Get Essential Visibility into Your Deployed Set-top Boxes

Diagnostic applications for DOCSIS networks have been available for some time, but there hasn't been a good tool for remotely troubleshooting the CPE supporting your video service - until now.

Your customers have more options than ever for video content, so it's more important than ever that you provide a good experience for your video subscribers.

SetTop VU displays key metrics from compatible set-top boxes in your network, helping you identify issues that could be causing a poor experience with your video service. Cut down talk time in your Call Center and reduce truck rolls by giving your staff the ability to remotely view status and diagnostics information that would normally require a visit to the subscriber's home.

STB Status and Metrics

You'll see the firmware level, boot time, uptime, out-of-band SNR, frequency and power levels, and lost carrier count. See which channels have been tuned to along with the SNR and parental controls on each channel at the time. Click to see historical readings from prior times for each channel. You can also see stats for the DVR, including hard drive free space, temperature and max temperature reached.

Mapping and MoCA

Quickly find accounts by name, address, customer number, phone number or MAC address. SetTop VU places the device on a map so you can see where it's located in relation to other subscribers and quickly see if nearby devices are experiencing similar issues. Also see whether the device is a MoCA terminal or hub in the home, the link status, number of terminals and hubs in the MoCA network, uncorrected error rates on the link and the average data rate.

TV Analytics

TV analytics are also available that allow you to analyze the viewing behavior of your subscribers. You can measure the rating, share, reach, or minutes viewed on any program, network or ad. Create audience segments, and target your ads and promotions based on viewing behavior and demographic information. Best of all, you can negotiate more effectively with programmers by understanding the exact performance of each channel and program.

FEATURES:

- **Out-of-band SNR, Power & Frequency**
- **Inband SNR History on Tuned Channels**
- **Parental Control Status by Tuned Channel**
- **Info & Status on HMA MoCA Networks**
- **DVR Disk Space & Temperature Stats**
- **Reset the Set-top Box with One Click**

SetTop VU



SetTop VU can help you reduce truck rolls and more efficiently support your video subscribers

ZCorum™

1.800.909.9441
4501 North Point Parkway, Suite 125
Alpharetta, GA 30022
ZCorum.com
Facebook.ZCorum.com
Twitter.com/ZCorum

better broadband

© 2017