Save Money, Time and Subscriber Goodwill with TruVizion Diagnostics

TruVizion is ZCorum's patented and award-winning diagnostics software used by Cable and FTTH broadband providers worldwide. It provides more real-time and historical information than other applications and is rich with features operators have asked for.

Here are just a few of the reasons you'll love TruVizion.

Reduce the Costs of Call Center Operations

TruVizion quickly gives your support staff the information they need. Easy-to-use screens help locate the issue quickly, and the number of customers affected. Determine if a problem is limited to a customer's home, or in the network affecting other customers. Troubleshooting WiFi and VoIP equipment on DOCSIS networks is easy and efficient.

Recover from Outages Faster

TruVizion provides decisive information to technicians about the severity, type and location of a problem as it happens. With a click, display a map of all subscriber modems, color coded to indicate the status and alert levels. Charts comparing five nearby modems determine if the problem is affecting any other customers.

Narrow Down the Source of Problems

Comprehensive stats for data and voice service, WiFi performance, Power Transponders and more help narrow down the cause of problems. Historical data helps track down intermittent problems that are so hard to find. See historical data from the past 24 hours to 90 days, or stream data live to check if repairs have been effective.

Reduce Truck Rolls and Time Spent in the Field

TruVizion can display live spectrum for all video and data channels passing through compatible CPE*. And, you can see the same data on a mobile device, giving technicians the power of TruVizion in the palm of their hand. Real-time and historical diagnostics for any modem on your plant can be pulled up from any location on a PC, tablet or smartphone. Modem performance, voice quality, device locations, downstream spectrum and historical data are available in real-time. A clear picture of what the problem is and where can avoid some truck rolls and shorten others. This saves techs time in the field and eliminates some of the expensive test equipment they carry around.

Reduce your operational costs and increase customer satisfaction with TruVizion's easy-to-use interface and wealth of real-time and historical information. It's an invaluable tool for your DOCSIS and Fiber (GPON) operations.
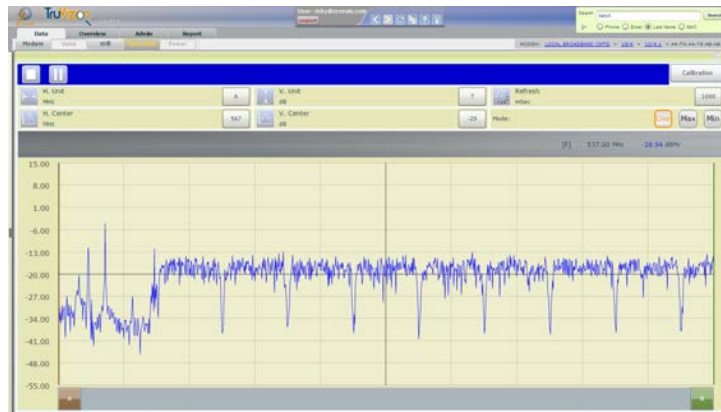
- **Codeword Errors Report**
- **Modem Vendor Report**
- **Bandwidth Reports**
- **WiFi Performance Data**
- **Non-Geocoded Modems Report**
- **Post Install Reporting**
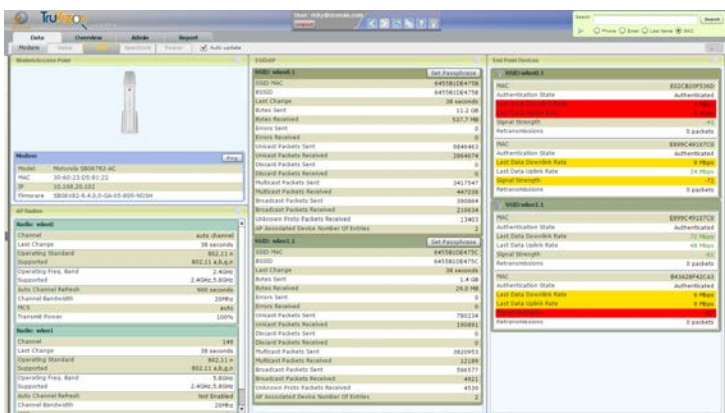- **VoIP Diagnostics**
- **CPE Spectrum Capture***

* Optional Feature - Licensed Separately

Reduce truck rolls and time spent in the field

Intuitive Interface. Data is received live and on demand from Cable and GPON devices, and updates automatically every 60 seconds.

Downstream Spectrum Data*. View the spectrum data (57 MHz-1GHz) passing through any customer device that supports full band capture. * Optional Feature - Licensed Separately
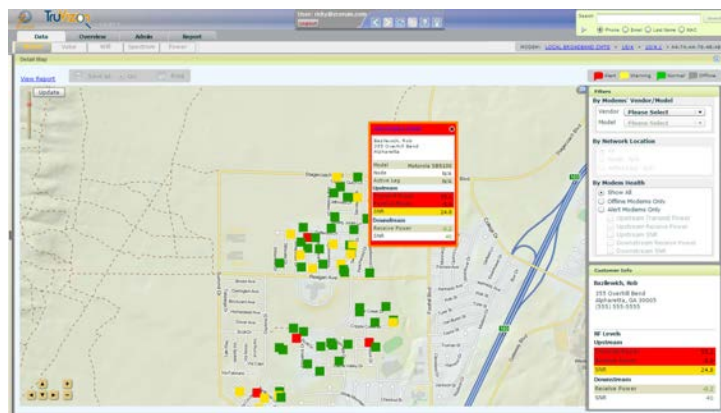

WiFi Diagnostics. See radio stats and all customer devices connecting to a compatible, embedded WiFi Access point. Easily reset the customer's WiFi passkey, change the channel or power levels, view alert levels and signal strength for all connected devices and scan for interference from other access points.

Comprehensive CMTS Diagnostics. Pinpoint problems affecting multiple customers and address outages on the network or equipment. Color-coded bars clearly identify high-priority problems.

Access in the Field. View subscriber modems and CMTS data at any time, from any location on your mobile device.

Intelligent Mapping. Maps display offline or underperforming modems, and can be filtered by categories such as location, type of issue or the modem vendor and model.

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