



## TechComplete ADSL Improve the Process

Enabling efficient ADSL/2/2+ service installation, turn-up,  
and maintenance

# TechComplete ADSL

## Highlights:

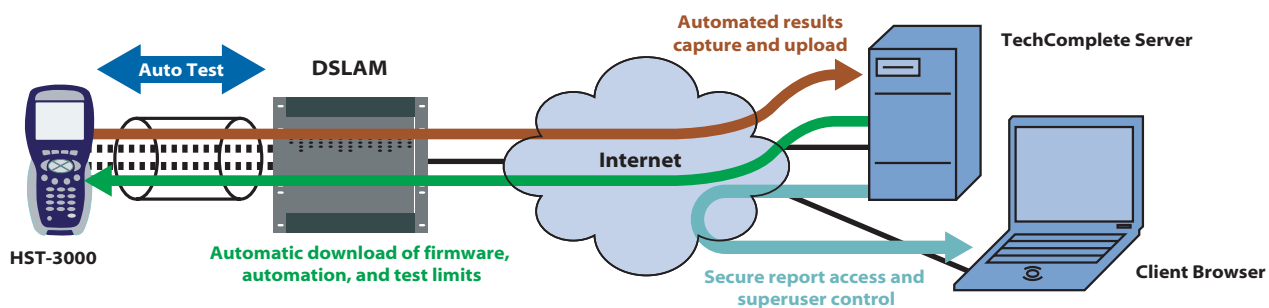
- Reduces both costs and customer churn of ADSL/2/2+ services
- Performs copper line qualification, ADSL/2/2+ synchronization, PPP session, and IP measurements to verify provisioning and service level
- Guides and teaches technicians while executing automation
- Automatically and securely synchronizes with the TechComplete Server over the ADSL/2/2+ line upon job completion
- JDSU-hosted Web server provides secure reports that are accessible to technicians, managers, and staff on their desktops
- Tracking reports for assessing location, version, and utilization
- Job reports for job-specific results, utilization, and status

JDSU's TechComplete ADSL is a complete solution of instruments, job-specific automation, and a Web-based server application that enables both central office and field technicians to install, turn up, and maintain ADSL/2/2+ services in a reliable and efficient manner.

TechComplete ADSL improves the efficiency and effectiveness of both central office and field workforces by combining the following elements in a complete solution:

- The rugged, modular, and flexible HST-3000, equipped with an ADSL/2/2+ service interface module (SIM), provides service providers with all of the copper, ADSL/2/2+, and services testing capabilities they need to verify their network. Its modularity allows for the adoption of new technologies while keeping capital expenses low.
- Powerful, customized, and job-specific automation guides technicians while sequencing through the ADSL/2/2+ testing methods and procedures defined by the service provider. The automation includes copper pair qualification, ADSL/2/2+ synchronization, PPP session initiation, as well as ping and FTP throughput verification. This "one-button" testing capability, with its pass/fail criteria, is managed centrally by JDSU's TechComplete Server.
- The TechComplete Server allows for the automated upload of completed jobs and results, the management of test sets and automation, as well as instrument, job, and technician reports, providing management and staff with clear visibility of the collected results.

By combining these powerful elements into a complete solution, service providers can effectively systematize field instruments, gaining visibility and control of tests performed on portable instruments. This systematization of the ADSL/2/2+ service ensures compliance of the service provider's specific test procedures, ultimately lowering operational costs and reducing customer churn.



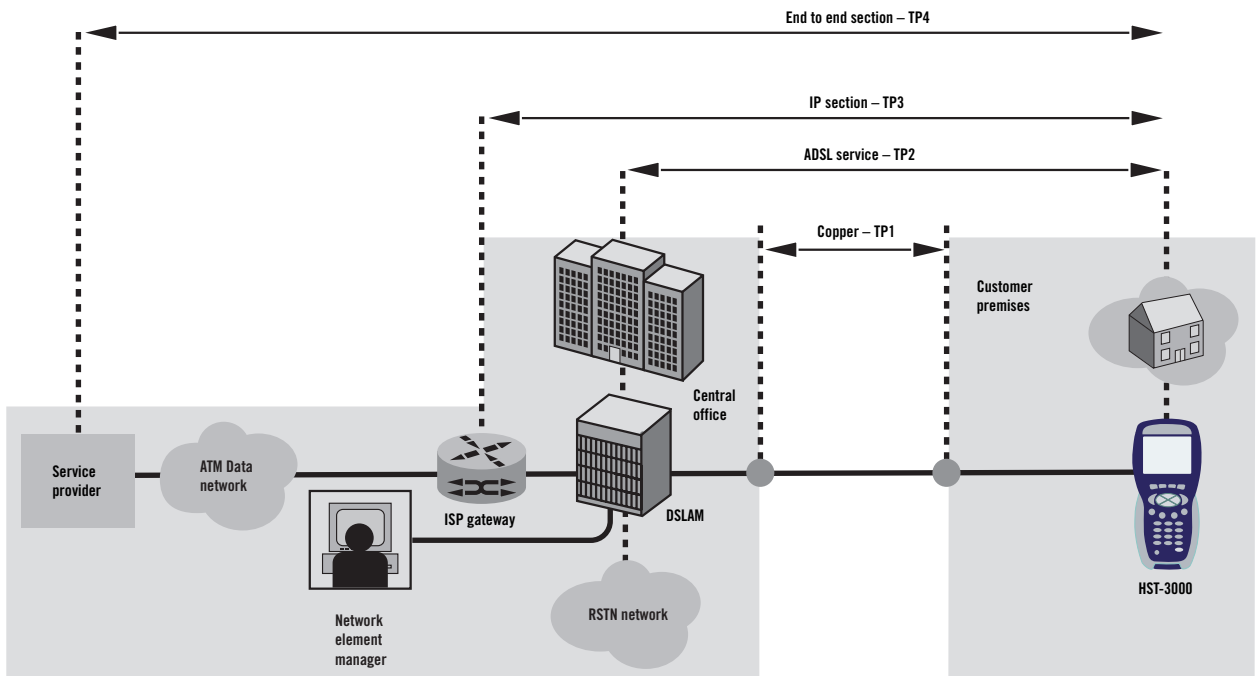
# Solution Components

## HST-3000 with an ADSL/2/2+ SIM

The core component of TechComplete ADSL is the HST-3000 with an ADSL/2/2+ service interface module (SIM).

The HST-3000 is a modular copper services test tool featuring:

- A single testing solution for multiple access technologies and service applications.
- A modular hardware and software architecture that is flexible and easily upgraded.
- A battery-powered, rugged, and weather-resistant platform that is built to endure field use.



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### **TechComplete Automation**

Using the power of the HST-3000, JDSU has created an ADSL/2/2+ automation application that manages the instrument through the test setup, test execution, results storage, and results upload processes.

TechComplete automation consists of a suite of test profiles that are defined on the server by a superuser and are downloaded onto the HST-3000. The profiles allow for the customization of the test procedures based on service type and speed.

In addition, TechComplete automation:

- Ensures that the entire service is tested – Copper, ADSL Synch, IP, and through to the Internet.
- Graphically guides and trains technicians as it executes.
- Captures all test runs, user selections, and test results.
- Tags the results with the HST-3000's ID code, the time and date, as well as the user-defined job number, phone number, and technician ID.

### **TechComplete Server**

As each job is complete, the HST-3000 automatically synchs to the TechComplete server using the ADSL line under test. It then uploads the test data to the server and checks for software updates. This quick information exchange allows the server to function as a test set management platform and as a repository for test data.

### **Instrument Management Platform**

The TechComplete server allows up to thousands of fielded HST-3000s within an organization to be centrally tracked and managed.

When the HST-3000 needs to be updated, for new firmware or to deploy new test procedures, TechComplete enables this to be done remotely. The web interface has the flexibility to select which units get updated, so that test procedures can be different from one group to another or identical across the entire organization.

Test Set Reports allow managers to track instrument utilization as well as software versions and serial numbers.

### **Test Result Storage**

The test data that is uploaded after each job is stored in a database. This information can be searched by job number, phone number, technician ID, and other unique parameters. Technicians and Managers can log in from any internet connection to get reports on specific lines, areas, or technicians.

## Benefits

By implementing TechComplete ADSL - a complete solution of instruments, automation, and a Web-accessible server - service providers can expect to:

- Improve productivity: Guiding the cabling and automation of the test procedures speeds execution of the tests and reduces the amount of time per job.
- Reduce repeats: Automation, combined with results visibility, allows for the reduction of repeated problems on a circuit through guaranteed adherence to the test procedures.
- Decrease mean time to repair (MTTR): By automatically sectionalizing service problems to the copper, ADSL/2/2+, ATM, PPP, and IP layers and by providing technicians with guidance on the resolution of issues, problems can be quickly directed to the responsible party.
- Reduce training costs and technician ramp-up time: Through centrally managed automation, service providers are able to deploy new test procedures without conducting extensive training or communication programs.
- Lower capitol expenses: By providing a tool to automatically monitor instrument utilization, management can determine underutilized tools and redeploy them to other locations.
- Gain access to test results: By automating test execution, results capture, and result upload, managers and staff can gain visibility into test results associate with circuit turn-up and maintenance.

Ultimately all these benefits lower a service provider's costs while reducing customer churn.



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