



Minerva 10 & YourTV Now

2024

Online Training Schedule and Syllabus

Minerva 10

2024 Online Training Schedule

2024																											
January							February							March							April						
S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S
31	1	2	3	4	5	6	28	29	30	31	1	2	3	25	26	27	28	29	1	2	31	1	2	3	4	5	6
7	8	9	10	11	12	13	4	5	6	7	8	9	10	3	4	5	6	7	8	9	7	8	9	10	11	12	13
14	15	16	17	18	19	20	11	12	13	14	15	16	17	10	11	12	13	14	15	16	14	15	16	17	18	19	20
21	22	23	24	25	26	27	18	19	20	21	22	23	24	17	18	19	20	21	22	23	21	22	23	24	25	26	27
28	29	30	31	1	2	3	25	26	27	28	29	1	2	24	25	26	27	28	29	30	28	29	30	1	2	3	4
May							June							July							August						
S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S
28	29	30	1	2	3	4	26	27	28	29	30	31	1	30	1	2	3	4	5	6	28	29	30	31	1	2	3
5	6	7	8	9	10	11	2	3	4	5	6	7	8	7	8	9	10	11	12	13	4	5	6	7	8	9	10
12	13	14	15	16	17	18	9	10	11	12	13	14	15	14	15	16	17	18	19	20	11	12	13	14	15	16	17
19	20	21	22	23	24	25	16	17	18	19	20	21	22	21	22	23	24	25	26	27	18	19	20	21	22	23	24
26	27	28	29	30	31	1	23	24	25	26	27	28	29	28	29	30	31	1	2	3	25	26	27	28	29	30	31
September							October							November							December						
S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S
1	2	3	4	5	6	7	29	30	1	2	3	4	5	27	28	29	30	31	1	2	1	2	3	4	5	6	7
8	9	10	11	12	13	14	6	7	8	9	10	11	12	3	4	5	6	7	8	9	8	9	10	11	12	13	14
15	16	17	18	19	20	21	13	14	15	16	17	18	19	10	11	12	13	14	15	16	15	16	17	18	19	20	21
22	23	24	25	26	27	28	20	21	22	23	24	25	26	17	18	19	20	21	22	23	22	23	24	25	26	27	28
29	30	1	2	3	4	5	27	28	29	30	31	1	2	24	25	26	27	28	29	30	29	30	31	1	2	3	4

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

YourTV Now

2024 Online Training Schedule

2024																											
January							February							March							April						
S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S
31	1	2	3	4	5	6	28	29	30	31	1	2	3	25	26	27	28	29	1	2	31	1	2	3	4	5	6
7	8	9	10	11	12	13	4	5	6	7	8	9	10	3	4	5	6	7	8	9	7	8	9	10	11	12	13
14	15	16	17	18	19	20	11	12	13	14	15	16	17	10	11	12	13	14	15	16	14	15	16	17	18	19	20
21	22	23	24	25	26	27	18	19	20	21	22	23	24	17	18	19	20	21	22	23	21	22	23	24	25	26	27
28	29	30	31	1	2	3	25	26	27	28	29	1	2	24	25	26	27	28	29	30	28	29	30	1	2	3	4
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5	6	7	8	9	10	11	2	3	4	5	6	7	8	7	8	9	10	11	12	13	4	5	6	7	8	9	10
12	13	14	15	16	17	18	9	10	11	12	13	14	15	14	15	16	17	18	19	20	11	12	13	14	15	16	17
19	20	21	22	23	24	25	16	17	18	19	20	21	22	21	22	23	24	25	26	27	18	19	20	21	22	23	24
26	27	28	29	30	31	1	23	24	25	26	27	28	29	28	29	30	31	1	2	3	25	26	27	28	29	30	31
30	1	2	3	4	5	6	30	1	2	3	4	5	6	28	29	30	31	1	2	3	28	29	30	31	1	2	3
1	2	3	4	5	6	7	29	30	1	2	3	4	5	27	28	29	30	31	1	2	1	2	3	4	5	6	7
8	9	10	11	12	13	14	6	7	8	9	10	11	12	3	4	5	6	7	8	9	8	9	10	11	12	13	14
15	16	17	18	19	20	21	13	14	15	16	17	18	19	10	11	12	13	14	15	16	15	16	17	18	19	20	21
22	23	24	25	26	27	28	20	21	22	23	24	25	26	17	18	19	20	21	22	23	22	23	24	25	26	27	28
29	30	1	2	3	4	5	27	28	29	30	31	1	2	24	25	26	27	28	29	30	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.

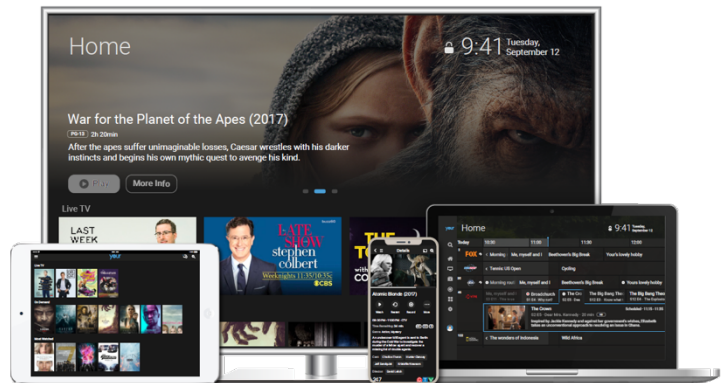
Course: Minerva M10 Platform Foundations

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.

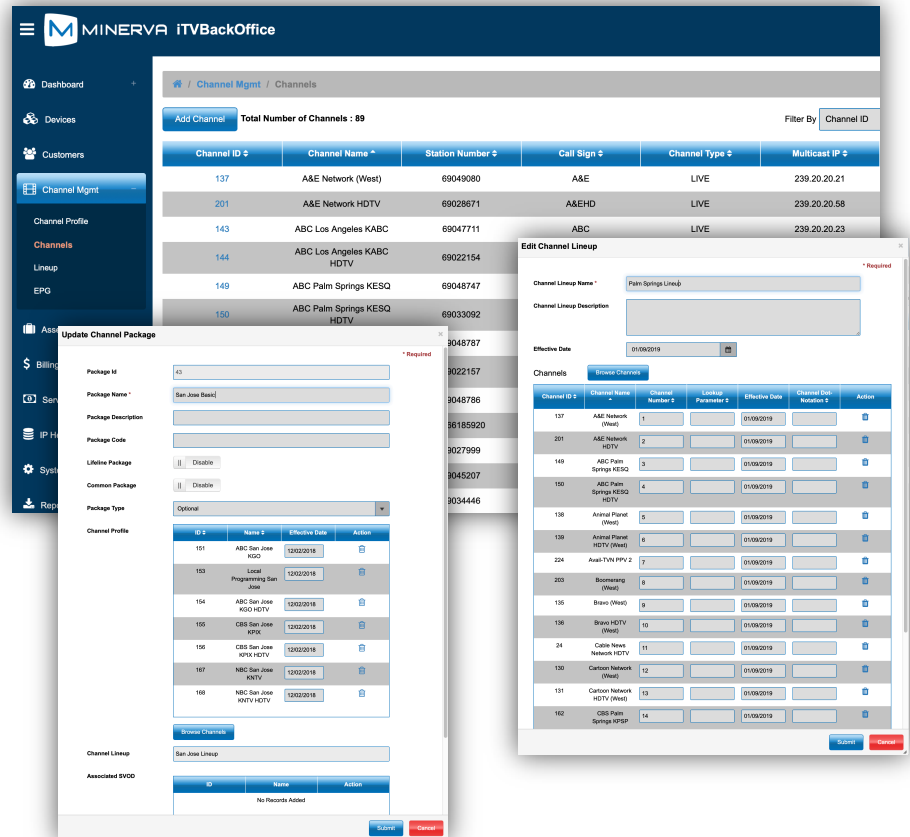
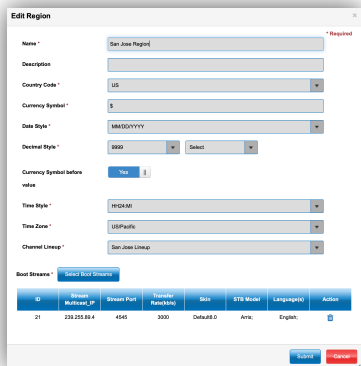
Course: Channels, Lineups, Regions & Packages

Course Module 2

Module Duration - 3 Hours

Intended audience:

- Headend Engineers
- Admin, Engineering, Support
- Marketing personnel
- Any person responsible for managing channels and lineups



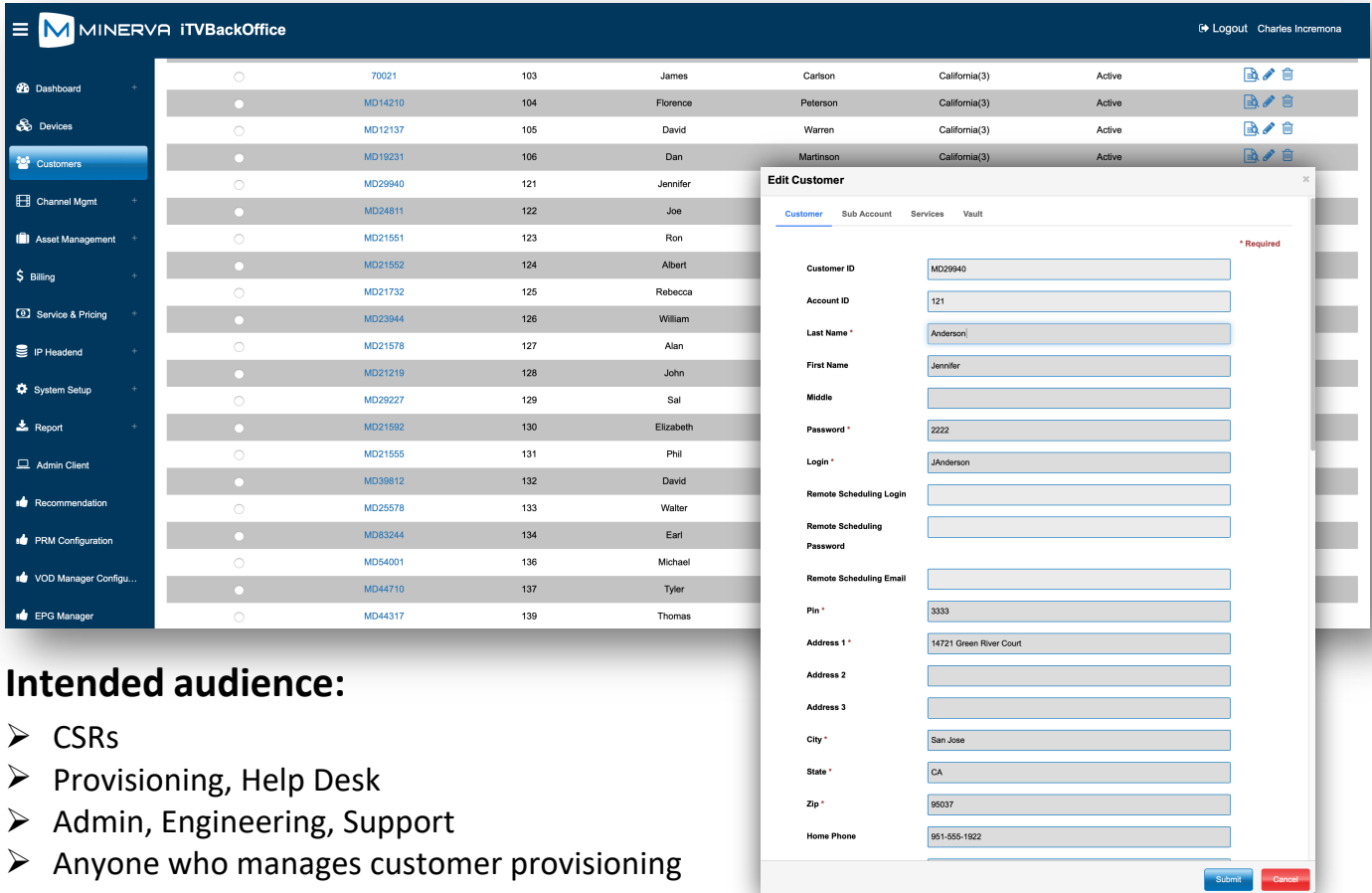
What you will learn in this module:

- 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



The screenshot displays the MINERVA ITVBackOffice interface. On the left is a navigation menu with options like Dashboard, Devices, Customers, Channel Mgmt, Asset Management, Billing, Service & Pricing, IP Headend, System Setup, Report, Admin Client, Recommendation, PRM Configuration, VOD Manager Configu..., and EPG Manager. The main area shows a table of customer accounts. An 'Edit Customer' modal window is open, showing fields for Customer ID, Account ID, Last Name, First Name, Middle, Password, Login, Remote Scheduling Login, Remote Scheduling Password, Remote Scheduling Email, Pin, Address 1, Address 2, Address 3, City, State, Zip, and Home Phone. The Customer ID field is marked as required.

Customer ID	Account ID	First Name	Last Name	Address	City	State	Zip	Home Phone	Status
70021		James	Carlson	California(3)					Active
MD14210	103	Florence	Peterson	California(3)					Active
MD12137	104	David	Warren	California(3)					Active
MD19231	105	Dan	Martinson	California(3)					Active
MD29940	106	Jennifer							
MD24811	121	Joe							
MD21551	122	Ron							
MD21552	123	Albert							
MD21732	124	Rebecca							
MD23944	125	William							
MD21578	126	Alan							
MD21219	127	John							
MD29227	128	Sal							
MD21592	129	Elizabeth							
MD21555	130	Phil							
MD39812	131	David							
MD25578	132	Walter							
MD83244	133	Earl							
MD54001	134	Michael							
MD44710	136	Tyler							
MD44317	137	Thomas							

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



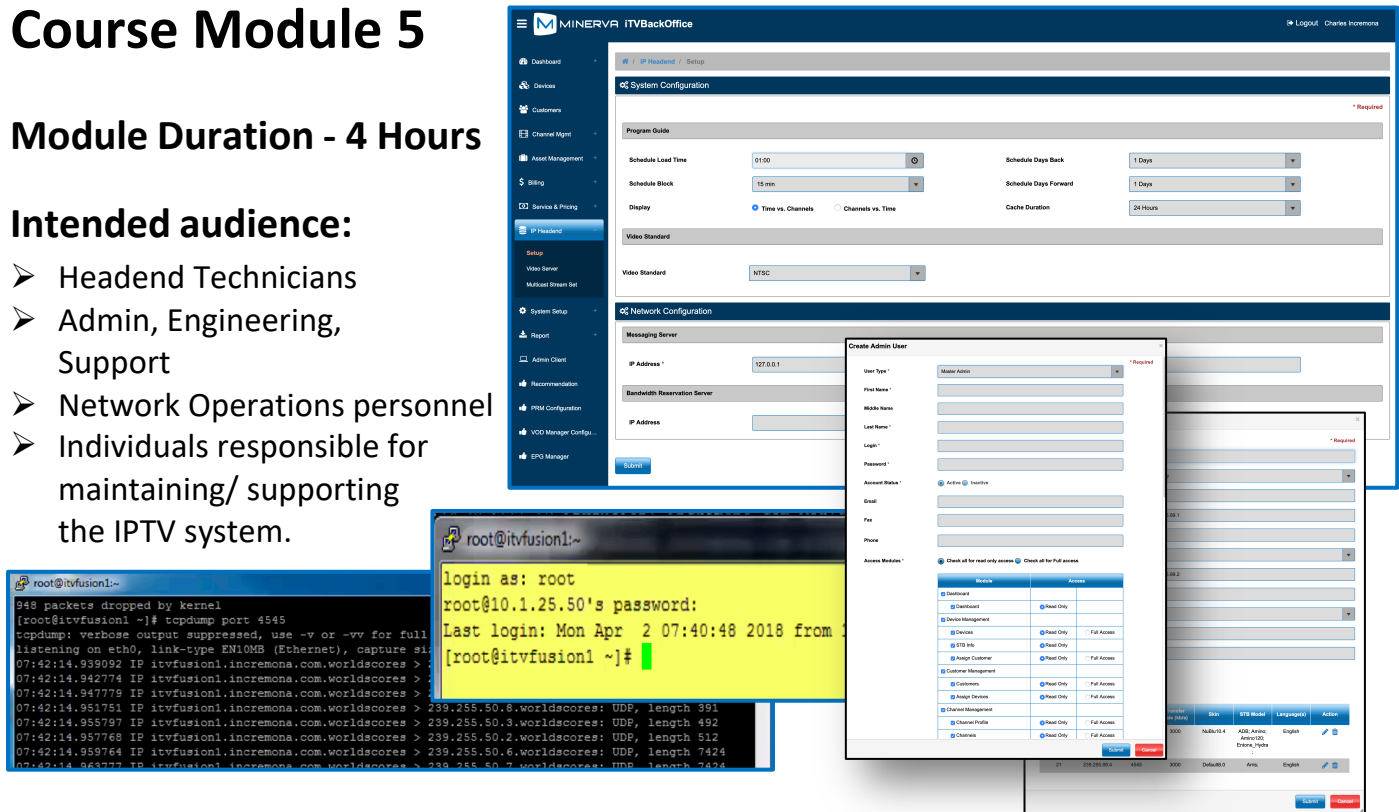
Course: Administration & Troubleshooting

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:

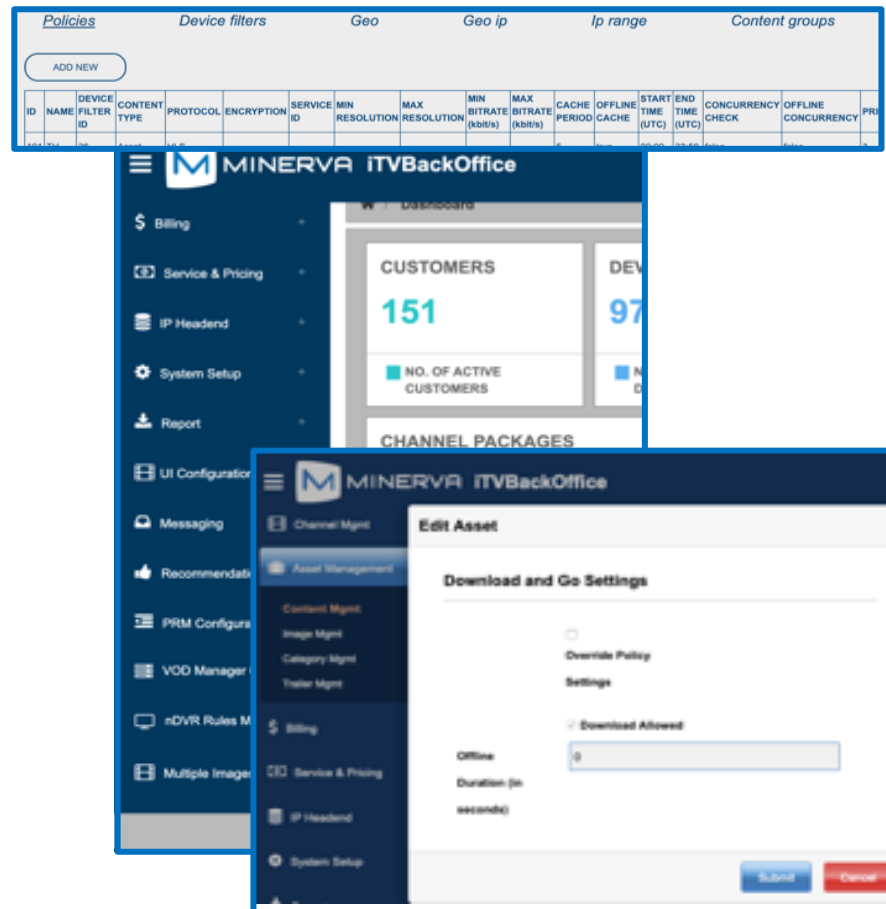
- What the PRM, or Playback Resource Manager, is and does.
- How to control and administer playback of content based on the incorporation of rules and constraints using parameters such as:
 - Network capability
 - Content Type
 - Device Type
 - Device Location
 - Bitrate
 - Resolution

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:

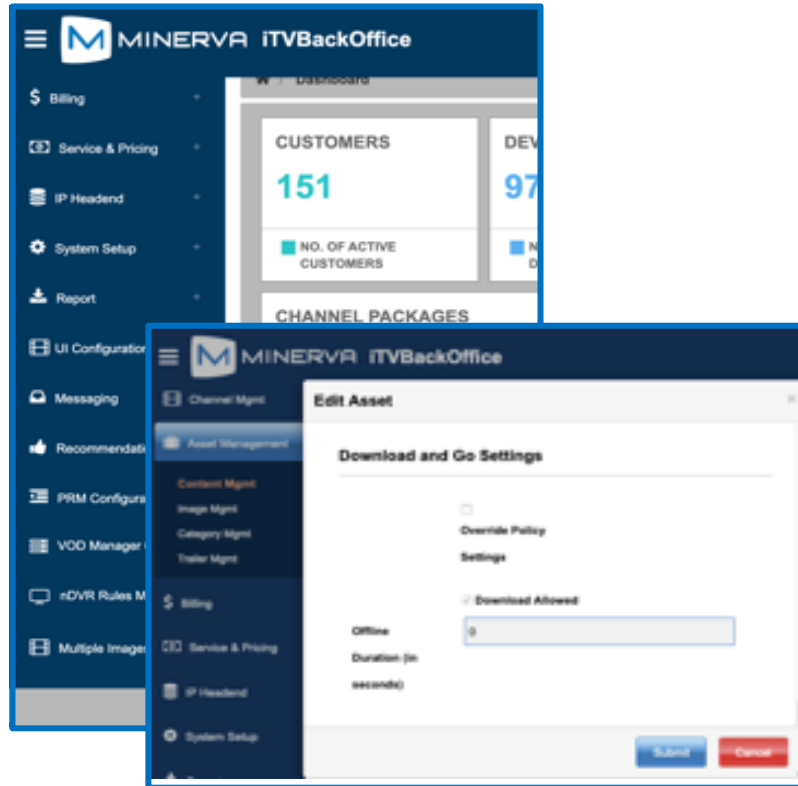
- Admin, Engineering, Marketing
- Individuals responsible for understanding the details and data about the IPTV system.

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

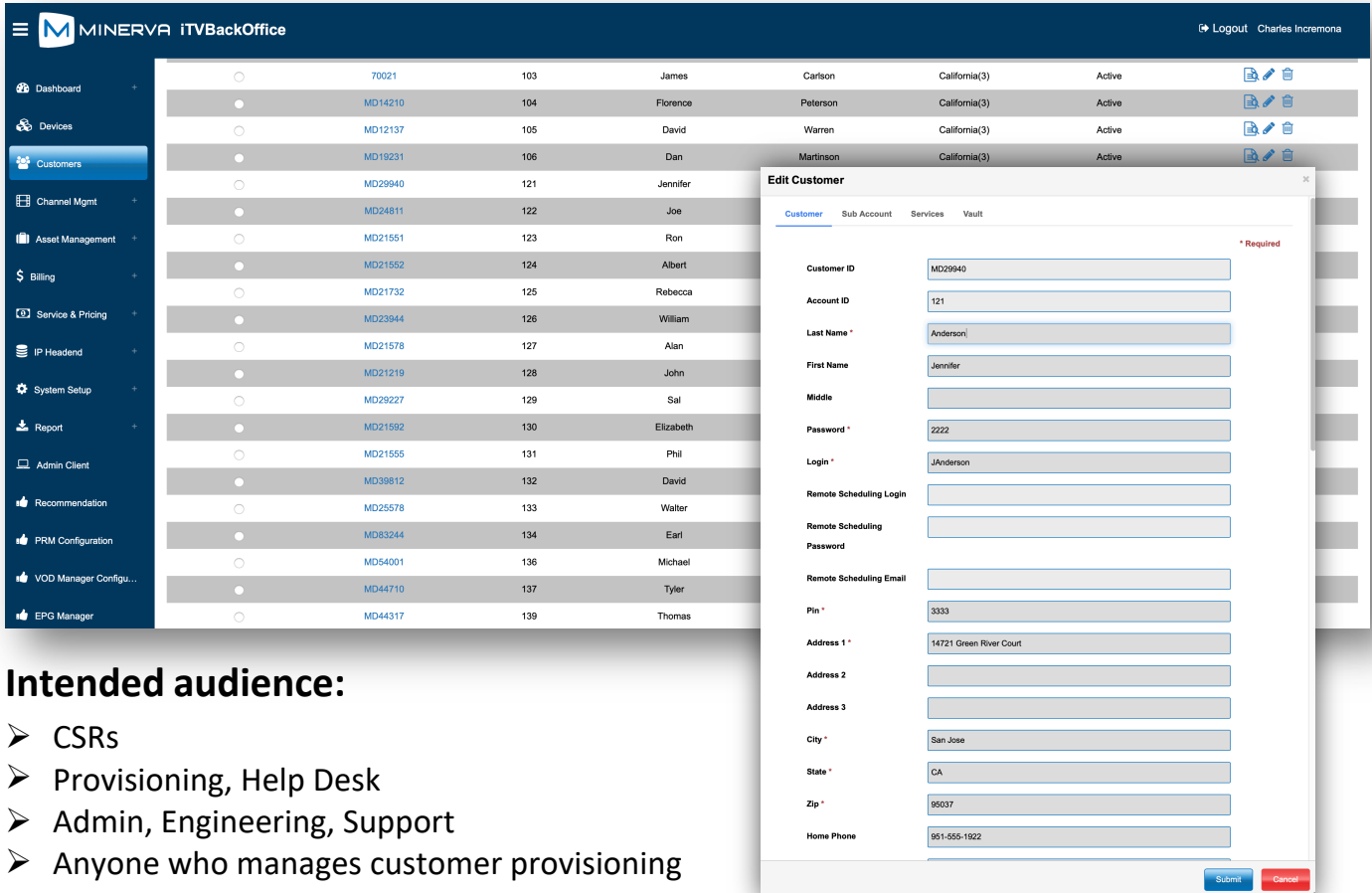
Convenient online delivery: The training courses cover all of the key areas required to operate the YourTV Now system.

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



The screenshot displays the MINERVA ITVBackOffice interface. On the left is a navigation menu with options like Dashboard, Devices, Customers, Channel Mgmt, Asset Management, Billing, Service & Pricing, IP Headend, System Setup, Report, Admin Client, Recommendation, PRM Configuration, VOD Manager Config..., and EPG Manager. The main area shows a table of customer accounts. An 'Edit Customer' modal window is open, showing fields for Customer ID, Account ID, Last Name, First Name, Middle, Password, Login, Remote Scheduling Login, Remote Scheduling Password, Remote Scheduling Email, Pin, Address 1, Address 2, Address 3, City, State, Zip, and Home Phone. The Customer ID field is marked as required.

Customer ID	Account ID	Last Name	First Name	Middle	City	State	Zip	Home Phone
70021		James	Carlson		California(3)			
MD14210	103	Florence	Peterson		California(3)			
MD12137	104	David	Warren		California(3)			
MD19231	105	Dan	Martinson		California(3)			
MD29940	106	Jennifer						
MD24811	121	Joe						
MD21551	122	Ron						
MD21552	123	Albert						
MD21732	124	Rebecca						
MD23944	125	William						
MD21578	126	Alan						
MD21219	127	John						
MD29227	128	Sal						
MD21592	129	Elizabeth						
MD21555	130	Phil						
MD39812	131	David						
MD25578	132	Walter						
MD83244	133	Earl						
MD54001	134	Michael						
MD44710	136	Tyler						
MD44317	137	Thomas						

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

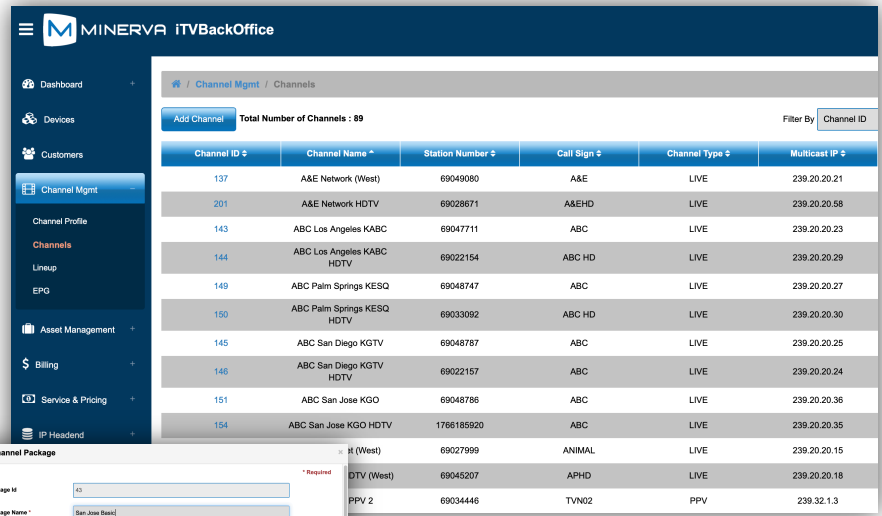
Course Module

YTVN, part 2

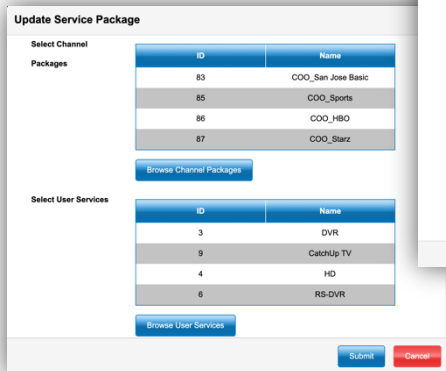
Module Duration - 2 Hours

Intended audience:

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



Channel ID	Channel Name	Station Number	Call Sign	Channel Type	Multicast IP
137	A&E Network (West)	69049080	A&E	LIVE	239.20.20.21
201	A&E Network-HDTV	69028671	AEHD	LIVE	239.20.20.58
143	ABC Los Angeles KABC	69047711	ABC	LIVE	239.20.20.23
144	ABC Los Angeles KABC HDTV	69022154	ABC HD	LIVE	239.20.20.29
149	ABC Palm Springs KESQ	69048747	ABC	LIVE	239.20.20.27
150	ABC Palm Springs KESQ HDTV	69033092	ABC HD	LIVE	239.20.20.30
145	ABC San Diego KGTV	69048787	ABC	LIVE	239.20.20.25
146	ABC San Diego KGTV HDTV	69022157	ABC	LIVE	239.20.20.24
151	ABC San Jose KGO	69048786	ABC	LIVE	239.20.20.36
154	ABC San Jose KGO HDTV	1766185920	ABC	LIVE	239.20.20.35
	ABC San Jose KGO HDTV (West)	69027999	ANIMAL	LIVE	239.20.20.15
	ABC San Jose KGO HDTV (West)	69045207	APHD	LIVE	239.20.20.18
	PPV 2	69034446	TVN02	PPV	239.32.1.3



Update Service Package

Select Channel Packages

ID	Name
83	COO_San Jose Basic
85	COO_Sports
86	COO_HBO
87	COO_Starz

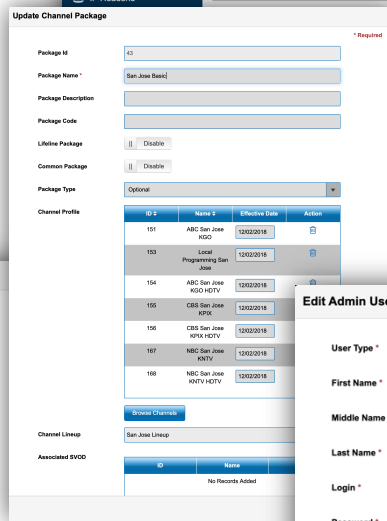
Browse Channel Packages

Select User Services

ID	Name
3	DVR
9	CatchUp TV
4	HD
6	RS-DVR

Browse User Services

Submit Cancel



Update Channel Package

Package ID: 83

Package Name: San Jose Basic

Package Description:

Package Code:

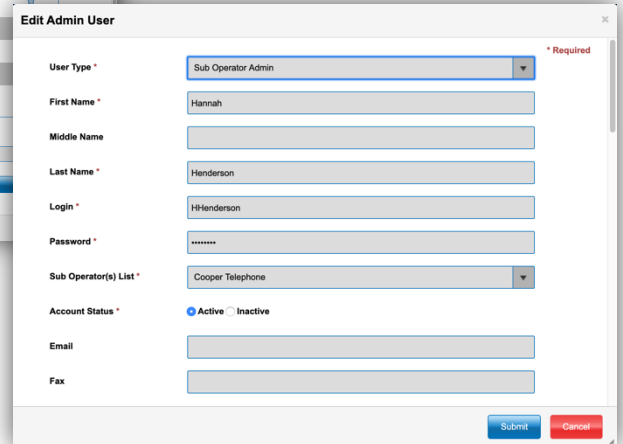
Package Type: Optional

Channel Profile:

ID	Name	Effective Date	Action
151	ABC San Jose KGO	12/03/2018	
153	Local Programming San Jose	12/03/2018	
154	ABC San Jose KGO HDTV	12/03/2018	
155	CBS San Jose SFKX	12/03/2018	
156	CBS San Jose SFKX HDTV	12/03/2018	
187	NBC San Jose KNTV	12/03/2018	
188	NBC San Jose KNTV HDTV	12/03/2018	

Channel Lineup: San Jose Lineup

Associated SVOD: No Records Added



Edit Admin User

User Type: Sub Operator Admin

First Name: Hannah

Middle Name:

Last Name: Henderson

Login: HHenderson

Password: *****

Sub Operator(s) List: Cooper Telephone

Account Status: Active

Email:

Fax:

Submit Cancel

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.