



Acterna TechComplete™ Test Productivity Pack

Technician efficiency is critical to rolling out new services and keeping your plant running in top condition. That is why Acterna has introduced the TechComplete™ Test Productivity Pack. It helps increase technician efficiency, decrease call-backs and eliminates unnecessary truck rolls by ensuring that technicians are performing the right tests, accessing the right data, and giving them remote access to their test equipment and results.

The TechComplete™ Test Productivity Pack can remove technician road-blocks created from having incorrect channel plans and limit plans. It helps keep your meters synchronized any time they are on the RF plant or have access to the LAN.

By utilizing the Remote RSAM access on your PC or your DSAM browsers, you free up your headend technicians. With the Test Productivity Pack, a field technician can now quickly find and fix the problem.

Access to critical test results from your Acterna test equipment is always right at your fingertips with the Test Productivity Pack. DSAM measurements are kept in a central database for reviewing, coaching, or even deploying to the field as a reference for troubleshooting.

The Test Productivity Pack provides the link between your Acterna test equipment, technicians and your data management. Your office support of field testing is streamlined and consolidated into a powerful suite of tools to make your technician team more efficient and resourceful.

Highlights

- Keeps meters current – synchronizes meter data over RF or LAN
- Manages assets of Acterna's DSAM and RSAM families – maintains and displays inventory, firmware and calibration status
- Provides Remote Access to RSAM Analyzers – View results units on your PC or DSAM web browser
- Centrally Manages DSAM Browser access – Create custom home pages to give technicians quick access to sites
- Displays and controls remote DSAM's – Allows experienced technicians to help troubleshoot without driving
- Maintains important data – central database of channel plans, limit plans, and field results with remote client accessibility
- Comprehensive tools that increase the productivity of your daily testing

Complete Solution

The TechComplete™ Test Productivity Pack contains the essential tools needed to maintain and optimize the use of your Acterna DSAM and RSAM meters to their fullest. The Test Productivity Pack provides you:

- Field Data Management
- RSAM Remote Access
- Meter Browser Management
- DSAM Remote Access

With a centrally stored database and a client server architecture, ***you are in complete control*** of your HFC testing needs.

Test Once – Test Correctly

Increase customer satisfaction by eliminating call-backs or unsuccessful installs by ensuring that your technicians are doing the right tests with the right data. The Test Productivity Pack provides the Field Data Management tools that are needed to ensure proper testing. Critical to the successful testing, is using the proper channel plans and limit plans. The Test Productivity Pack ***lets you edit, deploy and maintain the Channel Plans, Limit Plans, Autotests and Closeout tests*** used on your DSAM field Meters and RSAM Remote Service Analyzers. A central database makes it efficient to roll-out line-up changes to all your meters. Rigorous and repeatable results can be realized with the addition of the TechComplete™ Closeout Management Reporting System.

Verify Tests Are Done Right

Tests results from the field can be automatically synchronized with the Test Productivity Pack's central database.

Individual test results can be reviewed and analyzed by supervisors to ensure that the tests were done correctly and comply with your operating procedures. The addition of the TechComplete™ Closeout Management Reporting System provides powerful analysis tools to provide coaching and training opportunities for your technician staff as well as correlating test data with work orders.

Using the DSAM family's unique work folder structure where test files such as spectrum, miniscan, closeout and DOCSIS® test results are stored, supervisors can view test results, archive measurement files, create a new work folder, and even deploy a work folder. When a work folder is deployed to the DSAM in the field, the technician can access previous test results for a specific site and use the information to make intelligent decisions. The TechComplete™ Closeout Management Reporting System can automatically populate each technicians work folder list with the jobs assigned to them from the workforce management system. Resulting in further time savings.



Acterna's DSAM and RSAM product family

The Tech Complete™ Test Productivity Pack provides the following features:

- DSAM's and RSAM's inventories are managed, configured, displayed and kept current
- Manages channel plans and limit plans for simple deployment to field meters
- Test result archival, viewing and reporting
- Client/Server architecture allows multiple supervisors and technicians to share a common database of meters and files
- Open database provides access from other applications
- Web browser access to RSAM measurement results
- Flexible and scaleable licensing grows with your system
- Customized and secure management of DSAM web browser access
- Powerful training and troubleshooting tool with remote access to DSAM field meters
- Real-time synchronization of meters through RF or LAN

The Tech Complete Test Productivity Pack improves operator efficiency through the following methods:

- Reducing repeat service calls by configuring meters with the correct channel plan and setup
- Automates test procedures to verify all services are working with adequate margin for continued service
- Re-allocates valuable technician time to work on new services instead of driving around to take measurements
- Helps track status of installs and technician efficiency through central repository of test data
- Integrates with Tech Complete™ Closeout Management System to provide coaching reports and automated closeout tests
- Helps manage and maintain ever changing channel lineups
- Track technician productivity and accuracy through synchronization and analysis of test results

Reduce Drive Time

Valuable time is wasted regularly driving to various locations to verify test results, help another technician, or store and retrieve test data. The Test Productivity Pack offers multiple solutions to eliminate unnecessary driving.

First, the Test Productivity Pack provides the ability to **synchronize from the field data and test files to DSAM's and RSAM's** via a LAN interface, or in the case of the DSAM, through the existing RF plant using the DOCSIS® communications network. Remote access to information is especially useful for technicians, because they do not have to return to a central location to receive valuable test results. In addition, remote access to archived test results improves both technicians' and supervisors' ability to troubleshoot the network. **Channel plans, limit plans, and test results can be archived or retrieved remotely.** There is no need for technicians to drive back to the main office to connect to a PC or to program their memory cards to receive updates. Real-time synchronization is a reality with the Test Productivity Pack, DSAM field meters and a DOCSIS® or Ethernet connection.

Second, the Test Productivity Pack provides remote access to RSAM-5600 Remote Service Analyzers using your PC's web browser or your DSAM's web browser. The RSAM Remote Access eliminates the need to drive to remote hub sites to do regular system checks. Field technicians can quickly isolate and determine if the cause of the issue is from the field or from the originating source.

Third, with the DSAM remote access, a supervisor or senior technician can **view and/or control what is happening on a DSAM** that is connected to the LAN or a cable modem. This provides a powerful capability to remotely test a service without rolling a truck to send more experience staff to help a technician that is having difficulties interpreting test results.

Increase Productivity

The DSAM field meters equipped with the WFA Browser option provides you with a solution to test all of your advanced services. The **DSAM's Browser expands the capability to allow technicians to connect and view other applications while in the field.** The connection is done via the DOCSIS® channel or via Ethernet LAN and eliminates the need for multiple PC's, PDA's, or wireless data charges. The Test Productivity Pack's Meter Browser Management sets new standards for providing web browser based applications to field meters. With the Meter Browser Management tool, **supervisors can provide their technicians with real-time secure access to predetermined web applications.** With the DSAM Browser Manager you create a controlled web portal for your DSAM field meters. This eliminates wasted time surfing for the needed application and provides a quick link to your RSAM Remote Page, or any other web application for your DSAM. Adding in the TechComplete™ Work Order Solution makes your technician even more efficient by providing the ability to deploy and complete electronic work orders on your DSAM using real-time interface to the work order system through the DOCSIS® interface or Ethernet LAN.

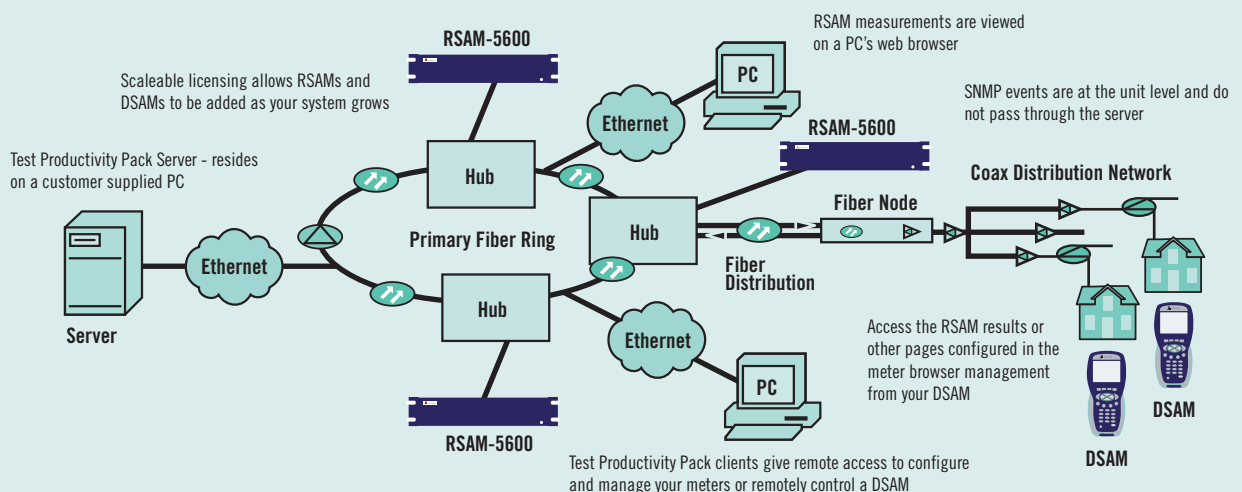


Figure 1: Typical Installation of the Test Productivity Pack & Acterna's Meters.

Efficient Use Of Talent

With the RSAM Remote Access functionality, your headend technicians can be freed up from driving to remote hub sites to verify Digital and Analog signal integrity. When a field technician suspects that the headend or hubsite is the problem, ***The field technician can simply look at the results from the RSAM using their DSAM field meter or any other web browser to verify the quality of the originating signal.*** Also, the NOC or LMC can remotely verify a reported problem before dispatching a technician. Headend techs can be relieved of the burden of driving to the remote sites to record their system levels, instead the RSAM Remote Access provides them with the most current test results so your technicians can concentrate on deploying new services.

You can also gain comfort by sending newly trained technicians out in the field with a new DSAM meter. By simply connecting the DSAM to the Ethernet LAN through the cable modem they are installing, ***a senior tech can take control of their DSAM remotely on their PC*** and guide them through the required testing. Now you can ***put the experience of your most senior technicians at the fingertips of all field technicians*** without tying up all of their precious time. It is also a great training tool for the corporate and local training personnel.

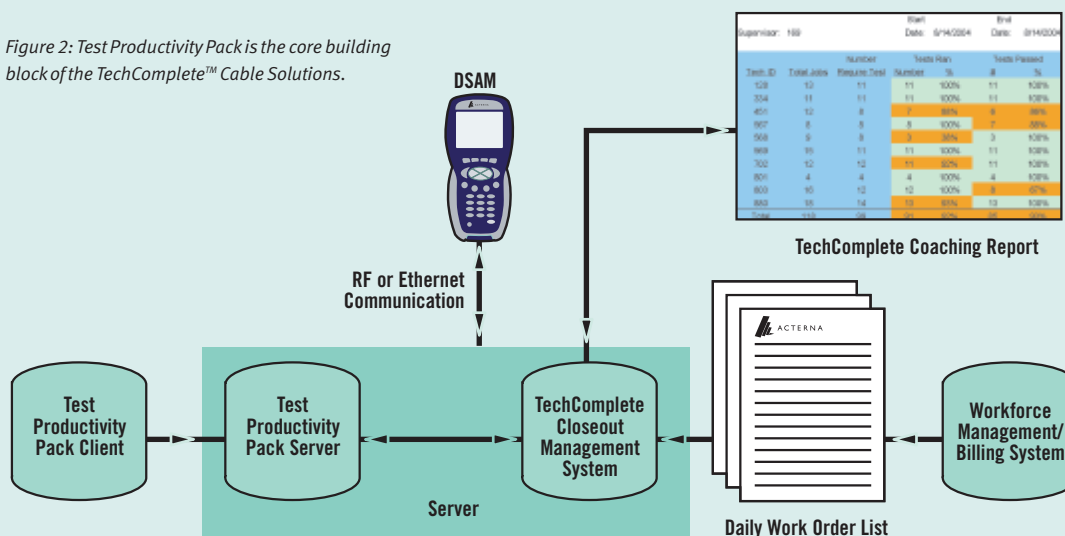
Manage Your Meter Investment

Maintaining an accurate inventory of meters and keeping track of where they are, their calibration, and their update status all consume valuable time and resources. The Meter Asset Management tool streamlines these tasks through its ability to ***maintain and organize your DSAMs and RSAM inventories*** in a database and display each test set's serial number, firmware version, synchronization status, assigned user, and calibration requirements from the manage meter asset home page. Icons with contrasting colors instantly notify supervisors when specific meters require calibration or synchronization.

From the manage meter asset home page, supervisors can configure the network settings on individual instruments and upgrade firmware as necessary. Field Data Manager also allows supervisors to establish security settings on individual instruments or prevent access to specific functions such as editing channel or limit plans. The supervisor can assign each DSAM a unique PIN and choose which areas to protect. This prevents any unauthorized changes to the DSAM and helps ensure all measurement criteria remain consistent among all meters.

Acterna's TechComplete™ Test Productivity Pack is the core building block of the cable suite that will help you get the most return from your Acterna test equipment and your technicians. Your DSAM field Meters and RSAM analyzers are managed from a single integrated software package.

Figure 2: Test Productivity Pack is the core building block of the TechComplete™ Cable Solutions.



Field Data Management

The Test Productivity Pack client provides the interface to manage the DSAM and RSAM field data. This includes channel plans, limit plans, field measurements, and asset management. Clients are needed for management and configuration of RSAM's and DSAM's.

Remote RSAM Access

The Test Productivity Pack Client provides the functionality to manage and configure your RSAM Remote Access network. From the client you can manage each individual RSAM and testpoint. Up to eight ISS-5116, sixteen port input selector switches can be added to an individual RSAM. The TPP client provides the ability to define and deploy individual channel plans and limit plans to each of the ports on the input switches. This provides ideal flexibility for monitoring narrow cast services and multiple line ups that originate within a single hub site.

Results viewing of the RSAM remote access is provided by a web browser interface and is independent of the TPP client. No additional clients are needed to view the results. Clients are only needed for management and configuration.

Remote DSAM Analysis

The Test Productivity Pack provides the ability to control and view results from a DSAM connected to the Ethernet. The DSAM Remote Access works in conjunction with either the TPP Server or a TPP client.

Meter Browser Management

The Meter Browser Management Client is provided by a web browser interface and is independent of the TPP client. No additional clients are needed for meter browser configuration.

The meter browser management provides the following benefits:

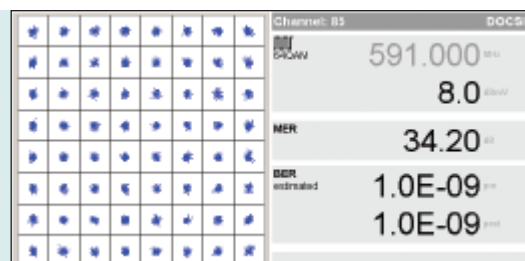
- Single point access for DSAM Meters
- Control of web sites that can be viewed on DSAM's
- Enhanced Security – only field technicians using authorized DSAM's, verified by serial number, are granted access
- Administrative capabilities can establish different groups and grant access to pages depending on the meter's group association.



Remote RSAM Access shows status of forward path.



Customize DSAM Browser Pages.



Remotely analyze QAM carriers.

Ordering Information

Model	Part Number	VIAS BN	Description
Test Productivity Pack Server, 50 meter license, 1 client	1010-00-0894	IFDMSVR50	Test Productivity Pack Server. Supports up to 50 DSAM or RSAM meters. Includes 1 client
Test Productivity Pack Server, 10 meter license, 1 client	1010-00-0911	IFDMSVR10	Test Productivity Pack Server. Supports up to 10 DSAM or RSAM meters. Includes 1 client.
Test Productivity Pack, Additional Client	1019-00-1512	IFDMCLNT	Additional Client for Test Productivity Pack.
Additional 10 meter license for Test Productivity Pack	1019-00-1538	ITPP10MTR	Add support for an additional 250 meters to the Test Productivity Pack Server
Additional 50 meter license for Test Productivity Pack	1019-00-1525	ITPP50MTR	Add support for an additional 10 meters to the Test Productivity Pack Server
Additional 250 meter license for Test Productivity Pack	1019-00-1526	ITPP250MTR	Add support for an additional 250 meters to the Test Productivity Pack Server
Additional 500 meter license for Test Productivity Pack	1019-00-1527	ITPP500MTR	Add support for an additional 500 meters to the Test Productivity Pack Server

Closeout Management Reporting System

TechComplete Closeout Management Reporting System: 10 technician license	1010-00-0912	ITCSRVMX10	TechComplete™ Server Software to support a maximum of 10 technicians
TechComplete Closeout Management Reporting System: 50 technician license	1010-00-0903	ITCSRVMX50	TechComplete™ Server Software to support a maximum of 50 technicians
TechComplete Closeout Management Reporting System: additional block of 10 technicians	1019-00-1539	ITCSRVD10	Upgrade TechComplete Server Software to support an additional 10 technicians
TechComplete Closeout Management Reporting System: additional block of 50 technicians	1010-00-0904	ITCSRVD50	Upgrade TechComplete Server Software to support an additional 50 technicians

The Test Productivity Pack is part of Acterna's TechComplete™ Cable Solutions that provide a comprehensive set of tools that work together to provide greater efficiency of your Acterna cable test equipment and your technicians.

TechComplete™ Cable Solution Components include:

TechComplete™ Test Productivity Pack
 TechComplete™ Closeout Management Reporting System
 TechComplete™ Work Order Solution

Minimum System Requirements

The minimum system requirements for the various components are listed below. Because operating system and hardware platform requirements change over time, please contact your Acterna representative for further information on the latest system requirements.

TechComplete™ Test Productivity Pack Server & Closeout Management Reporting System

Operating system:

Windows 2000 (server or professional),
 XP (professional) or 2003 Server

RAM: 256 MB

Available hard drive space: 1 GB

Connectivity: Ethernet

Screen Resolution: 1024 x 768

IP assignments: Static IP address

Test Productivity Pack Client

Operating system:

Windows 2000 (server or professional) or
 XP (home or professional) or 2003 Server

RAM: 256 MB

Available hard drive space: 55 MB

Connectivity: Ethernet

Screen Resolution: 1024 x 768

Web Browser Clients

(RSAM Remote access, Meter Browser
 Management, and Closeout Reports)

Internet Explorer 6.0 or later

Note: The Test Productivity Pack Server and Closeout Management Reporting System Software must run on the same machine

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