



# **Minerva 10 & YourTV Now 2022 Online Training Schedule and Syllabus**

# Minerva 10

## 2022 Online Training Schedule

2022																											
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
26	27	28	29	30	31	1	30	31	1	2	3	4	5	27	28	1	2	3	4	5	27	28	29	30	31	1	2
2	3	4	5	6	7	8	6	7	8	9	10	11	12	6	7	8	9	10	11	12	3	4	5	6	7	8	9
9	10	11	12	13	14	15	13	14	15	16	17	18	19	13	14	15	16	17	18	19	10	11	12	13	14	15	16
16	17	18	19	20	21	22	20	21	22	23	24	25	26	20	21	22	23	24	25	26	17	18	19	20	21	22	23
23	24	25	26	27	28	29	27	28	1	2	3	4	5	27	28	29	30	31	1	2	24	25	26	27	28	29	30
30	31	1	2	3	4	5																					
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
1	2	3	4	5	6	7	29	30	31	1	2	3	4	26	27	28	29	30	1	2	31	1	2	3	4	5	6
8	9	10	11	12	13	14	5	6	7	8	9	10	11	3	4	5	6	7	8	9	7	8	9	10	11	12	13
15	16	17	18	19	20	21	12	13	14	15	16	17	18	10	11	12	13	14	15	16	14	15	16	17	18	19	20
22	23	24	25	26	27	28	19	20	21	22	23	24	25	17	18	19	20	21	22	23	21	22	23	24	25	26	27
29	30	31	1	2	3	4	26	27	28	29	30	1	2	24	25	26	27	28	29	30	28	29	30	31	1	2	3
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
28	29	30	31	1	2	3	25	26	27	28	29	30	1	30	31	1	2	3	4	5	27	28	29	30	1	2	3
4	5	6	7	8	9	10	2	3	4	5	6	7	8	6	7	8	9	10	11	12	4	5	6	7	8	9	10
11	12	13	14	15	16	17	9	10	11	12	13	14	15	13	14	15	16	17	18	19	11	12	13	14	15	16	17
18	19	20	21	22	23	24	16	17	18	19	20	21	22	20	21	22	23	24	25	26	18	19	20	21	22	23	24
25	26	27	28	29	30	1	23	24	25	26	27	28	29	27	28	29	30	1	2	3	25	26	27	28	29	30	31
							30	31	1	2	3	4	5														

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

# YourTV Now

## 2022 Online Training Schedule

2022																											
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
26	27	28	29	30	31	1	30	31	1	2	3	4	5	27	28	1	2	3	4	5	27	28	29	30	31	1	2
2	3	4	5	6	7	8	6	7	8	9	10	11	12	6	7	8	9	10	11	12	3	4	5	6	7	8	9
9	10	11	12	13	14	15	13	14	15	16	17	18	19	13	14	15	16	17	18	19	10	11	12	13	14	15	16
16	17	18	19	20	21	22	20	21	22	23	24	25	26	20	21	22	23	24	25	26	17	18	19	20	21	22	23
23	24	25	26	27	28	29	27	28	1	2	3	4	5	27	28	29	30	31	1	2	24	25	26	27	28	29	30
30	31	1	2	3	4	5																					
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
1	2	3	4	5	6	7	29	30	31	1	2	3	4	26	27	28	29	30	1	2	31	1	2	3	4	5	6
8	9	10	11	12	13	14	5	6	7	8	9	10	11	3	4	5	6	7	8	9	7	8	9	10	11	12	13
15	16	17	18	19	20	21	12	13	14	15	16	17	18	10	11	12	13	14	15	16	14	15	16	17	18	19	20
22	23	24	25	26	27	28	19	20	21	22	23	24	25	17	18	19	20	21	22	23	21	22	23	24	25	26	27
29	30	31	1	2	3	4	26	27	28	29	30	1	2	24	25	26	27	28	29	30	28	29	30	31	1	2	3
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
28	29	30	31	1	2	3	25	26	27	28	29	30	1	30	31	1	2	3	4	5	27	28	29	30	1	2	3
4	5	6	7	8	9	10	2	3	4	5	6	7	8	6	7	8	9	10	11	12	4	5	6	7	8	9	10
11	12	13	14	15	16	17	9	10	11	12	13	14	15	13	14	15	16	17	18	19	11	12	13	14	15	16	17
18	19	20	21	22	23	24	16	17	18	19	20	21	22	20	21	22	23	24	25	26	18	19	20	21	22	23	24
25	26	27	28	29	30	1	23	24	25	26	27	28	29	27	28	29	30	1	2	3	25	26	27	28	29	30	31
							30	31	1	2	3	4	5														

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

## 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  Or  8. Analytics  (Likely will alternate each month. Specify in advance if you have a preference.)
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.

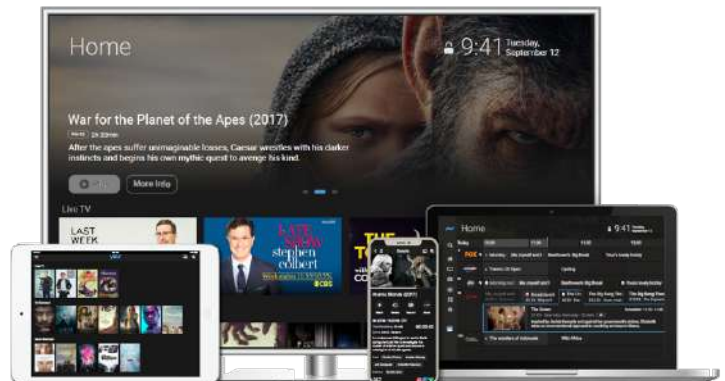
## Course: Minerva M10 Platform Foundations

### 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.

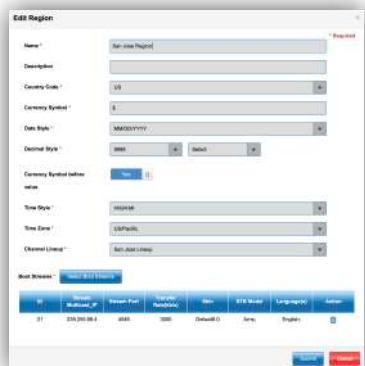
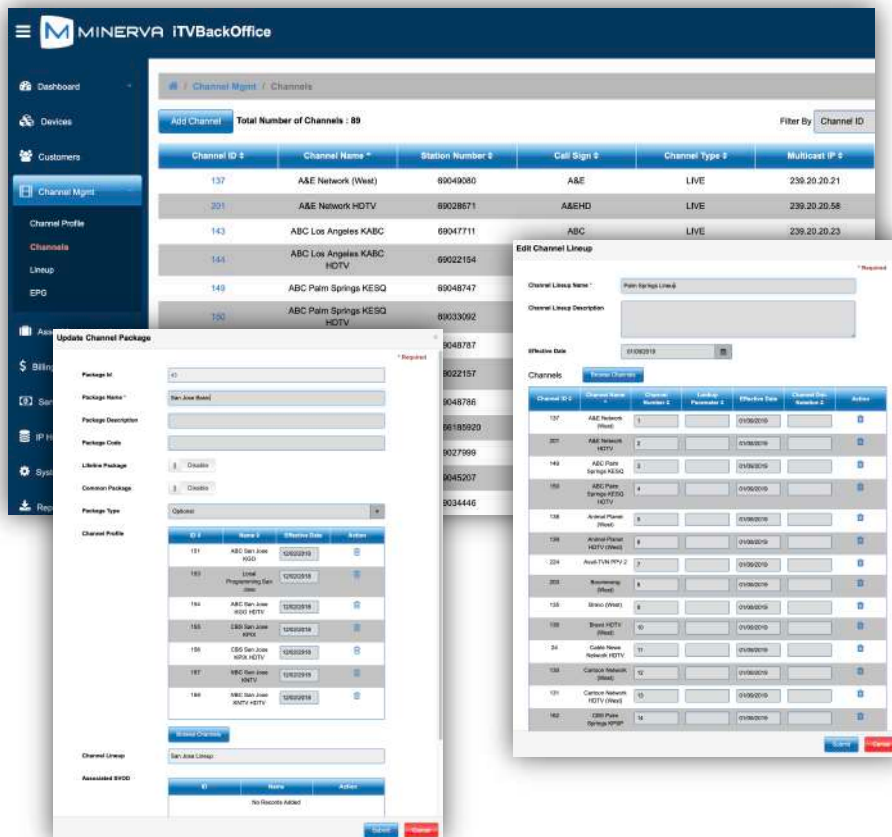
## Course: Channels, Lineups, Regions & Packages

### 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.

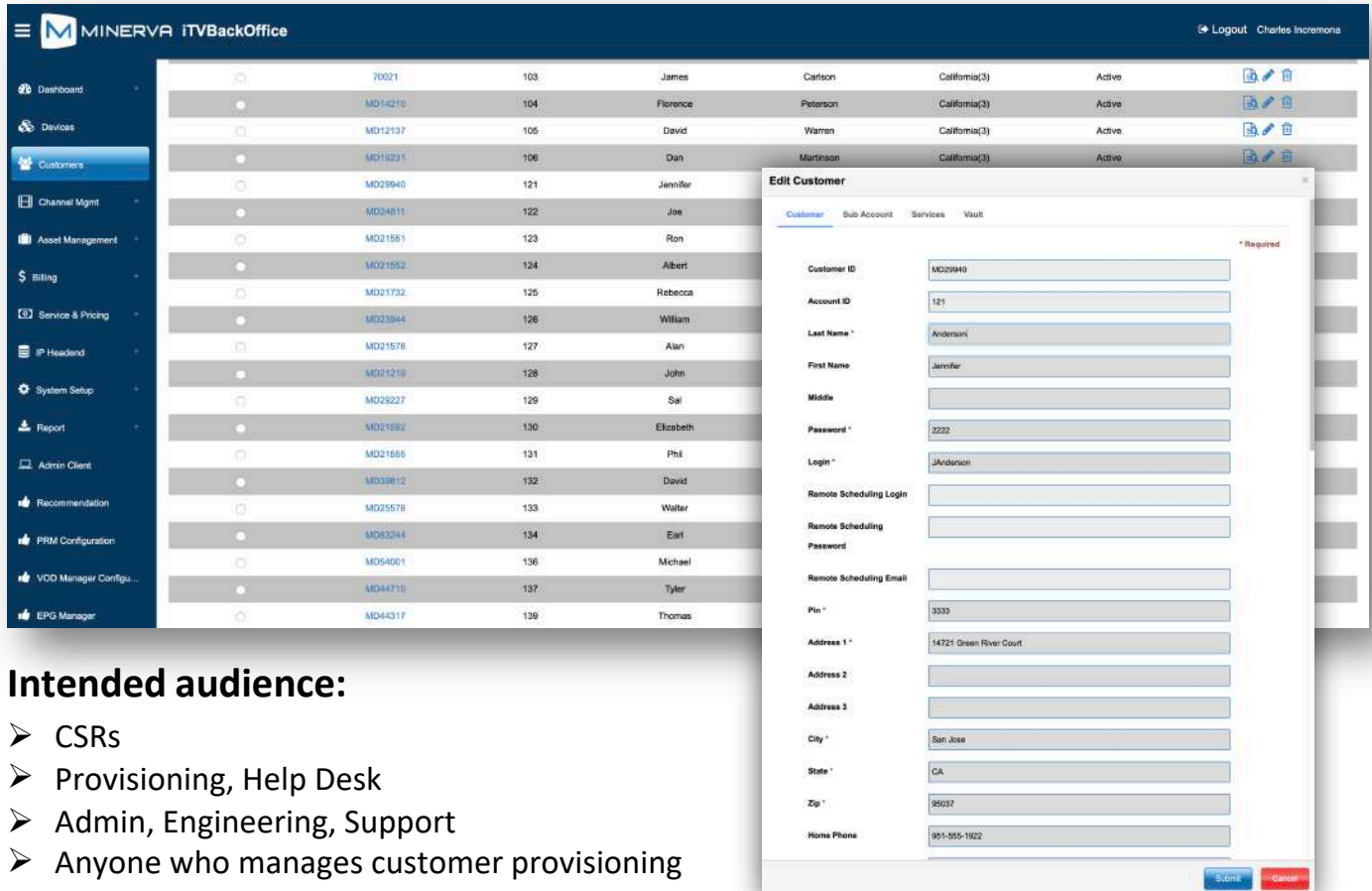
- Final review – Channels, Lineups, Regions and Packages.



# 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: Dashboard, Devices, Customers (selected), Channel Mgmt, Asset Management, Billing, Service & Pricing, IP Headend, System Setup, Report, Admin Client, Recommendation, PIRI Configuration, VOD Manager Configu..., and EPG Manager. The main area shows a table of customer accounts. An 'Edit Customer' modal 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 modal has tabs for Customer, Sub Account, Services, and Vault. The 'Customer' tab is active, and the fields are populated with data for a customer named Jennifer Anderson.

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	Home Phone
70021	103	James	Carlson														
MD14210	104	Florence	Peterson														
MD12137	105	David	Warren														
MD110231	106	Dan	Marlinson														
MD29940	121	Jennifer															
MD24811	122	Joe															
MD21551	123	Ron															
MD21552	124	Albert															
MD21732	125	Rebecca															
MD23844	126	William															
MD21578	127	Alan															
MD21219	128	John															
MD29227	129	Sai															
MD21552	130	Elizabeth															
MD21555	131	Phil															
MD39812	132	David															
MD21578	133	Walter															
MD93244	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

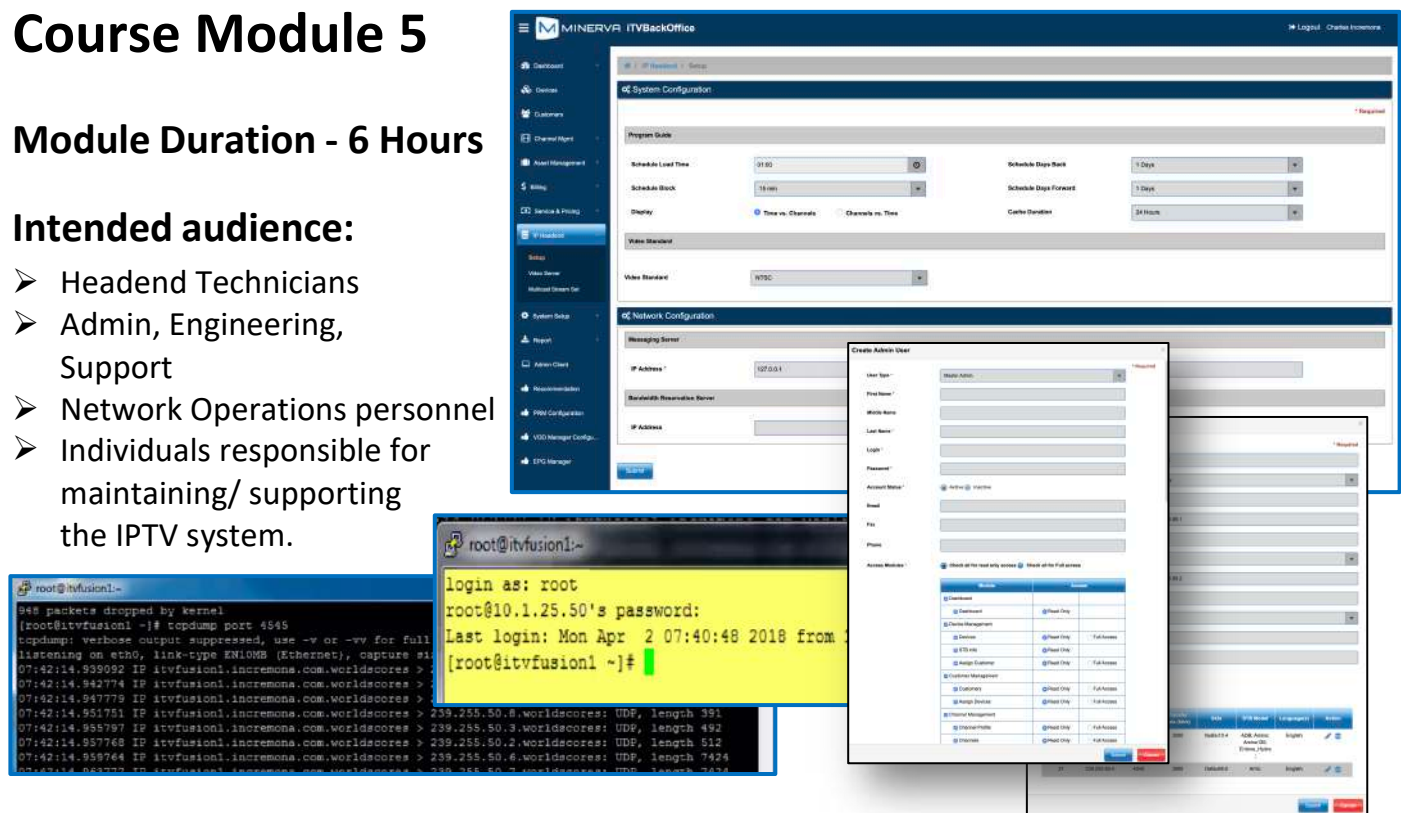
# Course: Administration & Troubleshooting

## 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:

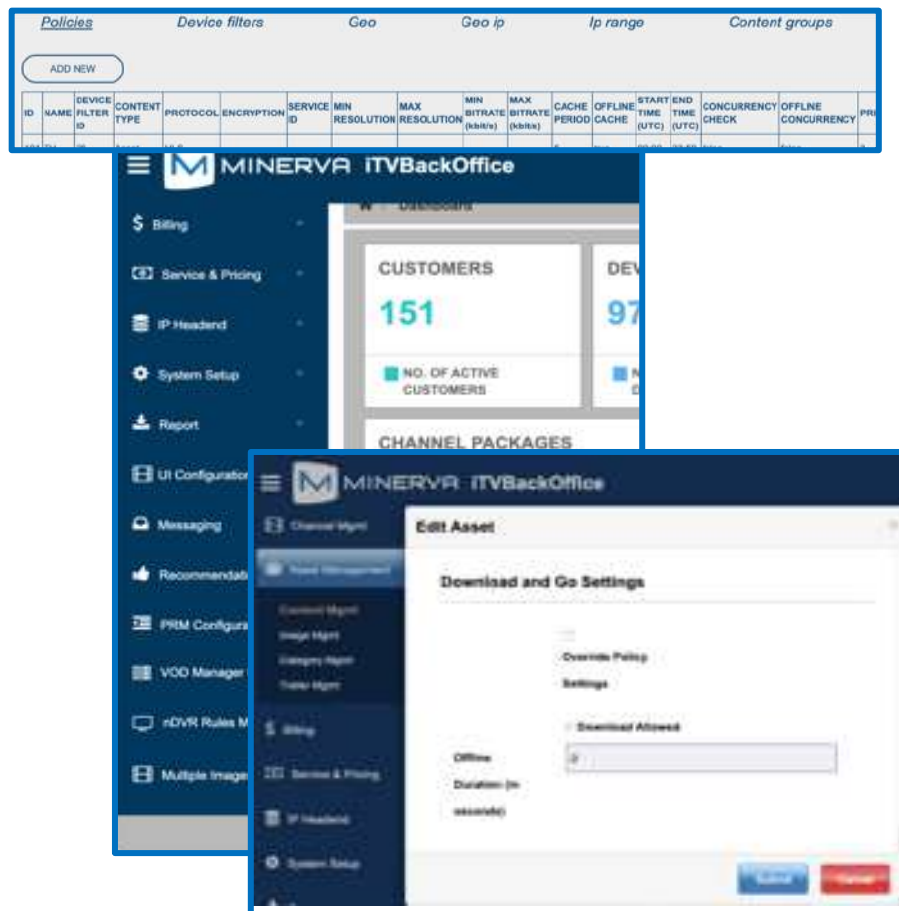
- What the PRM, or Playback Resource Manager, is and does.
- How to control and administer playback of content based on the incorporation of rules and constraints using parameters such as:
  - Network capability
  - Content Type
  - Device Type
  - Device Location
  - Bitrate
  - Resolution

### 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:

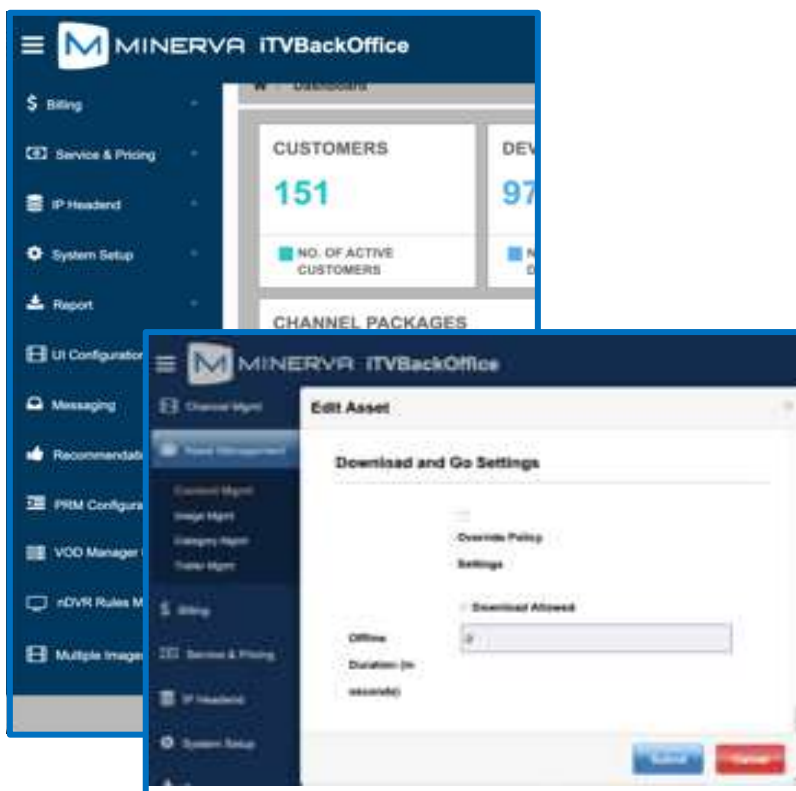
- Admin, Engineering, Marketing
- Individuals responsible for understanding the details and data about the IPTV system.

#### 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. – 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

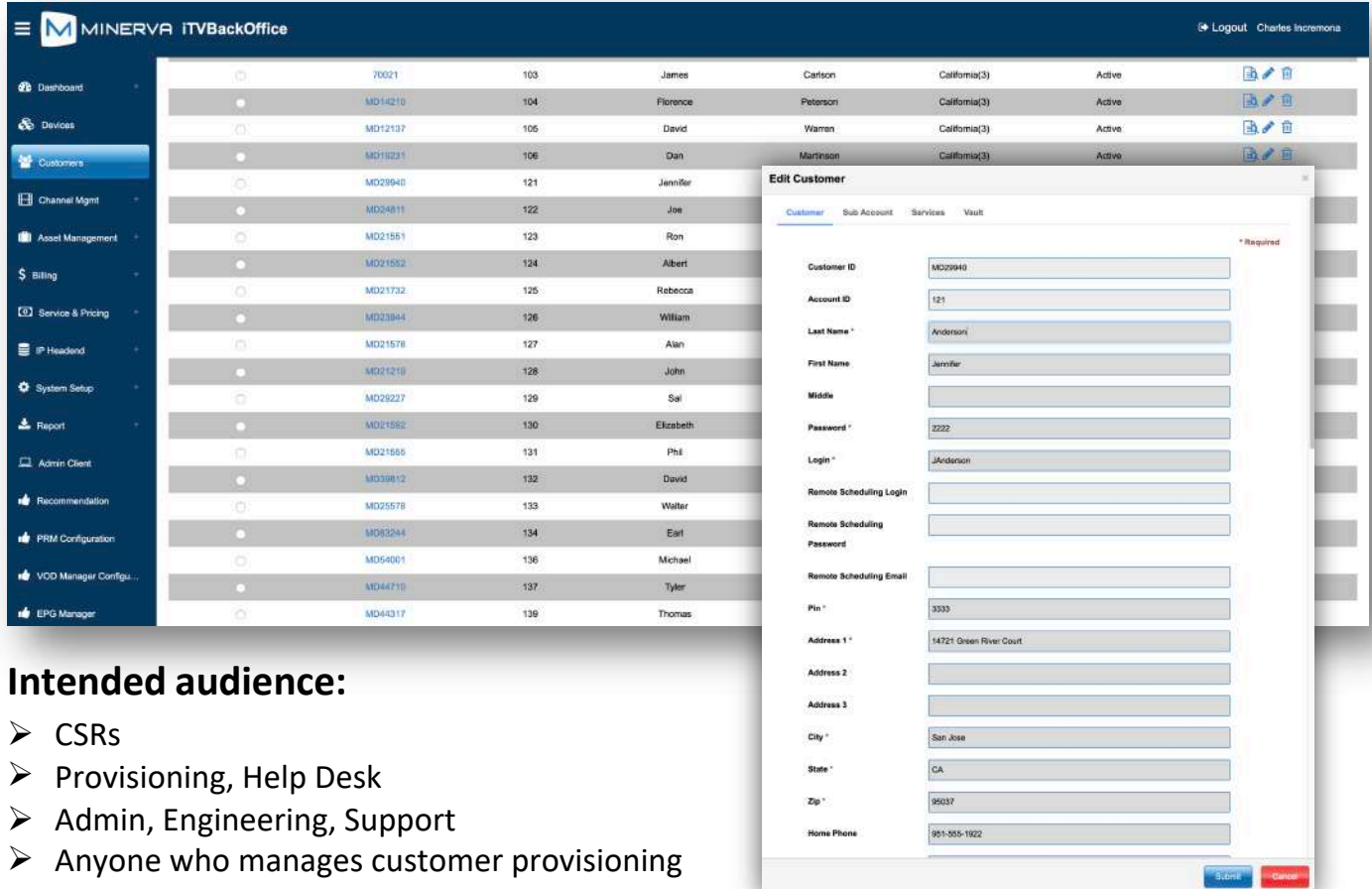
**Convenient online delivery:** The training courses cover all of the key areas required to operate the YourTV Now system.

**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: Dashboard, Devices, Customers (selected), Channel Mgmt, Asset Management, Billing, Service & Pricing, IP Headend, System Setup, Report, Admin Client, Recommendation, PIR Configuration, VOD Manager Config..., and EPG Manager. The main area shows a table of customer accounts. An 'Edit Customer' modal 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 modal has 'Submit' and 'Cancel' buttons at the bottom right.

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	Home Phone
70021		James	Carlson														
MD14210	103	Florence	Peterson														
MD12137	104	David	Warren														
MD110231	105	Dan	Marlinson														
MD20940	106	Jennifer															
MD24811	121	Joe															
MD21551	122	Ron															
MD21552	123	Albert															
MD21732	124	Rebecca															
MD23844	125	William															
MD21578	126	Alan															
MD21219	127	John															
MD29227	128	Sai															
MD21552	129	Elizabeth															
MD21555	130	Phil															
MD39812	131	David															
MD21578	132	Walter															
MD93244	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.



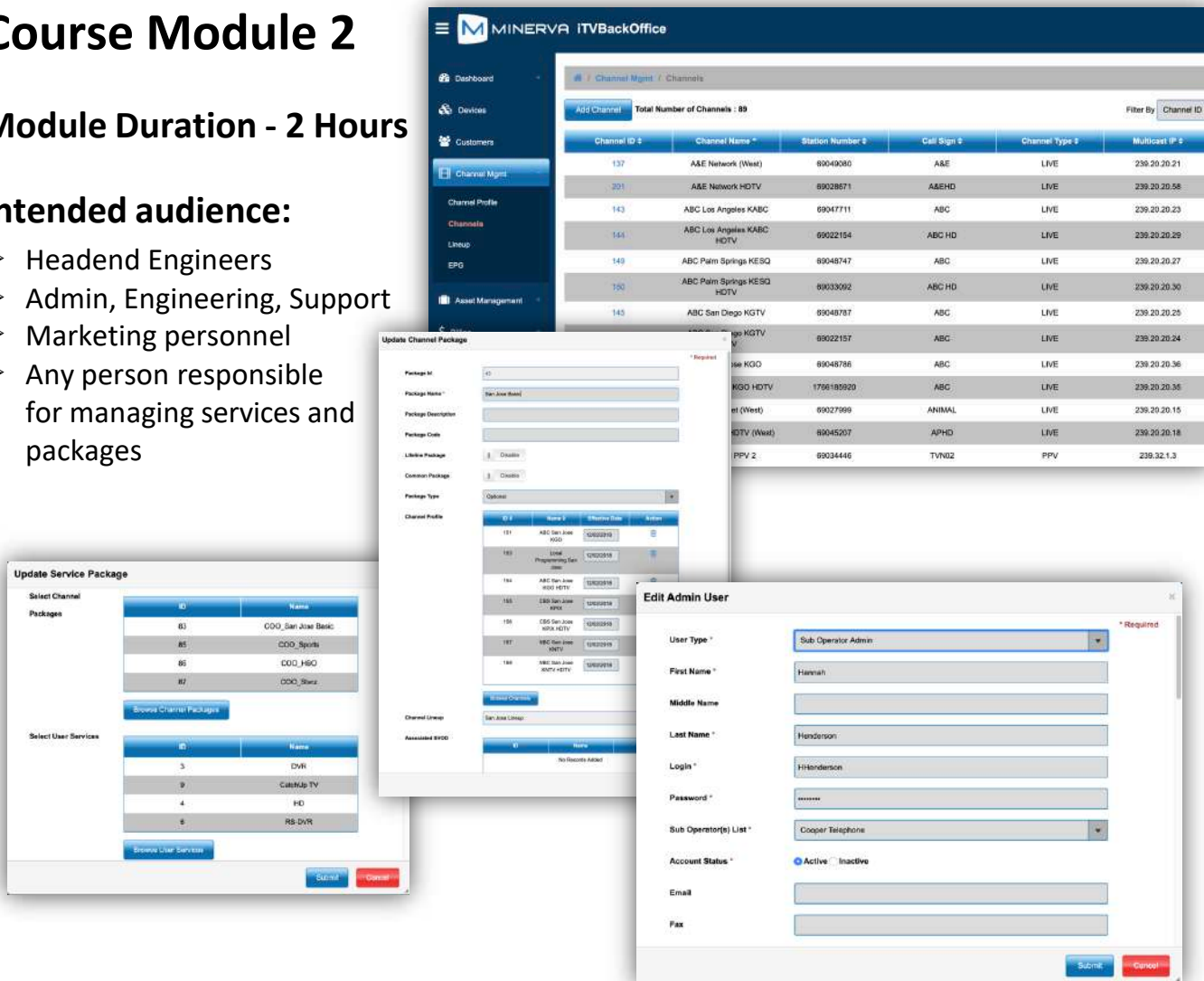
# Course: YTVN Sub Operator Administration

## Course Module 2

**Module Duration - 2 Hours**

### Intended audience:

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



The screenshots display the MINERVA ITVBackOffice interface, which includes a sidebar menu with options like Dashboard, Devices, Customers, Channel Mgmt, Channel Profile, Channels, Upload, EPG, and Asset Management. The main content area shows a 'Channel Mgmt / Channels' table with columns for Channel ID, Channel Name, Station Number, Call Sign, Channel Type, and Multicast IP. Below this, there are three overlapping windows: 'Update Channel Package' (showing fields for Package Name, Description, Code, and Type), 'Update Service Package' (showing a table of channel packages and user services), and 'Edit Admin User' (showing fields for User Type, Name, Login, Password, and Account Status).

### 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.