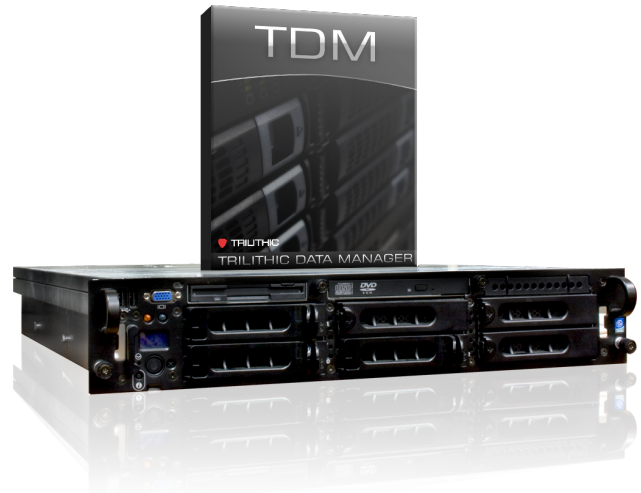


# TDM

## Integrated Server Package

- Enables In-Field 860 DSPi™ Configuration Updates
- Upload or Download Measurement Data for Records; “One-Click” to Send and Receive Data
- Interfaces with Records, Work Order Management, and Third Party Diagnostic Information; Facilitates Inventory and Tracking of Work Order Completion, etc.
- Messaging Interface for Broadcast or Individual Technician Communication
- All Server Software is Pre-Installed on a High-Performance Server, Ensuring Reliability and Minimizing System Activation Time



The TDM™ (Trilithic Data Manager) Integrated Server Package is a pre-configured server, integrating powerful software applications and hardware to provide a tailored, comprehensive solution for managing test data for installation technician performance and quality assurance, and managing field analyzer inventory. In addition to Microsoft® 2003 Server® and SQL Server®, the server hardware comes pre-configured with TDM server software, and one on-board WorkBench™ application with TDM component. Six additional WorkBench with TDM component packages are provided, standard.

TDM is a server application that enables remote configuration of the 860 DSP™ or the 860 DSPi™; allows for the collection of measurement records; and enables instrument updates and

feature addition via the Internet. An optional TDM component resides within WorkBench, Trilithic's 860 family configuration and management application, and enables the user to communicate information globally, by groups, or individually to 860s in the field. 860s can upload measurement information to the TDM server to be viewed in WorkBench and saved for historical purposes.

### APPLICATIONS

TDM makes keeping field meter firmware up to date simple by notifying the technician that an update is available whenever he/she enters the browser mode. The transmission (upload and download) of data can be performed with the push of a button. This means that all field analyzers will be running on the most current firmware version.

Management reports are another important function of TDM. The vast amount of data collected by installers throughout the day would be overwhelming to analyze without simple, well-designed reports. All TDM reports have certain characteristics, including a summary and expandable/collapsible depth of data detail (some reports are only obtainable with data acquired from a billing system, which includes information related to work orders).

### FEATURES AND BENEFITS:

- Allows 860s to send and receive e-mails, as well as to share data with other technicians using 860s in the field.
- Enables management to view team reports through an IE web browser.
- Consistent, efficient, and accountable quality assurance improves installation service quality, resulting in retaining satisfied customers.
- Decreases the number of service calls, which leads to cutting operational expenses.
- Improves installation technician performance with measurable results while eliminating costly rework.
- Proactive and automated test processes save maintenance technicians' troubleshooting time, also cutting operational expenses.
- Test automation speeds installation technicians' measurement and data collection time, thereby improving productivity.



### 860 DSP Meter Inventory

The TDM system enables supervisors to make sure every technician's meter has the proper configuration to ensure that the right tests are done on the right channels. Firmware upgrades can be forwarded to technicians' inboxes and supervisors can track which meters have been updated. Complete meter inventory reports provide a quick reference indicating which meters have specific measurement capabilities, and when the last calibration was performed. A calibration check report provides a quick method for ensuring that technicians are checking meter calibration on-schedule, and that all meters are making accurate measurements. The supervisor can access specific uploaded data logs for detailed analysis using WorkBench.

Operator	Model	Firmware	Days Since Connected	Calibrated	Analog Options	Digital Options	Return Options	DOC'S Opt
1003	860 DSPi Power Pack	8.6.6.2	156	3/7/2007	1 Analog Frequency Range 1000 Hz	2 Digital GSM Lite Enhanced Digital	1 Return GSM Source	5 DOC'S Opt Ethernet (LAN) Web Browser CM to R-U-4B Dual CH MAC High Speed Throughput
1289	860 ?	6.12.7.2	634	10/24/2006		1 Digital GSM Lite		2 DOC'S Opt Ethernet Web Browser
1270	860 ?	6.12.7.2	641	2/15/2006	Options Unavailable			
1271	860 ?		Never		Options Unavailable			
1275	860 ? Power Pack	6.12.7.2	634	8/23/2006		1 Digital GSM Lite	1 Return Return Inset (RSVP)	2 DOC'S Opt Ethernet Web Browser
1276	860 ?	7.2.8.2	641	2/14/2006	Options Unavailable			
1277	860 ? Power Pack	7.2.26.2	634	2/28/2007	1 Analog Frequency Range 1000 Hz	3 Digital GSM (4.26) GSM Lite Enhanced Digital	1 Return GSM Source	5 DOC'S Opt Ethernet Web Browser CM to R-U-4B Dual CH MAC High Speed Throughput
1278	860 ? Power Pack	7.2.26.2	639	2/28/2007	1 Analog Frequency Range 1000 Hz	3 Digital GSM (4.26) GSM Lite Enhanced Digital	1 Return GSM Source	5 DOC'S Opt Ethernet Web Browser CM to R-U-4B Dual CH MAC High Speed Throughput
1280	860 ?	7.2.26.2	634	2/28/2007	1 Analog	3 Digital	1 Return	5 DOC'S Opt

### Reports and Summaries

The TDM system helps installation technicians become more professional, thorough, and efficient. They quickly check and certify the installations with simple macros, verifying the quality of services delivered to customers. The tests are done quickly with the fastest installation analyzer on the market, so the installer can get more done in less time.

### History Reports / Work Orders

To further simplify the process for the technician, the 860 DSPi can be set up with a very friendly user-customized interface to enable quick access to specific macros that comprehensively evaluate the services in one combination of measurements. The test data is stored in a task (work order) file, and all of the data from the day's work is uploaded to TDM at the end of the day.

### Increased Efficiency and Productivity

Implementation of the TDM system leads to satisfied customers with improved reliability and service that meets expectations. The system improves productivity by eliminating rework, and provides management with metrics to control and improve productivity. The ability to collect, sort, and analyze data gives new productivity enhancing insight to users, and the integration provides a cost cutting quality improvement which – by increasing subscriber satisfaction – mitigates churn and improves the potential for new customer business.

Workgroups	Technician	Total	Work Order	% Pass	Type	Macro Compliance	Data Log Comp
			Total			Run	Req % Comp
<b>Report Totals</b>		3	7	88 %		2	2 100 %
<b>Level 2</b>		3	7	88 %		2	2 100 %
<b>Level 1</b>		2	3	100 %		0	0 100 %
Doug Swank		1	1	100 %		0	0 100 %
Mark Carragh		2	2	100 %		0	0 100 %
<b>Level 3</b>		1	4	75 %		2	2 100 %
5008		1	4	75 %		2	2 100 %
141625	AS	1	1	100 %		1	1 100 %
141122	AS	1	1	100 %		1	1 100 %
212345		0	0	100 %		0	0 100 %
2123456789123456		0	0	100 %		0	0 100 %

**860 DSP Macro Summary**

Macro: **set top**  
 Result: **Passed**  
 Test Date/Time: 10/22/2008 09:21:31 AM  
 Channel Plan: tri1.plan  
 Meter Operator: 5008  
 Meter Cal Date/Time: 1/20/2007 12:04:31 PM

Sys Prin: 1000  
 SchedDate: 10/21/2008  
 Tech: 5008  
 Task Id: 141122  
 CUST\_ACCT\_NO: 120512  
 Address: 570 AUDUBON PL  
 City: Indianapolis  
 STATE: IN  
 Node: HG19C  
 Resolutions:  
 Type: AS  
 ComplDate:  
 HSE\_KEY\_HSE: 6003162  
 Zip: 46235

**Macro Summary**

Scan:	Passed
QAM Ch 74:	Passed
QAM Ch 75:	Passed
QAM Ch 77:	Passed
QAM Ch 78:	Passed
QAM Ch 79:	Passed
QAM Ch 80:	Passed

Work Order	Technician	Macro Compliance	Data Log Comp
Total	% Pass	Req	% Comp
<b>Report Totals</b>	4	25 %	
141122	AS	1	100 %
141522	AS	1	100 %
140675	AS	1	100 %
140654	AS	1	100 %

### INTEGRATED SOFTWARE SPECIFICATIONS

<b>Microsoft Windows 2003 Server®</b>	A comprehensive, integrated and dependable server platform designed to reduce costs and increase the efficiency and effectiveness of computing operations.
<b>Microsoft SQL Server®</b>	More than a relational database management system; it is a complete database and analysis product that meets the scalability and reliability requirements of the most demanding enterprises.
<b>WorkBench Client License</b>	1 WorkBench client license included.
<b>TDM Server Software</b>	Integrates powerful software and hardware to provide remote access to channel plans, auto test and firmware updates, and supports data uploads via the internet.

### INCLUDES THE FOLLOWING:

Pre-configured server with six WorkBench/TDM software packs

### RELATED ITEMS:

TDM integrated server package  
**P/N 2011092100**

TDM Component software  
**P/N 0930083001**

WorkBench software  
**P/N 0930083000**

WorkBench/TDM software package  
**P/N 0930083002**

### HARDWARE SPECIFICATIONS

#### Specially configured Dell PowerEdge® 2U rack mount server

<b>Storage</b>	TDM Server can store more than 10 million data logs (average data log is 34 kB).
<b>Warranty</b>	Next business day, parts and labor, on-site response – 3 years (provided by Dell).

A second power supply is available from Dell to provide redundancy and extra reliability.  
A backup storage system is recommended for prevention of data loss.