Save Money, Time and Subscriber Goodwill with TruVizion Diagnostics for DSL Networks

Troubleshooting DSL issues can be a challenge. Most diagnostics tools only provide limited information that's too complicated for all but a few network engineers, and certainly not useful for call center staff. TruVizion is different. It's easy-to-use interface and wealth of real-time and historical information makes it invaluable for multiple disciplines within an organization, reducing downtime and increasing customer satisfaction.

TruVizion's patented technology leverages the TR-069 standard to provide a unique modem management and diagnostic solution for DSL networks. Do you manage multiple broadband technologies? TruVizion also supports FTTH and Cable Modem networks, all from a single interface, which means additional efficiency for your staff.

Easy to Use Dashboard

TruVizion includes an easy-to-use interface with real-time and historical information. Powerful modem diagnostics, reports, graphs, maps and drill-in functions provide both the summary and granular data needed to more efficiently troubleshoot a DSL subscriber or a plant-wide issue.

The search tools allow you to locate accounts quickly and view a summary of the current status of the modem. Data is real-time on a single, easy-to-read screen, including RF levels, bandwidth use and retrains. Other useful information on the Modem dashboard includes the modem's MAC address, IP address, brand, model and firmware version, as well as any attached CPE devices recognized by the modem (TR-069 and ACS required).

Faster Provisioning

With TruVizion's TR-069-based Auto Configuration Server (ACS), you no longer have to open, power-up and configure every DSL modem. Just associate the modem's MAC address with the customer and our ACS takes it from there. Ever have a customer press the reset button or have a modem lose its configuration some other way? One click by your support rep will do a remote reboot of the modem and the ACS will restore the last known config, including customer-specific ones like wireless security and firewall settings.

Intelligent Mapping

TruVizion also helps you reduce costs associated with truck rolls and outages by allowing you to geographically pinpoint issues. You can map all subscribers and see color coded pins that represent modem status and alert levels.

Powerful Reporting

TruVizion includes drill-in reporting that highlights subscriber and plant issues. See all customers affected and map their locations with a single click. View modem readings as they stream live, or plot the historical data over the last 24 hours, 7 days, 30 days or 90 days. With one more click you can overlay graphs from five nearby modems to compare levels and look for corresponding trends.

TruVizon has a host of essential features not available in other diagnostic and monitoring tools and is the only application for the multiple operations of DSL, FTTH and DOCSIS networks.

Reduce truck rolls and time spent in the field

TruVizion's Intuitive Dashboard
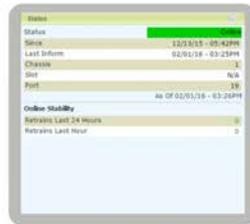
Status Panel. See current modem status, online stability, chassis, slot and port

RF Levels. See upstream & downstream signal and power levels

DSL Device Panel. Displays the modem MAC address. If TR-069 enabled see the model #, IP, firmware level, plus IP/MAC for interfaces/devices

Customer Panel. See customer address, phone number and account number

Communications Panel. Displays provisioned vs. actual speed, plus bandwidth used and errors over 24 hours

Intelligent Mapping. Map panel and drill-in shows modem locations color coded by issue severity

Increase your Operational Efficiency

Provisioning DSL modems manually adds significantly to the time to bring up new subscribers, not to mention the mistakes that can be made. With TruVizion's TR-069-based Auto Configuration Server (ACS) you no longer have to open, power-up and configure every DSL modem manually. Just associate the modem's MAC address with the customer account and our ACS takes it from there.

TruVizion also makes it easier to manage DSL modems on a day-to-day basis. Support reps can reboot modems and restore the last known config, including customer-specific ones like wireless security and firewall settings. And pushing out bulk firmware updates to TR-069-enabled modems will keep everything up-to-date.

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