



SatTorrent

Service Guide

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1. What is SatTorrent?

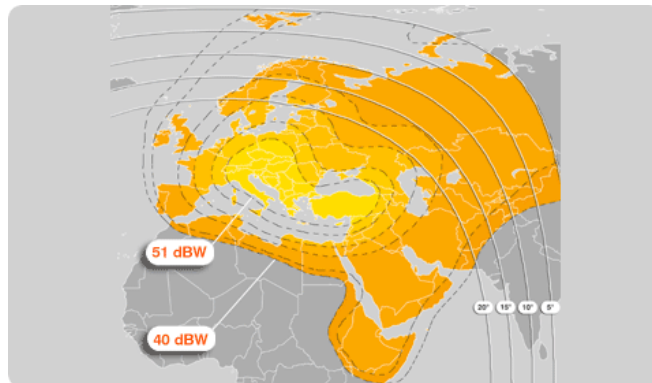


SatTorrent is a new version of the successful and popular SatTorrent service. SatTorrent is a file request system that works in offline mode, i.e. once you submit your file requests, you can go offline and receive the files over satellite at very high speeds.

There are three SatTorrent subscriptions available:

- **SatTorrent:** 1 GB download traffic a month
- **SatTorrent Reload:** 1 GB extra download traffic on SatTorrent nG. Reloads are valid for three months and are available only to SatTorrent nG subscribers.
- **SatTorrent Surf:** 2GB Internet traffic at up to 2 Mbps. SatSurf top-ups are valid for 3 months and are available only to SatTorrent subscribers.

SatTorrent is available over the transponders W3-A12. Please check the coverage in the picture below.



The **Satellite data** for W3-A12 are as follows:

Position: 7° east
Frequency: 10.928 GHz
Symbol Rate: 27.5 Msym/s
Polarisation: vertical
FEC: 3/4



2. How does it work?

2.1 Login on www.sattorrent.com

Go to www.sattorrent.com and enter your username and password (Fig. 1). If you do not have an account, you can create one on www.broadSAT.com. Please write to subscription@broadSAT.com for further information on how to create accounts.

Fig. 1

2.2 Submit your file requests

Once you have logged in, you can submit your file requests.

Fig. 2



For each file you request, enter:

- **URL to get** The full Internet address of the file location
- **Package Name** Enter a name for the file. The file will be shown with this name in the SatTorrent client
- **Brief description** Enter a short description of the requested file

Click "Get the file" (Fig. 2) to submit the request. The request will be scheduled and the file will be transmitted as soon as possible.

2.3 Check the status of your requests

You can check the status of your requests on www.sattorent.com. The status is shown by the following icons.

Request status



request failed



new request



request processed successfully

Transmission status



file in transmission



file transmitted successfully



transmission temporarily unavailable



transmission unavailable



URL unavailable







2.4 Download the requested files on your new SatTorrent client

You can download the new SatTorrent client from your user area
<http://www.broadSAT.com/userArea/>

The main page of the client shows information on the requested files when "information" is selected, and information on the files being downloaded when "download" is selected. You can find a short description of the fields, the buttons and the menu options below.

Information Tag

Status:

-  Downloading file
-  File successfully downloaded
-  Error
-  File download scheduled

Name

The name that you have selected at the time of the file request is displayed here.

Start time

The file download starts at the time shown in this field. Make sure the client is running at the given time, or you will not receive the file.

Unknown: the file has not been sent yet; check the web page or check the download tag

Duration

The total duration of the file transmission

Size

The size of the file

Speed

The download speed

Target

This field shows whether the content is appropriate for children

- All
- Children
- Adult

Encrypted

This field shows whether the file is encrypted or not
yes



Download Tag

Name

The name that you have selected at the time of the file request is displayed here.

Start time

The file download starts at the time shown in this field.

Duration

The total duration of the file transmission

Size

The size of the file

Speed

The download speed

Status

This field shows the transfer status

In Progress	The file is in transmission
Completed	The file has been successfully transmitted
Repair	The file has been transmitted, but it has not been received correctly and therefore needs repairing
Repairing	The file is under repair

Progress

This field shows the download progress

Waiting	The transmission has not started yet
%	Download progress

Left-hand buttons



File management

Click this button to open the directory where your files have been downloaded to. You can then browse your files, move them, delete them, etc

Register

Click this button to register the client with the username you have an active SatTorrent account on.

User Rights

Click this button to check if you have an active SatTorrent account. If the light is red , you do not have the user rights and your account may be inactive, suspended or expired. If the light is green , you have the user rights.

Sat Data

This field shows data and keys being received. This is a useful tool for troubleshooting, e.g. to test whether data is being received correctly.



Menu options

File -> Reload Skin

Click this option to refresh the interface. This is useful if the interface is not being displayed correctly.

Help -> About

Click this option to display the software version

For any further information or assistance, please write to sattorrent@broadsat.com

Broadsat Srl

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Important

Bittorrent Files

All requested files with a .torrent extension will be processed as bittorrent files.

Conditions use for the service

You agree to indemnify, hold harmless and defend Broadsat and its subsidiaries, affiliates, officers, agents, co-branders or other partners, and employees, at your expense, against any and all third party claims or demands, actions, proceedings and law suits and all related liabilities, damages, settlements, penalties, fines, costs and expenses (including, but not limited to, reasonable lawyer's fees and other dispute resolution expenses) incurred by Broadsat, due to or arising out of data you submit, post to, transmit or communicate via the software, your use or misuse of the software, your connection to other users, your violation of this licence, or your violation of any rights of others.