



# Essential SetTop Box Diagnostics

*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.*

## SetTop VU Can Help You Reduce Truck Rolls and More Efficiently Support Your Video Subscribers



### Essential SetTop Box Diagnostics

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.



### Advanced Mapping

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 to see if nearby devices are experiencing similar issues.



### Comprehensive 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.

### Get Essential Visibility into your Subscriber's Set-top Box

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.

### Who are We?

We help service providers reduce operational costs, increase staff efficiency and improve the quality of experience for the subscriber.

## Contact Us

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