



Minerva 10 & YourTV Now

2024

Online Training Schedule and Syllabus

Updated December 19, 2023

M10 & YourTV Now - Online Training



Minerva 10 2024 Online Training Schedule

												2	20	2	4												
		Ja	anua	iry					Fe	brua	ary					Ν	Marc	h						Apri	I		
s	М	т	w	т	F	s	s	М	т	w	т	F	s	s	М	т	w	т	F	s	s	М	т	w	т	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	e
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	1
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	2
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	2
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	2
20	20				~		20	20		June			~	31	1	2	3	4	5	6	20	25				5	
			May				s	54	-		T	F	c				July						F	Augu	St		
S	М	т	W	т	F	S	26	M 27	20	W	30	F 31	S ₁	s	М	т	W	т	F	S	s	М	Т	W	т	F	5
28	29	30	1	2	3	4	20	3	28 4	29 5	6	7	1 8	30	1	2	3	4	5	6	28	29	30	31	1	2	3
5	6	7	8	9	10	11	9	10	11	12	13	, 14	15	7	8	9	10	11	12	13	4	5	6	7	8	9	1
12	13	14	15	16	17	18	16	17	18	12	20	21	22	14	15	16	17	18	19	20	11	12	13	14	15	16	1
19	20	21	22	23	24	25	23	24	25	26	27	28	29	21	22	23	24	25	26	27	18	19	20	21	22	23	2
26	27	28	29	30	31	1	30	1	2	3	4	5	6	28	29	30	31	1	2	3	25	26	27	28	29	30	3
		Sep	otem	ber					0	ctob	er				<u>.</u>	No	vem	ber					De	cem	ber		2
s	М	т	w	т	F	s	s	м	т	w	т	F	s	s	М	т	w	т	F	s	s	М	т	w	т	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	-
8	9	10	11	12	13		6	7	8	9	10	11	12	3	4	5	6	7	8	9	8	9	10	11	12	13	1
		10			20	•	13	, 14	15	16	10	18	19	10	11	12	13	, 14	15	16	15				12		2
15	16		18	19		21										_						16	17	18		20	
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	2
9	30	1	2	3	4	5	27	28	29	30	31	1	2	24 lendarPa	25	26	27	28	29	30	29	30	31	1	2	3	2

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



YourTV Now 2024 Online Training Schedule

												2	20	2	4												
		Ja	anua	ry					Fe	brua	ary					ľ	Marc	h						Apri	1		
s	М	т	w	т	F	s	s	М	т	w	т	F	s	s	М	т	w	т	F	S	s	М	т	w	т	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 24	18 25	19 26	20 27	21 28	22 29	23 30	21	22	23	24	25	26	27
28	29	30	31	1	2	3	25	26	27	28	29	1	2	31	1	20	3	4	5	6	28	29	30	1	2	3	4
			May							June)						July	/					A	Augu	st		
s	м	т	w	т	F	s	s	М	т	w	т	F	s	s	м	т	w	т	F	s	s	м	т	w	т	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 24	18	19	20	21 28	22 29	21	22	23	24	25	26	27	18	19	20	21	22	23	24
26	27	28	29	30	31	1	23 30	1	25 2	26 3	27 4	28 5	29 6	28	29	30	31	1	2	3	25	26	27	28	29	30	31
			otem				00			ctob		0			-	1	ver	nber					Sacas D	cem			
s	м	т	w	т	F	s	s	м	т	w	т	F	s	s	м	т	w	т	F	s	s	м	т	w	т	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		5	27	28	29	30	31	1	2	24	25	26	27	28	29	30	29	30	31	1	2	3	4
	00		-			0			20			©1	BlankCa			20		20			25	00	01		~		

Note: Times/dates subject to change if necessary.

3



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



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.

M10 & YourTV Now - Online Training



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

						* Reput
Name *	San Jose Reg	n				- Keller
Description						
Country Code *	us					*
Currency Symbol *	\$					
Data Style '	MMDDYYYY					*
Decimal Style '	9999	¥	Select	×		
Currency Symbol before	Yes	1				
value						
Time Style *	HH24:MI					*
Time Zone *	US/Pacific					*
Channel Uneup *	San Jose Line	ыр				*
Boot Streams * Select Root Stre	a-15					
D Street Multices(JP	Stream Part	Trensfer Rate(bbls)	5831	STB Nodel	Language(s)	Action
21 228 255 89.4	4545	3000	Default8.0	Arris;	Ergish;	B
					Subm	Gare

Dashbo	ard +	🖀 / Chan	nel Mgmt / C	hannels										
b Device	:5	Add Channe	Total Nun	ber of Chan	nels : 89							F	ilter By Chan	nel ID
Custom	iers	Chann	nel ID ¢	Chan	nel Name ^	Stati	on Number ≎	Call S	iign ¢	Cha	annel Type ¢		Multicast IP 4	
Channe	d Marriel and a second	1	37	A&E N	atwork (West)	(39049080	Að	νE		LIVE		239.20.20.21	
Channe	a wgmi	2	01	A&E N	stwork HDTV	(59028671	A&E	HD		LIVE		239.20.20.58	
Channel P	rofie	1	43	ABC Los	Angeles KABC		59047711	AE	8C		LIVE		239.20.20.23	
Channels	•	1	44		Angeles KABC HDTV		39022154	Edit Channel Lir	eup					
Lineup			49		n Springs KESQ		39048747	Channel Lineup N	arre '	Paim Springs Lineub				* Requir
EPG					1 Springs KESQ		_	Channel Lineup D						-
Asse	edate Channel Package	1	50	, and the second s	HDTV		39033092							
	date Channel Package					* Required	9048787	Effective Date		01/09/2019				
Billing	Package M	43					9022157	Channels	Browse Cha	rosis				
Sen	Package Name *	San Jose Basic					9048786	Channel ID #	Channel Nam	e Chanrel Number 2	Lookup Parameter 2	Effective Date	Channel Dot- Notation 2	Action
	Package Description						56185920	137	ASE Network (West)	1		01/09/2019		٥
IP He	Peckage Code						9027999	201	A&E Network HDTV	2		01/09/2019		Û
Syste	Lifeline Package	Disable					9045207	149	ABC Pain Springs KESC	3		01/09/2019		Û
	Common Package	Disable					9034446	150	ABC Palm Springs KESC HDTV	4		01/09/2019		٥
Rep	Package Type	Optional			*			138	Animal Planet (West)	5		01/09/2019		Û
	Channel Profile	10 =	Name C ABC San Jose	Effective Date	Action			139	Animal Planel HDTV (Weat)	8		01/09/2019		0
		153	KGO	12/02/2018	8			224	Avail-TVN PPV	2 7		01/09/2019		۵
			Programming San Jose					203	Boomenang (West)	8		01/09/2019		٥
		154	ABC San Jose KGO HDTV	12/02/2018	Ê			135	Bravo (West) Bravo HDTV			01/09/2019		Û
		155	CBS San Jose KPDK	12/02/2018	8			24	(West) Cable News	10		01/09/2019		¢ ¢
		167	KPIX HDTV NBC San Jose	12/02/2018	8			120	Cartoon Netwo			01/09/2019		0
		168	KNTV NBC San Jose	12/02/2018	8			131	(West) Cartoon Netwo HDTV (West)			01/09/2019		÷
			KNTV HOTV	12022016				162	CBS Pain			01/09/2019		Û
		Browse Channe	-64						Springs KPSF					
	Channel Lineup	San Jose Lineup							_		-	-	- 33	
	Associated SV0D	D	N	me	Action									

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

E MINERVA II	TVBackOffice							€ Logout Charles Incremona
Dashboard +	0	70021	103	James	Carlson	California(3)	Active	🗟 🖋 🛍
Dashooard .		MD14210	104	Florence	Peterson	California(3)	Active	🗟 🖋 🏛
🗞 Devices		MD12137	105	David	Warren	California(3)	Active	🗟 🖋 🛍
Customers		MD19231	106	Dan	Martinson	California(3)	Active	🗟 🖋 🛍
		MD29940	121	Jennifer	Edit Customer			×
Channel Mgmt +		MD24811	122	Joe	Customer Sub Account	Services Vault		
Asset Management +		MD21551	123	Ron				* Required
\$ Billing +		MD21552	124	Albert	Customer ID	MD29940		
ý billing		MD21732	125	Rebecca	Account ID	121		
Service & Pricing +		MD23944	126	William				
IP Headend +		MD21578	127	Alan	Last Name *	Anderson		
		MD21219	128	John	First Name	Jennifer		
System Setup +	0	MD29227	129	Sal	Middle			
📩 Report +	•	MD21592	130	Elizabeth	Password *	2222		
Admin Client	0	MD21555	131	Phil	Login *	JAnderson		
	•	MD39812	132	David				
Recommendation	0	MD25578	133	Walter	Remote Scheduling Login			
PRM Configuration	•	MD83244	134	Earl	Remote Scheduling Password			
	0	MD54001	136	Michael				
🗤 VOD Manager Configu	•	MD44710	137	Tyler	Remote Scheduling Email			
EPG Manager	0	MD44317	139	Thomas	Pin*	3333		
					Address 1 *	14721 Green River Court		
ntended a	udien	e:			Address 2			

- ➢ 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.

M10 & YourTV Now - Online Training



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		∨⊖ iTVBackOffice							🕞 Logou	Charles Incremona
	🚯 Dashtoard 🔹	# / IP Headend / Setup								
	Se Devices	¢ System Configuration								
	😁 Custorners									* Required
Module Duration - 4 Hours	E Channel Mgmt +	Program Guide								
	Asset Management +	Schedule Load Time	01:00	٥		Schedule Days Back	1 Days		×	
	\$ Billing -	Schedule Block	15 min	*		Schedule Days Forward	1 Days		×	
	Service & Pricing +	Display	Time vs. Channels	Channels vs. Time		Cache Duration	24 Hours		*	
Intended audience:	E IP Headend	Video Standard								
	Setup									
Headend Technicians	Video Server Multicest Stream Set	Video Standard	NTSC	¥						
	System Setup +	✿S Network Configuration								
Admin, Engineering,	ند Report	Messaging Server						-		
Support	묘 Admin Client	P Arifrans *	127.0.0.1	Create Admin User			* Required	×		
Support	🔹 Recommendation		121.000.1	User Type '	Madar Admin		*			
Network Operations personnel	PRM Configuration	Bandwidth Reservation Server		Niddo Nareo						
· · ·	🔹 VOD Menager Configu	IP Address		Last Name *						×
Individuals responsible for	🔹 EPG Manager	Storet		Login *						* Required
maintaining/ supporting		stowt		Access Sinks '	 Active is insetive 			,		*
maintaining/ supporting				Graat						
the IPTV system.	Ditvfusion1:~	State of the owner, where	-	Tex.				5.08.1		
Brook	pitviusion1:~			Phone Access Medicine *	Desk all by real only	access 🝙 Check al for Full access				*
root@itvfusion1:~	as: root				Reduk	Access		5.09.2		
	0.1.25.50's	password:			Cashboard	©Read Only				
[root@itvfusion1 ~]# tcpdump port 4545		pr 2 07:40:48	2018 from		Device Management		Access			*
	-		2010 1104	· ·	g STO Into	Read Only				
07.42.14.959092 IF ICVIDSIONI.INCLEMONA.COM.WOIIDSCOLES /	itvfusion1	~]#			Assign Customer Customer Management	Read Only Pul	Access			
07:42:14.942774 IP itvfusion1.incremona.com.worldscores > 07:42:14.947779 IP itvfusion1.incremona.com.worldscores >					Casilomers		Access			
07:42:14.951751 IP itvfusion1.incremona.com.worldscores > 239.255.50	.8.worldscores:	UDP, length 391			Channel Monagement	OReal Dity OFul	Access	renster	STO Model Language(s)	
07:42:14.955797 IP itvfusion1.incremona.com.worldscores > 239.255.50	.3.worldscores:	UDP, length 492			Channel Profile		Access	da (obes)	ADE: Anina: English	Acteo
07:42:14.957768 IP itvfusion1.incremona.com.worldscores > 239.255.50					Channels	ORead Only Full	Access		Aniro120; Entone_Hydra	
07:42:14.959764 IP itvfusion1.incremona.com.worldscores > 239.255.50					_	21 239.25	5.89.4 4545	3000 Default8.0	: Arris: English	/ 8
									_	

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.

icies	<u>s</u>		Device	e filters		Geo		Geo ip			lp rang	10		Conten	t groups		
D NE	w)															
IDE FIL ID	VICE TER	CONTENT TYPE	PROTOCOL	ENCRYPTION	SERVICE ID	MIN RESOLUTION	MAX RESOLUTION		MAX BITRATE (kbit/s)	CACHE PERIOD	OFFLINE	START TIME (UTC)		CONCURRENCY	OFFLINE CONCURRENC	Y PRI	
20			М	MINE	ERV	A iTV	BackC	Office	Ð		80.00		22.50	falaa	felee		
		\$ в	iling			•	Datantocar	0									
			Service &	Pricing		CL	JSTOME	RS		٦	DE						
			P Headen			1	51				97	7					
			System Se		+	Ŀ	NO. OF A	CTIVE		-							
			Report			H	CUSTOM		_								
		- '	Nepon	_		CF	ANNEL	PAC	KAG	ES							_
		B	JI Configu	ratior \equiv	Μ	MINE	ERVA	itvi	Back	Offic							
		••	Messaging	8	Owne	e Mgert	Edit A	sset									H
		•••	Recommen	ndati 💼			Do	wnioa	d and	Go 5	ietting	rs.					
		3	PRM Conf	laura	ineriteetti li mager Mge												
			VOD Man	ager (iningsay I Indiae Mge					Over Setti	ride Pull	wy					
		Q	nDVR Rul	les M 💲 (-					Ribe	remised	Allow	ed.				
		8	Multiple in	nager CID	Service	& Pricing		filme water	lin .	9							
					IP Head			ecunda)	-								
				۰	System	tet.p								5.0			ľ



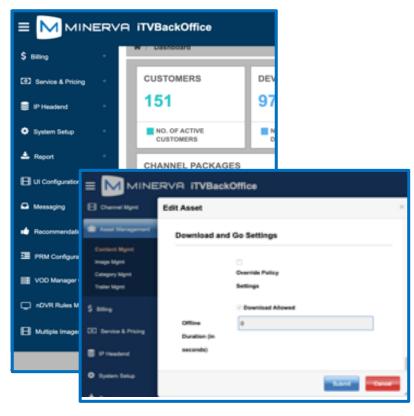
Course: Analytics Module 8

(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	Day 1
Times	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	2. Module YTVN 1 (cont.) – With focus on YourTV Now Sub Operator
1:00 PM	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

	TrybackOffice							Logout Charles Incremona
🚯 Dashboard +	0	70021	103	James	Carlson	California(3)	Active	🗟 🖋 🛍
Lo Dasnocaro		MD14210	104	Florence	Peterson	California(3)	Active	🗟 🖋 🛍
🕉 Devices		MD12137	105	David	Warren	California(3)	Active	🗟 🖋 🗎
Customers		MD19231	106	Dan	Martinson	California(3)	Active	🗟 🖋 🗎
		MD29940	121	Jennifer	Edit Customer			×
Channel Mgmt +		MD24811	122	Joe	Customer Sub Account S	ervices Vault		
Asset Management +		MD21551	123	Ron				* Required
Billing +		MD21552	124	Albert	Customer ID	MD29940		
		MD21732	125	Rebecca	Account ID	121		
Service & Pricing +		MD23944	126	William	Last Name *			
IP Headend +		MD21578	127	Alan	Last Name *	Anderson		
		MD21219	128	John	First Name	Jennifer		
System Setup +		MD29227	129	Sal	Middle			
Report +		MD21592	130	Elizabeth	Password *	2222		
☐ Admin Client		MD21555	131	Phil	Login *	JAnderson		
		MD39812	132	David	Remote Scheduling Login			
Recommendation		MD25578	133	Walter	Remote Scheduling Login			
PRM Configuration		MD83244	134	Earl	Remote Scheduling Password			
		MD54001	136	Michael				
VOD Manager Configu	•	MD44710	137	Tyler	Remote Scheduling Email			
EPG Manager	0	MD44317	139	Thomas	Pin *	3333		
				_	Address 1 *	14721 Green River Court		
ntended a					Address 2			
itenued a	audiend	le:						

- ➢ 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

Update Service Package

 Any person responsible for managing services and packages

		MINERV	A iTVBackO	ffice					
	🚯 Dasht	oard +	番 / Channel M	gmt / Channe	els				
	do Devis	965	Add Channel T	fotal Number of	Channels : 89				Filter By Channel I
	😁 Custa	mers	Channel ID :	÷	Channel Name *	Station Number \$	Call Sign ¢	Channel Type \$	Multicast IP ¢
	E Chan		137	,	A&E Network (West)	69049080	A&E	LIVE	239.20.20.21
		iel Mgmi	201	,	A&E Network HDTV	69028671	A&EHD	LIVE	239.20.20.58
ur			143	AB	C Los Angeles KABC	69047711	ABC	LIVE	239.20.20.23
	Channe	ls	144	AB	C Los Angeles KABC HDTV	69022154	ABC HD	LIVE	239.20.20.29
	EPG		149	AB	C Palm Springs KES	69048747	ABC	LIVE	239.20.20.27
			150	AB	C Palm Springs KES0 HDTV	69033092	ABC HD	LIVE	239.20.20.30
	(🗍 Asset	Management +	145	A	BC San Diego KGTV	69048787	ABC	LIVE	239.20.20.25
	\$ Billing		146		BC San Diego KGTV HDTV	69022157	ABC	LIVE	239.20.20.24
ort	O Service	e & Pricing +	151	,	ABC San Jose KGO	69048786	ABC	LIVE	239.20.20.36
ort			154	ABC	San Jose KGO HDT	V 1766185920	ABC	LIVE	239.20.20.35
Upc	date Channel Package	dend .			≍ × (West)	69027999	ANIMAL	LIVE	239.20.20.15
					Required DTV (We	st) 69045207	APHD	LIVE	239.20.20.18
	Package M Package Name *	43 San Jose Basic			PPV 2	69034446	TVN02	PPV	239.32.1.3
	Packaga Code Lifeline Packaga Common Packaga Packaga Type Channel Profile	151 ABC S	ne 5 Effective Date an Jose 12/22/215 CO 12/22/215	× Action È					
			an Jose 12/02/2018 HDTV		-				
			an Jose 12/02/2018 POK	Edit Adm	in User				×
			an Jose 12/02/2018 HDTV	User	fune *	Sub Operator Admin			* Required
			an Jose 12/02/2018 (TV	User	lype	Sub Operator Admin			
		100 1000	an Jose 12/02/2018 HDTV	First	Name *	Hannah			
		Browse Channels		Middl	e Name				1 1
	Channel Lineup	San Jose Lineup		1	lame *				
	Associated SVCD	D	Narre No Records Added	Last	lame *	Henderson			
١.			_	Passv		••••••			i I
				Sub C	perator(s) List *	Cooper Telephone		×	
									-

Emai

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.