JDSU SmartID™ Advanced Coax Probes

Reduce Repeat Calls for Triple-Play and HPNA® Issues with Minimal Investment and Huge Time Savings

Key Benefits

- Certifies in-home wiring for triple-play and home phoneline networking alliance (HPNA) services to avoid repeat visits
- Drastically reduces mean time to repair associated with inside/in-home wiring
- Protects revenue by lowering risk of customer churn due to repeat repairs
- Reduces operating expenses associated with repeat truck rolls

Applications

- Verify inside wiring (quality and topology) and service distribution
- Check for ingress (noise) that interferes with and degrades HPNA performance
- Sweep the HPNA frequency band end to end across all legs in both directions preparing for whole home DVR
- Use frequency domain reflectometry (FDR) technology to locate events such as splitters and faults, along the coaxial cable pair

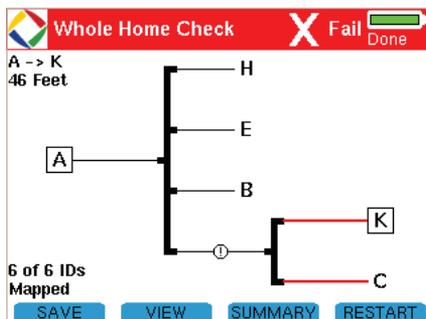## Ensure high-quality coax with JDSU SmartID Advanced Coax Probes

Used in conjunction with the JDSU SmartClass™ Home handheld test set, the SmartID quickly certifies subscriber coax topology and identifies and locates physical-layer coax impairments that affect triple-play and multiroom digital video recorder (DVR) services running over HPNA.

Increase customer satisfaction by reducing repeat tickets

Problematic coax accounts for 40 to 50 percent of all repeat calls. In addition, issues with coax account for more than 90 percent of all problems with video, voice, data, and multiroom DVR installations. These issues are what technicians spend most of their time troubleshooting. These problems become more apparent after adding new digital services. In fact, most homes have never been tested in the higher HPNA frequency ranges to ensure support for these services.

Find unknown hidden splitters, amplifiers, and faulty coax

Technicians spend most of their allocated time reworking coax elements for disrupted services. Until now, even experienced technicians spent hours trying to identify the root cause of video, voice, data, and multiroom DVR impairments. Limited access to much of the coax network exacerbates the issues, because technicians must speculate when determining the cause. The JDSU SmartID probes help technicians of any skill level determine which coax legs are connected while finding unexpected hidden splitters, house amplifiers, or bad barrels. The SmartID lays out the topology of the subscriber's coax network showing what is really connected to the coax. The ability to show technicians exactly what is present in the coax eliminates guesswork and leads to efficient problem-solving.

Distinguish between triple-play and HPNA issues

Using SmartIDs at each set-top box (STB) and gateway locations helps technicians verify whether each coax path can handle all of the planned services. The SmartID coax probes enable validation of all connected locations from the point of entry to the subscriber's equipment location for triple-play services and STB-to-STB locations for HPNA services.

Drastically reduce mean time to repair (MTTR) by knowing what to fix

The SmartID system saves time when troubleshooting because it gives technicians the location of the impairment. Rather than repeatedly segmenting the network, making a change, then retesting, technicians can now view the impairment location and go directly to it, thus speeding troubleshooting time and reducing the frustration from guesswork when determining the root cause.

Determine the salvageability of a faulty coax cable

Often, when technicians determine that a drop cable is faulty, they simply re-run/re-lay it without knowing whether it could easily have been fixed. Time and money wasted by re-running or hanging a new drop adds up very quickly. SmartID testing now helps technicians determine whether they can quickly fix the drop or if they indeed must replace it with a new one.

Verify inside/in-home wiring for future triple-play and HPNA services

As recent history shows, subscriber services evolve and technologies, such as xDSL and HPNA, change and bit rates increase; however, the coax they run on remains the same. Focusing on fixing service-impacting physical issues guarantees that the coax can handle the increased bit rate and traffic for the operators, regardless of the existing technology. Eliminate sending a technician/installer to turn up every new service. SmartID lets you verify the home wiring beforehand.
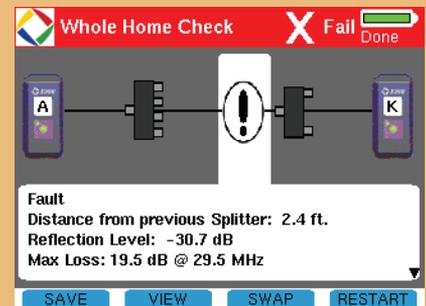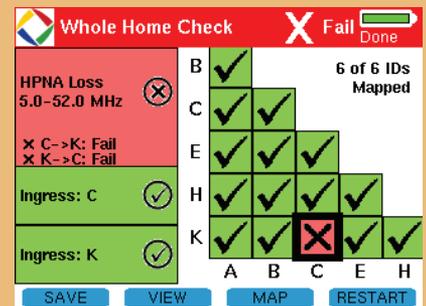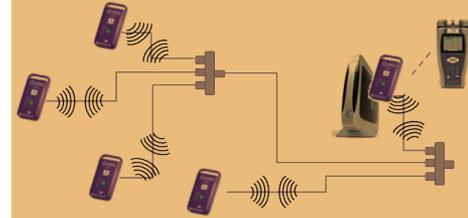
Reduce ingress on coax due to shielding issues

Finding and fixing coax impairments in the home due to shielding issues enables technicians to reduce the amount of noise returning on the coax plant. Combining SmartClass Home with the easy-to-use SmartID probes helps to effectively reduce noise.

Cost-effective because it is based on existing tools

The JDSU SmartID solution eliminates the need to purchase a completely new and costly platform just for multiroom DVR HPNA testing. Used in combination with an existing SmartClass Home, the SmartID probes simply add to the existing functionality to the equipment technicians already use. Also the probes offer scalability and greater visibility of the overall coax network, empowering you to adhere to your test and measurement budget. Finally, the SmartID system's increased effectiveness in troubleshooting home networks enables technicians to complete more jobs, saving you time and money.

Minimize the Biggest Time Consumer for Technicians and Reduce Repeat Tickets!

Contact your local JDSU Sales representative for more information.

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