



xVu™ Agent

TECH SPECS



Quality. Defined by the Customer...Assured by xVu™.

A customer-centric approach is at the forefront in achieving industry leading service excellence. The Mariner xVu solution delivers next generation capabilities, incorporating customer quality of experience (QoE) within the foundation of their platform. xVu addresses the “blind spot” in the last mile.

The xVu software agent is a small downloadable non-intrusive client built for the resource constrained environment of the Set-Top Box (STB). The client captures key performance indicators and events to be aggregated for analysis by the xVu central management server. The xVu central management server is responsible for consolidating and correlating the results from all xVu clients.

xVu™ Supported Set Top Box's

- Motorola
- Pace
- Yuxing
- Airties
- Thomson



xVu™ Agent Monitoring Capabilities

Continuously monitor key service performance indicators:

- MPEG stream transport (TR-101.290 Priority 1)
- Channel unavailable (channel join failures)
- Channel change performance
- Video On Demand request performance
- Channel change timestamps
- Hard Disk status and usage
- Memory usage, CPU usage
- Hardware Clock accuracy

Capture and store key service lifecycle events:

- STB Reboots
- Software Version changes (Middleware, BootRom, DRM, Operating System)
- Changes in STB Audio/Video configuration (Aspect Ratio, Video Output, Close Caption)
- STB Replacements
- PVR recording events

Capture STB configuration details:

- MAC Address
- IP Address
- IP Gateway
- STB Audio/Video Configuration

Detect IPTV Service Issues:

- Video quality issues (black screens, lip synch, encoding quality)
- Video pixelization due to packet loss
- Audio loss due to packet loss
- Channel tuning performance
- STB performance (CPU, memory, reboots)
- Buffer over/under runs
- VoD service performance
- EPG clock accuracy
- Isolation of issues by channel, region, neighbourhood, and STB

xVu™ Agent Supported Configurations

- Video on Demand (RTSP)
- Live Broadcast Television (IGMP)
- High Definition and Standard Definition support
- Supports MPEG-4 (H.264), VC-1, and MPEG-2 video codecs
- Digital Video Recording (DVR)
- Trick Play support for live and recorded content (Rewind, Fast-forward, Pause)
- Dual Tuner monitoring

Simplified STB porting process with xVu™ Software Development Kit (SDK)

Device-agnostic engine designed to port across platforms without modification. Porting layer libraries interface the xVu™ engine with device specific components. Packaging layer manages client device and operating system considerations.

About xVu™

xVu delivers insight and value to the players who need it most - Network Operations, Customer Services, and Senior Management.

A customer-centric approach is at the heart of this industry-leading approach to TV service excellence. With deep operational expertise in the IPTV service industry, Mariner recognized the value of this principle and built on it as the foundation of xVu.

xVu turns performance insight into customer satisfaction and TV profitability.