

Tuesday, August 25, 2026 – Video User Meeting

8:30	9:00	Welcome – <i>Presented by Scott Sobolewski, VP of Sales</i>
9:00	10:00	State of the Video Industry Address – <i>Presented by Christer Peltomaa, CTO & VP of Engineering</i> Join Innovative Systems’ CTO for an insider’s perspective on the rapid transformation of the video industry. Attendees will gain a clear view of where traditional TV stands today, how major players are adapting, and what lies ahead.
10:00	10:15	Break
10:15	10:45	Video Development Update – <i>Presented by Chris Lambert, SDP & Video Engineering Manager</i> Join us to learn about the latest MG-TV updates on features and the roadmap for upcoming development.
10:45	11:45	Customer Panel – <i>Moderated by Scott Meyer, Director of Voice & Video Marketing</i> Catch up on the latest best practices from MG-TV operators in the always popular customer panel. Bring your questions to enhance this interactive session.
11:45	12:45	Lunch at the Highland Conference Center
1:00	1:30	Video Concurrent Session I: Discover MG-TV Video Solution – <i>Presented by Scott Ruwe, Voice & Video Support Specialist – Benelli</i> New to MG-TV? Come join this session to learn the basics. We will cover the customer onboarding process, customers self-installs, and basic troubleshooting. Wireshark Best Practices - <i>Presented by Monte Bordewyk, Voice & Video Support Manager – Winchester</i> Having issues with identifying network issues? Join this session to learn about using Wireshark and the best practices to help identify issues.
1:30	1:40	Break
1:40	2:10	Video Concurrent Session II: Adopt MG-TV Video Solution – <i>Presented by Weston Gauger, Voice & Video Support Specialist – Benelli</i> This experienced user session will walk through the key routine processes needed to efficiently implement changes and ensure your MG-TV system remains clean and runs smoothly. STBs, Remote Controls, and Consumer Devices – <i>Presented by Scott Sobolewski and Chris Lambert – Winchester</i> As more devices are accessing MG-TV systems, check out this session and find out what’s hot and what’s not in STBs, Remotes, and Consumer Devices.

2:10	2:20	Break
2:20	2:50	Video Concurrent Session III: Optimize MG-TV Video Solution – <i>Presented Eric Trump, Voice & Video Support Specialist – Benelli</i> This is a veteran user session that will cover system monitoring, server capacity analysis, and capacity upgrade planning. Troubleshooting OTT Devices – <i>Presented by Boyce Way, Voice & Video Support Specialist – Winchester</i> Join us to learn how to best troubleshoot streaming issues so you can help identify and resolve your customer issues quickly. We will take a deep dive into end device troubleshooting looking at OTT and server logs, and end device diagnostics.
2:50	3:00	Break
3:00	3:30	Video Concurrent Session IV: Top Video Support Issues – <i>Presented Tom Hetland, Voice & Video Support Specialist – Benelli</i> In this session, we will cover the most common video support issues that our support team encounter on a regular basis. Video on Today's Service Provider Networks – <i>Presented by Gaven Davis, Vantage Point - Winchester</i> Video delivery continues to evolve as service providers balance traditional multicast IPTV with new MG-TV offerings. In this session, VPS will share real-world experiences from video deployments and troubleshooting engagements, highlighting the network architectures and technologies we see most often, common pitfalls that lead to service issues, and practical router and network checks operators can use to diagnose problems faster. We'll also discuss how video networks are changing and what operators should be preparing for next.
3:30	3:40	Break
3:40	4:10	Video Concurrent Session V: MG-TV Tools You Should Be Using – <i>Presented Tom Hetland, Voice & Video Support Specialist – Benelli</i> There are many powerful tools that are a part of our video solution that our users should be using if they are not already. Join us to hear about UEM, Central Reporting, Video Monitor, Power BI, and Innostream network tools. OTT Development Account Management – <i>Presented by Weston Gauger, Voice & Video Support Specialist – Winchester</i> Learn what is needed to regularly keep your development account going, managing testers, and your OTT apps up to date.
4:15	5:00	MG-TV Support Roundtables – <i>Facilitated by Innovative Systems Support Team</i> Join one of the roundtables moderated by the Innovative Systems support team to discuss tips and tricks for maximizing your MG-TV system. Contribute as much or as little as you'd like, with the goal of leaving with a new idea or process that you can implement in your office.

5:00 7:00 Social Hour/Dinner for all attendees – Highland Conference Center

Wednesday, August 26, 2026 – Voice and Video Breakout Sessions

8:30	9:00	Concurrent Session I: Voice Services Hot Topics – <i>Presented by Joe Hetland, Voice & Video Support Specialist – Benelli</i> Join us to hear about a few of the “hot topics” regarding the APMAX voice platform. We will also review the features that have been implemented in SIP ACS and Voicemail. Best Practices for Configuring New MG-TV Video Features - <i>Presented Boyce Way, Voice & Video Support Specialist – Winchester</i> Come to this session to hear a discussion on what is needed to configure some of the new features and the expected behavior of these new features.
9:00	9:10	Break
9:10	9:40	Concurrent Session II: Top Voice Support Issues – <i>Presented by Maddox Miller, Voice & Video Support Specialist – Benelli</i> Join us as we cover the Top 10 Voice Support issues and hear from our support team on the voice issues we hear most about. Troubleshooting OTT Devices – <i>Presented by Boyce Way, Voice & Video Support Specialist – Winchester</i> Join us to learn how to best troubleshoot streaming issues so you can help identify and resolve your customer issues quickly. We will take a deep dive into end device troubleshooting looking at OTT and server logs, and end device diagnostics.
9:40	9:50	Break
9:50	10:20	Concurrent Session III: MG-TV Forgotten Features – <i>Presented by Scott Meyer, Director of Voice & Video Marketing – Benelli</i> In this session, we will address customer experience features that users have forgotten about. Video Marketing Director Scott Meyer will share feedback from the video operators on which features their customers use most often and will discuss marketing strategies to increase feature adoption. InnoCoder Management - <i>Presented by Scott Ruwe, Voice & Video Support Specialist – Winchester</i> Join this session to learn best practices for configuring streams, load balancing, and check out the latest features and how to implement.
10:20	10:30	Break
10:30	11:30	IS Developers Panel: The Latest AI Tools and Tactics for Using Them – <i>Moderated by Scott Sobolewski, VP of Sales</i> Discover insights from the IS developer team about their favorite AI tools, how these tools save them time, and how you can utilize them to manage your video network more efficiently.

11:30 11:45 Q&A – *Moderated by Scott Sobolewski and Support Team*
The input of our customers is very important to us! We invite you to come to this session with your questions for our Support Team.