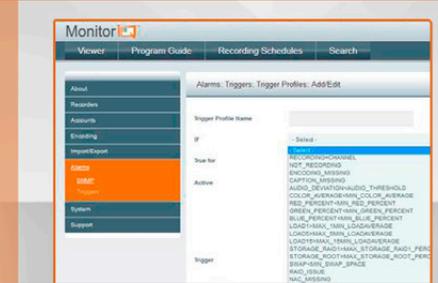




FEATURE BRIEF

# System Glitches a Fact of Life in Multi-format Broadcast World

*Discover Issues Instantly and Generate an Automated Action Plan with New Monitor IQ™ Alerts.*



## The Need:

- Digital broadcast media comes in many forms and may pass through multiple encoders, decoders and interfaces, any of which can cause errors.
- It's critical to communicate any issues involved in a monitored signal flow immediately, identify the problem, and resolve it quickly.
- A clear and actionable plan must be communicated and carried out instantly.
- Potential problems may involve regulatory compliance mandated by the FCC or infrastructure issues that require system hardware maintenance.
- Trouble-shooting an entire system manually to isolate a discrepancy can take hours of valuable engineering time.
- An automated alert system must integrate with third party technology and be compliant with established workflows.
- Master control operations looking for an internal alert system that provides redundancy to on-air technical alerts
- Locations with limited staffing or unmanned remote sites such as a broadcasters' back up facility with need for compliance and engineering alerts.

## The Solution:

- **Compliance Alerts:** Monitor IQ™ Alerts enable error messages via SNMP and email for all compliance issues that warrant attention, including: loss of audio, video, closed captions, loudness threshold, and accurate generation and delivery of NAVE codes to Nielsen monitoring equipment.

### Industry:

Broadcast

### Product:

Monitor IQ™ 4.0

### Version:

Premier

### Feature:

Alerts

### Benefits:

- Increased system confidence and improved efficiency
- Uncovers both compliance and maintenance issues
- Allows quicker trouble-shooting and resolution
- Offers custom set-up controls for signal flows and hardware status

## *The Solution (continued):*

- **Engineering Alerts:** Monitor IQ's Infrastructure Self-Check continuously monitors the total health of the system, automatically performing more than forty types of hardware status checks, including CPU, RAM and power levels. It extensively monitors the Open Media Appliance server, eliminating unexpected failures within the system.
  - All alerts related to a channel or system are displayed in one place, facilitating effective troubleshooting and correction.
  - Users can customize the set up so that they can monitor and receive alerts most critical to their operation.
  - Alarms eliminate the potential for any issues in the signal flow to linger without being addressed.
  - Monitor IQ enables custom set-up and display of alerts, including delivery to desktops and mobile devices through all standard web browsers, without the need for ActiveX.

## *About Monitor IQ*

Monitor IQ™ provides multi-channel signal monitoring, logging, compliance and archiving for traditional broadcasting. Monitor IQ has a range of unique features including centralized management, automatic ad detection, and a director's audio track. It accepts multiple signals, both HD and SD in full resolution, and exports them in a wide range of file formats. Its Infrastructure Self-Check performs more than 40 types of ongoing system checks to proactively monitor the total health of the Monitor IQ system. Web Captioning ensures that programming complies with new FCC closed captioning mandates in the SMPTE Timed Text Format. And Program Guide Extraction automatically extracts EIT data directly from the broadcast, simplifying program search and enabling recording by program. Several new features to be announced will be included within this new version. Monitor IQ is compatible with all standard web browsers — and does not require ActiveX.

## *About Digital Nirvana*

Since 1996, Digital Nirvana has been empowering customers with innovative knowledge management technologies. By combining media and digital technology expertise, Digital Nirvana makes it possible for organizations to streamline operations and gain competitive advantage with advanced product and service offerings. The company's product portfolio includes the industry-leading Monitor IQ broadcast monitoring system, AnyStream IQ OTT monitoring solution, and the MediaPro content repurposing system. A comprehensive service portfolio includes media monitoring and analysis, market intelligence and analytics, and learning management services. Digital Nirvana is headquartered in Fremont, California with offices in Hyderabad and Coimbatore, India.

## *Learn More*

Send us an email at [info@digital-nirvana.com](mailto:info@digital-nirvana.com) or call +1-510-226-9000 ext. 707 for more information. Visit our website at [www.digital-nirvana.com](http://www.digital-nirvana.com).



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