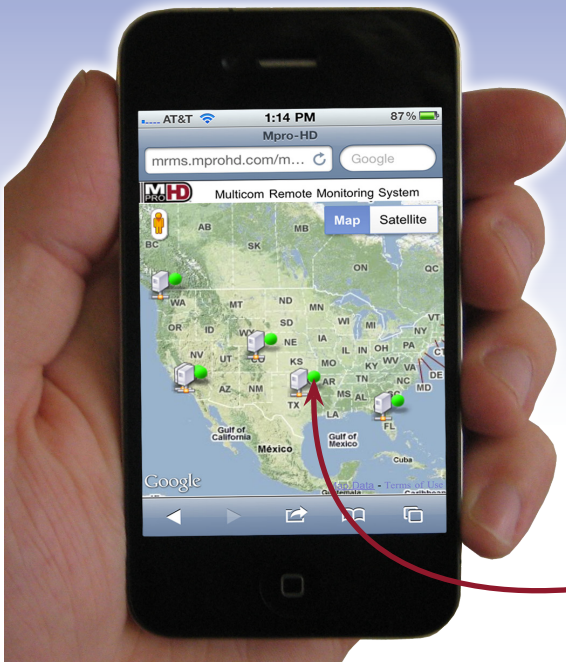# MproHD

The Mpro-HD™ HDTV Solution: MrM™

Hospitality Headend Issues?

MrM™ Automatically Resolves Issues - Even While You're Asleep

- **Improve Customer Satisfaction**
- **Eliminate Truckrolls**
- **Expand Your Business Footprint**
- **24/7 Active Monitoring and Issue Resolution**
- **Nearly all issues resolved remotely and automatically**
- **Historical data and graphs**
- **Hotel WebPortal including desktop/iPhone/Android/Blackberry**
- **Dedicated NOC Center**

See Your Headend Status From Your Computer and Mobile Phone

Escalation Sequence

MrM™ Monitoring	Integrator	Edge QAM
Monitor Operations - Collect and store all performance data in database, constantly analyze	**User Portal** View performance, environmental data for the entire network(s)	**Normal Operations** Maintaining video streams from receivers & monitoring system status
Outage/Rainfade detected	**Outage/Rainfade detected**	**Outage/Rainfade detected**
Display on Network Monitor Map (and detail pages)	Display details and updates of all activities on Network Monitor Map and all detail pages. Includes timestamps as each action starts and the specific act.	**Edge QAM attempts to recover**
Initiate Stream Restart		
*Initiate Recover Receiver 10+ Min. - Power Cycle	Integrators and Customers have access to the stats at all times.	***Other miscellaneous recovery activities**
*Other intermediate automated interventions		
*Initiate Manual Intervention Edge QAM reboot, etc.	**Manual Intervention Notification**	

*Step taken only if required

MrM

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Mpro-HD: Making HDTV Easy and Reliable for the Hospitality Industry