



# Mpro-HD<sup>®</sup> and MrM<sup>®</sup> Services



Mpro-HD<sup>®</sup> and Multicom Remote Monitoring (MrM<sup>®</sup>) services include remote status and Quality of Service monitoring and servicing, including “virtual truckrolls”, from the Network Operations Center In North America.

- 24/7 Active Monitoring: Minute-by-minute current status and history for ALL of your Mpro-HD<sup>®</sup> hotel systems
- 24/7 Issue Resolution: Nearly all issues resolved remotely and automatically
- Web Portal and Smart Phone: 24/7 Hotel System Status in the palm of your hand
- Historical data and graphs

Mpro-HD <sup>®</sup> and MrM <sup>®</sup> Services	Basic	Gold
Pro:Idiom <sup>®</sup> License Refresh	●	●
Mpro-HD <sup>®</sup> System View	●	●
Mpro-HD <sup>®</sup> Web Portals	●	●
Mpro-HD <sup>®</sup> Smart Phone Interface	●	●
Issue and Event Alerting	●	●
Smart Phone Stream Restarting	●	●
System Trends and Analysis Reports	●	●
Business Hours Only Phone Support	●	●
Business Hours Only Manual Intervention	●	●
MrM <sup>®</sup> 24/7 Auto Analyze		●
MrM <sup>®</sup> Intervention		●
MrM <sup>®</sup> Resolution		●



MrM<sup>®</sup> Automatically Resolves Issues - Even While You're Asleep

800-423-2594

[www.multicominc.com/mprohd](http://www.multicominc.com/mprohd)



Mpro-HD<sup>®</sup>: Making HDTV Easy and Reliable for the Hospitality Industry