Minerva 10
& YourTV Now

2024

Online Training
Schedule and Syllabus

Updated December 19, 2023

MINERVA

Minerva 10
2024 Online Training Schedule

🔴 **Note: Times/dates subject to change if necessary.**

YourTV Now
2024 Online Training Schedule

2024

January
S	M	T	W	T	F	S
31	1	2	3	4	5	6
7	**8**	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31	1	2	3

February
S	M	T	W	T	F	S
28	29	30	31	1	2	3
4	5	6	7	8	9	10
11	**12**	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	1	2

March
S	M	T	W	T	F	S
25	26	27	28	29	1	2
3	4	5	6	7	8	9
10	**11**	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31	1	2	3	4	5	6

April
S	M	T	W	T	F	S
31	1	2	3	4	5	6
7	**8**	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	1	2	3	4

May
S	M	T	W	T	F	S
28	29	30	1	2	3	4
5	6	7	8	9	10	11
12	**13**	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	1

June
S	M	T	W	T	F	S
26	27	28	29	30	31	1
2	3	4	5	6	7	8
9	**10**	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	1	2	3	4	5	6

July
S	M	T	W	T	F	S
30	1	2	3	4	5	6
7	8	9	10	11	12	13
14	**15**	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31	1	2	3

August
S	M	T	W	T	F	S
28	29	30	31	1	2	3
4	5	6	7	8	9	10
11	**12**	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

September
S	M	T	W	T	F	S
1	2	3	4	5	6	7
8	**9**	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	1	2	3	4	5

October
S	M	T	W	T	F	S
29	30	1	2	3	4	5
6	7	8	9	10	11	12
13	**14**	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31	1	2

November
S	M	T	W	T	F	S
27	28	29	30	31	1	2
3	4	5	6	7	8	9
10	**11**	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30

December
S	M	T	W	T	F	S
1	2	3	4	5	6	7
8	**9**	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31	1	2	3	4

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🔴 **Note: Times/dates subject to change if necessary.**

Minerva 10: Course Modules - Days/ Times (USA Pacific Time) (See below for YourTV Now course outline)

The RED numbers below match the name of the module and corresponding training presentations and recordings & are not presented in numerical order due to time considerations.

Module Times	Day 1 Tuesday	Day 2 Wednesday	Day 3 Thursday	Day 4 Friday
8:00AM to 9:00AM	1. M10 System Foundations & Overview	3. Customer Accounts	5. Administration/ Troubleshooting	4. Configurable UI
9:00AM to 10:00AM	2. Channels, Lineups, Regions & Packages			
10:00AM to 11:00AM	Break	Break	Break	Break
11:00AM to 12:00PM	2. Channels, Lineups, Regions & Packages (Continued)	6. PRM Or 8. Analytics (Specify in advance if you have a preference.)	5. Administration/ Troubleshooting (Continued)	4. Configurable UI
12:00PM to 1:00PM				
NOTE: All Times are in USA Pacific Time				

Minerva 10 Online Training:

Minerva Networks training courses are designed to provide your team with the knowledge they need to deploy and use the Minerva 10 system on a daily basis. Each course module is only 1 to 4 hours long and is delivered online by trained Minerva Networks experts.

These training classes feature:

Convenient online delivery: The training courses cover all of the key areas required to implement the Minerva 10 system.

Comprehensive set of modules: The training courses cover all of the key areas required to implement the Minerva 10 system.

Experienced training staff: Each of the Minerva's trainers has had at least 4 years hands-on field experience with Minerva Networks.

Course: Minerva M10 Platform Foundations Course Module 1

Module Duration - 1 Hour

Intended audience:

➢ Anyone who wants to get a foundational overview understanding of the M10 System
➢ Server System administrators, Headend, IPTV and IT Engineers
➢ Tier 1, 2 and 3
➢ Engineering operators
➢ Tech Support personnel
➢ Headend Technician
➢ CSRs, Marketing, Sales, Management, Provisioning, Help Desk, Marketing, etc.
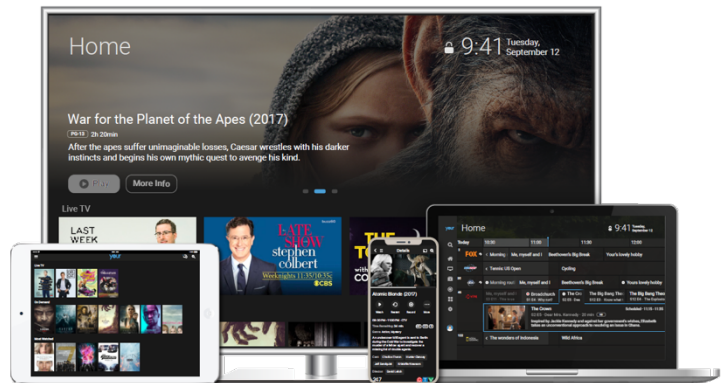
What you will learn in this module:

- Minerva Networks M10 Platform and System overview.
- What operations does the Minerva M10 server system control?
- The essentials of the Minerva BackOffice server system.
- Features and Functionalities available at the Set Top Boxes and mobile devices.
- The essentials of the Minerva Edge server system.
- M10 system architecture, components and functions.

Course: Channels, Lineups, Regions & Packages
Course Module 2

Module Duration - 3 Hours

Intended audience:
➢ Headend Engineers
➢ Admin, Engineering, Support
➢ Marketing personnel
➢ Any person responsible for managing channels and lineups
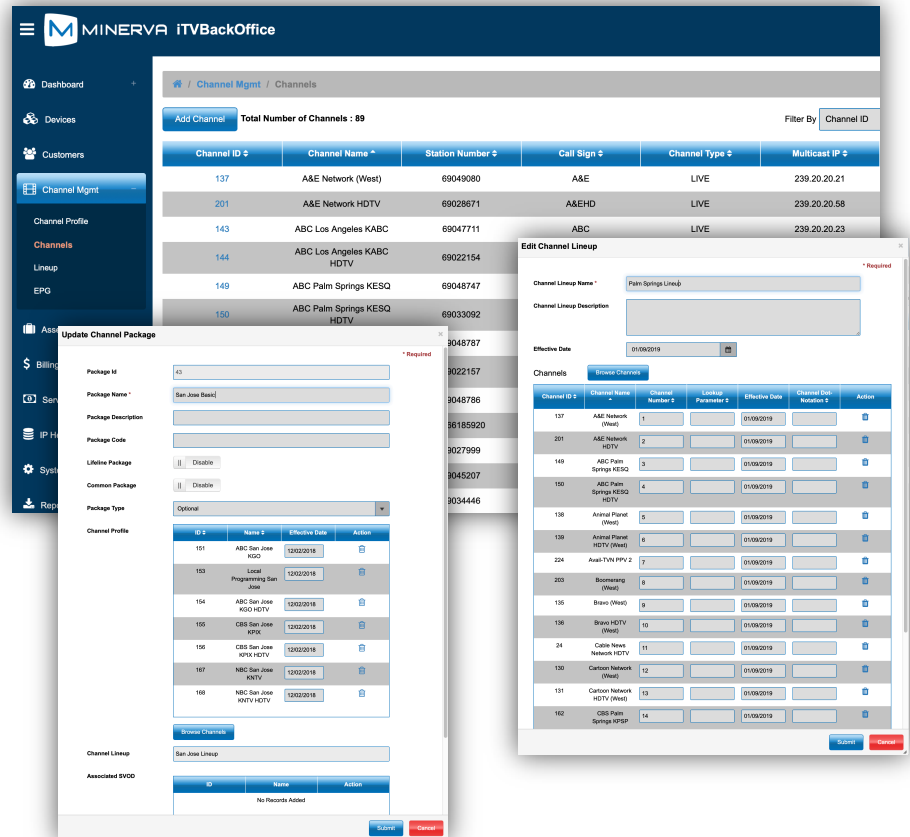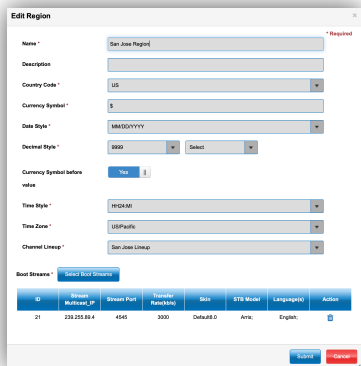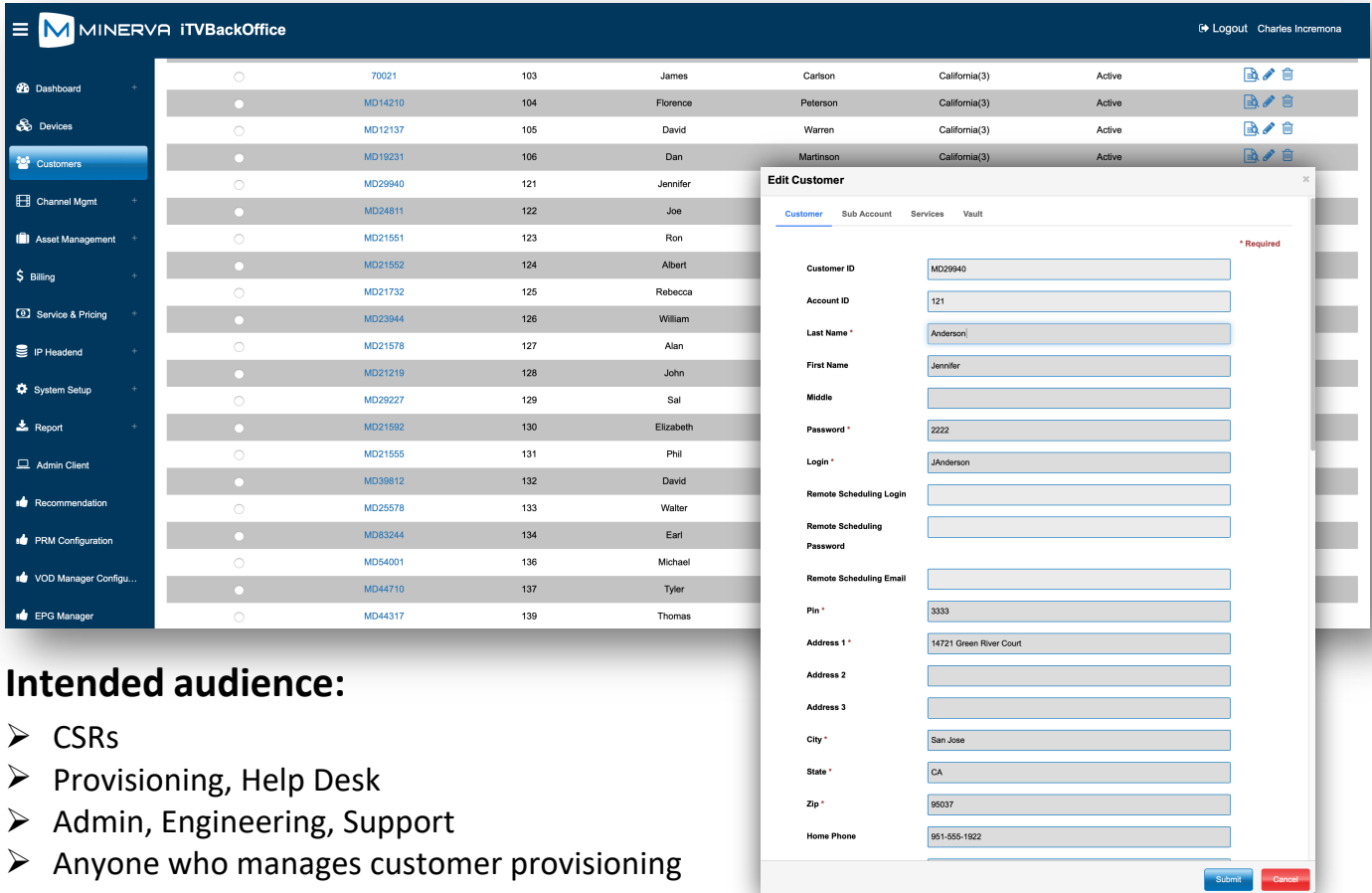
What you will learn in this module:
- Channels – students learn how to create channels as well as associate these channels with the TV Listing data service, the multicast IP addresses and port numbers, the HLS URL values or the DASH URL values.
- Pay Per View Channels are created.
- Channel Lineups – students learn how to create channel lineups with independent channel numbering for different Service Areas. Also, you will learn how different channel lineups may be useful for particular communities, campuses, etc.
- Regions – you will learn how to create regions, and associate themes, channel lineups, languages, time zones and other properties.
- Channel Packages – students learn how to create channel packages, how to make channel packages which cross multiple regions or which are specific to a given region.
- Service Packages – Students learn how Service Packages are combinations of channel packages and other features available to the customer.
- Final review – Channels, Lineups, Regions and Packages.

Course: Customer Account Creation/ Management Course Module 3

Module Duration - 2 Hours

Intended audience:

➢ CSRs
➢ Provisioning, Help Desk
➢ Admin, Engineering, Support
➢ Anyone who manages customer provisioning

What you will learn in this module:

- Customer Accounts - how to add new customer accounts & edit existing ones.
- Complete explanation of customer account fields, required & unrequired.
- Activating Devices using Account ID, phone number or the Customer ID.
- Explanation of the M10 Customer ID and Account ID and which matches a Service Provider's Billing System.
- How to set up and change Parental Controls on behalf of the customer, retrieve forgotten PINs and customer password changes, block channels, set credit limits, enable or disable services, require PIN usage, logins, limit the number of STB devices and mobile devices, etc.
- Assigning Services – Service Packages, Channel Packages, User Services & Mobile.
- Activating, deactivating & deleting customer accounts.
- How to locate/track Device IDs within the M10 system and delete devices so they can be activated to another customer account.

Course: Configurable UI
Course Module 4

Module Duration - 4 Hours

Intended audience:
➢ Administration
➢ Marketing, Sales, Management
➢ Anyone wanting an understanding of how to use the available tools to customize the user interface.

What you will learn in this module:

How to manage your content presentation and delivery including how to:
- Understand and use the basic features of the UI Configuration Module in MAUI
- Create a dynamic interface
- Define how your content can be displayed
- How to create special promotions and pages to support them
- How to create ads that link to special content
- How to upsell premium content
- Highlight "'must watch" content
- Promote content collections, for example, the Oscar-nominated films

Course: Administration & Troubleshooting
Course Module 5

Module Duration - 4 Hours

Intended audience:

- ➤ Headend Technicians
- ➤ Admin, Engineering, Support
- ➤ Network Operations personnel
- ➤ Individuals responsible for maintaining/ supporting the IPTV system.
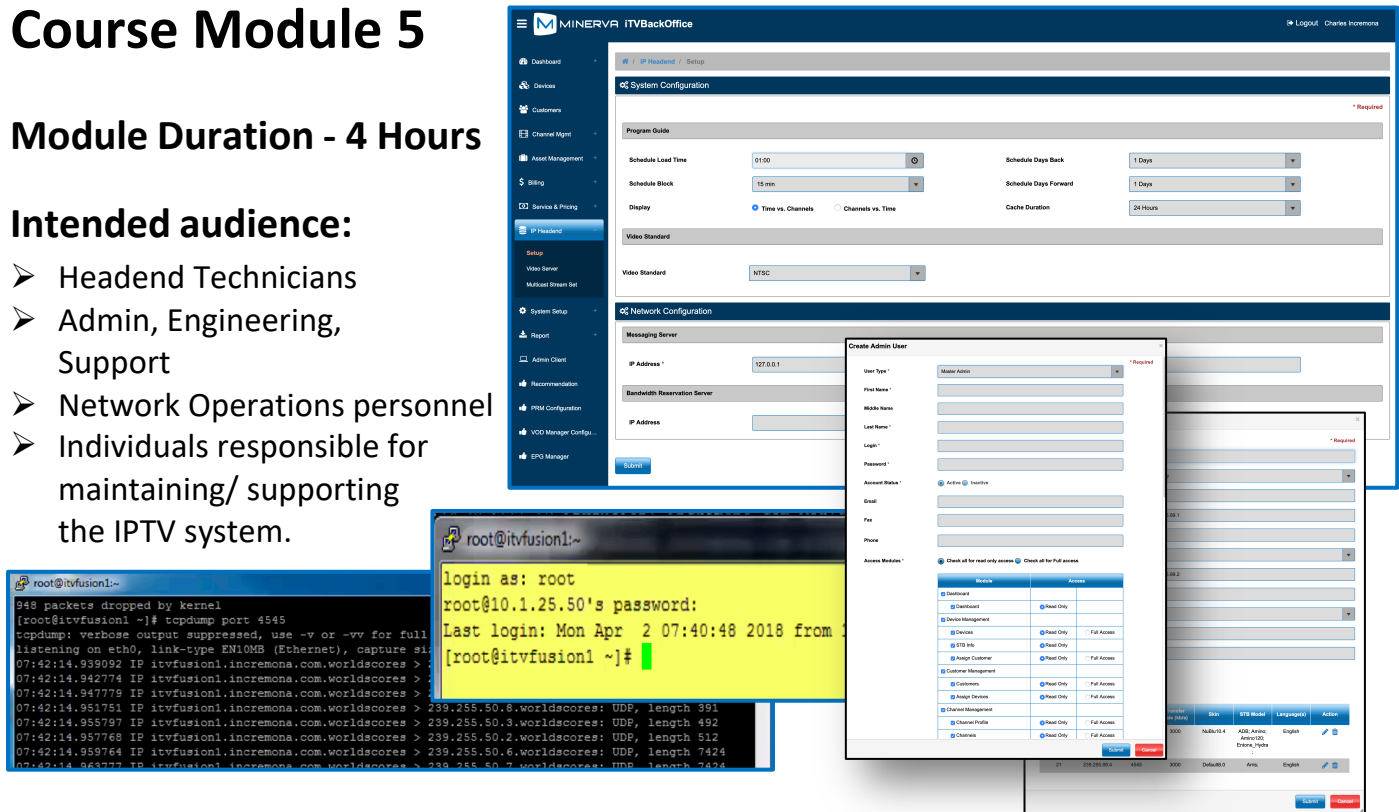
## What you will learn in this module:

- ▪ M10 BackOffice and Edge system core architecture and components fully explained.
- ▪ The Edge Panel screens, alarms, events, and the Kibana dashboard.
- ▪ Advanced M10 BackOffice administration screens and configurations.
- ▪ Both methods of operation (HLS Unicast and multicast) operation will be explained.
- ▪ The Dispatcher functionality will be explained and demonstrated.
- ▪ Configuration of the multicast control (Runtime and Message) streams as it relates to system requirements as well as the boot streams within the M10 BackOffice.
- ▪ Using the tcpdump command to troubleshoot the M10 BackOffice & Edge servers.
- ▪ Using the tail command to watch logs & troubleshoot problems within the BackOffice & Edge systems. Finding root causes of failures.
- ▪ Checking, starting and stopping WebLogic, appropriate Linux commands and directories, troubleshooting.
- ▪ Linux login, cron jobs, log files, process management (DB Backup Loading EPG data)
- ▪ Adding new admin users.
- ▪ Triggering a Cold start from the Edge Panel and checking log files for successful operation.

Course: PRM
Module 6

Module Duration - 2 Hours

Intended audience:
- Admin, Engineering, Support
- Network Operations personnel Individuals responsible for maintaining/ supporting the IPTV system.

What you will learn in this module:
- What the PRM, or Playback Resource Manager, is and does.
- How to control and administer playback of content based on the incorporation of rules and constraints using parameters such as:
- Network capability
- Content Type
- Device Type
- Device Location
- Bitrate
- Resolution

You will also learn how to configure controls for
- Concurrent streams
- Download & Go

When will this module be taught?
- We will alternate this module with the Analytics course, Module 8, since the other modules need to be taught each month but there is no additional time in the schedule. We will also try to ask the attendees which module they would prefer, however, and try to accommodate the preference if possible.
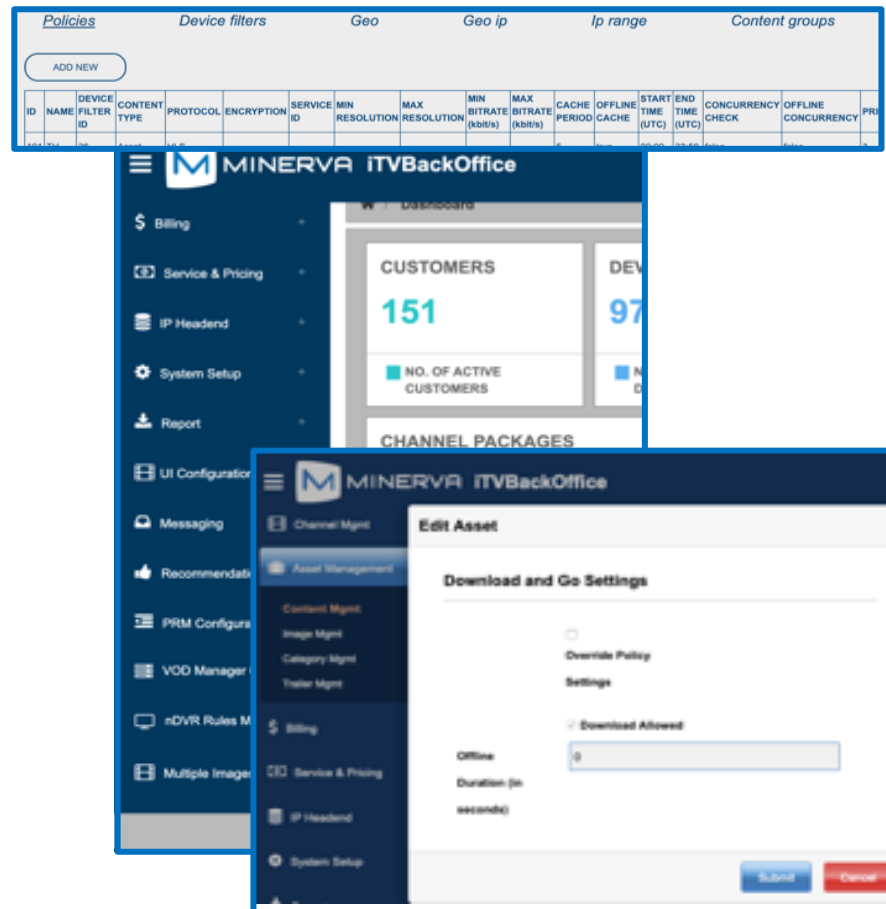
Course: Analytics
Module 8

(Yes, there is no module 7. That number was used for a previous module that is no longer taught but is still available to legacy users.)

Module Duration - 2 Hours

Intended audience:

➢ Admin, Engineering, Marketing
➢ Individuals responsible for understanding the details and data about the IPTV system.

What you will learn in this module:

- How to access Tableau, the Analytics interface
- An introduction to what information is available that you can view
- How to get started using Tableau
- How to view existing reports and to customize the displayed data
- How to configure your account settings
- How to subscribe to reports
- How to download the report data
- How to access the Tutorials

When will this module be taught?

➢ We will alternate this module with the PRM course, Module 6, since the other modules need to be taught each month but there is no additional time in the schedule. We will also try to ask the attendees which module they would prefer, however, and try to accommodate the preference if possible.
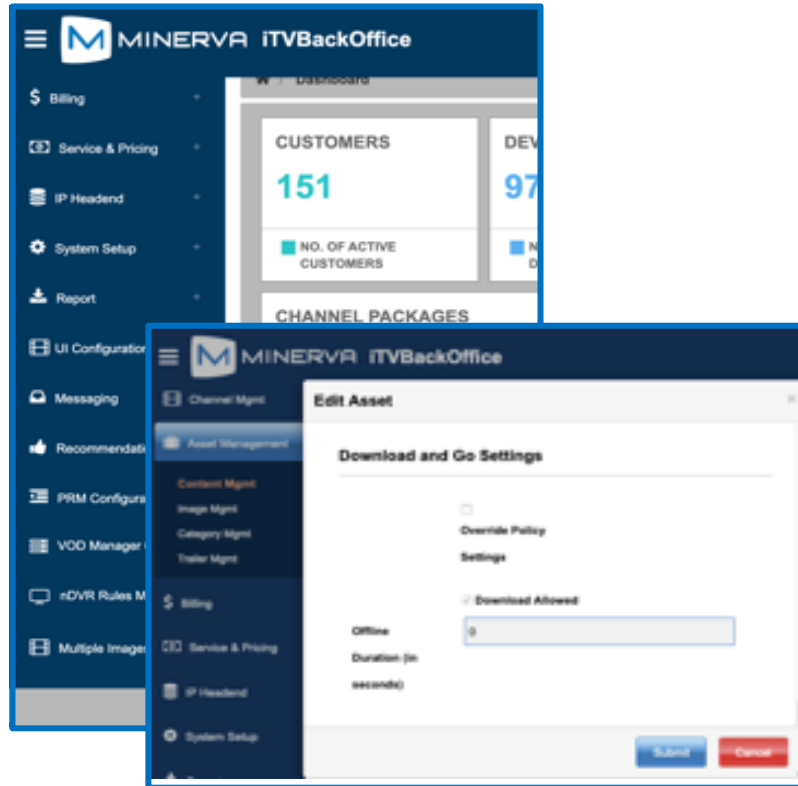
YourTV Now: Course Modules - Days/ Times (USA Pacific Time)

YourTV Now Online Training:

Minerva Networks training courses are designed to provide your team with the knowledge they need to operate their YourTV Now system on a daily basis. Each course module is only 1 to 6 hours long and is delivered online by trained Minerva Networks experts.

Module Times	Day 1 Monday
8:00 AM to 10:00 AM	**1. Module YTVN 1. – With focus on YourTV Now Customer Accounts and Devices**
10:00 AM to 11:00 AM	**Break**
11:00 AM to 1:00 PM	**2. Module YTVN 1 (cont.) – With focus on YourTV Now Sub Operator Administration**
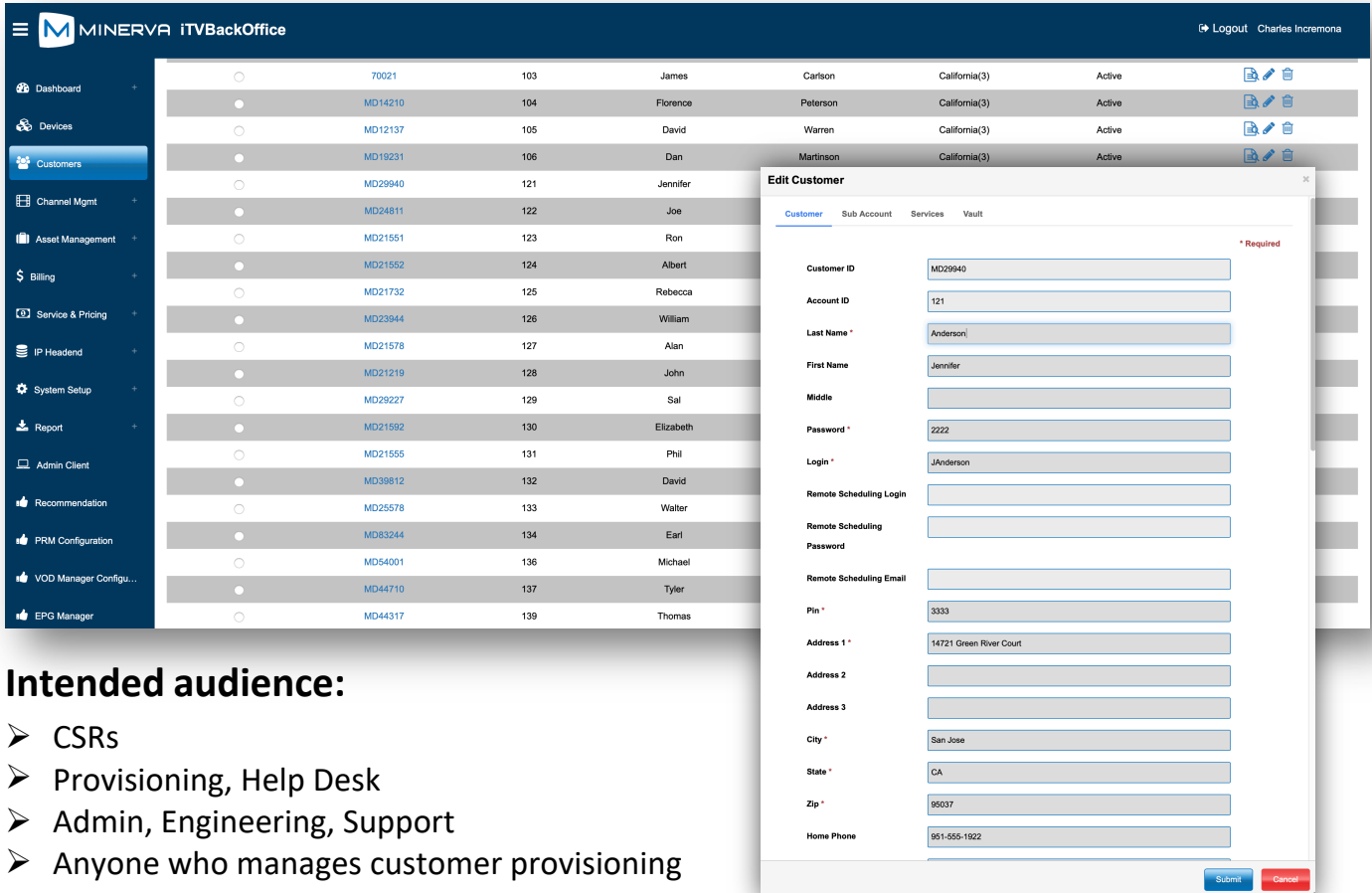
Convenient online delivery: The training courses cover all of the key areas required to operate the YourTV Now system.

Comprehensive set of modules: The training courses cover all of the key areas required to perform the basic operations of the YourTV Now system.

Course: YTVN Customer Accounts and Devices Course Module YTVN, part 1

Module Duration - 2 Hours

Intended audience:

➢ CSRs
➢ Provisioning, Help Desk
➢ Admin, Engineering, Support
➢ Anyone who manages customer provisioning

What you will learn in this module:

▪ Customer Accounts - how to add new customer accounts & edit existing ones.
▪ Complete explanation of customer account fields, required & unrequired.
▪ Activating Devices using Account ID, phone number or the Customer ID.
▪ Explanation of the M10 Customer ID and Account ID and which matches a Service Provider's Billing System.
▪ How to set up and change Parental Controls on behalf of the customer, retrieve forgotten PINs and customer password changes, block channels, set credit limits, enable or disable services, require PIN usage, logins, limit the number of STB devices and mobile devices, etc.
▪ Assigning Services – Service Packages, Channel Packages, User Services & Mobile.
▪ Activating, deactivating & deleting customer accounts.
How to locate/track Device IDs within the M10 system and delete devices so they can be activated to another customer account.

Course: YTVN Sub Operator Administration
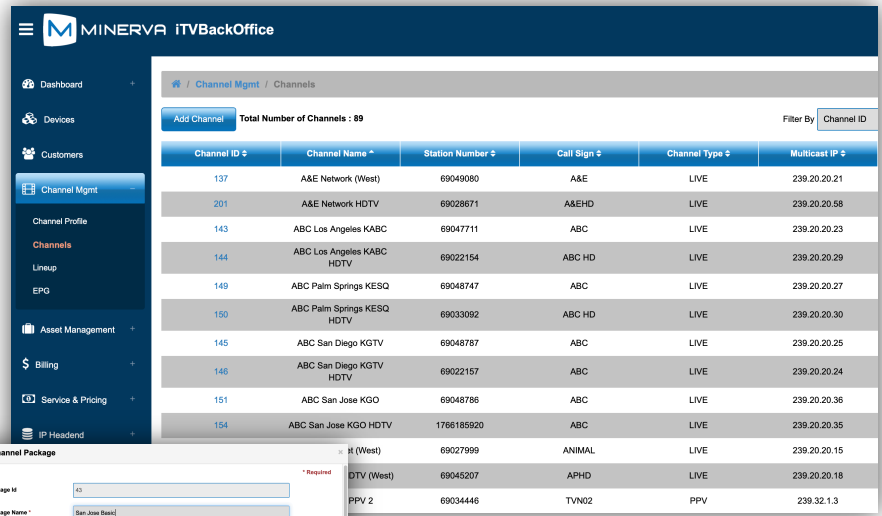
Course Module YTVN, part 2
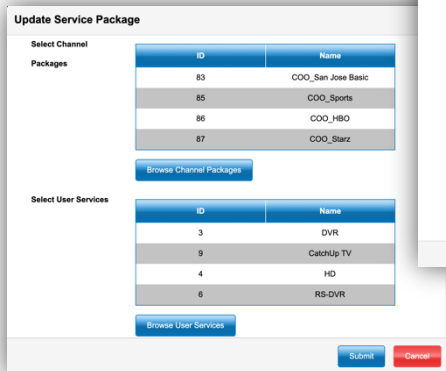
Module Duration - 2 Hours

Intended audience:

➢ Headend Engineers
➢ Admin, Engineering, Support
➢ Marketing personnel
➢ Any person responsible for managing services and packages

What you will learn in this module:

- Creating and administering Admin Users and setting permissions.
- Channel Packages – students learn how to create channel packages.
- Service Packages – Students learn how Service Packages are combinations of channel packages and other features available to the customer.