



Minerva 10 & YourTV Now

2021

Online Training Schedule and Syllabus

Minerva 10

2021 Online Training Schedule

2021																											
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
27	28	29	30	31	1	2	31	1	2	3	4	5	6	28	1	2	3	4	5	6	28	29	30	31	1	2	3
3	4	5	6	7	8	9	7	8	9	10	11	12	13	7	8	9	10	11	12	13	4	5	6	7	8	9	10
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17	18	19	20	21	22	23	21	22	23	24	25	26	27	21	22	23	24	25	26	27	18	19	20	21	22	23	24
24	25	26	27	28	29	30	28	1	2	3	4	5	6	28	29	30	31	1	2	3	25	26	27	28	29	30	1
31	1	2	3	4	5	6																					
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
25	26	27	28	29	30	1	30	31	1	2	3	4	5	27	28	29	30	1	2	3	1	2	3	4	5	6	7
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30	31	1	2	3	4	5																					
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
29	30	31	1	2	3	4	26	27	28	29	30	1	2	31	1	2	3	4	5	6	28	29	30	1	2	3	4
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							31	1	2	3	4	5	6														

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YourTV Now

2021 Online Training Schedule

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27	28	29	30	31	1	2	31	1	2	3	4	5	6	28	1	2	3	4	5	6	28	29	30	31	1	2	3
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31	1	2	3	4	5	6																					
May							June							July							August						
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25	26	27	28	29	30	1	30	31	1	2	3	4	5	27	28	29	30	1	2	3	1	2	3	4	5	6	7
2	3	4	5	6	7	8	6	7	8	9	10	11	12	4	5	6	7	8	9	10	8	9	10	11	12	13	14
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30	31	1	2	3	4	5																					
September							October							November							December						
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29	30	31	1	2	3	4	26	27	28	29	30	1	2	31	1	2	3	4	5	6	28	29	30	1	2	3	4
5	6	7	8	9	10	11	3	4	5	6	7	8	9	7	8	9	10	11	12	13	5	6	7	8	9	10	11
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26	27	28	29	30	1	2	24	25	26	27	28	29	30	28	29	30	1	2	3	4	26	27	28	29	30	31	1
							31	1	2	3	4	5	6														

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

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 6 hours long and is delivered online by trained Minerva Networks experts.

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	5. Administration/ Troubleshooting (Continued)
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)	4. Configurable UI	5. Administration/ Troubleshooting (Continued)	6. PRM
12:00PM to 1:00PM				
NOTE: All Times are in USA Pacific Time				

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.

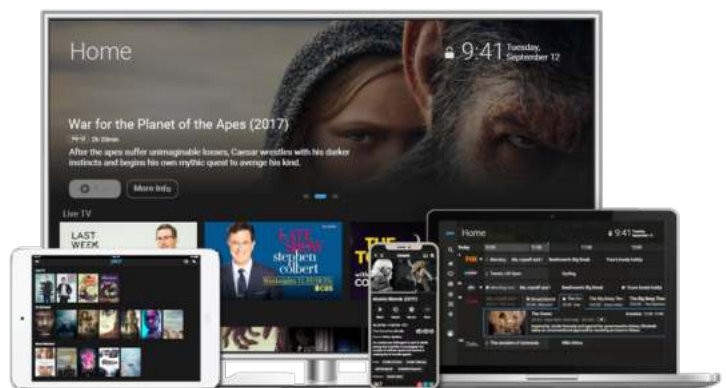
Course: Minerva M10 Platform Foundations

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.

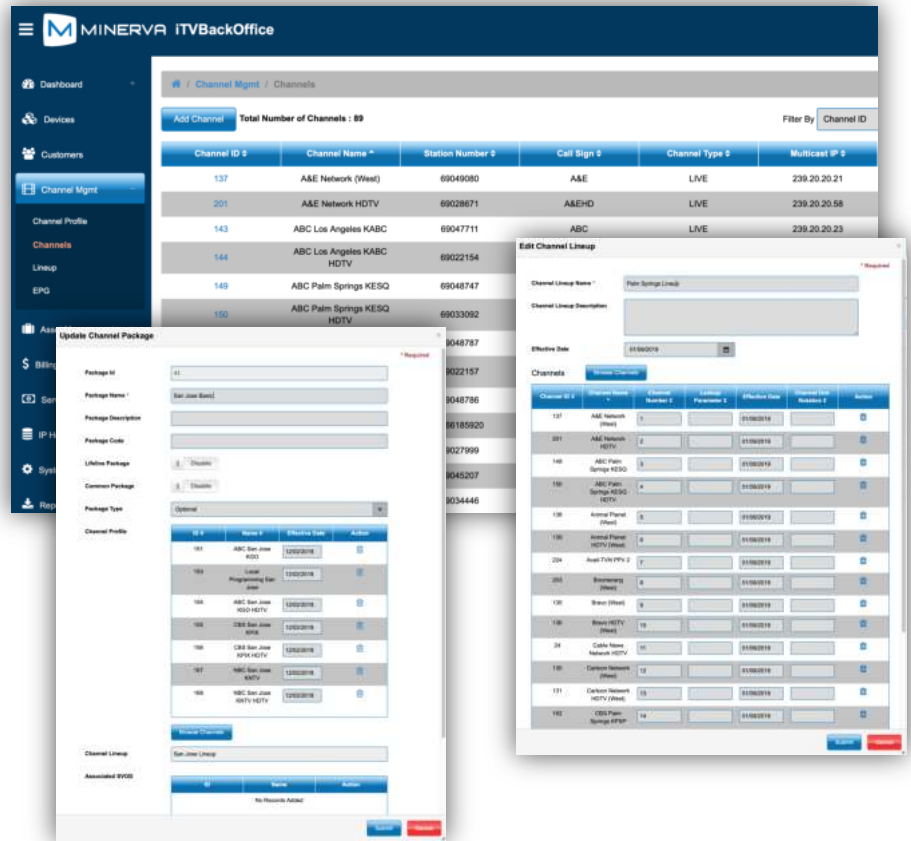
Course: Channels, Lineups, Regions & Packages

Course Module 2

Module Duration - 3 Hours

Intended audience:

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



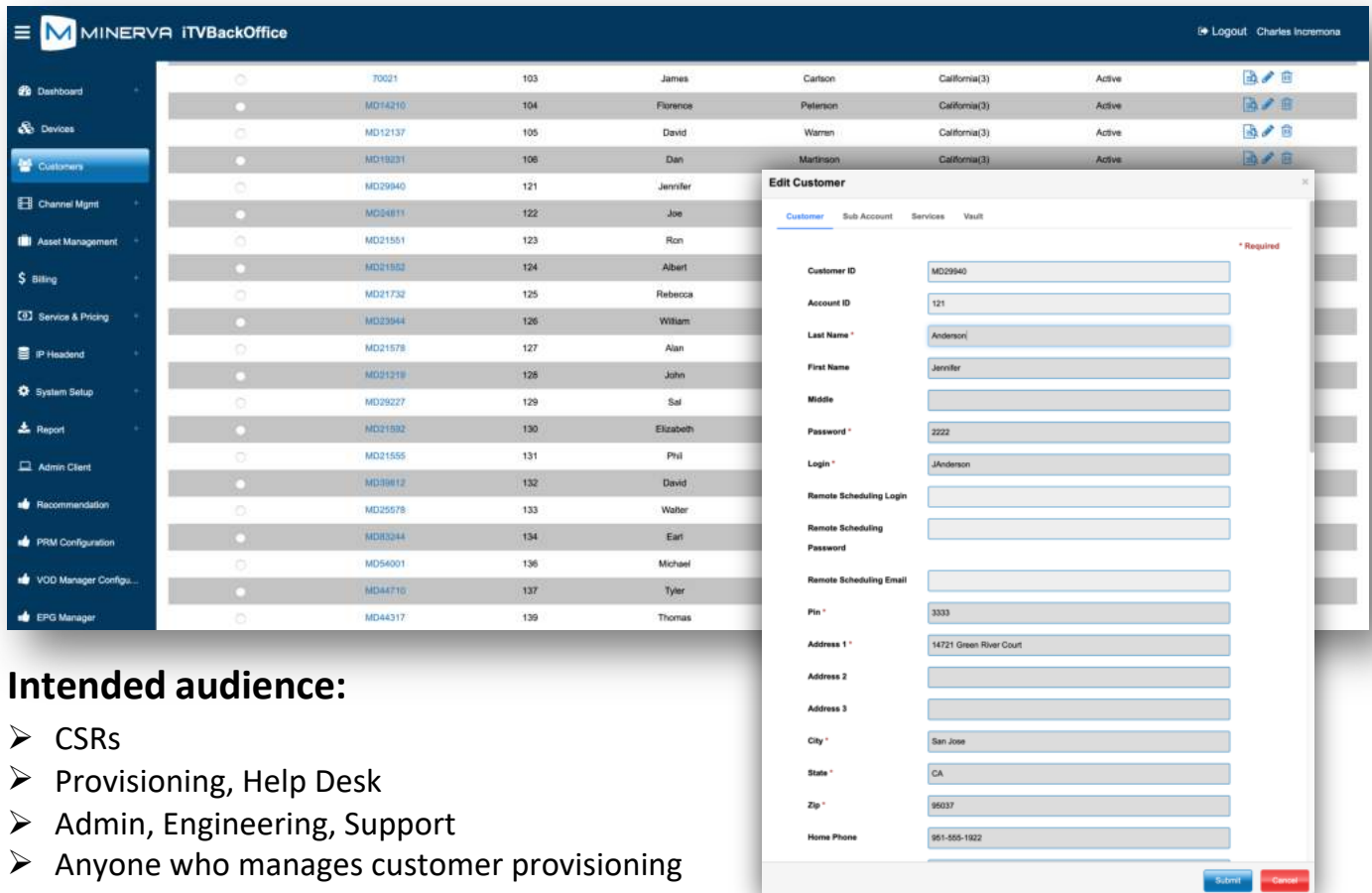
What you will learn in this module:

- 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, PFM Configuration, 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 form is pre-filled with data for customer MD29940.

Customer ID	Account ID	First Name	Last Name	Address	City	State	Zip	Home Phone	Status
70021	103	James	Carlson	California(3)					Active
MD14210	104	Florence	Peterson	California(3)					Active
MD12137	105	David	Warren	California(3)					Active
MD19021	106	Dan	Marlison	California(3)					Active
MD29940	121	Jennifer							
MD04811	122	Joe							
MD21551	123	Ron							
MD21902	124	Albert							
MD21732	125	Rebecca							
MD23944	126	William							
MD21579	127	Alan							
MD21219	128	John							
MD29227	129	Sai							
MD21892	130	Elizabeth							
MD21555	131	Phil							
MD39812	132	David							
MD25578	133	Walter							
MD83244	134	Earl							
MD54001	136	Michael							
MD44710	137	Tyler							
MD44317	139	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 - 2 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

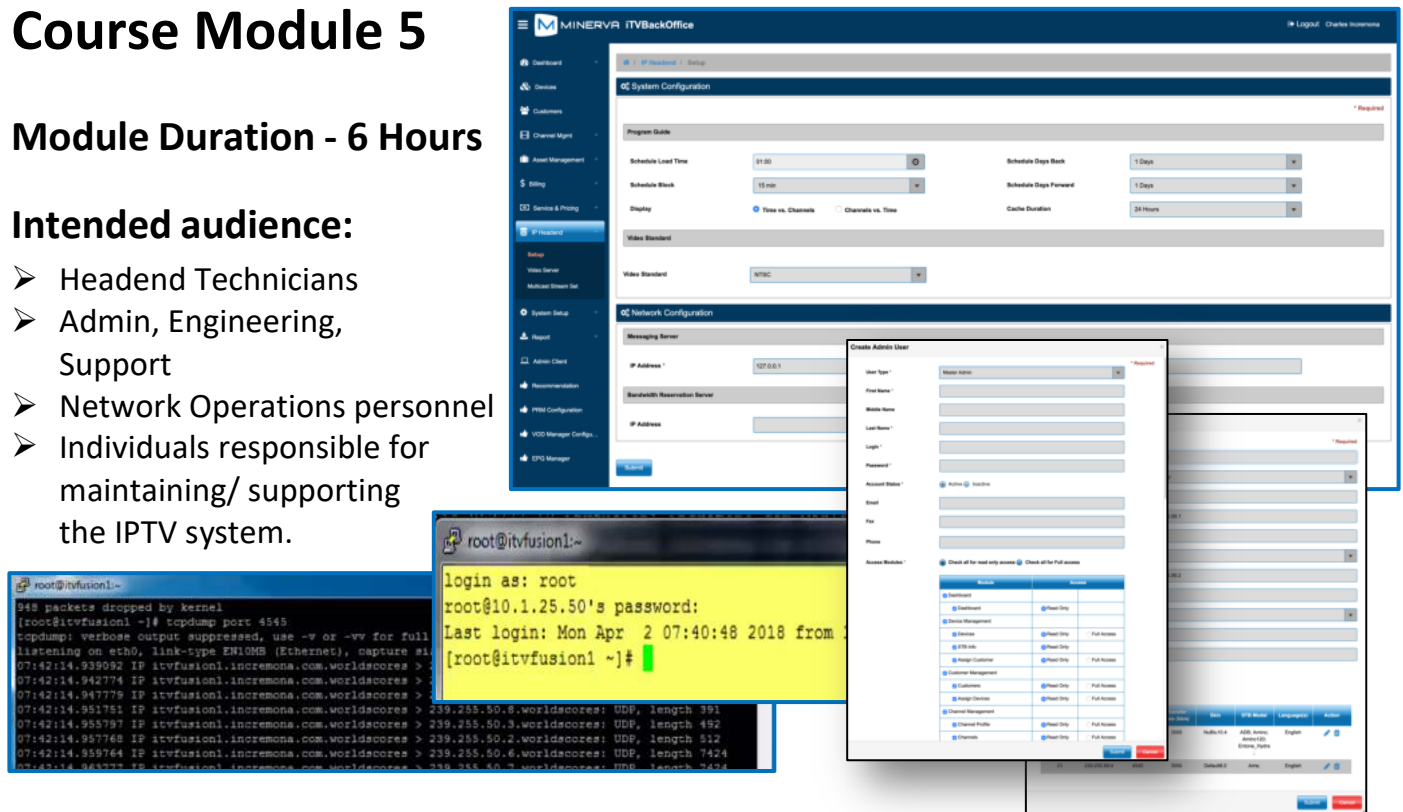
Course: Administration & Troubleshooting

Course Module 5

Module Duration - 6 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.

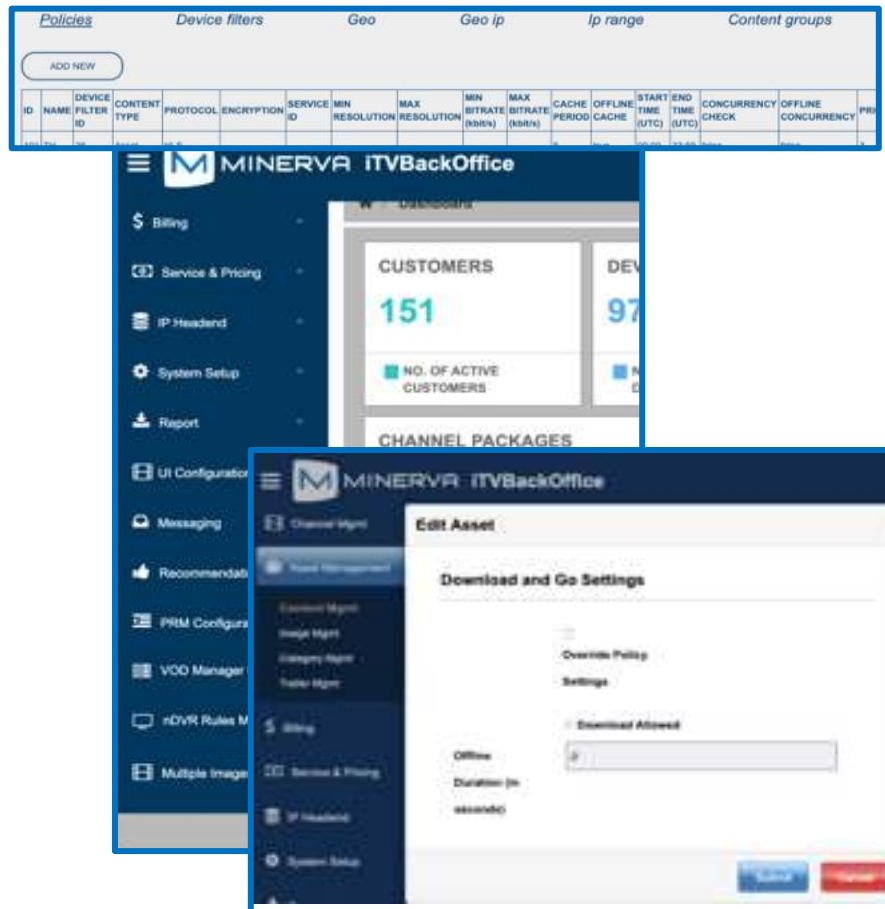
Course: PRM

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
 - Etc.

You will also learn how to configure controls for

- Concurrent streams
- Download & Go

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. – YourTV Now Customer Accounts and Devices
10:00 AM to 11:00 AM	Break
11:00 AM to 1:00 PM	2. Module YTVN 2. – YourTV Now Sub Operator Administration

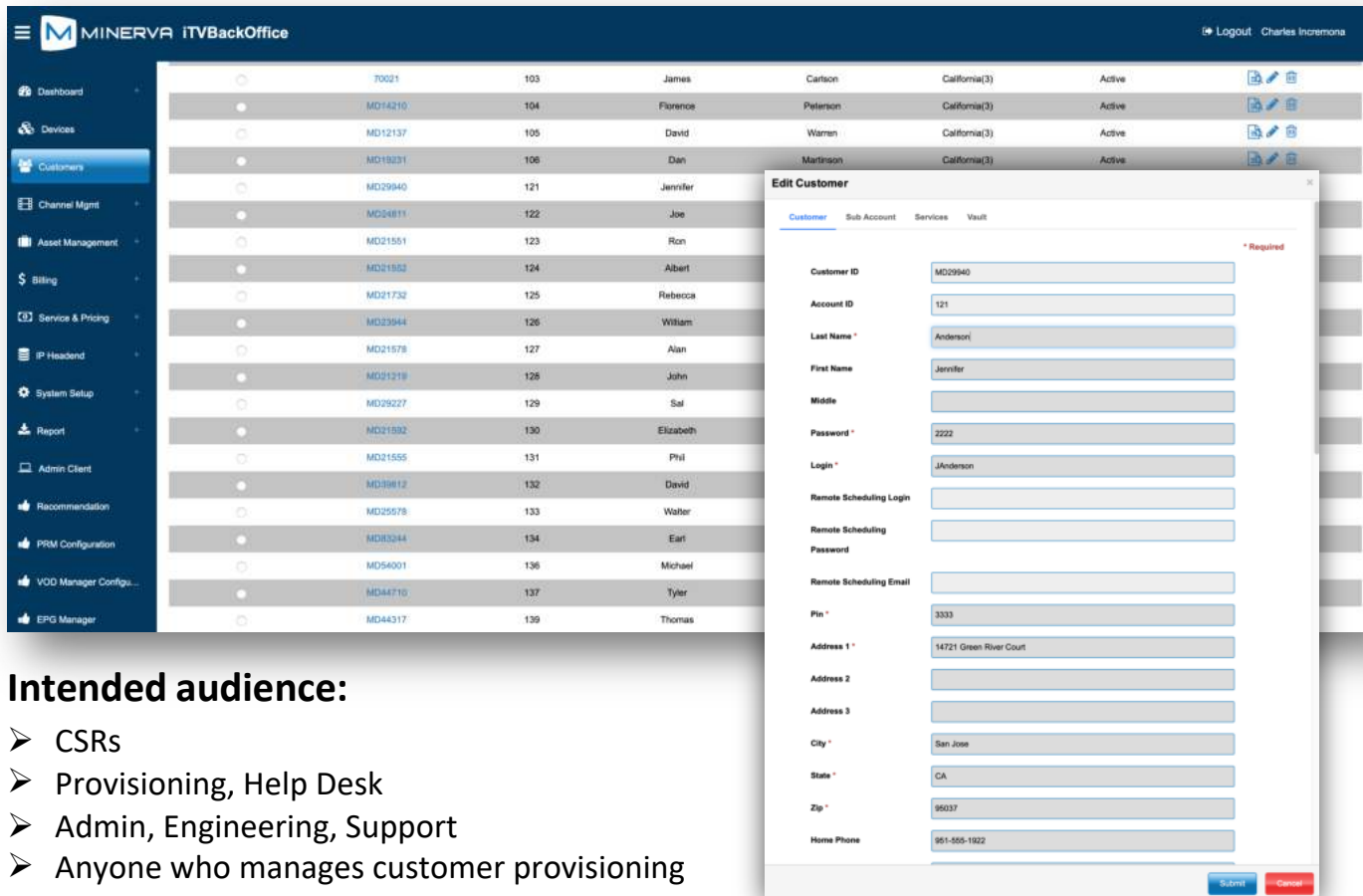
Convenient online delivery: The training courses cover all of the key areas required to operate the YourTV Now system.

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

Course: YTVN Customer Accounts and Devices

Course Module YTVN 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, PFM Configuration, and EPG Manager. The main area shows a table of customer accounts with columns for ID, Name, Location, and Status. 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 form is pre-filled with data for customer MD29940.

ID	Name	Location	Status
70021	James Carlson	California(3)	Active
MD14210	Florence Peterson	California(3)	Active
MD12137	David Warren	California(3)	Active
MD18031	Dan Marlison	California(3)	Active
MD29940	Jennifer		
MD04811	Joe		
MD21551	Ron		
MD21902	Albert		
MD21732	Rebecca		
MD23944	William		
MD21578	Alan		
MD21219	John		
MD29227	Sai		
MD21892	Elizabeth		
MD21555	Phil		
MD39812	David		
MD25578	Walter		
MD83244	Earl		
MD54001	Michael		
MD44710	Tyler		
MD44317	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.

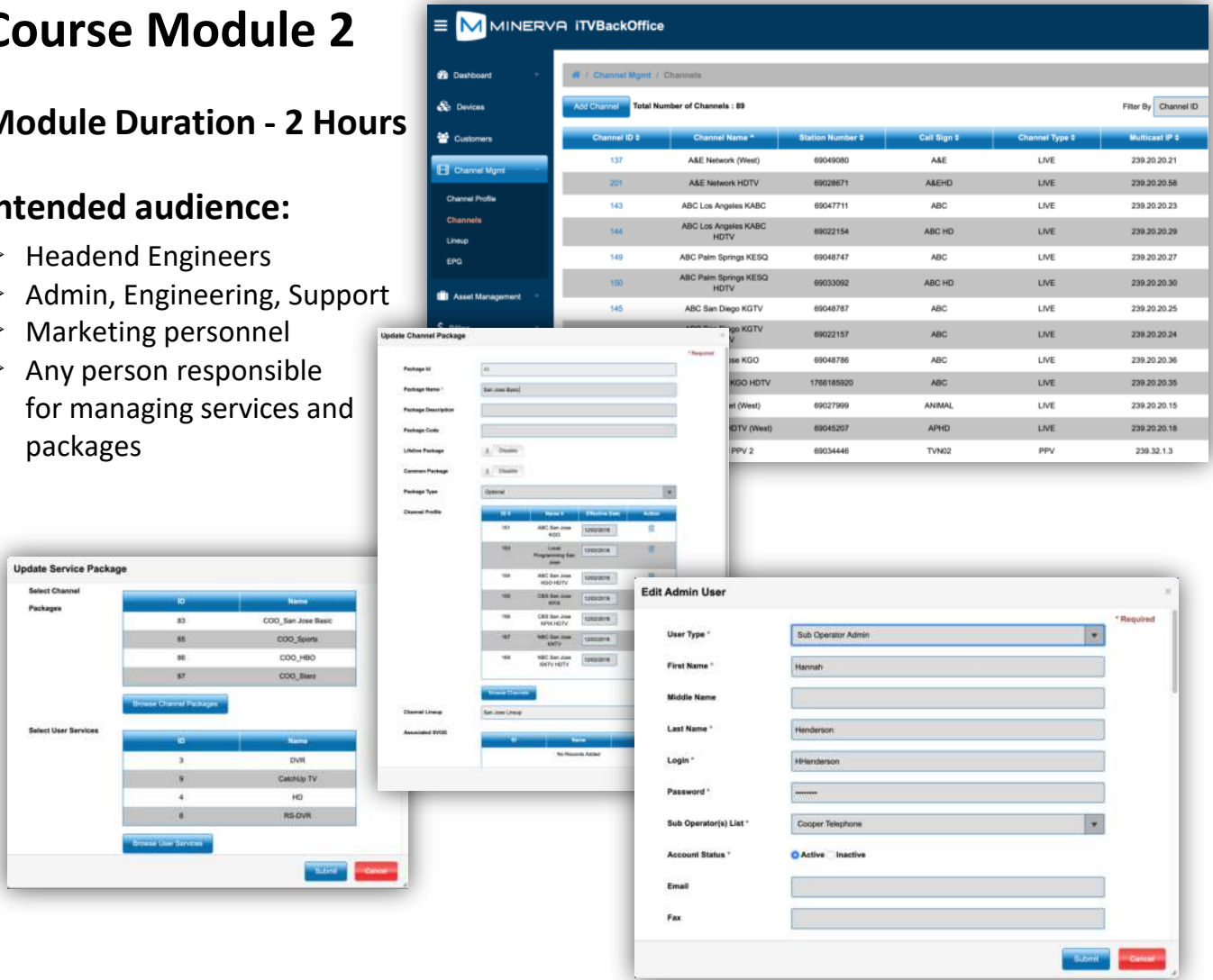
Course: YTVN Sub Operator Administration

Course Module 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.