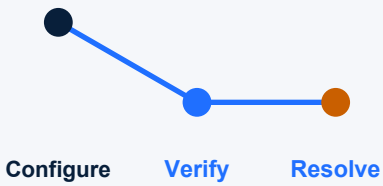
AVDACS
AUDIO VISUAL DIAGNOSTICS AND CONTROL SOFTWARE

STAGE 3 / RESOLVE

AVDACS Resolve

Faster NVX troubleshooting with field-ready evidence and optional AI-assisted diagnosis.



Purpose

AVDACS Resolve is a guided Windows app for collecting discovery, endpoint, processor, route, preview, packet, display, HDCP, switch, and report evidence in one technician workflow. Continue manually or review the aliased evidence and request an optional AI-assisted diagnosis. AI findings are read-only and never change device or switch settings automatically.

Guided diagnosis

Run Case Checks, Diagnose, or Route Comparison manually, then use optional AI findings for likely causes, missing evidence, and focused next checks.

Switch intelligence

Use supported switch profiles or generic SNMP-compatible access for read-only port, link, speed, counter, VLAN, IGMP, querier, and multicast evidence.

Case-file evidence

Keep readable findings, route and packet evidence, display and HDCP status, switch context, technical details, outcome, and notes together.

Configure. Verify. Resolve.

Diagnose NVX issues faster with evidence that survives handoff - with or without AI credit.

Features and Capabilities

The original technician workflow now includes broader NVX evidence, display and HDCP checks, capability-aware switch context, and optional AI-assisted diagnosis.

Device discovery and inventory

Discover NVX encoders and decoders across the DM NVX family, then select the affected receiver and expected source without a single-model or firmware allowlist.

Processor and route validation

Query processor and endpoint state, compare expected and reported routes or streams, and separate control, endpoint, and network-path questions.

Manual and AI-assisted findings

Keep Case Checks and manual diagnosis available. When desired, review the evidence and credit reservation before requesting AI findings and next checks.

Preview, packets, HDCP, display

Correlate source signal, route, preview, packet availability, decoder output, display connection, HDCP configuration, and reported display capabilities.

Capability-aware switch checks

Use supported profiles and generic SNMP-compatible access. Resolve runs only read-only checks that the selected switch exposes and labels unavailable evidence clearly.

Evidence review and reports

Review a readable aliased summary before AI, keep engineering detail separate, and save measured facts, uncertainty, likely causes, outcome, and notes locally.

Field Workflow and Value

Resolve keeps the established troubleshooting workflow and adds technician-reviewed AI analysis without replacing manual operation.

Typical Technician Workflow

1. Defaults: Apply saved defaults and choose the correct laptop NIC.
2. Discover: Find NVX devices and select the affected receiver and expected source.
3. Collect: Gather endpoint, route, preview, packet, display, HDCP, processor, and available switch evidence.
4. Review: Read the evidence summary, missing checks, and maximum AI service-credit reservation.
5. Diagnose: Continue manually or request optional AI findings and focused next checks.
6. Verify: Perform technician-approved checks or corrections outside the AI workflow.
7. Export: Save the report, technical details, outcome, and notes before handoff.

What improves

- Keeps discovery, route, preview, packet, display, HDCP, switch, findings, and notes together.
- Separates measured facts from possible causes, missing evidence, and technician next steps.
- Makes wrong-source, blank-display, unreachable-endpoint, route, stream, and HDCP cases easier to hand off.
- Continues manual troubleshooting when AI credit or the managed service is unavailable.

Bottom Line

AVDACS Resolve gives technicians one controlled workbench to collect evidence, identify likely causes, use optional AI assistance, verify results, and create a durable handoff report.

Feature coverage and service notes

- Supports the DM NVX product family through model-reported capabilities rather than a single-model allowlist.
- Supported switch profiles plus generic SNMP-compatible access; unavailable feature-specific checks are labeled clearly.
- Read-only switch, VLAN, IGMP, querier, link, speed, counter, and multicast checks when exposed by the switch.
- Readable evidence summary before AI; technical JSON and rejected readings remain under Technical details.
- One-time $1 trial per customer account; $5, $10, and $25 purchased service-credit options are shared across Resolve licenses.
- NVX passwords and SNMP community strings stay on the technician computer; sent evidence is aliased.
- AI evidence and reports leave the active service store after 30 days; saved local reports remain.
- AI suggestions are read-only and never apply routes, firmware, HDCP, statistics, or switch changes automatically.

AVDACS Professional Windows software for DM NVX deployment, verification, troubleshooting, and AI-assisted diagnosis.

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