



HAIVISION

CoolSign 5.2
Web Interface User's Guide

HVS-ID-WI-CS-5.2

Edition Notice

© 2015-2023 Haivision. All rights reserved.

This edition and the products it describes contain proprietary and confidential information. No part of this content may be copied, photocopied, reproduced, translated or reduced to any electronic or machine-readable format without prior written permission of Haivision. If this content is distributed with software that includes an end-user agreement, this content and the software described in it, are furnished under license and may be used or copied only in accordance with the terms of that license. Except as permitted by any such license, no part of this content may be reproduced, stored in a retrieval system, or transmitted, in any form or by any means, electronic, mechanical, recording, or otherwise, without the prior written permission of Haivision Systems, Inc. Please note that the content is protected under copyright law even if it is not distributed with software that includes an end-user license agreement.

About Haivision

Founded in 2004, Haivision is now a market leader in enterprise video and video streaming technologies. We help the world's top organizations communicate, collaborate and educate. Recognized as one of the most influential companies in video by Streaming Media and one of the fastest growing companies by Deloitte's Technology Fast 500, organizations big and small rely on Haivision solutions to deliver video. Headquartered in Montreal, Canada, and Chicago, USA, we support our global customers with regional offices located throughout the United States, Europe, Asia and South America.

Trademarks

The Haivision logo, Haivision, and certain other marks are trademarks of Haivision. CoolSign is a registered trademark licensed to Haivision Systems, Inc. All other brand or product names identified in this document are trademarks or registered trademarks of their respective companies or organizations.

Disclaimer

The information contained herein is subject to change without notice. Haivision assumes no responsibility for any damages arising from the use of this content, including but not limited to, lost revenue, lost data, claims by third parties, or other damages.

If you have comments or suggestions, please contact infodev@haivision.com.

While every effort has been made to provide accurate and timely information regarding this product and its use, Haivision Systems Inc. shall not be liable for errors or omissions contained herein or for incidental or consequential damages in connection with the furnishing, performance, or use of this material.

Contents

Edition Notice	2
About Haivision	2
Trademarks	2
Disclaimer	2
Contents	3
About This Document	4
Conventions	4
Typographic Conventions and Elements	4
Action Alerts.....	4
Obtaining Documentation.....	5
Getting Service Support	5
Touring the CoolSign Web Interface	6
Intended Usage	6
Starting a Session with the Web Interface	6
Required Permissions for Users	6
Accessing the Web Interface.....	6
Getting Acquainted with the Web-based Interface	6
Basic Layout and Elements	7
A Closer Look at the Web Interface	8
Using the CoolSign Web-Based Interface	11
Starting and Ending a Web Interface Session	11
Performing Tasks with the Web Interface	12
Template Workflow Overview.....	13
Working with Channels	13
Working with the Library	21
Working with Templates.....	26
Warranties	29
1-Year Limited Hardware Warranty	29
EXCLUSIONS AND LIMITATIONS	29
OBTAINING WARRANTY SERVICE.....	30
APPLICABLE LAW	30
EULA - End User License Agreement.....	31
READ BEFORE USING	31
SLA - Service Level Agreement.....	31
1. Introduction.....	31
2. Definitions	31
3. Service Levels for the Video Content Management System	31
4. Exceptions to Availability for the VCMS	32
5. Credits for Downtime for the VCMS.....	33
6. Support Services for the VCMS	33
7. Service Levels for Haivision Streaming Media Service	34
8. Credits for Outages of Haivision Streaming Media Service	34
9. No Secondary End User Support	34
Getting Help	35

About This Document

Conventions


The following conventions are used to help clarify the content.

Typographic Conventions and Elements


<i>Italics</i>	Used for the introduction of new terminology, for words being used in a different context, and for placeholder or variable text.
bold	Used for strong emphasis and items that you click, such as buttons.
Monospaced	Used for code examples, command names, options, responses, error messages, and to indicate text that you enter.
>	In addition to a math symbol, it is used to indicate a submenu. For instance, File > New where you would select the New option from the File menu.
...	Indicates that text is being omitted for brevity.

Action Alerts


The following alerts are used to advise and counsel that special actions should be taken.

 **Tip**

Indicates highlights, suggestions, or helpful hints.

 **Note**

Indicates a note containing special instructions or information that may apply only in special cases.

 **Important**

Indicates an emphasized note. It provides information that you should be particularly aware of in order to complete a task and that should not be disregarded. This alert is typically used to prevent loss of data.

⚠ Caution

Indicates a potentially hazardous situation which, if not avoided, may result in damage to data or equipment. It may also be used to alert against unsafe practices.

⚠ Warning

Indicates a potentially hazardous situation that may result in physical harm to the user.

Obtaining Documentation

This document was generated from the Haivision InfoCenter. To ensure you are reading the most up-to-date version of this content, access the documentation online at <https://doc.haivision.com>. You may generate a PDF at any time of the current content. See the footer of the page for the date it was generated.

Getting Service Support

For more information regarding service programs, training courses, or for assistance with your support requirements, contact Haivision Technical Support using our Support Portal at: <https://support.haivision.com>.

Touring the CoolSign Web Interface

The following information provides an overview of the CoolSign web interface (WI).

- [Intended Usage](#)
- [Starting a Session with the Web Interface](#)
- [Getting Acquainted with the Web-based Interface](#)
 - [Basic Layout and Elements](#)
 - [A Closer Look at the Web Interface](#)

Intended Usage

The Web Interface runs on any computer platform, mobile device, or tablet and supports the basic functionality of templates and scheduling of content in player regions.

Designed for content administrators, or entry-level users (such as office admins, charge nurses, or other less-technical users), the Web Interface (WI) is an alternative to the full featured, robust graphical interface favored by dedicated power users and CoolSign system administrators.

Starting a Session with the Web Interface

Required Permissions for Users

In order to perform the tasks with the Web Interface (WI), the CoolSign administrator first must provide you with a login and password that includes the appropriate permissions for a Content administrator or CoolSign administrator.

Accessing the Web Interface

The Web Interface is bundled with the CoolSign software. Once the Network Controller is installed and running, the web interface can be accessed at:

`http://<NC_IPAddress>:<Port>/web/index.html`

Example: <http://10.69.12.181:80/web/index.html>

Point your internet browser to this address and login to start a session.

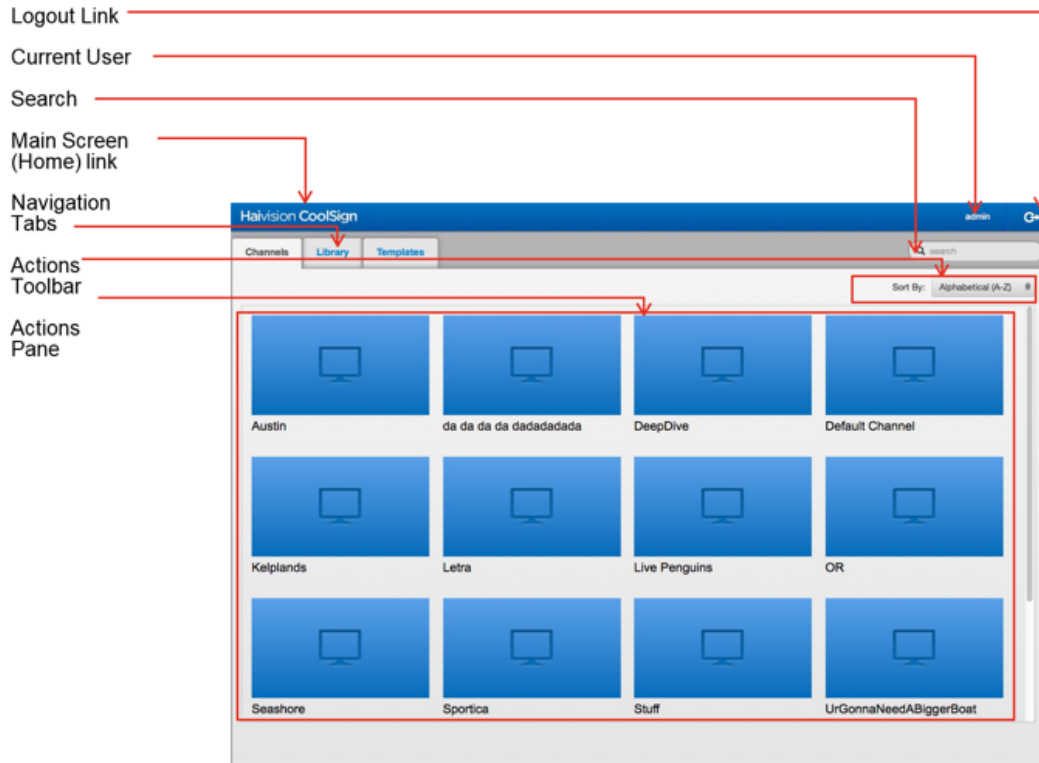
Getting Acquainted with the Web-based Interface

CoolSign 5.1 introduced the web interface, an intuitive web-based user interface (WI), that allows you to manage channels and content through your favorite browser. With a click of the mouse, you can switch between tabs for Channels, Library, and Templates to create content, generate new content from templates, and assign. While this simplified interface is perfect for everyday users, administrators will still want to use the full-featured Network Manager rich client to perform their tasks.

Basic Layout and Elements

The interface groups common tasks into easily-accessible screens. These screens use a consistent layout with common screen elements to simplify your experience.

Interface Screen Elements



Access Links

At the top of every screen, are quick access links that you click to return to the main screen (home page), determine the currently logged in user, and log out of the system.

Navigation Tabs

The navigation tabs along the top of the screen provide easy access to the Channels, Library, and Templates pages from any place in the interface.

Search Field

The search field allows you to search and sift through the items available in the action pane of the current screen.

Actions Toolbar

The actions toolbar is located just above the action pane. The actions toolbar displays buttons for the available tasks based upon the current screen and selections.

Action Pane

The action pane, depending on the current screen, displays the available items.

A Closer Look at the Web Interface

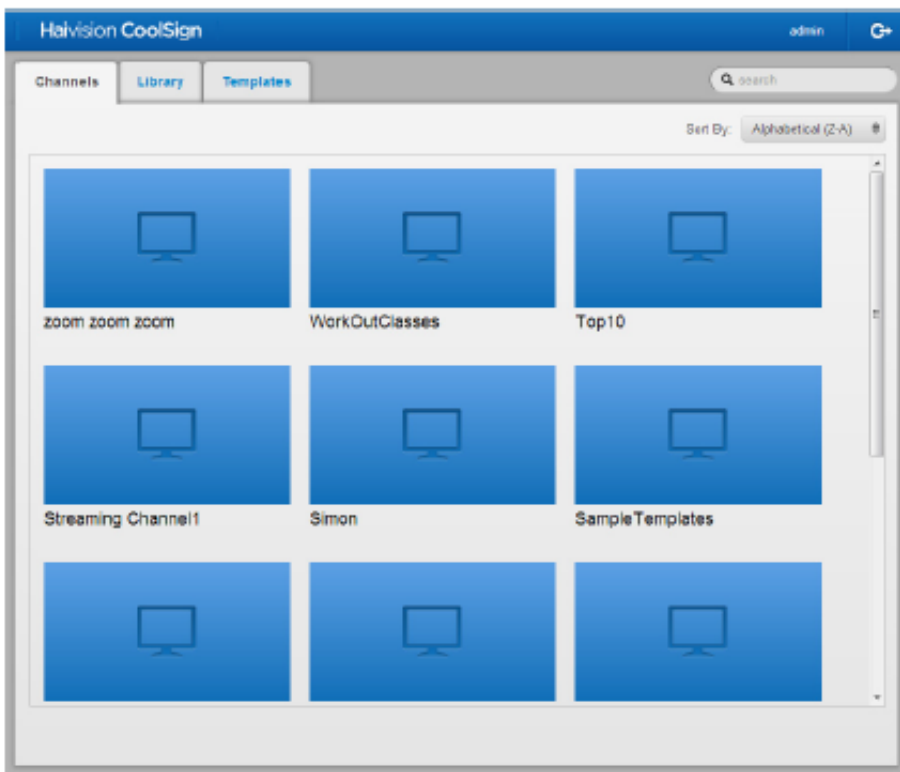
The navigation tabs located across the top of the interface gives you instant access to the main interface screens:

- [Channels Screen](#)
- [Library Screen](#)
- [Templates Screen](#)

Channels Screen

[*Default Screen*] Click the **Channels** tab from anywhere in the interface to access the Channels screen. The Channels screen lists the available channels.

Channels Screen



About Channels and Players

When working with the CoolSign web interface (WI), keep in mind that the functionality provided is a subset of what is usually accomplished using the CoolSign Network Manager (CNM) application. In particular, you should understand the difference between channels and players:

- *Channels* are the master schedules to which you tune your players. You can use the Channel Manager in the CNM to create new channels and schedule content or playlists into channels. Once a channel is created, you can then use the Player Manager in the CNM to tune players to your channel so they start playing the scheduled content.
- *Players* are the nodes in your network that play back content on a display device. The CNM's Player Manager provides functionality to manage your players, including the ability to remotely configure

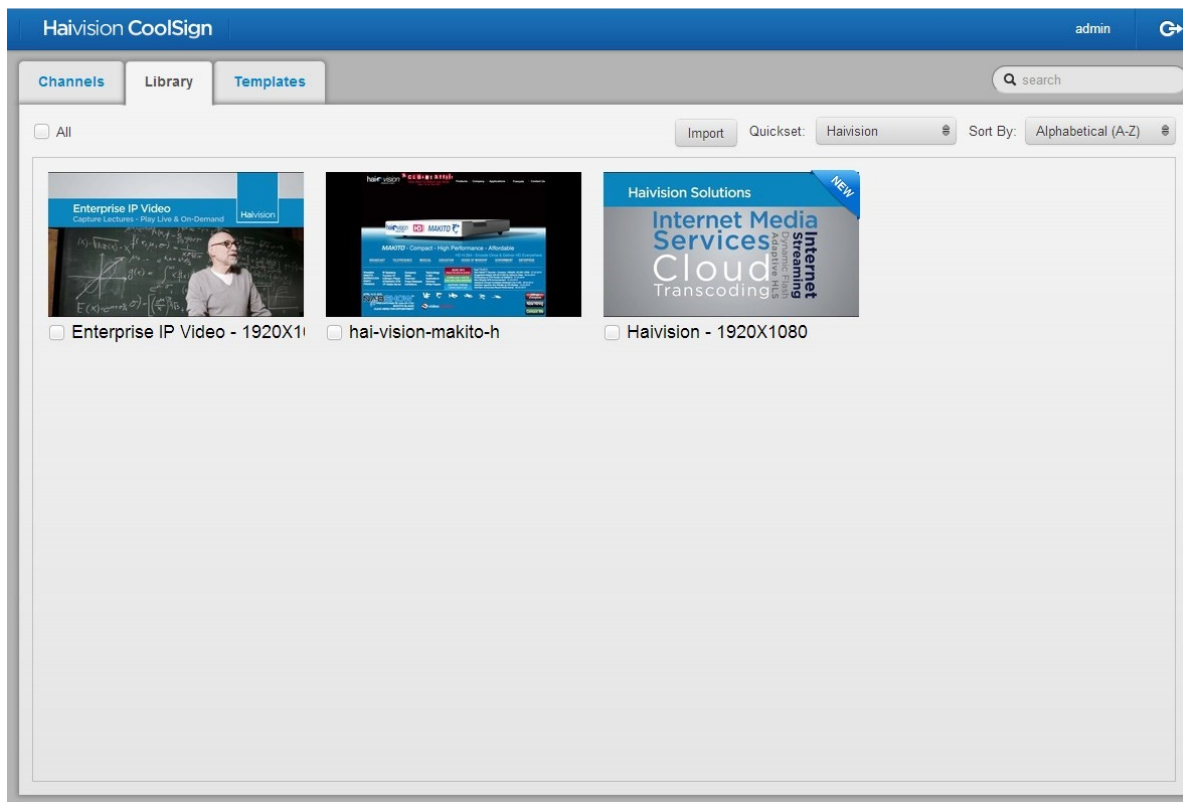
players, divide a player into multiple regions, tune a player to a channel, and review the play history for a player.

The WI is used to manage the content associated with channels, but not the players themselves. The WI shows you what players are tuned to a given channel, but this association can only be changed using the CNM.

Library Screen

Click the **Library** tab from anywhere in the interface to access the Library screen. The Library screen lists the available content that can be assigned to a player. Recently added items are identified with a *New* banner in the corner.

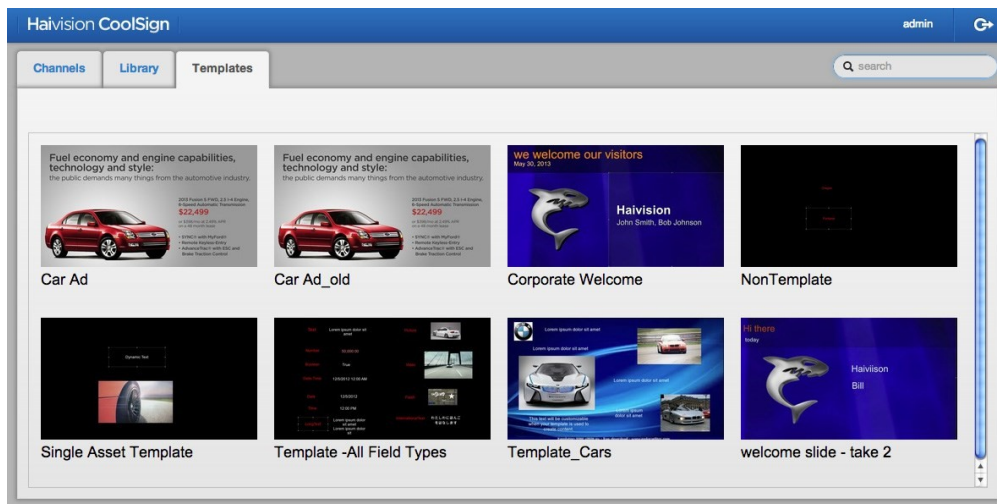
Library Screen



Templates Screen

Click the **Templates** tab from anywhere in the interface to access the Templates screen. The Templates screen lists the templates available to assist you in formatting content layouts.

Templates Screen



Using the CoolSign Web-Based Interface

The following information provides information on performing various tasks with the CoolSign web-based interface (WI).

- [Starting and Ending a Web Interface Session](#)
- [Performing Tasks with the Web Interface](#)
 - [Working with Channels](#)
 - [Working with the Library](#)
 - [Working with Templates](#)

Starting and Ending a Web Interface Session

To log into the interface:

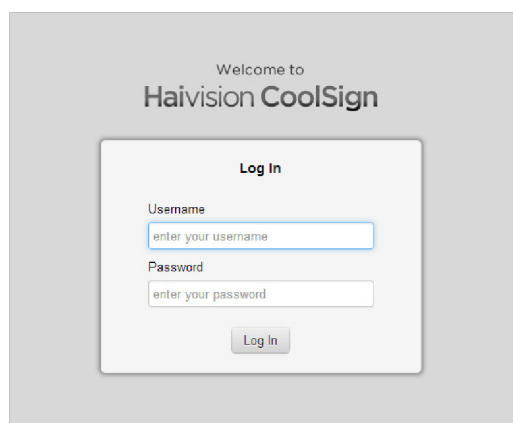
1. Enter the following URL in your browser window:

```
http://<NC_IPAddress>:<Port>/web/index.html
```

Example: <http://10.69.12.181:80/web/index.html>

where: <NC_IPAddress>:<Port> — the Network Controller address and port that you specified during installation.

2. At the Login screen, enter your user credentials:



- **User ID**
- **Password**

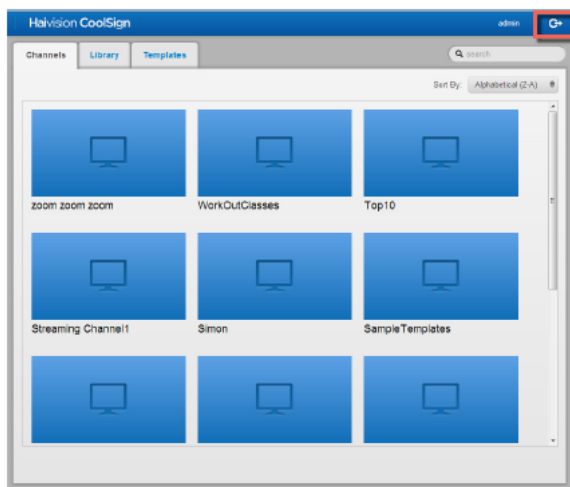
Note

Refer to the Important Notice document for your initial credentials. Be sure to change the password and make note of it for future reference.

Once logged in, the Channels screen is displayed.

To log out of a session:

1. Click the **Logout** link to exit your session and return the system to the Login screen.



Note

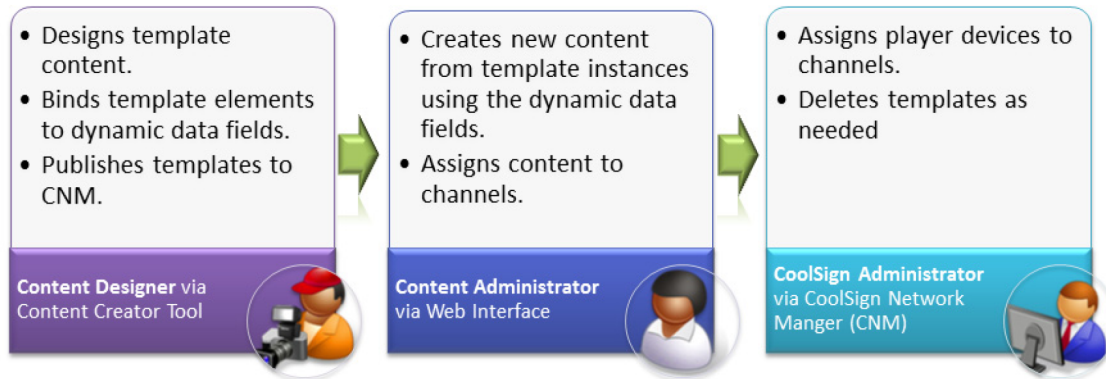
Exiting the interface does not shut down the CoolSign Web Interface.

Once logged out, the Login screen is displayed.

Performing Tasks with the Web Interface

The Web Interface (WI) gives you quick access to perform the most popular tasks. The WI is also the only tool that you can use to create new content from an existing template. The Template workflow relegates certain tasks to specific tools/roles.

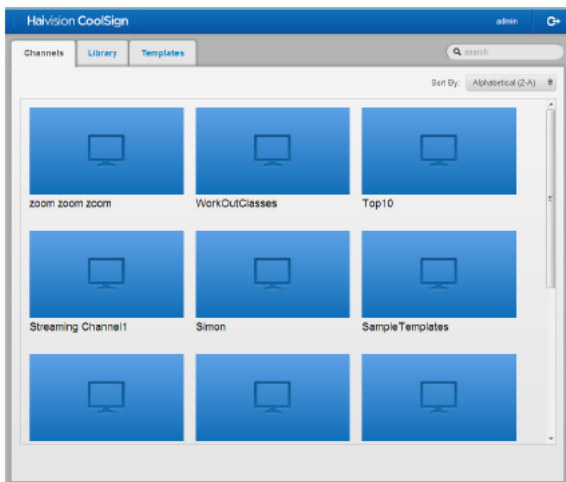
Template Workflow Overview



- A *content designer* uses the Content Creator tool to create a template, bind the editable fields to a dynamic data table, and then publishes the template to the CNM.
- A *content administrator* uses the Web Interface (WI) to access the template and modify the available text/media fields to create new content assets. The content administrator then assigns the new content to the appropriate channel(s).
- A *CoolSign administrator* uses the CoolSign Network Manager (CNM) to assign players to channels to view the new template-based assets. The CoolSign administrator deletes the templates as needed.

Working with Channels

The Channels screen lists all the available channels. To help you manage the channels, the actions toolbar provides search, filtering, and sorting capabilities for finding specific channels. To view a Channel's properties, click its icon. The Channel's Properties screen gives you access to individual channel properties such as currently tuned players and their regions, as well as playback order.



- [Locating a Specific Channel](#)
- [Specifying and Scheduling a Channel's Content](#)

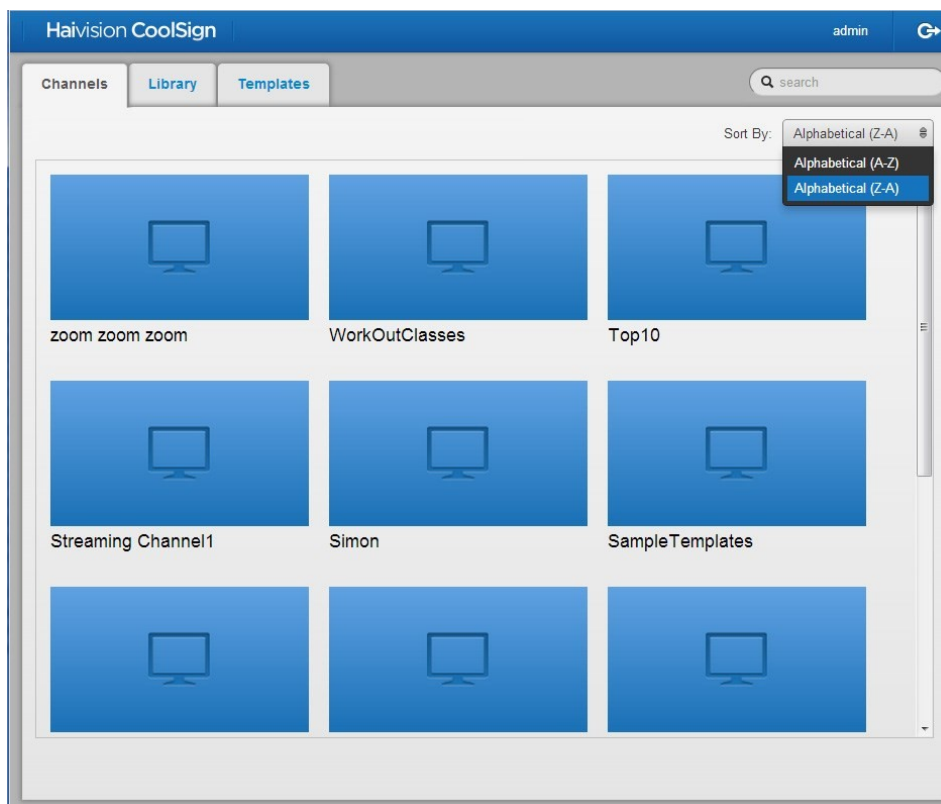
Locating a Specific Channel

Before performing a task, you may need to identify the channel(s) on which you want to perform the task. The following provides a variety of means to sift through the channels in the action pane of the Channels screen to identify the channel(s) you want:

- sort
- filter
- search
- select

To sort channels:

1. Click the **Channels** tab, if necessary, to access the Channels screen.
2. On the actions toolbar, click the SORT BY drop-down menu and select either ALPHABETICAL (A-Z) for ascending or ALPHABETICAL (Z-A) for descending.



To filter channels:

1. Click the **Channels** tab, if necessary, to access the Channels screen.
2. On the actions toolbar, click the **Search** text entry field and enter a unique character string that identifies the channel(s) for which you are searching.

The action pane displays the channel(s) matching your search criteria.

Tip

When naming your channels, consider using a taxonomy or naming scheme that will aid in grouping the channels together for common tasks.

To search for a specific channel:

1. Click the **Channels** tab, if necessary, to access the Channels screen.
2. On the actions toolbar, click the **Search** text entry field and enter the name of the channel for which you are searching.

The action pane displays the channel matching your search criteria.

To select a channel:

1. Click the **Channels** tab, if necessary, to access the Channels screen.
2. Locate the channel upon which you want to perform the task.
3. Click the appropriate channel icon.

Any action you perform will be made on the selected channel.

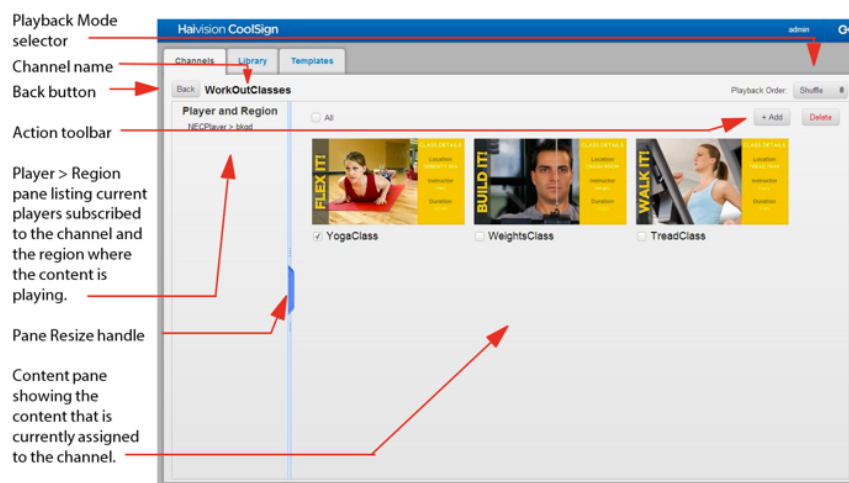
Specifying and Scheduling a Channel's Content

The content and playback mode for a channel is defined on the Channel's Properties screen. From the Properties screen you can add content, specify content for playback, and choose the type of playback mode (such as *shuffle*).

Viewing a Channel's Properties Screen

To view a specific Channel's Properties screen:

1. Click the **Channels** tab, if necessary, to access the Channels screen.
2. Locate the channel(s) upon which you want to perform the task (see "[Locating a Specific Channel](#)").
3. Click the icon of the channel.



The Channel's Properties screen opens listing the players tuned to the channel, the channel's content, and the playback mode.

To close the Properties screen:

1. With the Channel's Properties screen open, do one of the following:
 - Click the **Back** button to the left of the channel name.
 - Click the **Channels** tab.

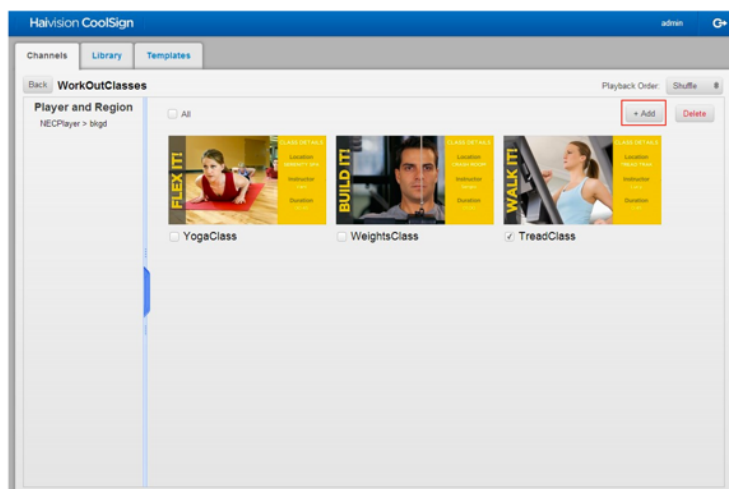
The Properties screen closes and the Channels screen is displayed.

Assigning Content Assets to a Channel

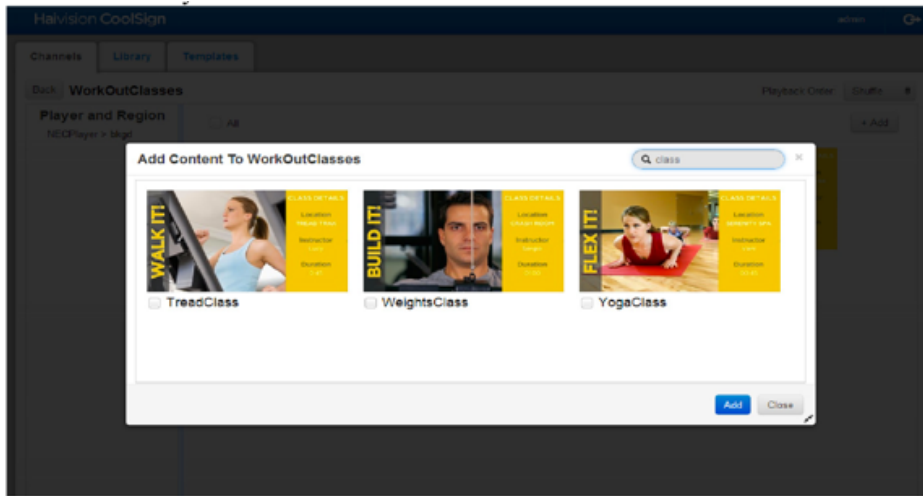
You can add content to a channel from the Channel's Properties screen or from the Library screen.

To add content assets from the Channel's Properties screen:

1. Click the **Channels** tab, if necessary, to access the Channels screen.
2. Locate the channel upon which you want to perform the task (see "[Locating a Specific Channel](#)").
3. Click the icon of the channel to open its Properties screen.



4. Click the **+Add** button from the actions toolbar.
5. In the Add Content dialog window, click the selection checkbox(es) to checkmark the content assets you wish to add.



Tip

You can enter text in the Search field to narrow the display of available content or use the Resize handle (double arrows) in the lower right of the dialog window to enlarge the viewing area as needed.

6. Click the **Add** button to close the dialog.
7. When the **Tap here to save changes** popup appears, click the popup.

Tap here to save changes.

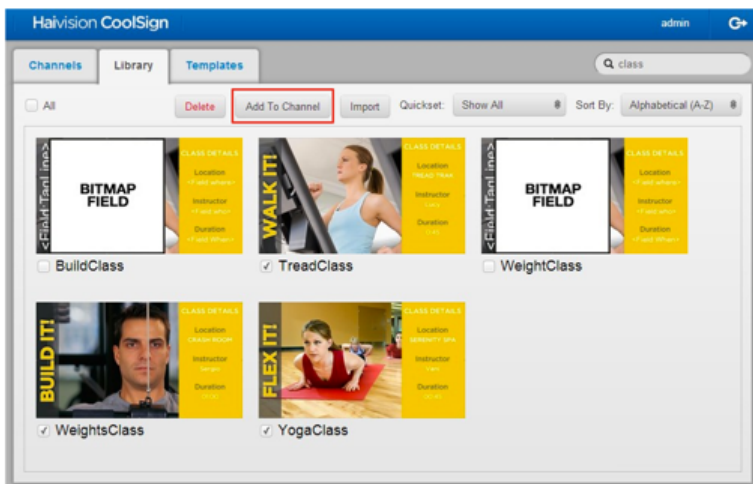
8. Confirm that the **Success! Changes saved** popup appears.

Success! Changes saved.

The Properties screen opens listing the new content assets.

To add content assets from the Library screen:

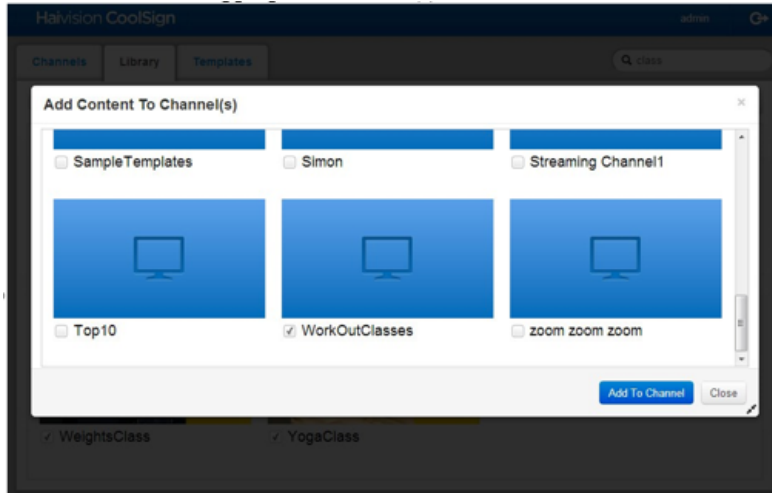
1. Click the **Library** tab, if necessary, to access the Library screen.
2. Click the selection checkbox(es) to checkmark the desired content assets.



Tip

If you want to select all the content currently displayed, click the **All** selection checkbox at the top left corner of the screen.

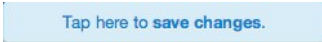
3. Click the **Add to Channel** button.
4. When the Add Content to Channel(s) dialog opens, click the selection checkbox(es) to checkmark the appropriate channel(s).



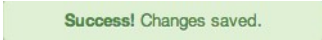
Tip

You can enter text in the Search field to narrow the display of available content or use the Resize handle (double arrows) in the lower right of the dialog window to enlarge the viewing area as needed.

5. Click the **Add to Channel** button.
6. When the **Tap here to save changes** popup appears, click the popup.



7. Confirm that the **Success! Changes saved** popup appears.



The selected content is now available on your selected channel(s).

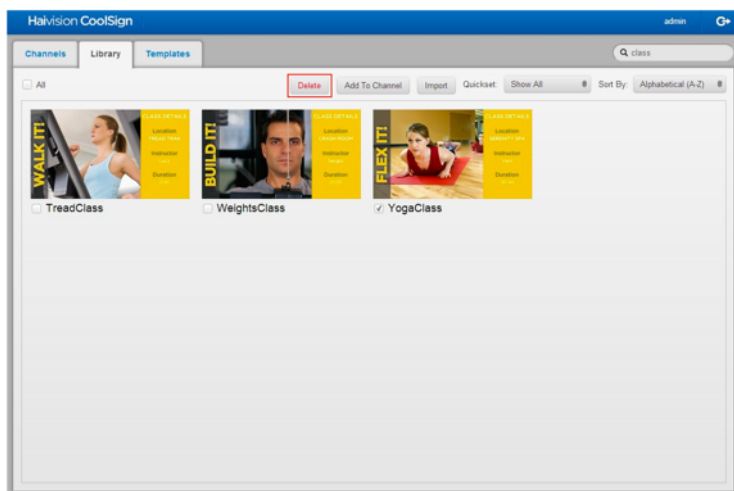
Related Topics

- [Specifying and Scheduling a Channel's Content](#)

Removing Content Assets from a Channel

To remove a channel's asset(s):

1. Click the **Channel** tab, if necessary, to access the Channels screen.
2. Locate the channel(s) upon which you want to perform the task (see "[Locating a Specific Channel](#)").
3. Click the icon of the channel.
4. When the Channel's Properties screen opens, click the selection checkbox(es) to checkmark the content assets you want to delete.



Tip

If you want to select all, click the **All** selection checkbox at the top left corner of the page.

5. Click the **Delete** button on the actions toolbar.

Note

The content is only removed from the channel. It is still available from the **Library** screen and can be reassigned.

6. When the **Tap here to save changes** popup appears, click the popup.
7. Confirm that the **Success! Changes saved** popup appears.

The selected content assets are removed from the Channel's Properties screen.

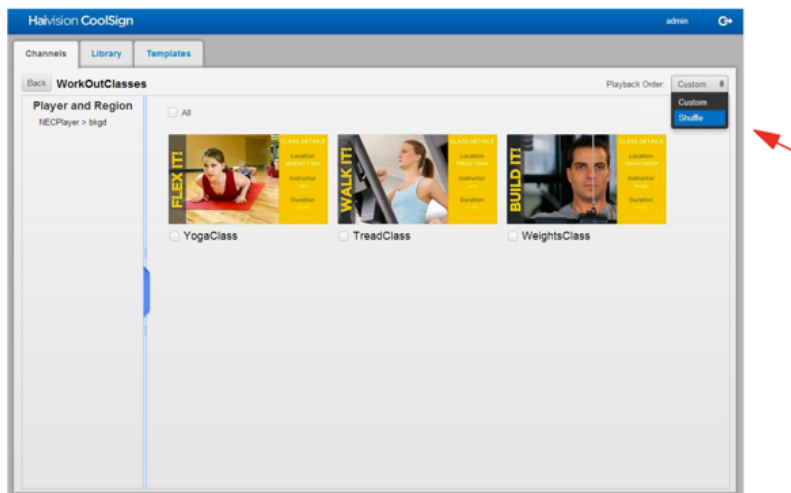
Scheduling Content on a Channel via the Playback Mode

To perform basic scheduling functions you use the Web Interface (WI) to specify the playback mode:

- Shuffle
- Custom

To shuffle a channel's content:

1. Click the **Channel** tab, if necessary, to access the Channel's screen.
2. Locate the channel upon which you want to perform the task (see "[Locating a Specific Channel](#)").
3. Click the icon of the channel.
4. When the Channel's Properties screen opens, click the PLAYBACK ORDER drop-down window and select SHUFFLE.

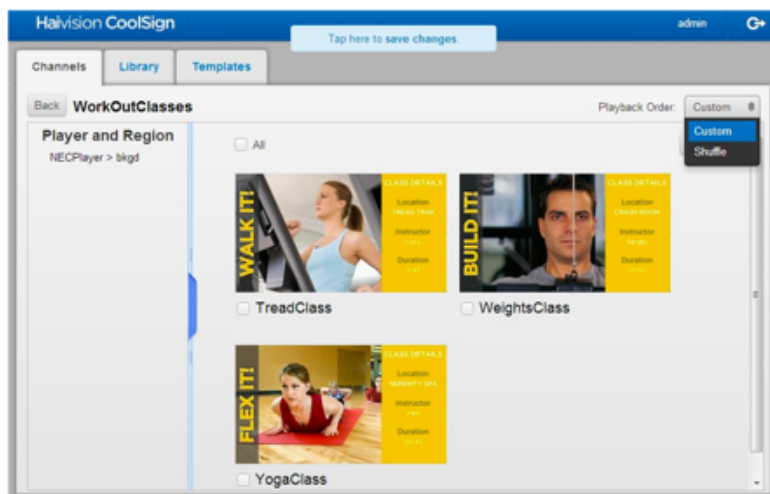


5. When the **Tap here to save changes** popup appears, click the popup.
6. Confirm that the **Success! Changes saved** popup appears.

The selected assets will run on the channel in the Shuffle playback mode.

To define a custom playback for a channel's content:

1. Click the **Channels** tab, if necessary, to access the Channels screen.
2. Locate the channel upon which you want to perform the task (see "[Locating a Specific Channel](#)").
3. Click the icon of the channel.
4. When the Channel's Properties screen opens, click the PLAYBACK ORDER drop-down window and select CUSTOM.

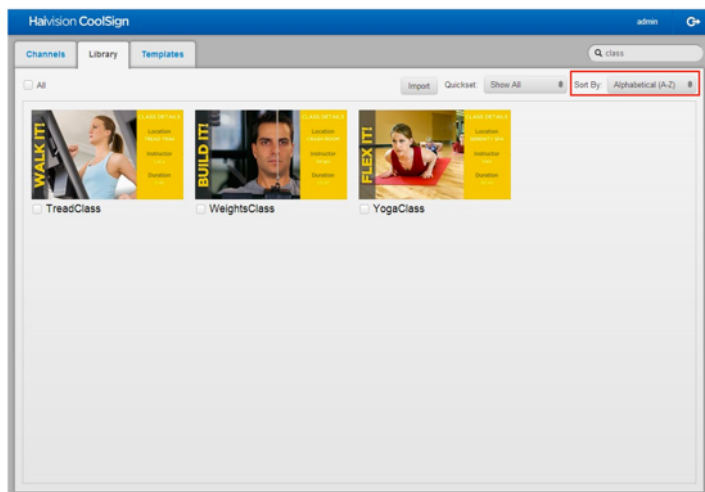


5. Add or drag and drop the content icons into the desired order (playback will occur based on the order of the content icons, from left to right, top to bottom).
6. When finished adding and positioning your content, click the **Tap here to save changes** popup.
7. Confirm that the **Success! Changes saved** popup appears.

The selected assets will run on the channel in the customized playback mode.

Working with the Library

The Library screen lists all the available content assets from which you can choose to run on your players. You select content from the Library and add it to your players for playback. To help you manage the assets in the Library, the actions toolbar provides import, delete, and the means to sort or filter the content.



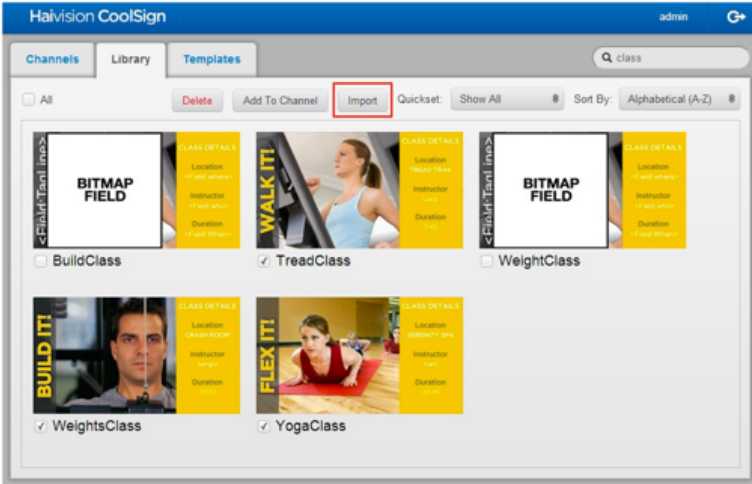
This screen also allows you to assign content assets to your player(s). When working with content in the library, you can click an asset's icon to display the content's properties screen. From the Content's Properties screen you can edit the name, format, duration, and when it activates or expires.

- [Importing to the Library](#)
- [Removing Content Assets from the Library](#)
- [Modifying Content Properties \(such as Name, Format, Duration, and Activation\)](#)
- [Selecting, Searching/Filtering, and Sorting Content Assets in the Library](#)

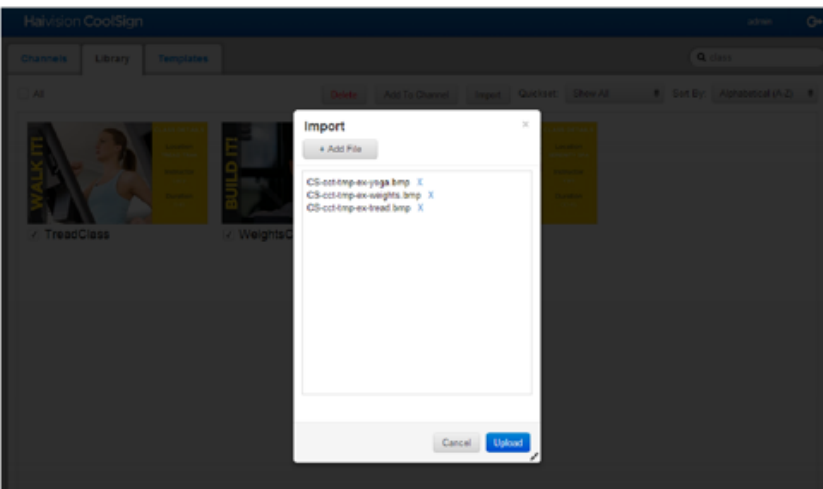
Importing to the Library

To import content assets:

1. Click the **Library** tab to access the Library screen.
2. Click the **Import** button.



3. When the Import dialog opens, click the **+Add File** button.
4. Browse to the location of the content and select the file.



Tip

Use the Resize handle (double arrows) in the lower right corner if you need to resize the dialog box to view the filenames.

5. Repeat Steps 3 and 4 until all your items are listed in the Import window, then click the **Upload** button.

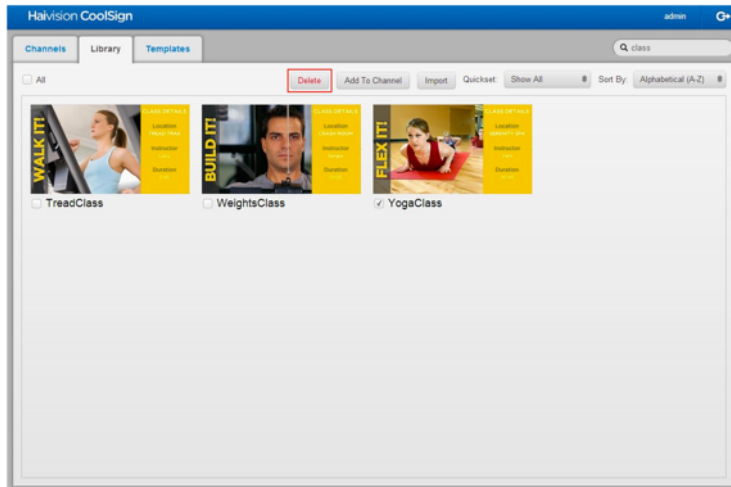
*The new content assets are displayed in the Library and identified with a **New** banner.*

Removing Content Assets from the Library

To remove content asset(s) from the library:

1. Click the **Library** tab, if necessary, to access the Library screen.

- Click the selection checkbox(es) to checkmark the appropriate content assets.



Tip

If you want to select all, click the **All** selection checkbox at the top left corner of the screen.

- Click the **Delete** button.

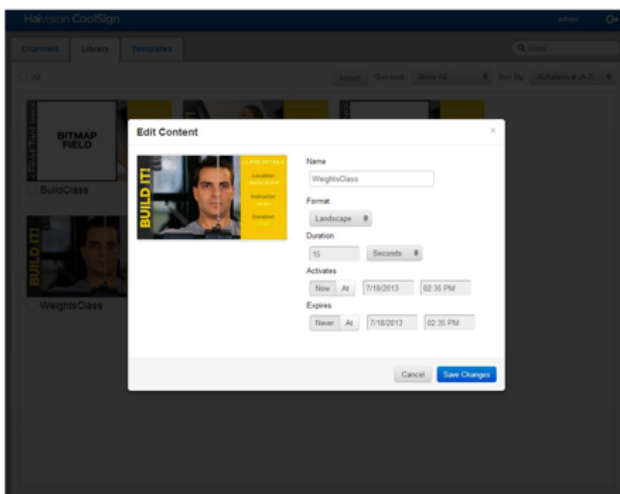
Important

The assets are removed from the Library screen and the network. Deleted content cannot be recovered. Be sure that you have a backup of your content outside of the system.

Modifying Content Properties (such as Name, Format, Duration, and Activation)

To modify the properties of a content asset:

- Click the **Library** tab, if necessary, to access the Library screen.
- Locate the content item you wish to modify, and then click on its thumbnail.



The Edit Content screen appears.

- Modify the **Format**, **Duration**, **Activates** and **Expires** fields as appropriate.

4. Click the **Save Changes** button.

The changes will be applied to the playback of the modified content item on all channels.

Selecting, Searching/Filtering, and Sorting Content Assets in the Library

To select a content asset:

1. If necessary, click the **Library** tab to access the Library screen.
2. Locate the content asset(s) upon which you want to perform the task.
3. Click the selection checkbox(es) to checkmark the name(s) of the asset(s).

Any subsequent action you perform will be made on the selected asset(s).

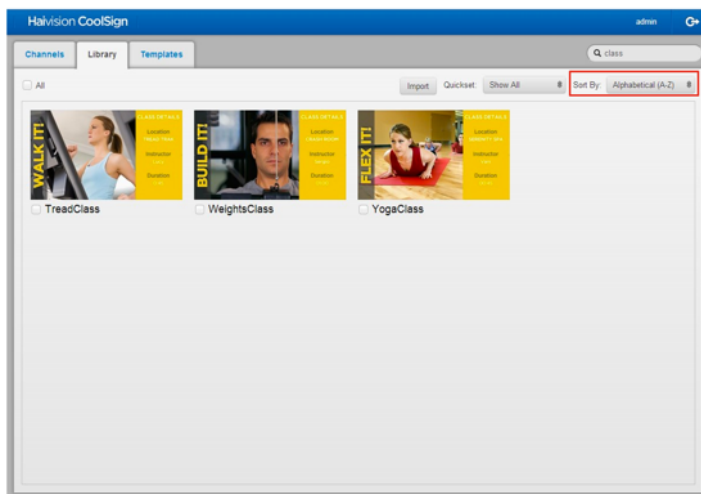
To search or filter for a specific content asset:

1. If necessary, click the **Library** tab to access the Library screen.
2. Click the **Search** text entry field and enter the entire name or a unique character string that identifies the asset(s) for which you are searching.

The action pane displays the asset(s) matching your search criteria.

To sort content assets in the library:

1. Click the **Library** tab, if necessary, to access the Library screen.
2. On the actions toolbar, click the SORT BY drop-down menu and select either:
 - Alphabetical (A-Z)
 - Alphabetical (Z-A)
 - Newest



The assets are sorted to appear in the specified order.

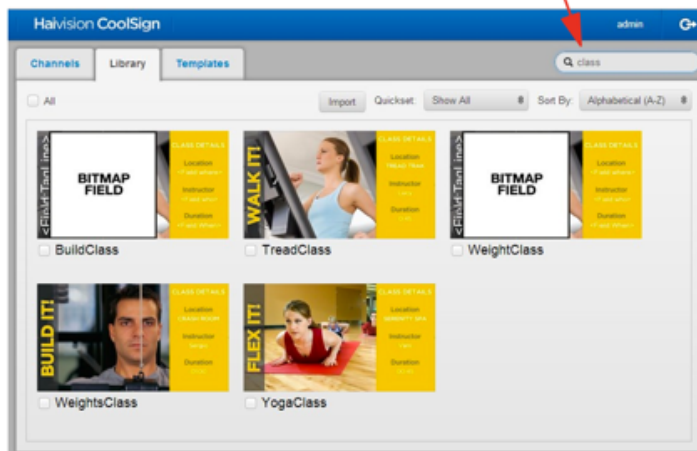
To filter the assets displayed:

1. Click the **Library** tab, if necessary, to access the Library screen.
2. On the actions toolbar, click the **Search** text entry field and enter a couple of unique letters that identify the asset(s) for which you are searching.

Tip

When naming your assets, consider using a naming scheme or taxonomy that will aid in grouping the assets for typical use scenarios.

With the word “class” in the search field, the content pane only displays assets whose name include the text string, “class”.



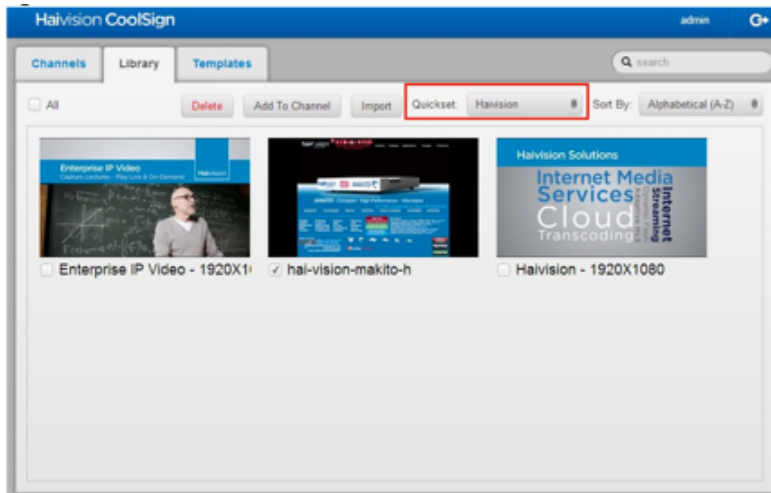
The action pane displays the assets matching your search criteria.

Note

QuickSets are created by the CoolSign administrator to simplify commonly-used search criteria. If you do not see a QuickSet matching your needs, ask your CoolSign administrator to create it.

1. Click the **Library** tab, if necessary, to access the Library screen.

2. On the actions toolbar, click the **Quickset** drop-down menu and select the appropriate option.



✓ Tip

If it is a large QuickSet, you can also filter items displayed. Click the **Search** text entry field and enter the entire name or a unique character string that identifies the asset(s) to further filter the results.

The action pane displays the content assets according to the QuickSet criteria.

Working with Templates

Templates are a great way to kickstart your content collection. A template allows you to produce multiple pieces of content with the same layout quickly.

You use the web interface (WI) to create an *instance*, or copy, of the template for editing. Then you modify that instance to create a new piece of content. Typically, modifying an instance involves updating data fields with new text and graphics.

i Note

Templates are created in the Content Creator tool. Refer to the Content Creator documentation for more information.

- [Creating Content Based Upon a Template](#)
- [Revising Template-based Content](#)

Creating Content Based Upon a Template

To create new content based on a template, you first create a new instance of the template and then modify the content elements (such as text or graphics) — not the layout. For example, a basic template might have a headline at the top of the layout with a picture beneath it. Each instance of the template could have a different heading and picture, but the layout would remain the same with the heading at the top and the picture beneath. Each instance, once modified, becomes a new piece of content that can be scheduled and played.

To create new content from a template:

1. If necessary, click the **Templates** tab to open the Templates screen.
2. Click the template that you want to use. An instance of the template is created and its associated form opens showing the editable fields.

The screenshot shows the 'My New Car Ad' form in the Haivision CoolSign interface. The form is titled 'My New Car Ad' and has a 'Save Changes' button. It contains several input fields and a 'Change' button. The fields are: Name (required), Duration (45 seconds), Example (255 characters max), Top Headline (75 characters max), Top Headline sub headline (100 characters max), Top level description (100 characters max), Price (10 characters max), Lease Details (100 characters max), Key Feature 1 (50 characters max), Key Feature 2 (50 characters max), and Key Feature 3 (50 characters max). A 'Change' button is located next to the image placeholder.

3. Specify a name for this new instance and enter appropriate data for the available fields. The information you enter replaces the placeholders in the template layout.
4. If the template design includes placeholders for images or video, click the associated **Change** button and browse to the image or video file you wish to have appear in the content item.
5. When you have finished providing text and graphics, click the **Create** button.

The new template-based content is displayed in the Library and identified with a New banner. It can be added to a Channel and scheduled like any other content.

Note

Templates are used to create only one piece of content at a time. If you are creating a series of ads, you must create multiple instances, modify them, and add them individually to the channel.

Related Topics

- [Assigning Content Assets to a Channel](#)

Revising Template-based Content

To edit template-based content:

1. If necessary, click the **Library** tab to open the Library screen.
2. Find and click the piece of content that you want to revise. The template instance screen appears.
3. Edit the appropriate data fields to make your revisions.

Haivision CoolSign admin

Channels Library Templates

Cancel **My New Car Ad** Save Changes

Fuel economy and engine capabilities, technology and style. The public demands more things from the automotive industry.

My New Car Ad 2 45 Seconds

Example (255 characters max)
This is some additional text that has been edited.

Top Headline (75 characters max)
Great new car!

Top Headline sub headline (100 characters max)
Voted best-in-class!

Top level description (500 characters max)
This new car is just the car for you.

Price (10 characters max)
\$10,000

Lease Details (100 characters max)
36 months at 2% OAC

Key Feature 1 (50 characters max)
Steering wheel

Key Feature 2 (50 characters max)
Brakes

Key Feature 3 (50 characters max)
Engine

4. When finished, click **Save Changes**.

Haivision CoolSign admin

Channels Library Templates

Successful Changes saved to "My New Car Ad 2" Template instance has been saved to Library.

Q My New

All Import Quickset Show All Sort By: Alphabetical (A-Z)

Fuel economy and engine capabilities, technology and style. The public demands more things from the automotive industry.

My New Car Ad 2

The Library screen appears with a message confirming the changes have been saved.

Warranties

1-Year Limited Hardware Warranty

Haivision warrants its hardware products against defects in materials and workmanship under normal use for a period of ONE (1) YEAR from the date of equipment shipment ("Warranty Period"). If a hardware defect arises and a valid claim is received within the Warranty Period, at its option and to the extent permitted by law, Haivision will either (1) repair the hardware defect at no charge, or (2) exchange the product with a product that is new or equivalent to new in performance and reliability and is at least functionally equivalent to the original product. A replacement product or part assumes the remaining warranty of the original product or ninety (90) days from the date of replacement or repair, whichever is longer. When a product or part is exchanged, any replacement item becomes your property and the replaced item becomes Haivision's property.

EXCLUSIONS AND LIMITATIONS

This Limited Warranty applies only to hardware products manufactured by or for Haivision that can be identified by the "Haivision" trademark, trade name, or logo affixed to them. The Limited Warranty does not apply to any non-Haivision hardware products or any software, even if packaged or sold with Haivision hardware. Manufacturers, suppliers, or publishers, other than Haivision, may provide their own warranties to the end user purchaser, but Haivision, in so far as permitted by law, provides their products "as is".

Haivision does not warrant that the operation of the product will be uninterrupted or error-free. Haivision does not guarantee that any error or other non-conformance can or will be corrected or that the product will operate in all environments and with all systems and equipment. Haivision is not responsible for damage arising from failure to follow instructions relating to the product's use.

This warranty does not apply:

- (a) to cosmetic damage, including but not limited to scratches, dents and broken plastic on ports;
- (b) to damage caused by accident, abuse, misuse, flood, fire, earthquake or other external causes;
- (c) to damage caused by operating the product outside the permitted or intended uses described by Haivision;
- (d) to a product or part that has been modified to alter functionality or capability without the written permission of Haivision; or
- (e) if any Haivision serial number has been removed or defaced.

TO THE EXTENT PERMITTED BY LAW, THIS WARRANTY AND REMEDIES PROVIDED ABOVE ARE EXCLUSIVE AND IN LIEU OF ALL OTHER WARRANTIES, REMEDIES AND CONDITIONS, WHETHER ORAL OR WRITTEN, STATUTORY, EXPRESS OR IMPLIED. AS PERMITTED BY APPLICABLE LAW, HAIVISION SPECIFICALLY DISCLAIMS ANY AND ALL STATUTORY OR IMPLIED WARRANTIES,

INCLUDING, WITHOUT LIMITATION, WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE AND WARRANTIES AGAINST HIDDEN OR LATENT DEFECTS. IF HAIVISION CANNOT LAWFULLY DISCLAIM STATUTORY OR IMPLIED WARRANTIES THEN TO THE EXTENT PERMITTED BY LAW, ALL SUCH WARRANTIES SHALL BE LIMITED IN DURATION TO THE DURATION OF THIS EXPRESS WARRANTY AND TO REPAIR OR REPLACEMENT SERVICE AS DETERMINED BY HAIVISION IN ITS SOLE DISCRETION. No Haivision reseller, agent, or employee is authorized to make any modification, extension, or addition to this warranty. If any term is held to be illegal or unenforceable, the legality or enforceability of the remaining terms shall not be affected or impaired.

EXCEPT AS PROVIDED IN THIS WARRANTY AND TO THE EXTENT PERMITTED BY LAW, HAIVISION IS NOT RESPONSIBLE FOR DIRECT, SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES RESULTING FROM ANY BREACH OF WARRANTY OR CONDITION, OR UNDER ANY OTHER LEGAL THEORY, INCLUDING BUT NOT LIMITED TO LOSS OF USE; LOSS OF REVENUE; LOSS OF ACTUAL OR ANTICIPATED PROFITS (INCLUDING LOSS OF PROFITS ON CONTRACTS); LOSS OF THE USE OF MONEY; LOSS OF ANTICIPATED SAVINGS; LOSS OF BUSINESS; LOSS OF OPPORTUNITY; LOSS OF GOODWILL; LOSS OF REPUTATION; LOSS OF, DAMAGE TO OR CORRUPTION OF DATA; OR ANY INDIRECT OR CONSEQUENTIAL LOSS OR DAMAGE HOWSOEVER CAUSED INCLUDING THE REPLACEMENT OF EQUIPMENT AND PROPERTY, ANY COSTS OF RECOVERING, PROGRAMMING, OR REPRODUCING ANY PROGRAM OR DATA STORED OR USED WITH HAIVISION PRODUCTS AND ANY FAILURE TO MAINTAIN THE CONFIDENTIALITY OF DATA STORED ON THE PRODUCT. THE FOREGOING LIMITATION SHALL NOT APPLY TO DEATH OR PERSONAL INJURY CLAIMS, OR ANY STATUTORY LIABILITY FOR INTENTIONAL AND GROSS NEGLIGENT ACTS AND/OR OMISSIONS.

OBTAINING WARRANTY SERVICE

Before requesting warranty service, please refer to the documentation accompanying this hardware product and the Haivision Support Portal <https://support.haivision.com>. If the product is still not functioning properly after making use of these resources, please contact Haivision or Authorized Reseller using the information provided in the documentation. When calling, Haivision or Authorized Reseller will help determine whether your product requires service and, if it does, will inform you how Haivision will provide it. You must assist in diagnosing issues with your product and follow Haivision's warranty processes.

Haivision may provide warranty service by providing a return material authorization ("RMA") to allow you to return the product in accordance with instructions provided by Haivision or Authorized Reseller. You are fully responsible for delivering the product to Haivision as instructed, and Haivision is responsible for returning the product if it is found to be defective. Your product or a replacement product will be returned to you configured as your product was when originally purchased, subject to applicable updates. Returned products which are found by Haivision to be not defective, out-of-warranty or otherwise ineligible for warranty service will be shipped back to you at your expense. All replaced products and parts, whether under warranty or not, become the property of Haivision. Haivision may require a completed pre-authorized form as security for the retail price of the replacement product. If you fail to return the replaced product as instructed, Haivision will invoice for the pre-authorized amount.

APPLICABLE LAW

This Limited Warranty is governed by and construed under the laws of the Province of Quebec, Canada.

This Limited Hardware Warranty may be subject to Haivision's change at any time without prior notice.

EULA - End User License Agreement

READ BEFORE USING

THE LICENSED SOFTWARE IS PROTECTED BY COPYRIGHT LAWS AND TREATIES. READ THE TERMS OF THE FOLLOWING END USER (SOFTWARE) LICENSE AGREEMENT ("AGREEMENT") CAREFULLY BEFORE ACCESSING THE LICENSED SOFTWARE. BY SCANNING THE QR CODE TO REVIEW THIS AGREEMENT AND/OR ACCESSING THE LICENSED SOFTWARE, YOU CONFIRM YOUR ACCEPTANCE OF THIS AGREEMENT. IF YOU DO NOT AGREE TO THESE TERMS, HAIVISION IS UNWILLING TO LICENSE THE LICENSED SOFTWARE TO YOU AND YOU ARE NOT AUTHORIZED TO ACCESS THE LICENSED SOFTWARE.

Click the following link to view the Software End-User License Agreement: [Haivision EULA.pdf](#)

If you have questions, please contact legal@haivision.com

SLA - Service Level Agreement

1. Introduction

This Service Level and Support supplement forms a part of and is incorporated into the Service Agreement (the "Agreement") between You and Haivision Network Video Inc. ("Haivision"). Capitalized terms used but not otherwise defined in this supplement shall have the meaning ascribed to them in the Agreement. Haivision may, upon prior written notice to You, amend this supplement to incorporate improvements to the service levels and support commitments at no additional cost to You. This supplement applies only to those products and services set forth below.

2. Definitions

- "Audience Member" means an individual or entity that accesses Your Published Media Objects through a public URL.
- "Access Service" means the service provided by Haivision VCMS that verifies an Audience Member's credentials.
- "Digital Media File" means a computer file containing text, audio, video, or other content.
- "Outage" is a 12-minute period of consecutive failed attempts by all six agents to PING the domain on the Haivision Streaming Media network.
- "Published Media Object" means a Digital Media File with a public URL.
- "Transaction" means the creation of a right for an Audience Member to access a Media Object and the completion of an order logged in the order history service.

3. Service Levels for the Video Content Management System

The service levels in this [Section 3](#) apply only to the hosted version of Haivision VCMS and the Haivision VCMS development kit (collectively, the "Standard Hosted Components" of Haivision Video Cloud Services). Subject to the exceptions noted in [Section 4](#) below, the aforementioned components of Haivision Video Cloud Services will be available for use over the course of each calendar month as follows:

Type of Access	Definition	Availability Level
Write Functions	<ul style="list-style-type: none"> • Access to all functions through the administrative user interface. • Ability to add or modify objects and metadata through the application programming interface (“API”) • Ability of ingest service to check for new or updated files or feeds 	99.999%
Read-Only Functions	<ul style="list-style-type: none"> • Ability to retrieve data through the API • Ability for Audience Members to authenticate through the Access Service • Ability for Audience Members to play Published Media Objects • Ability for Audience Members to play Haivision VCMS-authenticated or entitled Published Media Objects • Ability to complete Transactions 	99.999%

4. Exceptions to Availability for the VCMS

The Standard Hosted Components may not be available for use under the following circumstances, and in such case such periods of unavailability shall not be counted against Haivision Video Cloud for purposes of calculating availability:

- a. Normal Maintenance, Urgent Maintenance and Upgrades as defined in the table below;
- b. Breach of the Agreement by You as defined in the Agreement;
- c. The failure, malfunction, or modification of equipment, applications, or systems not controlled by Haivision Video Cloud;
- d. Any third party, public network, or systems unavailability;
- e. Acts of Force Majeure as defined in the Agreement;
- f. Modification of software made available to You as part of Haivision Video Cloud Services by You or a third party acting on Your behalf; and
- g. Any third party product or service not incorporated into Haivision Video Cloud Services or any third party plug-in.

Haivision Video Cloud shall make commercially reasonable efforts to notify, or work with, applicable third parties to repair or restore Haivision VCMS functionality affected by such exceptions.

Type of Maintenance	Purpose	Write Functions Available	Read Functions Available	Maximum Time Per Month	Continuous Time in Mode (Max)	Window (Central Time)	Min Notice
Normal	<ul style="list-style-type: none"> • Preventive maintenance on the software/hardware components of Haivision VCMS • Addition of new features/functions • Repair errors that are not immediately affecting Your use of Haivision VCMS 	No	Yes	10 Hours	6 Hours	10:00p m - 5:00a m	48 Hours
Urgent	<ul style="list-style-type: none"> • Repair errors that are immediately affecting Your use of Haivision VCMS 	No	Yes	30 Minutes	15 Minutes	Any Time	3 Hours

Type of Maintenance	Purpose	Write Functions Available	Read Functions Available	Maximum Time Per Month	Continuous Time in Mode (Max)	Window (Central Time)	Min Notice
Upgrades	<ul style="list-style-type: none"> Perform upgrades on software or hardware elements necessary to the long term health or performance of Haivision VCMS, but which, due to their nature, require that certain components of Haivision VCMS to be shut down such that no access is possible 	No	No	1 Hour	1 Hour	12:00am - 4:00am M-F	5 Days

5. Credits for Downtime for the VCMS

Haivision Video Cloud will grant a credit allowance to You if You experience Downtime in any calendar month and you notify Haivision Video Cloud thereof within ten (10) business days after the end of such calendar month. In the case of any discrepancy between the Downtime as experienced by You and the Downtime as measured by Haivision Video Cloud, the Downtime as measured by Haivision Video Cloud shall be used to calculate any credit allowance set forth in this section. Such credit allowance shall be equal to the pro-rated charges of one-half day of Fees for each hour of Downtime or fraction thereof. The term “Downtime” shall mean the number of minutes that Standard Hosted Components are unavailable to You during a given calendar month below the availability levels thresholds in [Section 3](#), but shall not include any unavailability resulting from any of the exceptions noted in [Section 4](#). Within thirty (30) days after the end of any calendar month in which Downtime occurred below the availability levels thresholds in [Section 3](#), Haivision Video Cloud shall provide You with a written report detailing all instances of Downtime during the previous month. Any credit allowances accrued by You may be offset against any and all Fees owed to Haivision Video Cloud pursuant to the Agreement, provided that a maximum of one month of credit may be accrued per month.

6. Support Services for the VCMS

Support for Haivision Video Cloud Services as well as the Application Software (defined as the VCMS application software components that Haivision licenses for use in conjunction with the Video Cloud Services) can be reached at hvc-techsupport@haivision.com and shall be available for all Your support requests. Haivision Video Cloud will provide 24x7 monitoring of the Standard Hosted Components.

Cases will be opened upon receipt of request or identification of issue, and incidents will be routed and addressed according to the following:

Severity Level	Error State Description	Status Response Within	Incident Resolution within
1 - Critical Priority	Renders Haivision VCMS inoperative or causes Haivision VCMS to fail catastrophically.	15 minutes	4 hours
2 - High Priority	Affects the operation of Haivision VCMS and materially degrades Your use of Haivision VCMS.	30 minutes	6 hours
3 - Medium Priority	Affects the operation of Haivision VCMS, but does not materially degrade Your use of Haivision VCMS.	2 hours	12 hours

Severity Level	Error State Description	Status Response Within	Incident Resolution within
4 - Low Priority	Causes only a minor impact on the operation of Haivision VCMS.	1 business day	3 business days

7. Service Levels for Haivision Streaming Media Service

Haivision agrees to provide a level of service demonstrating 99.9% Uptime. The Haivision Streaming Media Service will have no network Outages.

The following methodology will be employed to measure Streaming Media Service availability:

Agents and Polling Frequency

- a. From six (6) geographically and network-diverse locations in major metropolitan areas, Haivision’s Streaming Media will simultaneously poll the domain identified on the Haivision Streaming Media network.
- b. The polling mechanism will perform a PING operation, sending a packet of data and waiting for a reply. Success of the PING operation is defined as a reply being received.
- c. Polling will occur at approximately 6-minute intervals.
- d. Based on the PING operation described in (b) above, the response will be assessed for the purpose of measuring Outages.

If an Outage is identified by this method, the customer will receive (as its sole remedy) a credit equivalent to the fees for the day in which the failure occurred.

Haivision reserves the right to limit Your use of the Haivision Streaming Media network in excess of Your committed usage in the event that Force Majeure events, defined in the Agreement, such as war, natural disaster or terrorist attack, result in extraordinary levels of traffic on the Haivision Streaming Media network.

8. Credits for Outages of Haivision Streaming Media Service

If the Haivision Streaming Media network fails to meet the above service level, You will receive (as your sole remedy) a credit equal to Your or such domain’s committed monthly service fee for the day in which the failure occurs, not to exceed 30 days of fees.

9. No Secondary End User Support

UNDER NO CIRCUMSTANCES MAY YOU PROVIDE CONTACT INFORMATION FOR HAIVISION SERVICES TO CUSTOMERS OR AUDIENCE MEMBERS OR OTHER THIRD PARTIES WITHOUT HAIVISION’S EXPRESS PRIOR WRITTEN CONSENT.

Getting Help

<p>General Support</p>	<p>North America (Toll-Free) 1 (877) 224-5445</p> <p>International 1 (514) 334-5445</p> <p><i>and choose from the following:</i> Sales - 1, Cloud Services - 3, Support - 4</p>
<p>Managed Services</p>	<p>U.S. and International 1 (512) 220-3463</p>
<p>Fax</p>	<p>1 (514) 334-0088</p>
<p>Support Portal</p>	<p>https://support.haivision.com</p>
<p>Product Information</p>	<p>info@haivision.com</p>

