permata MobileX

1. Go to Permata Mobile X application and Login
2. Choose "Pay Bills" and "Internet"
3. Select the Internet Service Provider "Biznet Home"
4. Insert 16 digits of Bank Permata Virtual Account number and choose "OK"
5. Follow the instruction until the payment has been successfully

Mandiri Mobile Banking

1. Input Mandiri Mobile Banking User ID and password
2. Choose "Pay" and "Internet"
3. Choose "Biznet Prepaid", input Mandiri Virtual Account Number, and choose "CONTINUE"
4. Follow the instruction until the payment has been successfully

» Electronic payment is valid only for 1 (one) Customer ID and is not applicable for multiple Customer IDs
» Transaction fee/ Bank Transfer made apart from the total amount written on the Proforma Invoice

Teller Bank



1. Complete the form with the following details:
Destination Bank: *BCA*
Desitination Bank Account Number: *16 Digits BCA Virtual Account Number
In words: *Input total amount as stated in the bill*
Beneficiary Name: *Customer's Name*
Beneficiary Address: *MIDPLAZA 2 LT. 8*
2. Teller will process & print the payment receipt



1. Inform the Teller that you want to make payment using Virtual Account
2. Inform the 16 digits of customer's Permata Bank Virtual Account Number
3. Make payment as per the amount stated in the bill
4. Customer will receive payment slip from Teller



1. Fill in the collection form or transfer form Collection/Transfer Form Guidelines:
 - a. Fill in date, depositor name & address
 - b. Fill in recipient's name with "Biznet Prepaid - Customer Name"
 - c. Fill in customer number with 16 digits Mandiri Virtual Account Number
 - d. Fill in payment amount & in words
 - e. Fill in transaction purpose
2. Teller will process & print the payment receipt

ATM Bersama



1. Choose "Other Menu"
2. Choose "Transfer"
3. Insert bank code (Bank Permatacode "013") and 16 digits of Permata Bank Virtual Account number and press "YES"
4. Insert total payment (the number must be same as total billing) and press "Yes"
5. Follow the instruction until the payment has been successfully

E-Commerce



1. Open Gojek application
2. Select "GoTagihan" menu
3. Select "Cable & Internet TV" menu
4. Select "Biznet" menu
5. Enter the Customer's Billing Account number
6. Customers can pay the bills listed by using GoPay
7. You will receive an information confirmation on your transaction



1. Choose "Top-up & Tagihan"
2. Choose "Internet dan TV Kabel" category
3. Choose "Biznet Home"
4. Enter the customer's Billing ID number
5. Check payment details, if all details are correct, select "Continue"
6. Enter the payment page and select "Pay"
7. You will receive an information confirmation on your transaction

Payment Point



1. Customers visit the nearest outlet.
2. Please mention Billing Account number to the cashier.
3. Cashier clerk will provide detailed billing information, if the information is correct please make payment according to the stated amount.
4. Transaction completed and customer is advised to save the payment receipt.

» Electronic payment is valid only for 1 (one) Customer ID and is not applicable for multiple Customer IDs
 » Transaction fee/ Bank Transfer made apart from the total amount written on the Proforma Invoice



Biznet Wifi





Biznet Wifi is a **Free WiFi Service** from **Biznet**, with speed up to **100 Mbps** for Biznet Home and Biznet Metronet's customers with automatic login.

For more information regarding Biznet Wifi location, please visit biznetwifi.com/location.

1. Choose **SSID BiznetWifi** on your device.



2. Input your **Biznet Home** atau **Biznet Metronet** service's Username and Password and choose Log In.

Log in as Subscribers

Please enter your Biznet Home/Biznet Metronet Username & Password to enjoy 100 Mbps Internet service without time limit and able to be used by 5 (five) devices.

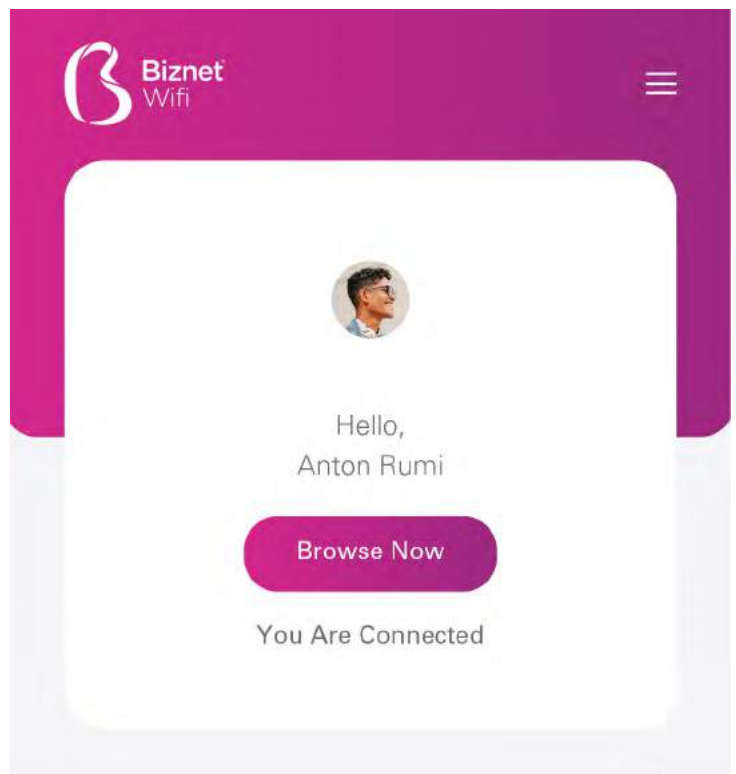
Username

Password

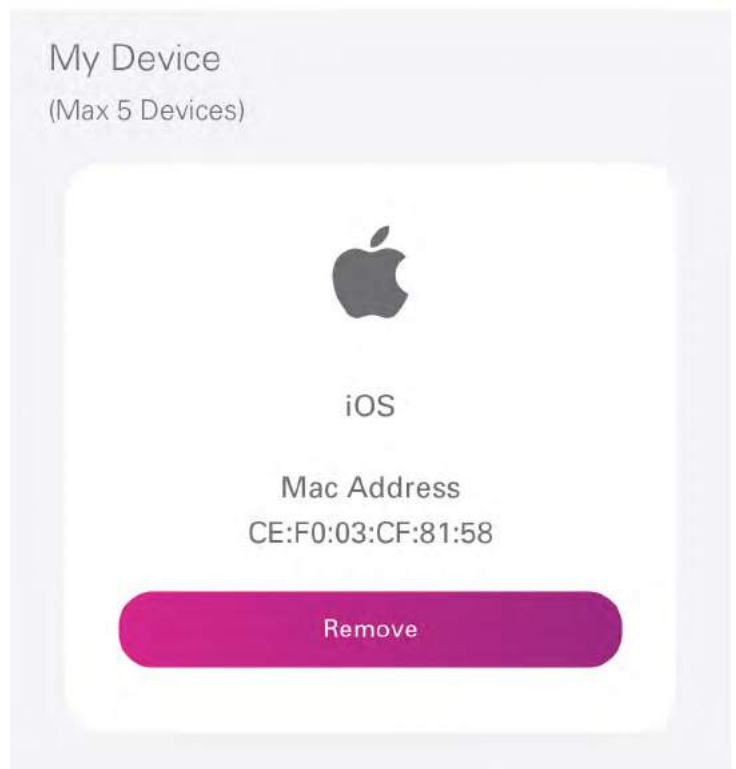
LOG IN



3. You are connected to **BiznetWifi**.



4. You can set the number of registered devices on **Biznet Wifi** service.

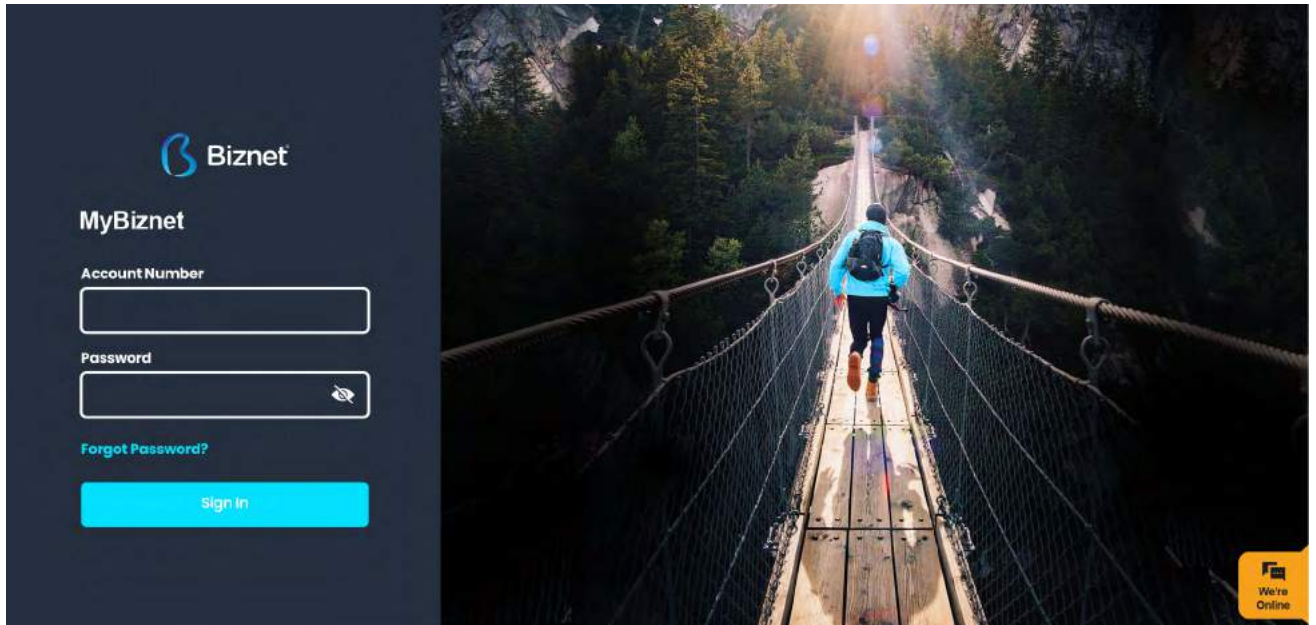




My Biznet

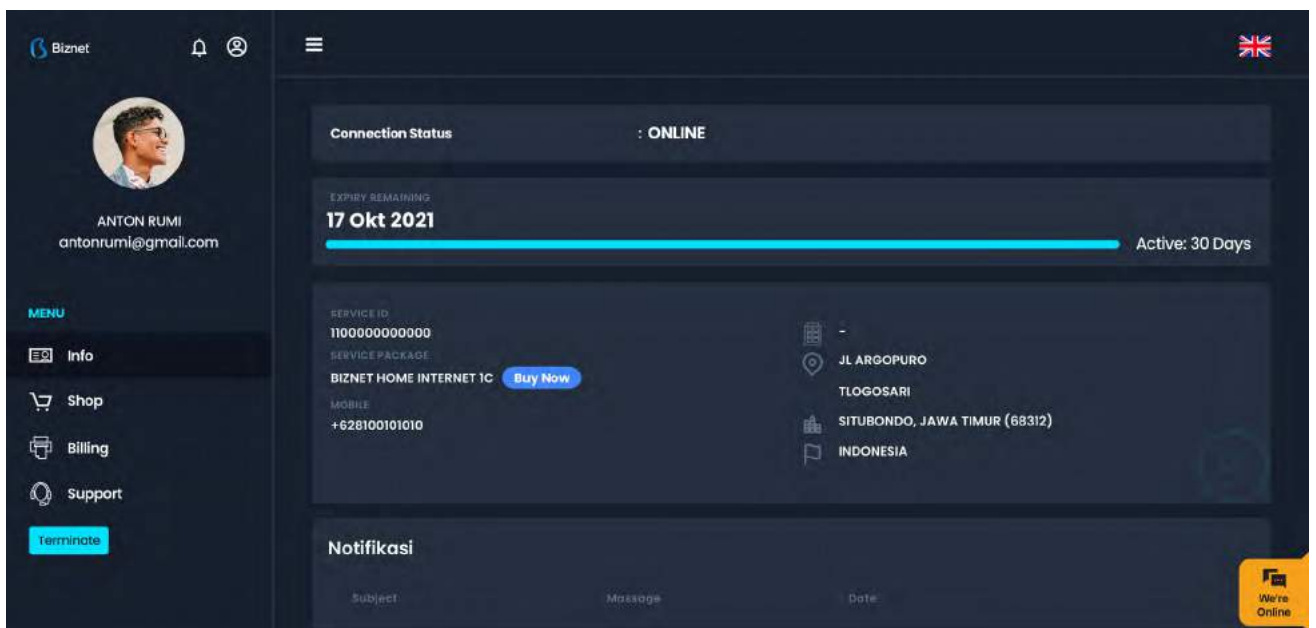


1. Go to biznethome.net/mybiznet.

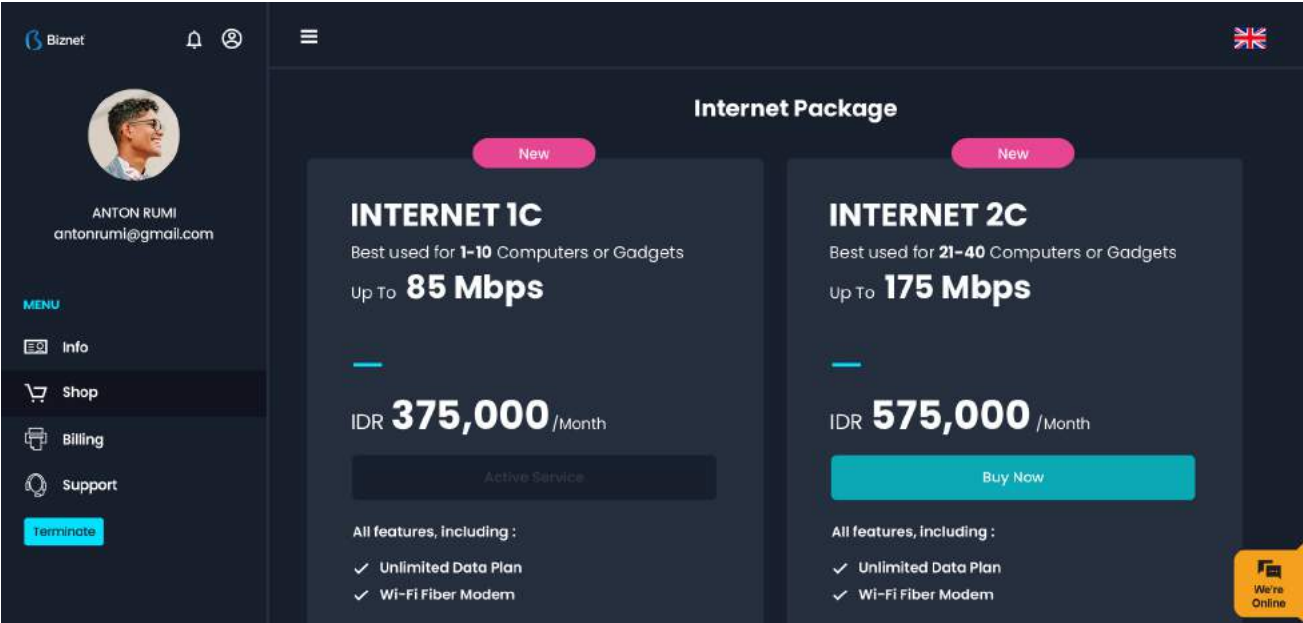


2. On the info page there are several important information regarding the service that you are using:

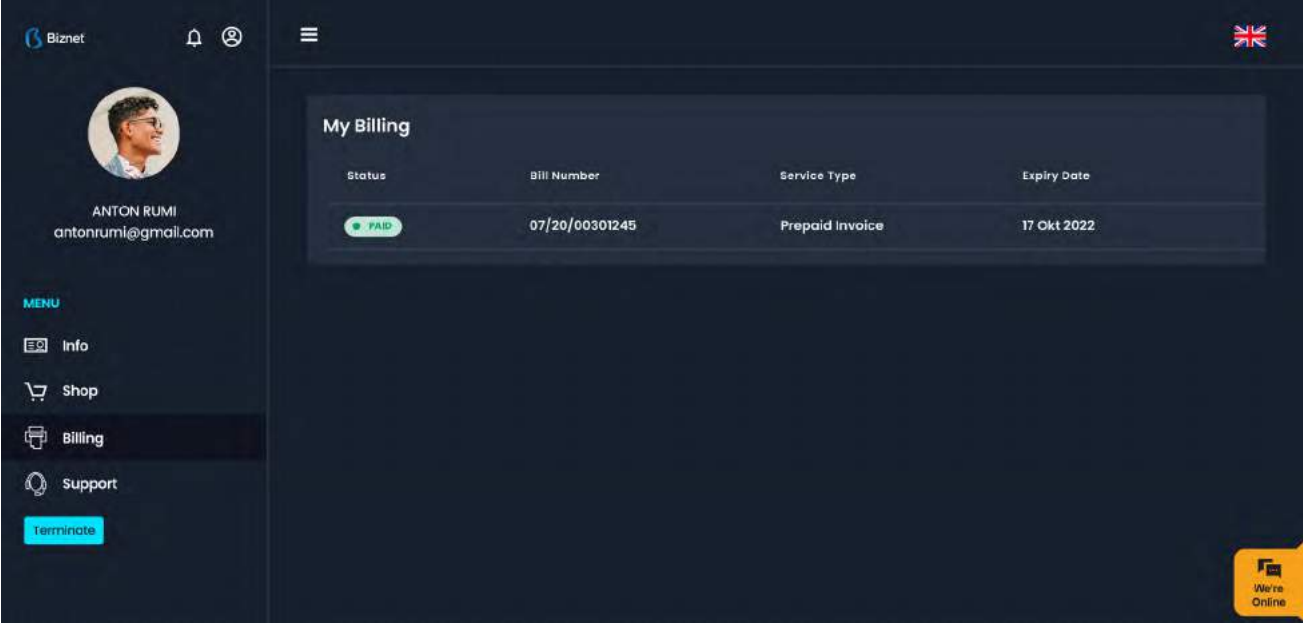
- Connection status
- Service address/location
- Notifications account
- Active period
- The service package



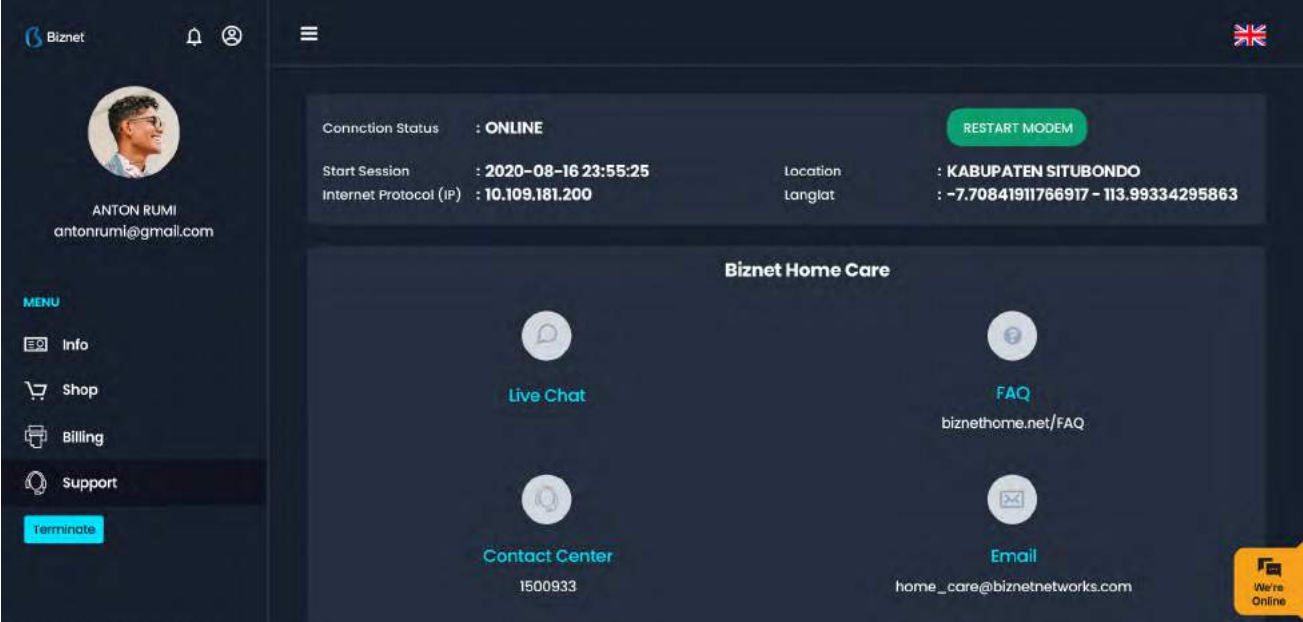
3. You can make service change or service extension on the Purchase menu.



4. You can find your invoice on the Billing menu



- 5. On Support menu, you can choose Restart Modem or call Biznet Contact Center should you need more supports regarding the service that you are using.



Mobile Apps





1. Login using the phone number (without area code e.g: 812345678) and password that registered on your account.

You can change your password after login

Biznet

User Name

Password

Lupa Kata Sandi

LOGIN

2. If you don't know your account password, click "Forgot Password" and the instruction to change password will be sent to your email.

Lupa Kata Sandi

Home Metronet

+62 Nomor Handphone

Klik disini untuk verifikasi login Anda

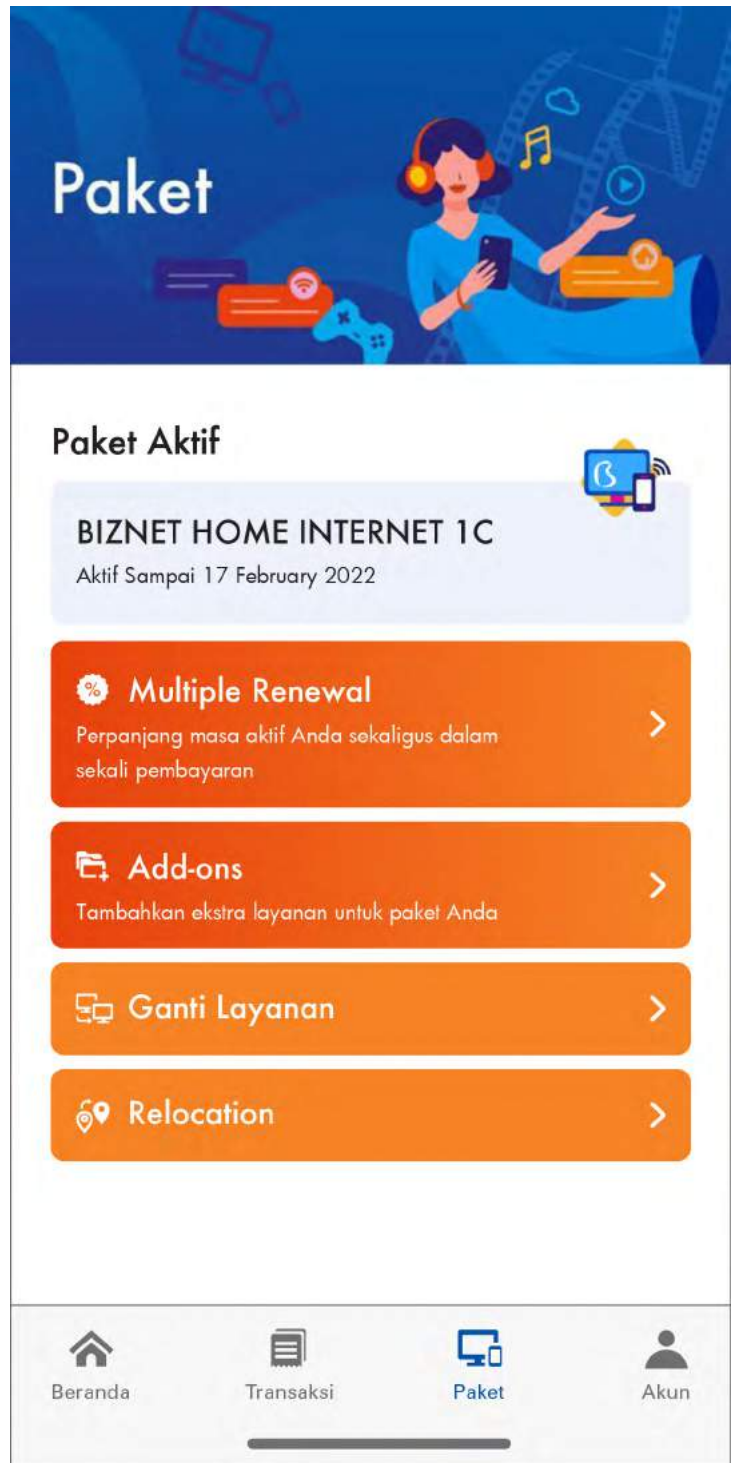
LANJUT



3. Home menu consists of the latest information about Biznet and shortcut to Package menu.

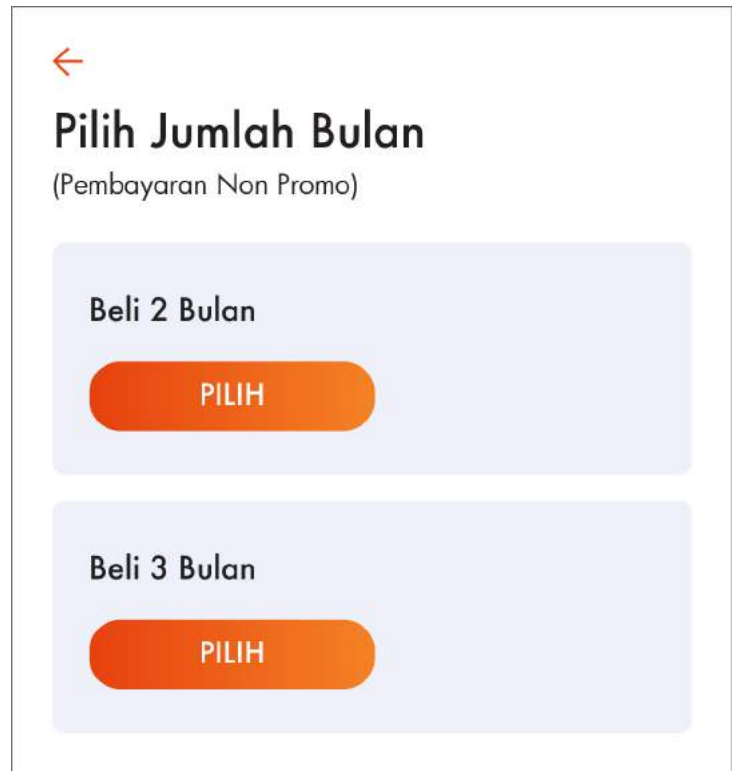


4. The Package Menu consists of information about your active service package. You can also make the following actions:



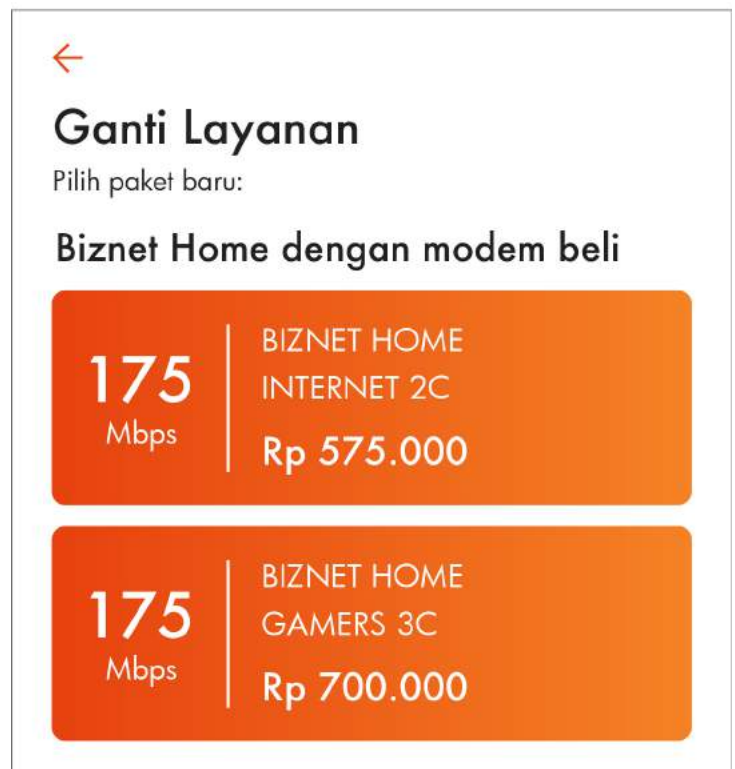
- **Multiple Renewal**

You can purchase service packages for several months in advance.

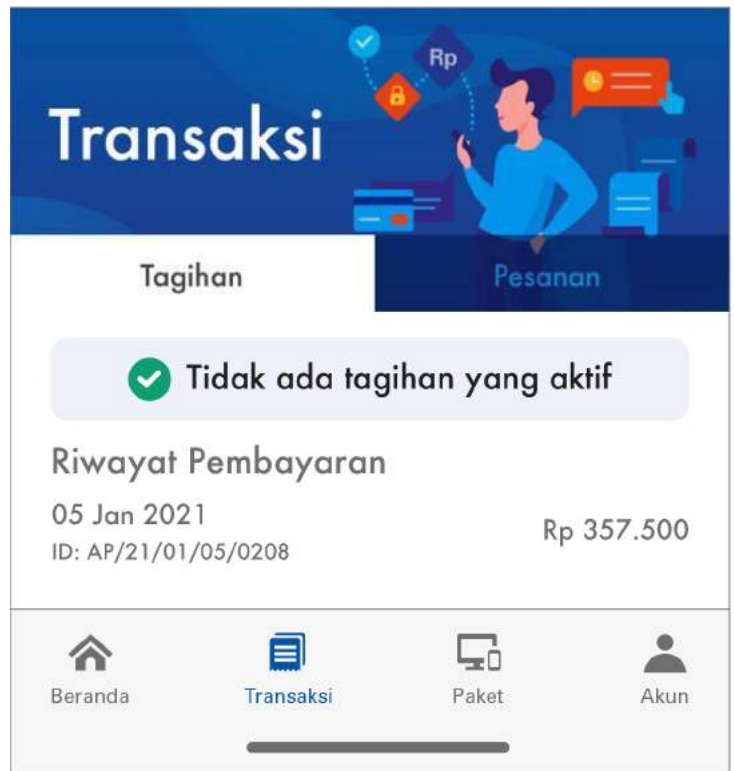


- **Service Change**

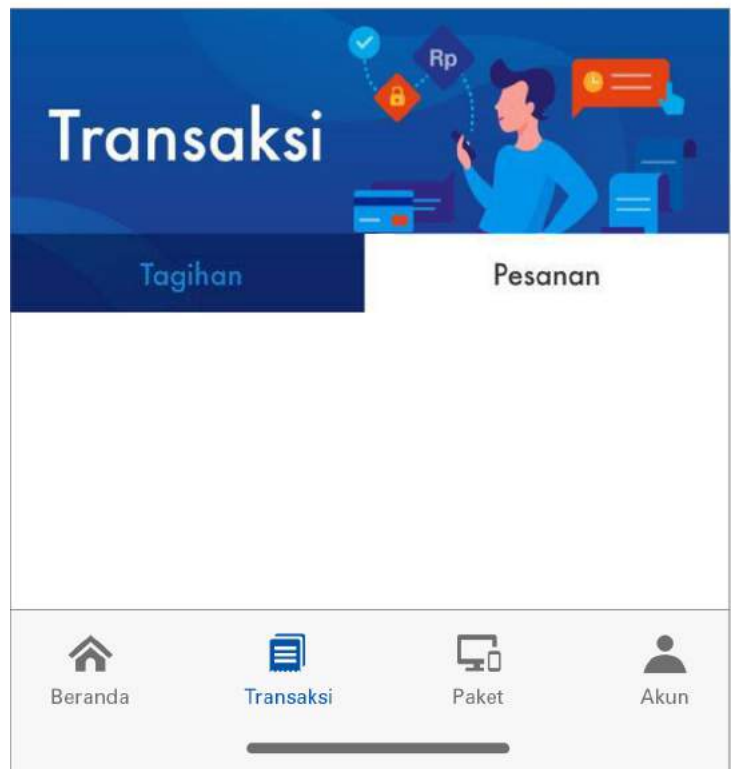
You can request to change your service package according to your needs.



5. On the Transaction Tagihan menu, you can find your account's transaction history.

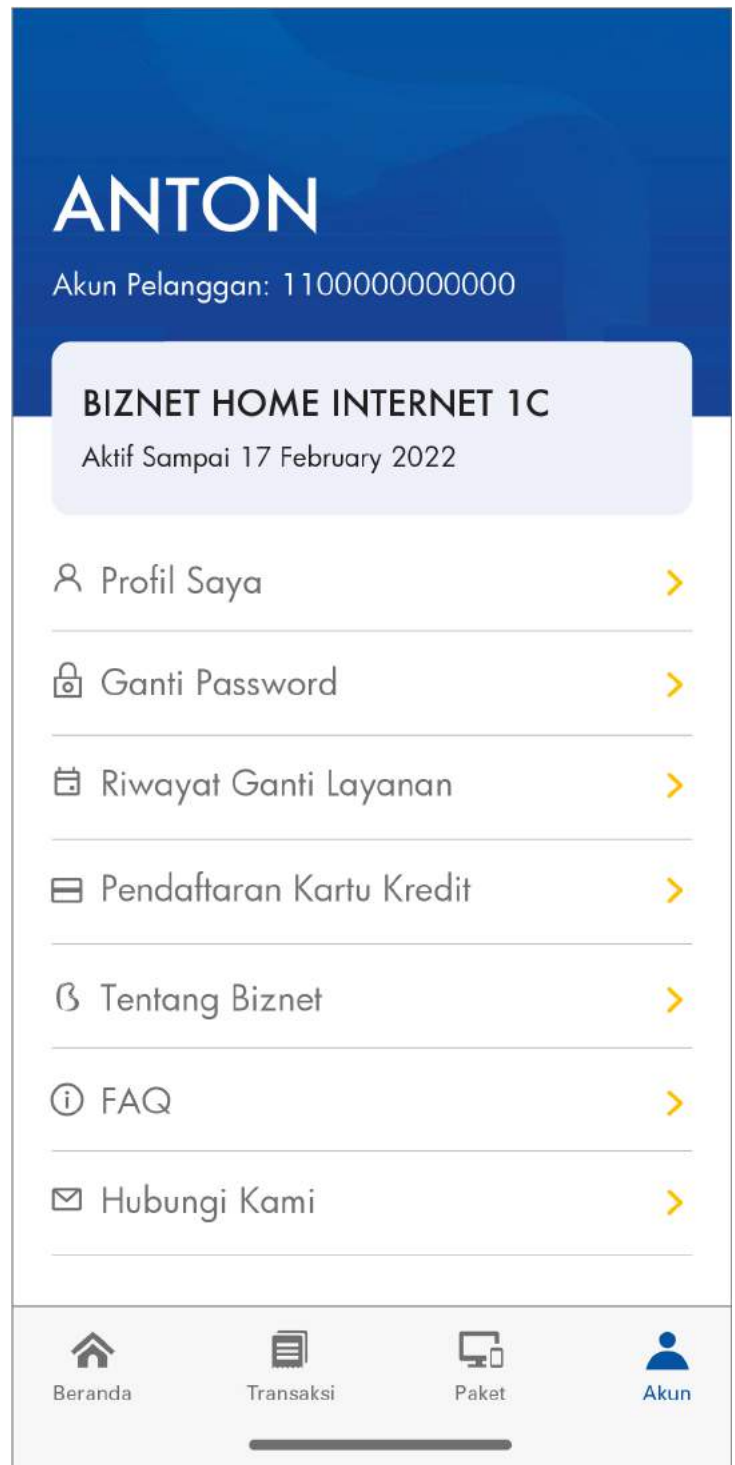


On Transaction menu Pesanan, you can find your ongoing active requests.





6. The Account Menu consists the following details::
- Account Name.
 - Account Number that enables you to find your data when contacting Biznet Home Care.
 - Service Package, the active service package you are using.
 - Your active period, so you can make payments before your active period ends.





This menu also consists of other following menus:

- **My Profile**
You can access and update your email information.

←

Profil Saya

✎ Perbarui

Informasi Akun Pelanggan

ID Akun
1100000087983

Nama Lengkap
Anton Rumi

Alamat Email
antonrumi@gmail.com

No. HP

- **Change Password**
You can use this menu to change your password.

←

Ganti Password

Password Lama

Password Baru

Password baru terdiri dari kombinasi huruf besar, kecil dan angka

Konfirmasi Password Baru

Ganti Password



- **Change Package History**
On this menu you can find the change history of the service that you are using.

←

Riwayat Ganti Paket

31 Juli 2020

Paket Lama
BIZNET HOME INTERNET 1B

↓

Paket BARU
BIZNET HOME INTERNET 1C

- **Credit Card Registration**
You can make payment through auto debit method by registering your credit card number on this menu.

For activation, follow the provided instructions.

←

Pendaftaran Kartu Kredit

Dengan mendaftarkan kartu kredit Anda, maka masa aktif layanan Anda dapat diperpanjang secara otomatis. Kami akan melakukan autodebit melalui bank H-7 sebelum masa berlaku layanan berakhir. Pembayaran aman, Internet-an lancar #PakeBiznet Lebih Cepat!

- 1 Download form otorisasi kartu kredit
- 2 Isi form
- 3 Scan atau foto form ini
- 4 Kirimkan form ini serta foto tampak depan kartu kredit Anda melalui email ke cc_auto@biznetnetworks.com dengan judul email "Pendaftaran Kartu Kredit Autodebit [ID Akun Billing]"
- 5 Selesai! Kami akan membantu memproses permohonan Anda dan kami akan segera menghubungi Anda apabila permohonan telah diproses

UNDUH FORMULIR