HAIVISION

Haivision Media Platform 3.0

User's Guide

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Edition Notice

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About This Document

Conventions

The following conventions are used to help clarify the content.

Typographic Conventions and Elements

Italics	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.

This guide describes how to use Haivision Media Platform (HMP) to capture and share video content in real-time.

HMP Product Editions

Haivision Media Platform is available in the following editions to suit different applications.

Edition	Applications
Enterprise	Securely distributes live and on-demand video, such as CEO all hands, company events and IPTV to employees watching from headquarters, remote offices, and on the road.
Site	Centrally manages and distributes IPTV and live corporate content to every screen within a facility, including auditoriums, lobbies, break rooms, and conference areas.
Workgroup	Helps your teams record, analyze and review synchronized HD video sources for all kinds of research including usability testing, focus groups, simulations and training.

The displayed content and available features depend on the installed edition as well as your account permissions. For detailed information, please see **Product Editions** (in the **Administrator's Guide**) or refer to Haivision's website at: **https://www.haivision.com**.

HMP Overview

Note

This user's guide is directed towards all users, especially content creators, content contributors, and content managers.
Although administrative privileges are typically not required, some of the functions described are user-specific. Please contact your system administrator to have the proper permissions assigned.

Haivision Media Platform (HMP, formerly "Calypso") is a powerful media recording, management and distribution platform designed to capture and share video content in real-time while providing organization and discoverability to video assets. HMP features fully customizable roles and permissions to support secure, site specific workflows.

Haivision Media Platform, Makito X, and Media Gateway(s) provide an end-to-end solution designed for Enterprise events such as all-hands and town hall meetings, training, and general purpose corporate communications.

- From HMP's Web interface, content creators can preview and choose to record any or all of the contributing streams, assign metadata to sessions or sources and optionally share sessions as well as video-on-demand recordings.
- The Portal is an optional feature that your organization may use to create a custom landing (home) page. When enabled, the Portal is the first thing users see when they sign into HMP. When the Portal is activated, content managers can select videos, sessions, and sources to "publish" in feeds, and promote items to "Featured" and "Suggested".
- HMP provides real-time access to live and on-demand video to users on desktop or iOS tablet browsers. HMP's Web interface is secure, easy to use, and requires no software installation, software upgrades, or maintenance.
- Users can also share video content with off-premise viewers by exporting videos directly to the Haivision Video Cloud to easily manage, publish and distribute content online.

Important

The displayed content and available features depend on the installed product edition (i.e., Workgroup, Site or Enterprise) as well as your account permissions. For more information, see Product Editions.

Getting Started

Note

HMP must be set up correctly with sources, users, and roles configured for your system. For any questions, see your system administrator.

Topics Discussed

- Accessing the HMP Web Interface
- Changing Your Password
- Exploring the Web Interface
  - Portal
  - IPTV
  - Content Library
  - General Navigation
  - Searching
  - Filtering Lists (Advanced Search)
  - Keyboard Shortcuts
- Content Library Basics
  - Selecting Items
  - Deleting Items
  - Editing Information and Metadata
  - Sharing Items

Accessing the HMP Web Interface

Note

Your system administrator will provide the URL or IP address for your HMP, as well as your username and initial password. To change your password, see Changing Your Password.
Your browser may need to be Flash-enabled in order to use this site. Please contact your system administrator if you cannot access video objects.

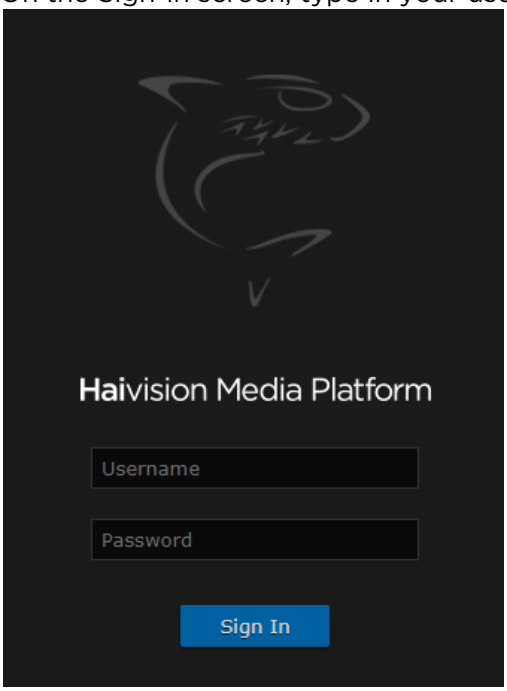
To access the HMP Web interface:

1. Open a Web browser of your choice, such as Chrome, Firefox, Safari, Microsoft Edge, or Internet Explorer (IE11).
2. Type the URL or IP address for HMP in the browser's address bar and press **Enter**.

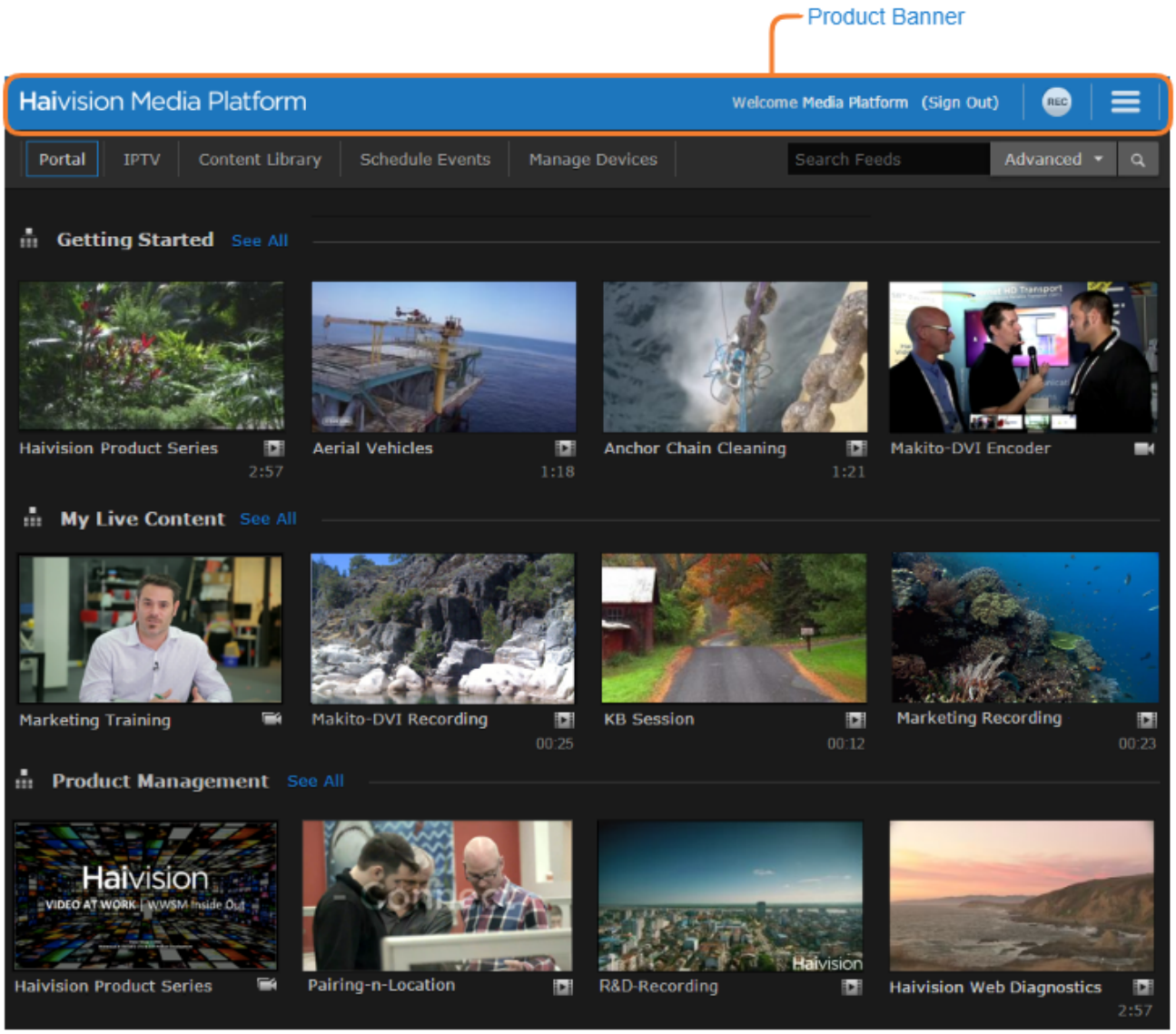
   Important

   If you see a Security Certificate warning, check with your administrator on the correct response before proceeding or adding an exception for the site.

3. On the Sign-in screen, type in your username and password and click **Sign In** (or press Enter).



Once you have successfully signed in, the Web interface opens with your account information displayed in the product banner.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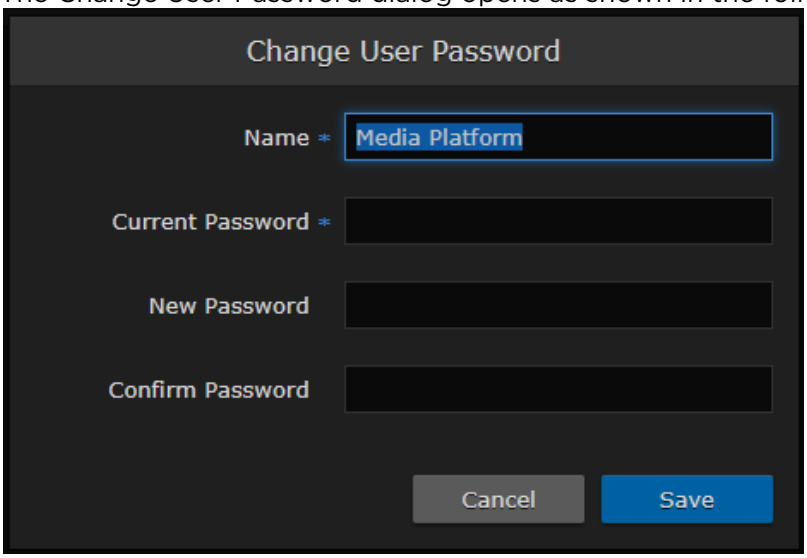
Changing Your Password

If your HMP system is *not* connected to an LDAP or Active Directory server, you can change your password from the Web interface.

To change your password:

1. Click your username on the product banner (next to “Welcome”).
   The Change User Password dialog opens as shown in the following example.



> **Note**
>
> You can also change your display name but cannot change your username.

2. Type your current password in the Current Password field.
3. Type the new password in the New Password and Confirm Password fields.
4. Click **Save User**.
   The password change takes effect immediately.

Exploring the Web Interface

Depending on how your system is configured, the Web interface opens to either the Portal or Content Library.

Note

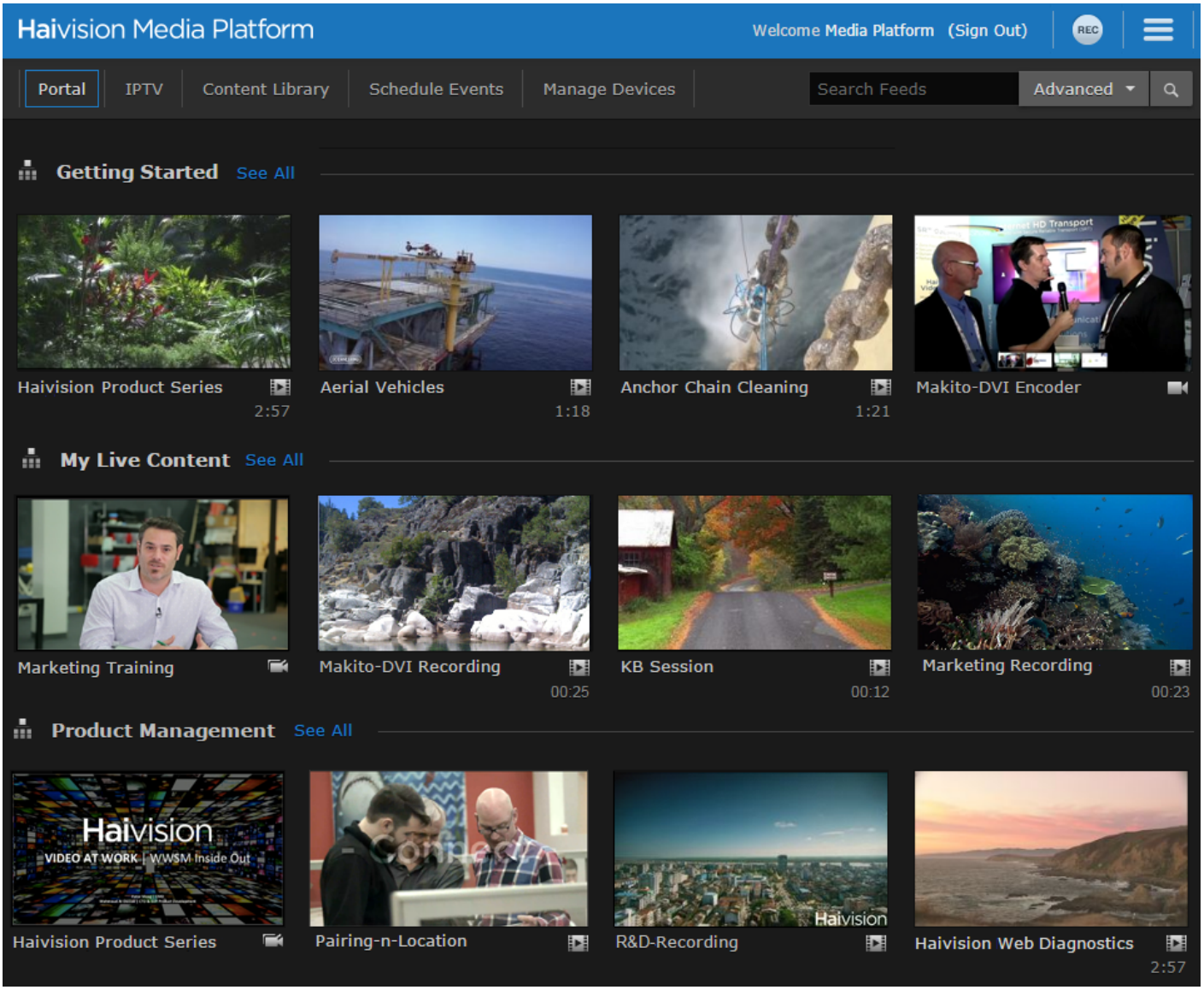
Access to the Portal must be set up by your system administrator. If EPG is licensed on your system, an IPTV link appears on the navigation bar.

Topics Discussed

- Portal
- IPTV
- Content Library
- General Navigation
- Searching
- Filtering Lists (Advanced Search)
- Keyboard Shortcuts

Portal

The Portal is an optional feature that your organization may use to create a custom landing (home) page. It displays thumbnails of selected videos, sessions, and sources – grouped by video feed. When enabled, the Portal is the first thing you see when you sign into HMP.

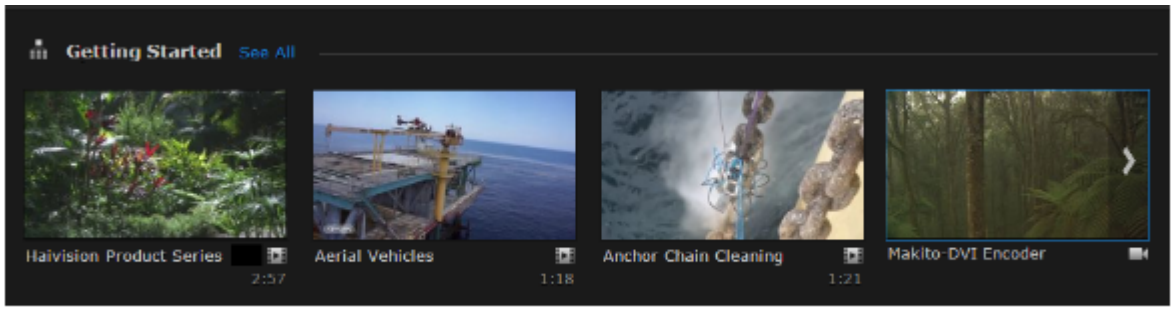


Related Topics

- Feeds
- Upcoming Live Events

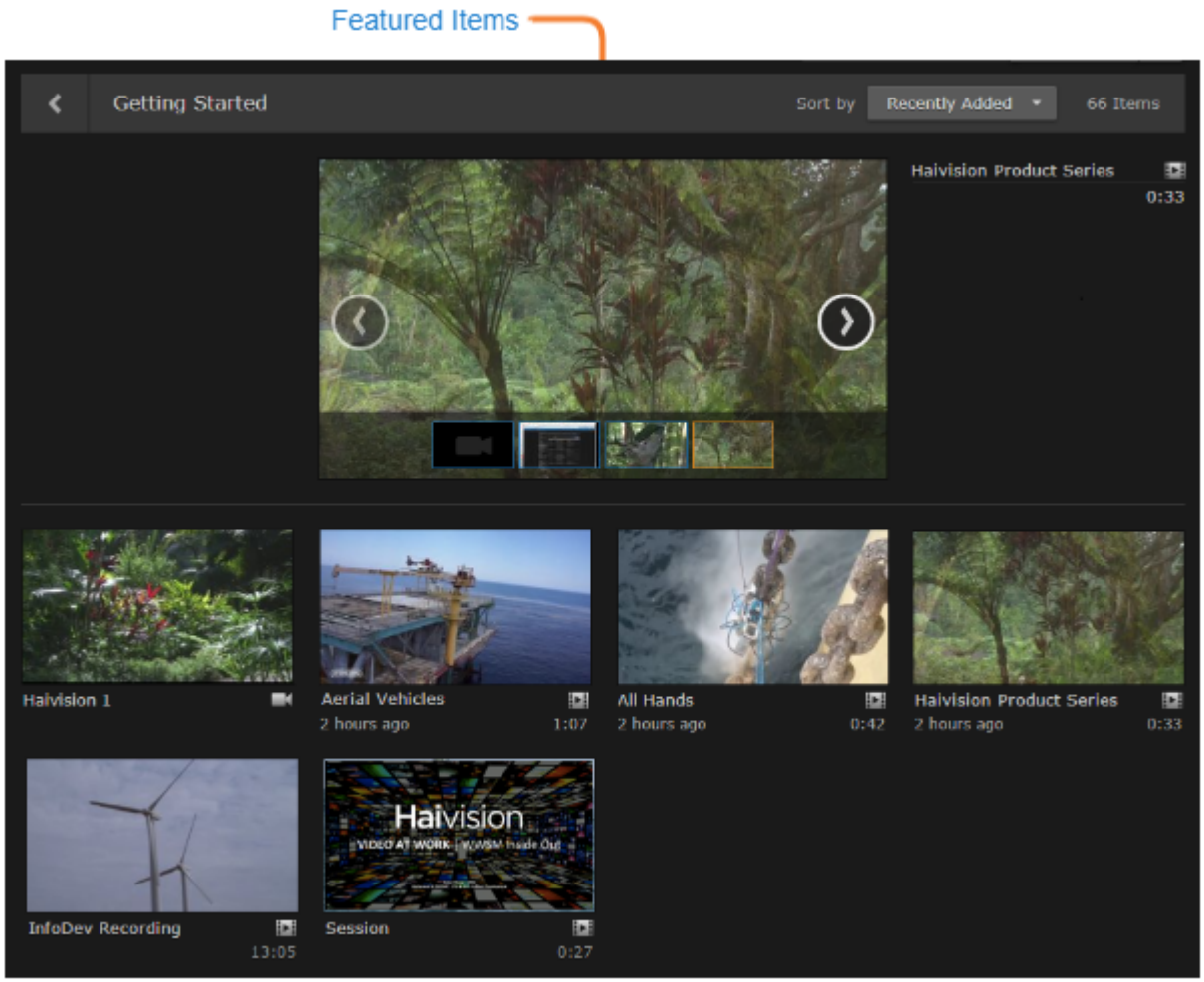
Feeds

Video *feeds* are used to display frequently updated content. For each feed on the Portal, items are displayed in a scrolling strip. Clicking the arrow to the right or left of the strip scrolls through the remaining thumbnails.

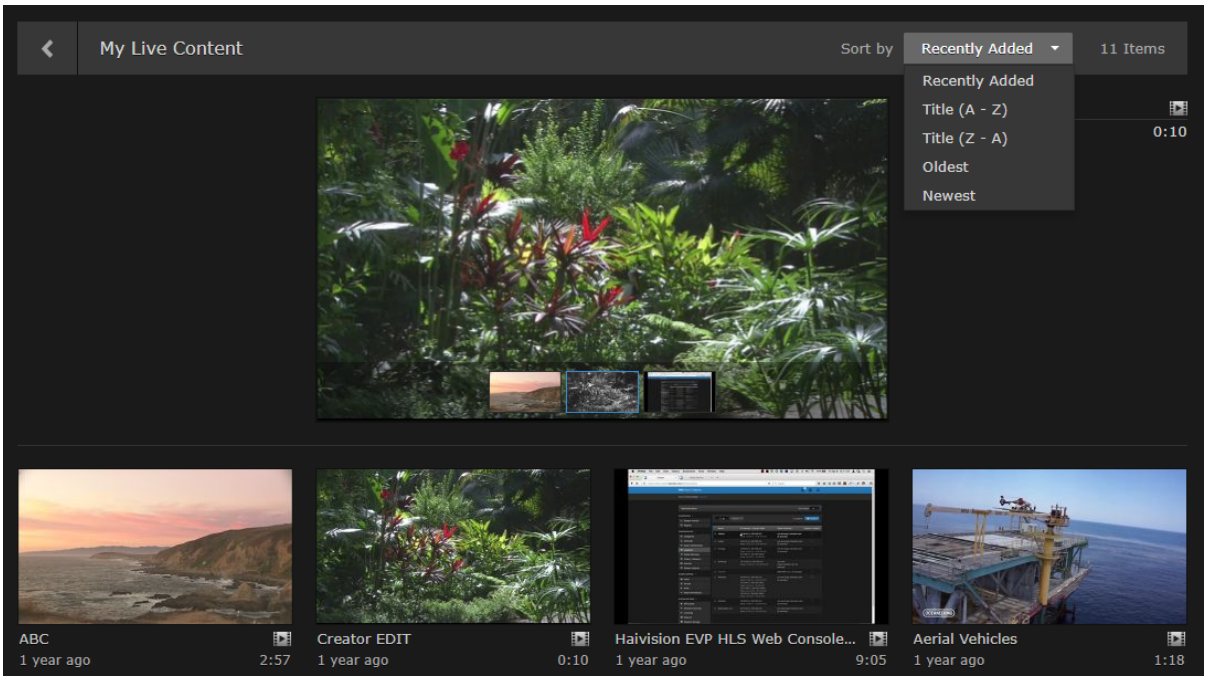


Clicking the feed name or **See All** opens the Feed Details screen. Here "Featured" items are displayed at the top in a carousel. The remaining feed thumbnails are displayed below the carousel.

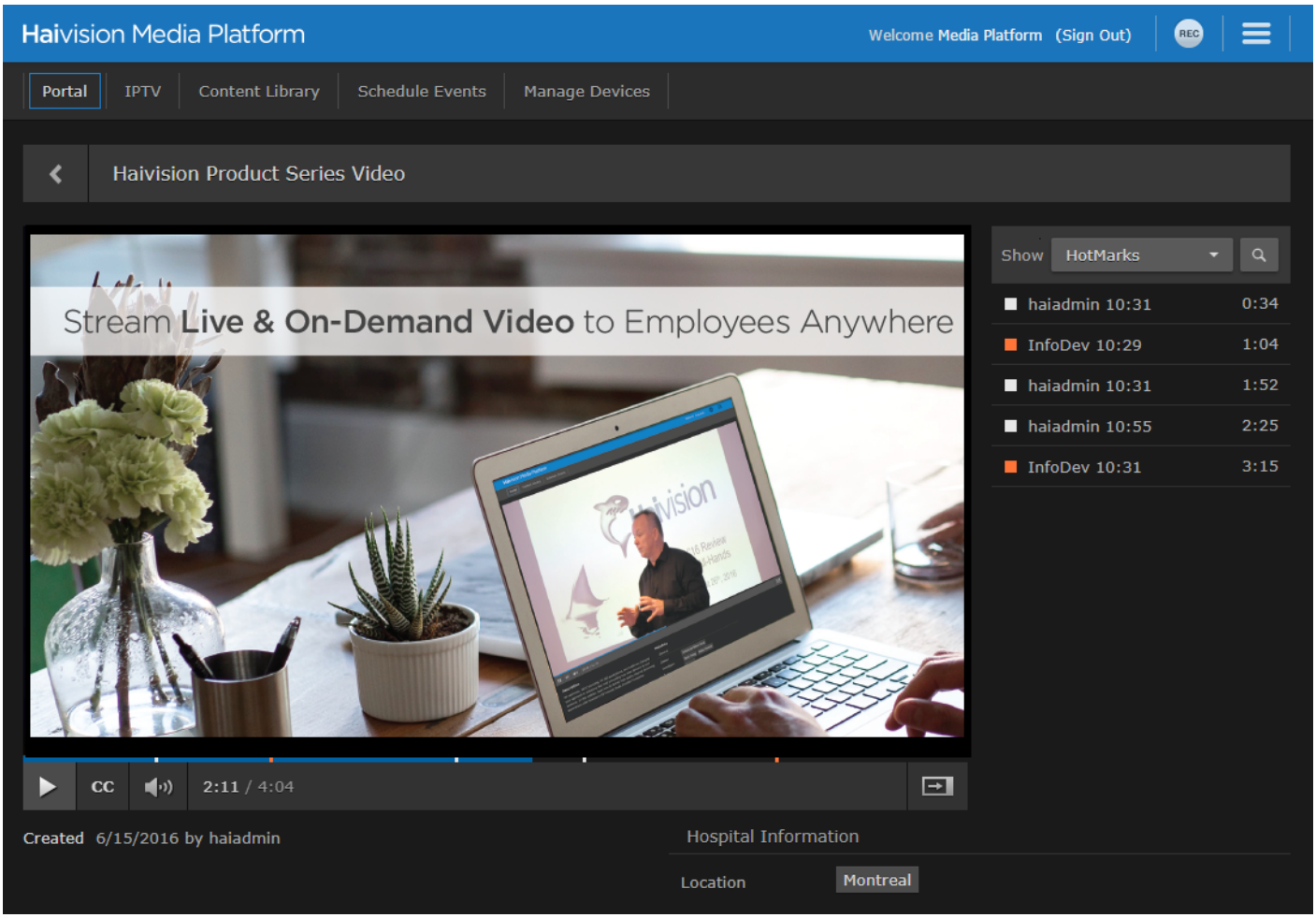
- The carousel cycles through Featured items every few seconds. Hovering the mouse over the carousel stops this cycling.
- Clicking the arrow to the right or left of the carousel scrolls through the rest of the Featured items.



You can change the display order of the thumbnails (below the carousel) by selecting from the **Sort by** drop-down menu.



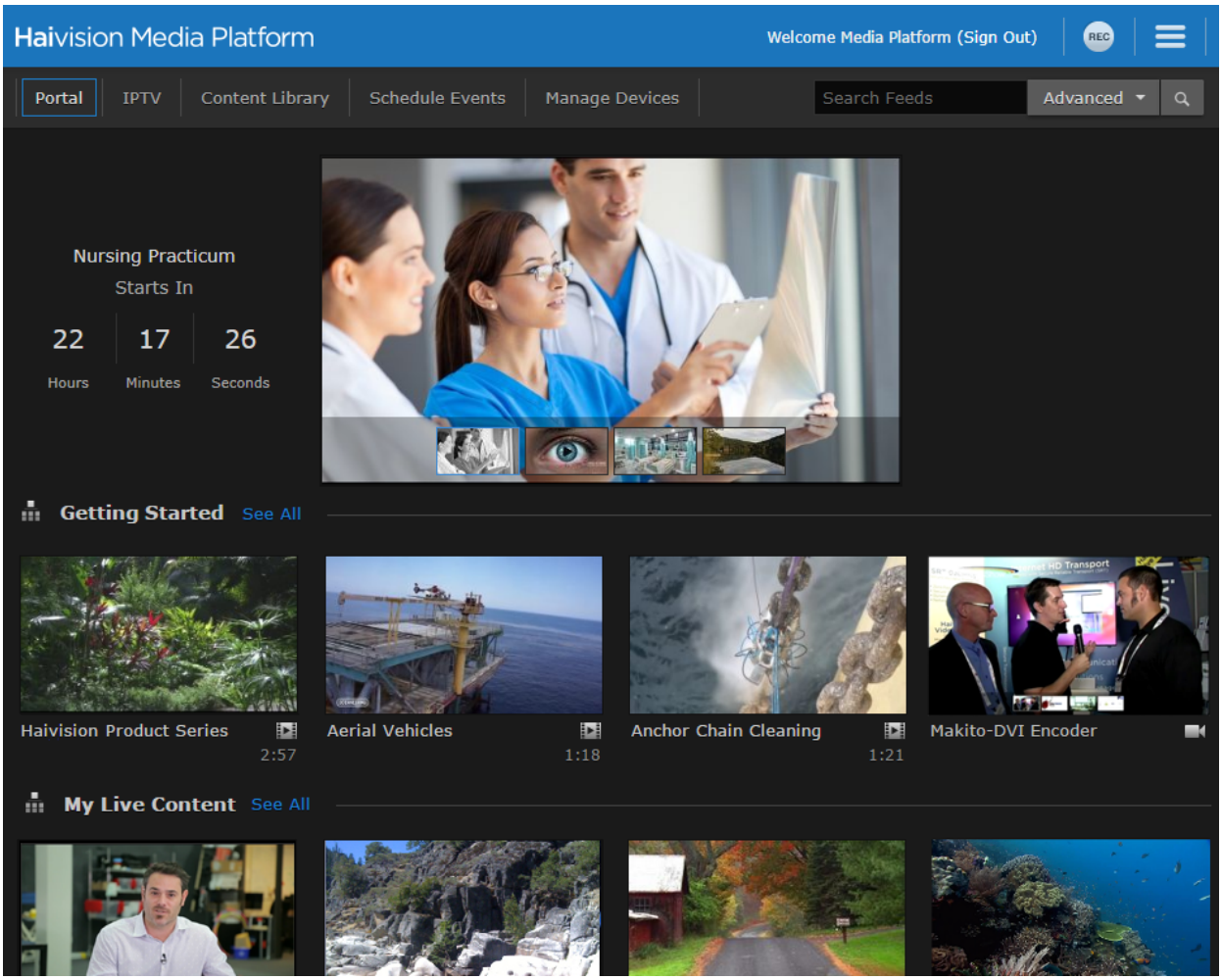
Clicking a thumbnail or title of a video, session, or source launches it in the default player.



Your account Role and Share Permissions determine which feeds you can view, as well as whether you can manage feed content (using the Content Library Feeds Editor). For more information, see Managing Feeds.

Upcoming Live Events

When events are scheduled, a carousel at the top of the Portal page shows Upcoming Live Events (within the next 5 days) and in progress events (sessions).

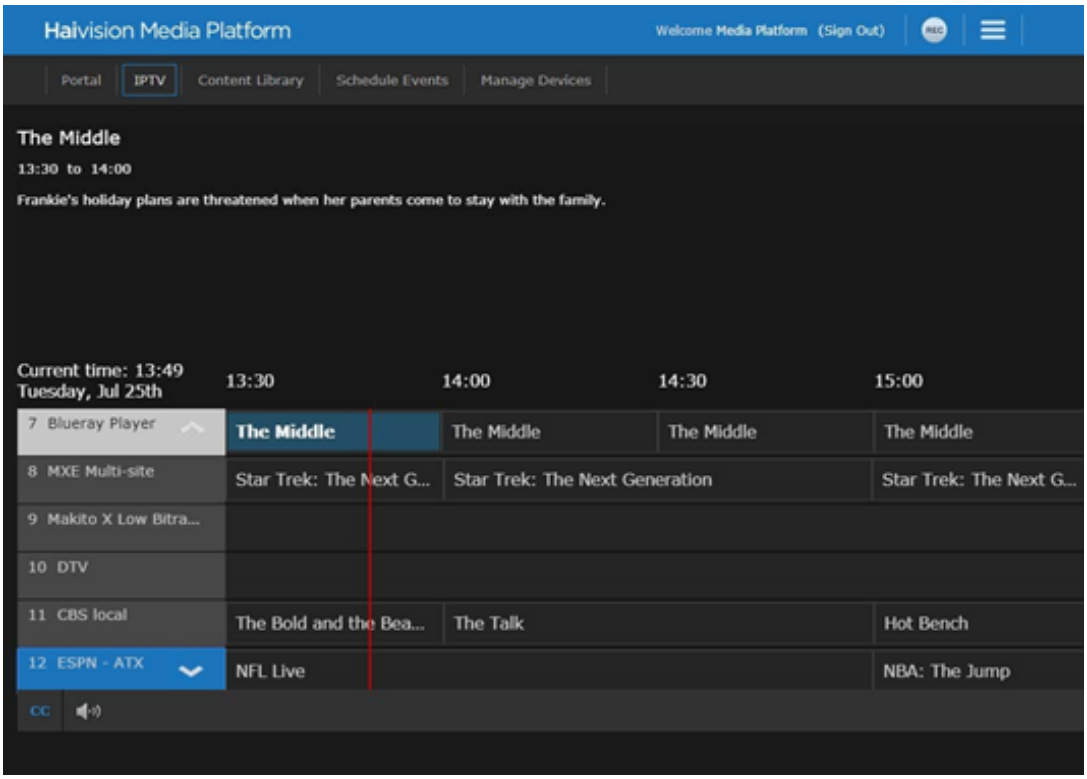


The time shown is either the time until an upcoming event starts, or the time since an in-progress event has started. The image shown in the carousel is either the generated poster image or the title of the session overlaid in the carousel (if no poster is available).

Clicking the carousel image opens the session viewer (if an event is in progress) or a landing page similar to the upcoming event area in the Portal.

IPTV

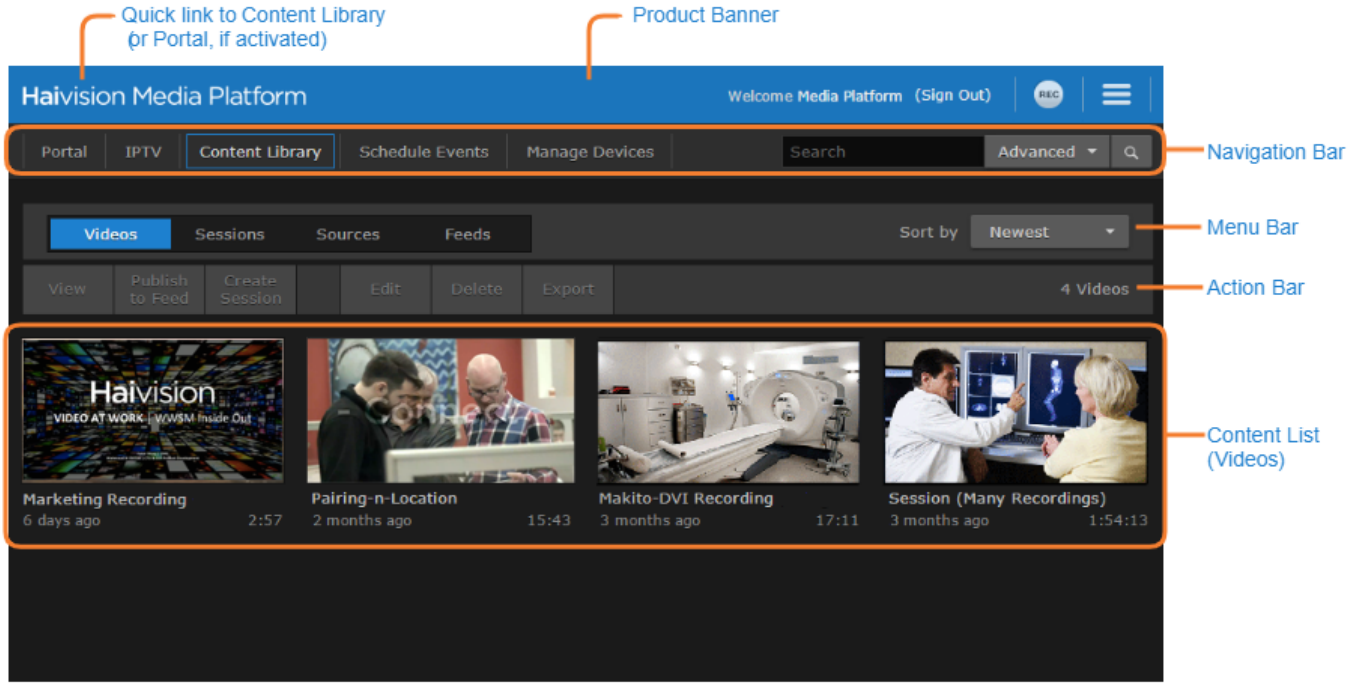
The IPTV Portal provides browser users access to live IPTV and navigation via an Electronic Program Guide that is similar to the interface on the Haivision Play Set-Top Boxes. Access to the Electronic Program Guide requires license and subscription.



- Hovering the mouse over the player displays the guide. The guide displays programs in 30 minute increments for a two-hour time block. The guide remains visible while the mouse is over the player window.
- The current tuned-in program/channel on the guide is highlighted and its associated information is displayed. While the guide is open, the video of the currently tuned-in stream plays in the background.
- Hovering the mouse over the channel list (far left column) scrolls through the channels. The channels in the list are sorted in ascending order by channel number starting with the tuned-in channel.
- When you navigate the guide, the information changes according to the currently highlighted program (not tuned in, but highlighted). The channel number, title, description, time, etc. change according to which program is currently in focus on the grid.
- You can navigate the channels and program information using either the keyboard or the mouse.
- Clicking a channel selects it and it starts to play in the background.
- When you move the mouse off the player area, the guide disappears.

Content Library

The Content Library opens showing the Videos list. The displayed content depends on your role (i.e., the access permissions assigned to your account). The Content Library is typically used by users with account permissions to set up and manage the content that viewers can see.



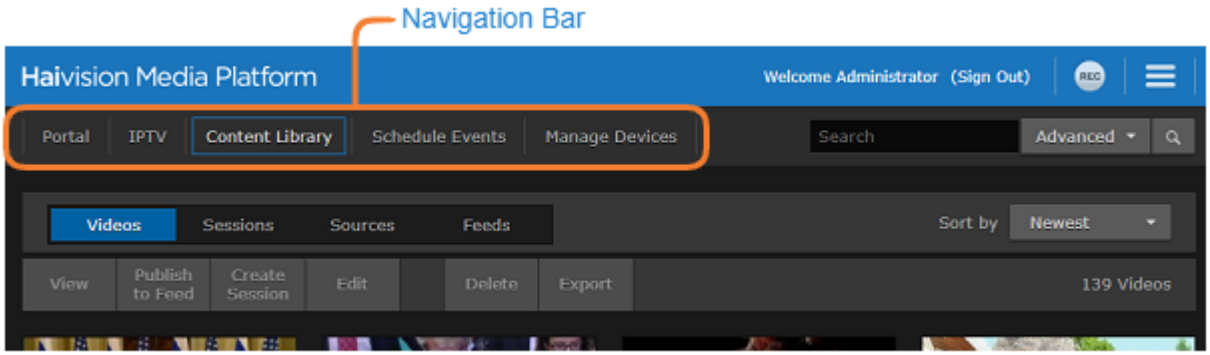
Content Library features include:

- Product banner along the top providing quick access to the Active Recordings list and navigation drop-down menu.
- Navigation bar to select the area or task, either **Portal**, **IPTV**, **Content Library**, **Schedule Events**, or **Manage Devices**.
- Menu bar to select the content to be displayed, either **Videos**, **Sessions**, **Sources**, or **Feeds** (if available).
- Action bar containing options such as **View**, **Publish**, **Create Session**, **Edit**, **Delete**, and **Export**, to sort and manage the displayed content. Options are generally selectable when relevant list items are checked.
- Content list of available videos, sessions, sources, or feeds (if available).

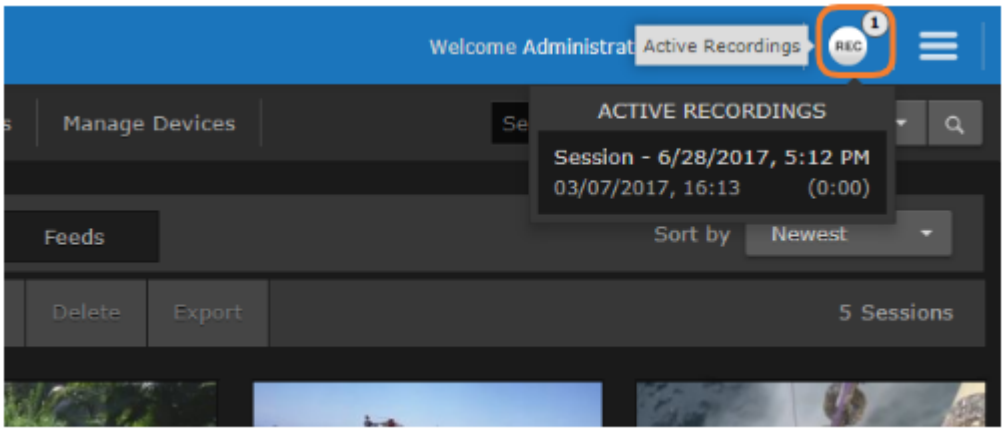
To get started viewing, searching, editing, deleting, and sharing items, see **Content Library Basics**.

General Navigation

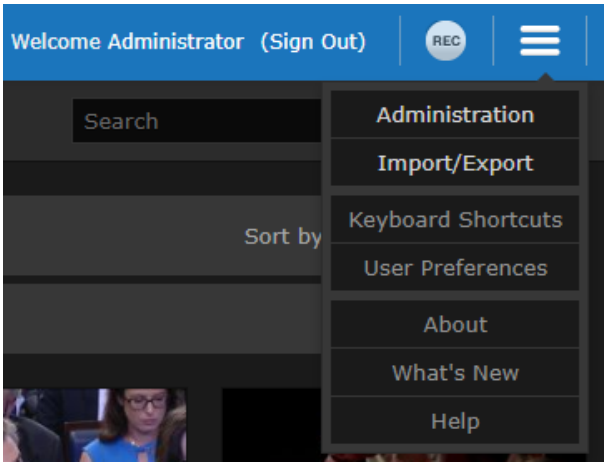
To open the Portal, view live IPTV content, view the Content Library, schedule an event, or manage devices, select the appropriate option on the navigation bar.



To view a list of active recordings, click the REC icon on the banner. Clicking on a recording in the list takes you to the viewer for that recording.



Clicking the ☰ icon opens the navigation drop-down menu.



- To configure and manage the HMP system, select **Administration**.
- To import and export content, select **Import/Export**.

Note

Accessing the Administration and Import/Export screens requires that the proper permissions be set. Ask your system administrator for proper permissions.

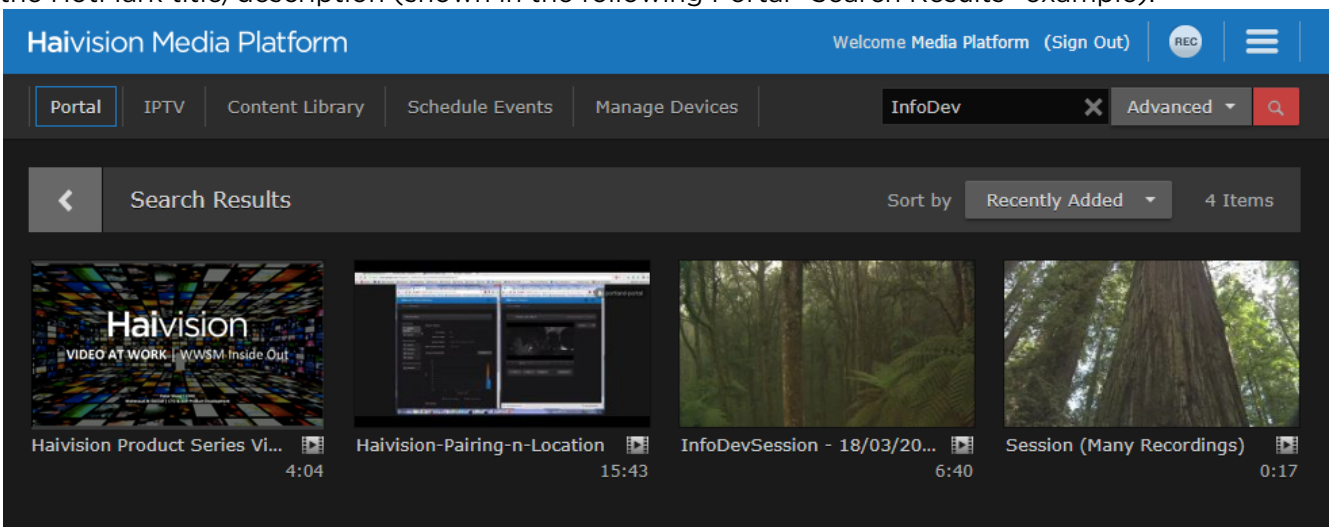
- To view a list of shortcuts relevant to the currently selected HMP page, select **Keyboard Shortcuts**. See Keyboard Shortcuts.
- To adjust the brightness and contrast or reset the HMP stored preferences, select **User Preferences**.
- To display the current HMP version, build number, and copyright information, select **About**.
- To display a list of new HMP features, select **What's New**.
- To open the Haivision InfoCenter website that contains the HMP documentation, select **Help**.

Searching

You can search for videos, sessions, sources, or feeds across your system by entering keywords such as title, description, creator name, or HotMark title/description.

To search for items:

1. On the Portal or Content Library screen, type a keyword or phrase in the Search field and then click the icon or press **Enter**.
   The Search Results only show items that contain that word or phrase in the Title, Description, or in the HotMark title/description (shown in the following Portal "Search Results" example).



> **Tip**
>
> On the Content Library screen, you can click either **Videos**, **Sessions**, **Sources**, or **Feeds** on the menu bar to toggle the search results between videos, sessions, sources, or feeds.

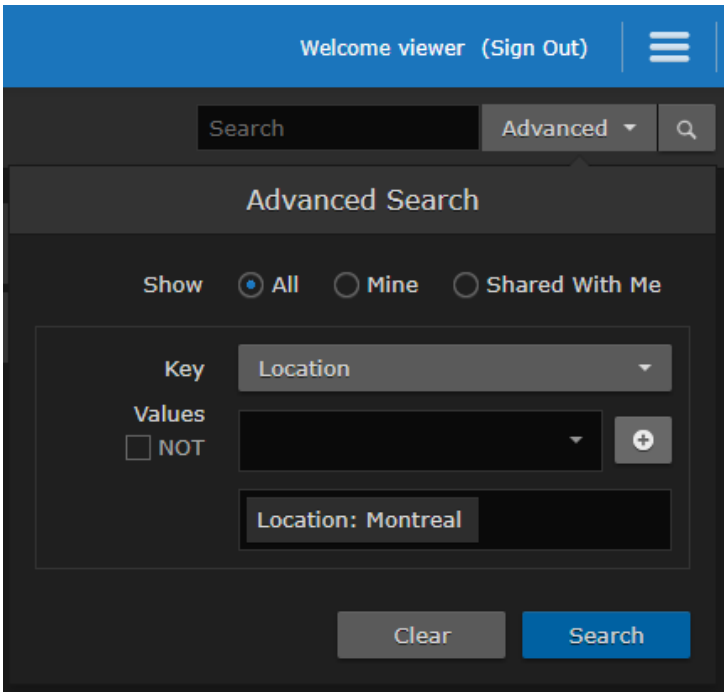
2. To clear the search results, click the icon in the Search field or press **Esc**.

Filtering Lists (Advanced Search)

Note

Metadata must be pre-defined by your system administrator.

For example, to search for videos of physician/patient sessions at a particular location, such as Montreal (assuming a “Location” metadata key is defined on your system), you can filter the list to only show videos that have been assigned “Location: Montreal”.



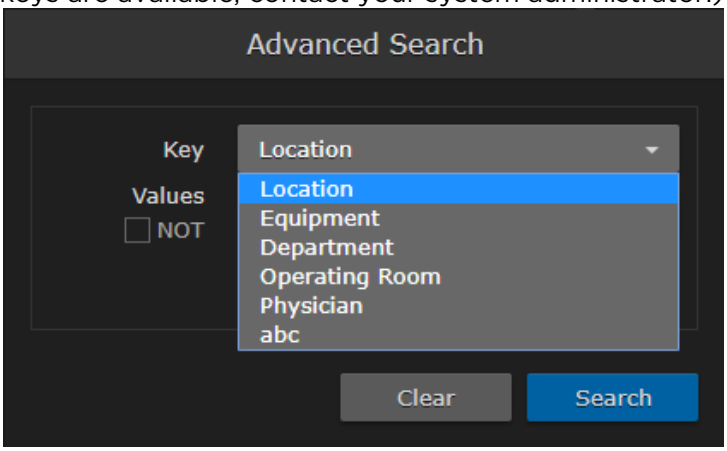
On the Content Library screen, you can also adjust your view of the content list to show only videos that you own (“Mine”) or only those that have been shared with you (“Shared With Me”). For information on “share” permissions, see Sharing Items.

Tip

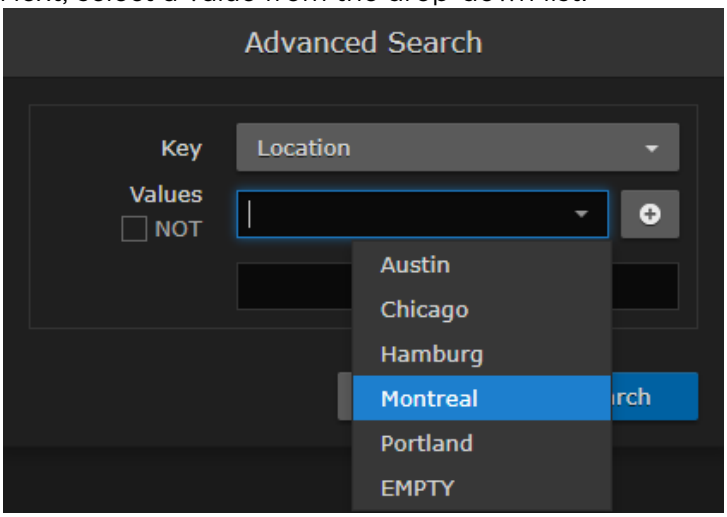
When you have finished, be sure to return your view to “All”.

To filter the content list using metadata:

1. On the Portal or Content Library screen, click **Advanced**.
2. On the Advanced Search dialog, select the metadata key from the drop-down list. (If no metadata keys are available, contact your system administrator.)

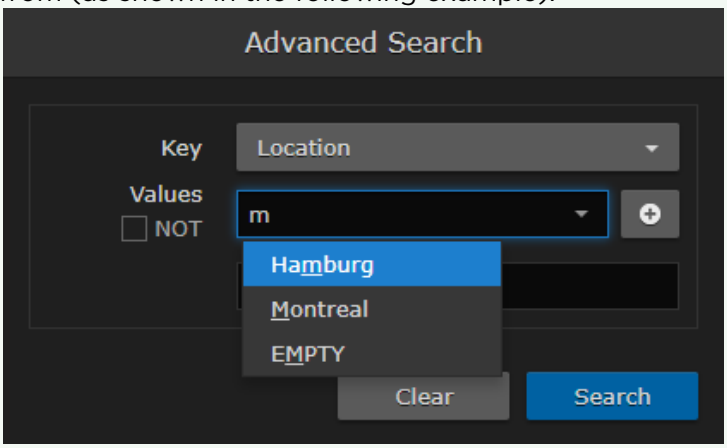


3. Next, select a value from the drop-down list.

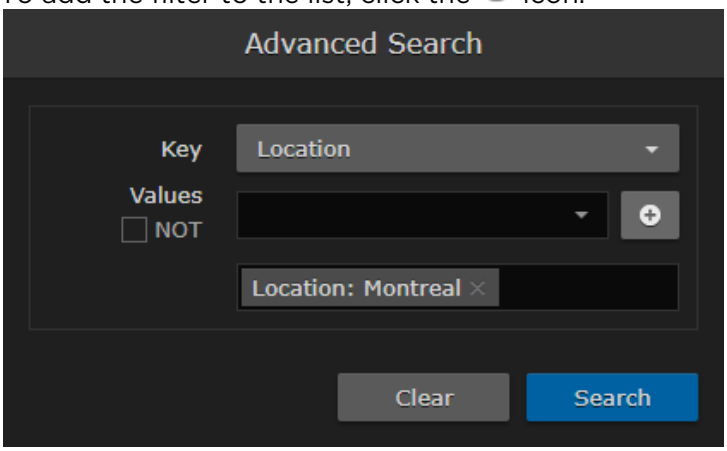


Tip

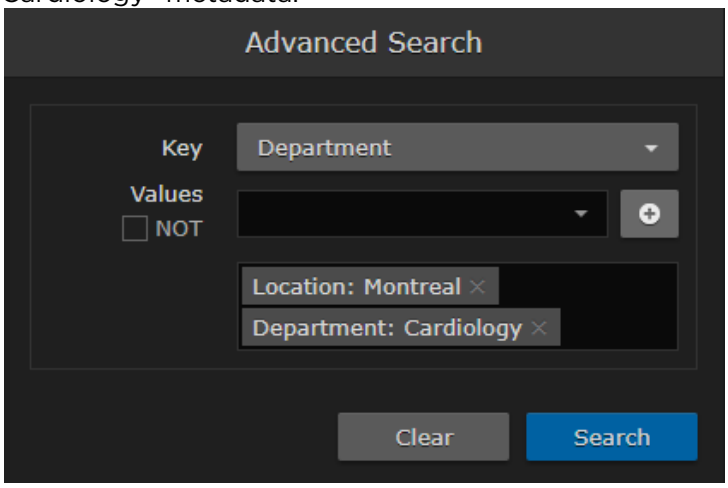
If you start typing, HMP displays a drop-down list of matching values that you can choose from (as shown in the following example).



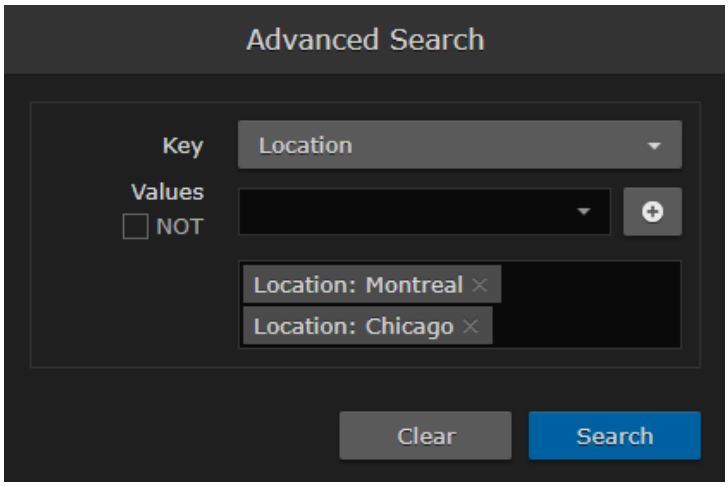
4. To add the filter to the list, click the ⊕ icon.



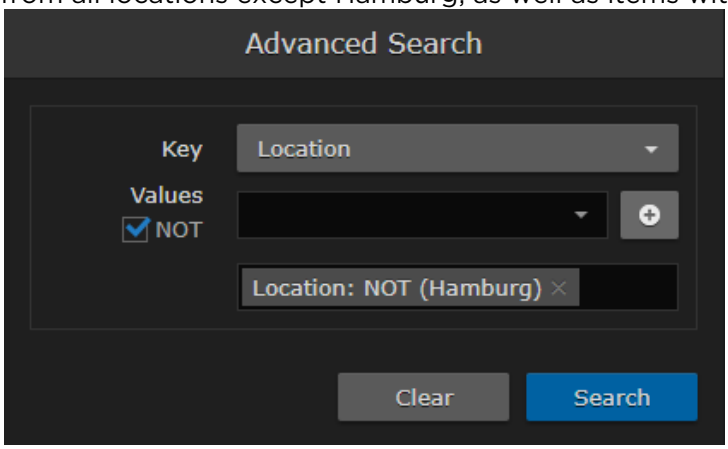
   a. To further narrow your results (i.e., to exclude more items), you can add multiple filters. HMP then displays only items that match all filters.
   For example, if you add two filters, one for “Location: Montreal” and a second one for “Department: Cardiology”, HMP displays items with both “Location: Montreal” and “Department: Cardiology” metadata.



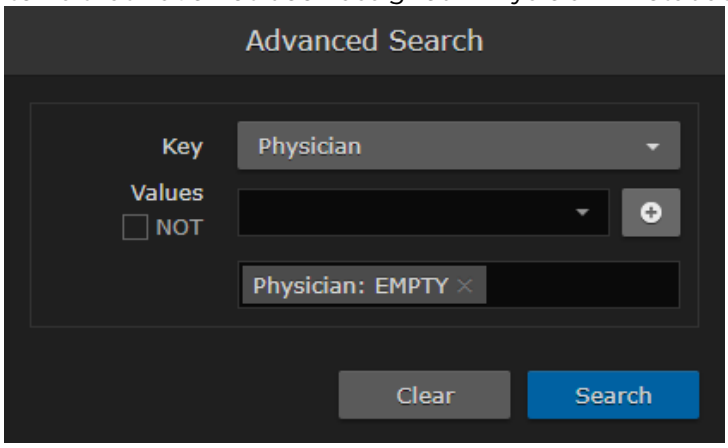
b. To expand your results (i.e., to include more items), you can select multiple values for a single metadata key. HMP will then display items that match any of the values.
For example, if you add a filter for “Location” and select “Montreal” and “Chicago”, HMP displays items with either “Location: Montreal” or “Location: Chicago” metadata.



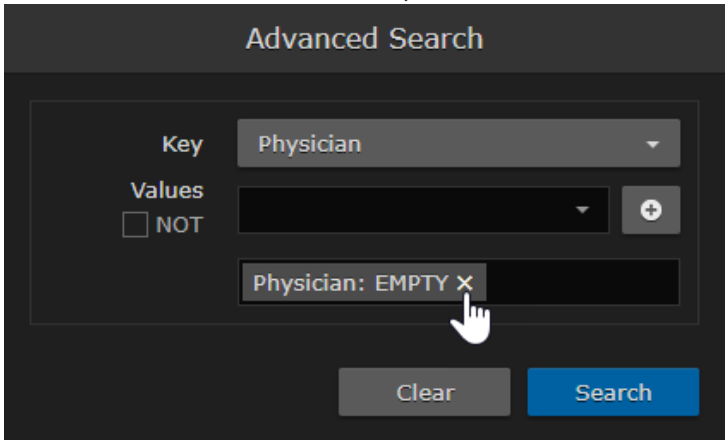
c. To fine-tune your search by excluding unwanted items, you can specify “NOT” for the value.
For example, if you add a filter for “Location” and select NOT “Hamburg”, HMP displays items from all locations except Hamburg, as well as items with no “Location” metadata.



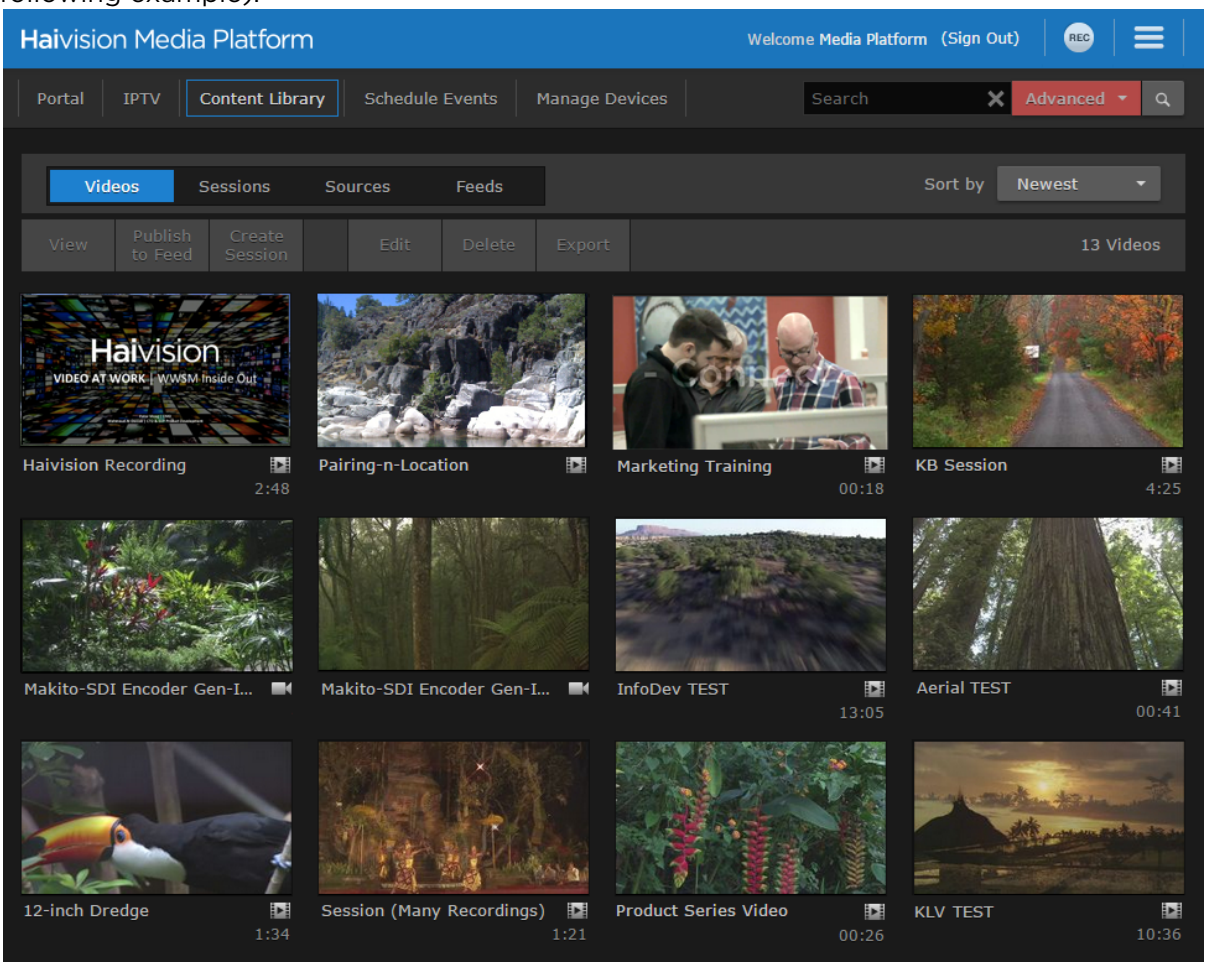
d. To find items that have not been assigned a particular metadata key, you can specify “EMPTY” for the value.
For example, if you add a filter for “Physician” and select EMPTY for the value, HMP only displays items that have not been assigned “Physician” metadata.



e. To remove a filter from the list, hover over the filter and click the ✕ icon.



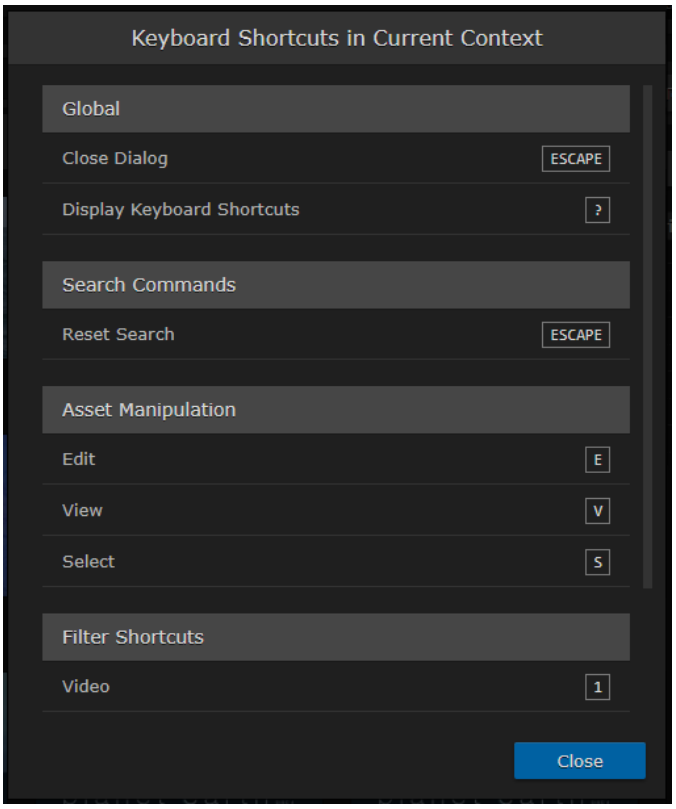
5. To apply the filter(s) to the Portal or Content Library content list, click **Search**.
HMP then displays the Search Results filtered by the criteria you specified (as shown in the following example).



6. To clear all filters, click the ✕ icon in the Search field, press **Esc**, or click **Advanced** to open the Advanced Search dialog and click **Clear**.

Keyboard Shortcuts

To see a list of available keyboard shortcuts (in the current context), click the ☰ icon on the banner and select **Keyboard Shortcuts** from the navigation drop-down menu. The following example dialog lists the available keyboard shortcuts from the Videos list:



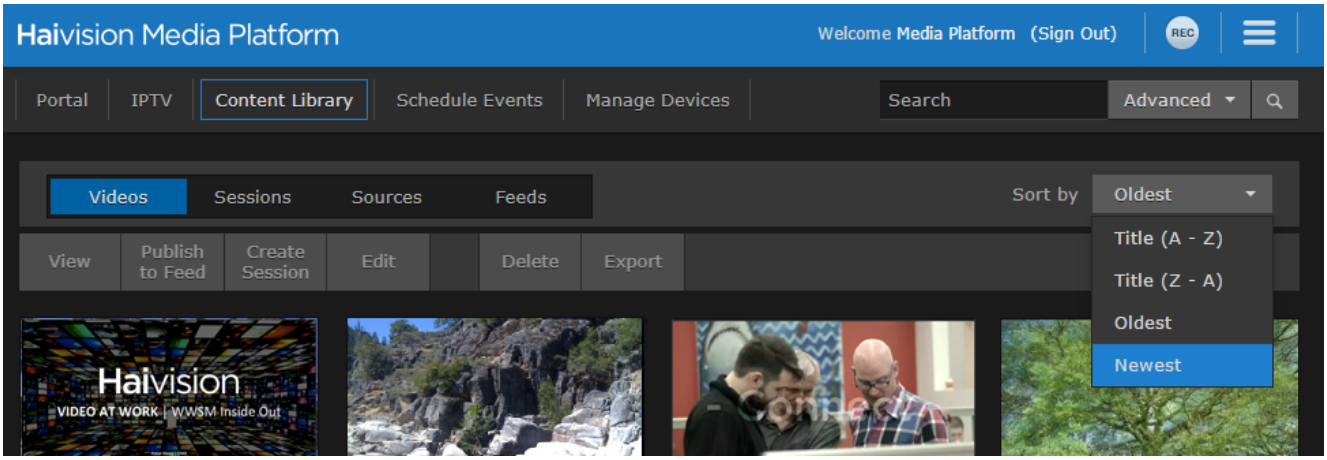
Content Library Basics

This section shows how to perform basic tasks such as viewing, searching, deleting, editing, and sharing items (videos, sessions, sources, and feeds) on the Content Library screen.

Viewing Options

> **Tip**
>
> To create your own custom thumbnails from videos, see Generating Thumbnails (Poster Images).

To change the sort order, select from the Sort by drop-down menu.



The Sort by options include title (A-Z or Z-A) and creation date (Oldest or Newest, default).

Topics Discussed

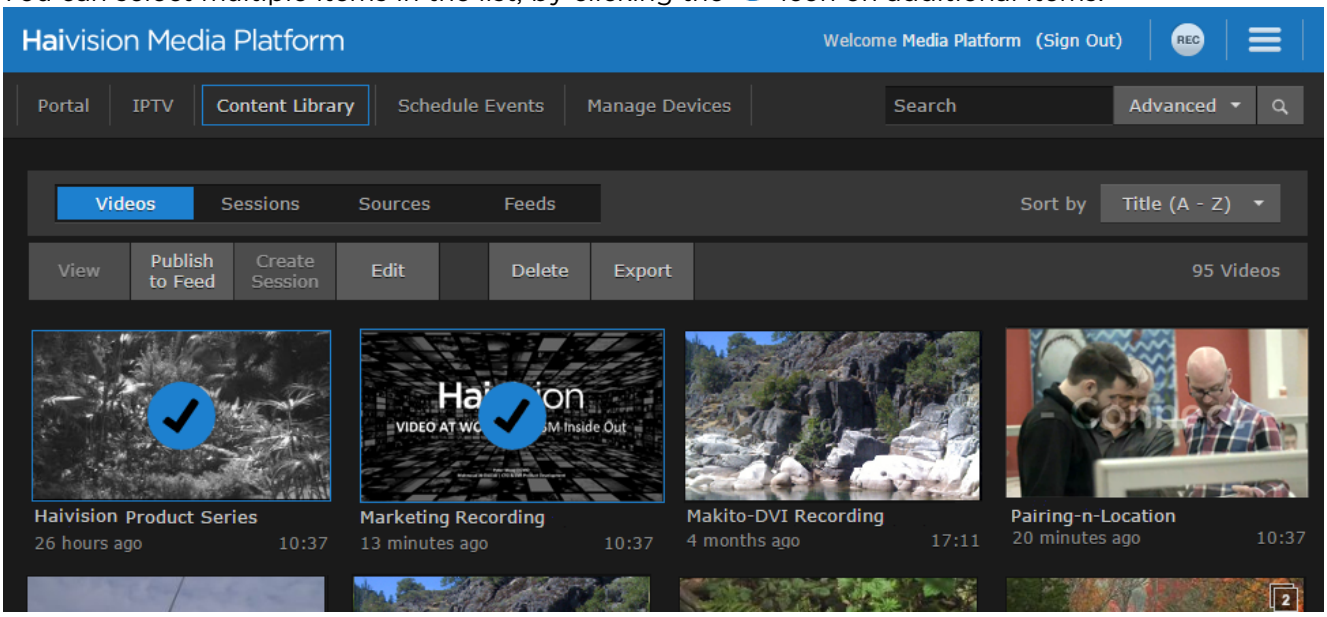
- Selecting Items
- Deleting Items
- Editing Information and Metadata
- Sharing Items

Selecting Items

To select items:

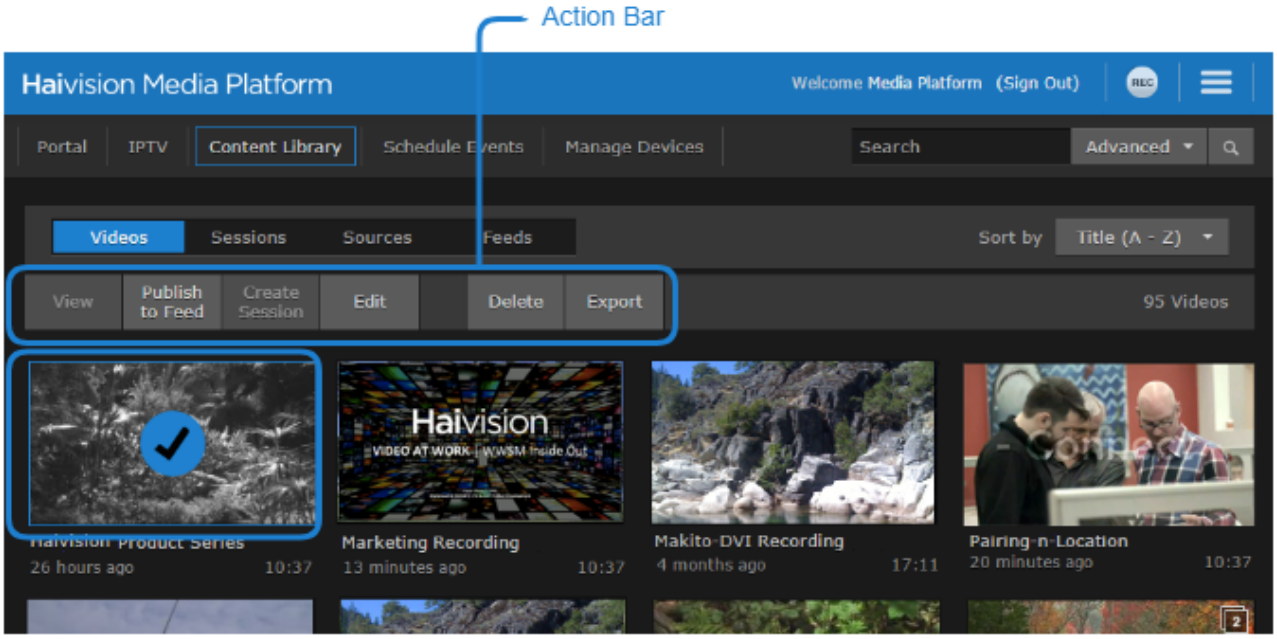
1. To select a video, session, source, or feed, hover the mouse over the item in the list and click the icon.

2. You can select multiple items in the list, by clicking the ✓ icon on additional items.



> **Tip**
>
> You can also shift-click (i.e., holding the Shift key down) to select a range of items.

3. After one or more items are selected, options such as **View**, **Publish to Feed**, **Edit**, **Delete**, and **Export** become available on the action bar.



> **Tip**
>
> With a single item, you can also click the ✎ icon to open the Information pane or the 👁 icon to open the player. On the feeds list, you can click the ⚙ icon to open the Feed Management screen.

Deleting Items

To delete items:

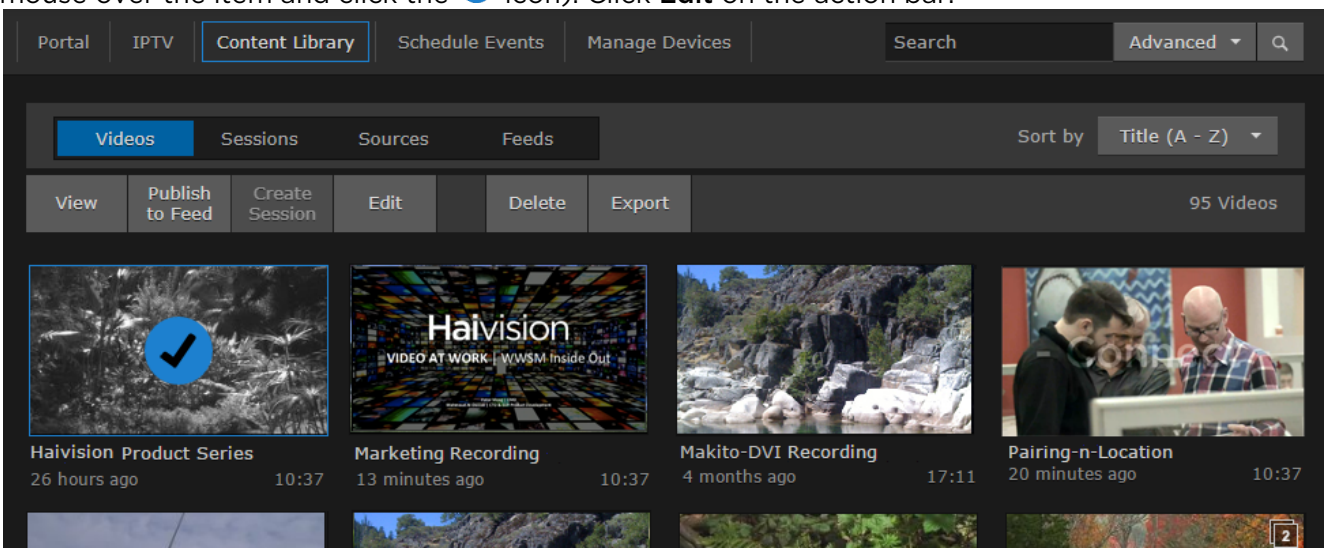
1. On the Content Library screen, select one or more items to delete.
2. Click **Delete** on the action bar.
3. Click **Confirm** (or where applicable, select **Delete** from the warning dialog).
   The selected items are removed from the system.

Editing Information and Metadata

You can select and edit videos, sessions, sources, or feeds from the Content Library screen. You can also "bulk edit" multiple videos, sessions, or sources (see Editing Multiple Items).

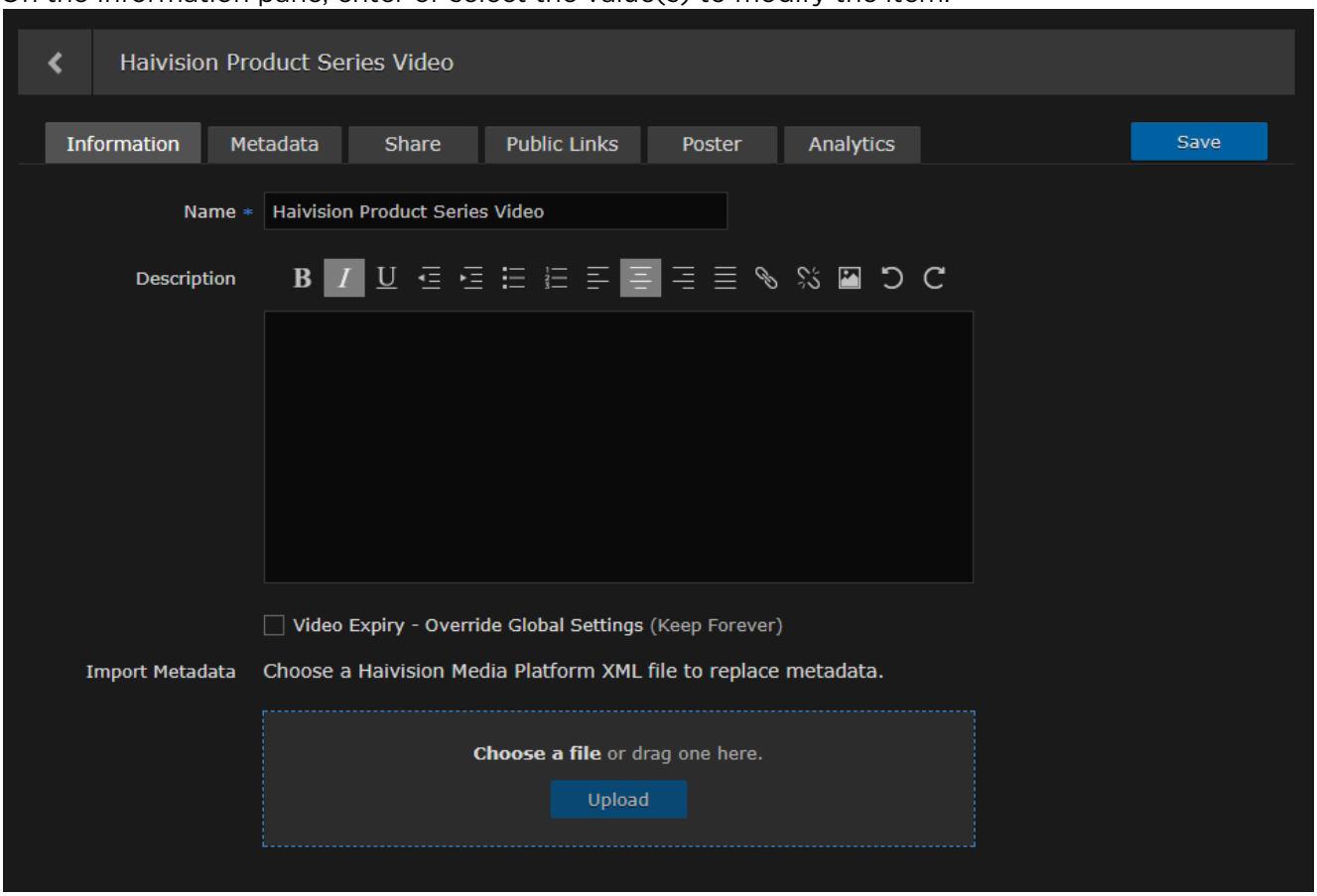
To edit items:

1. On a list such as the Videos list (shown in following example), select an item to edit (hover the mouse over the item and click the ✓ icon). Click **Edit** on the action bar.



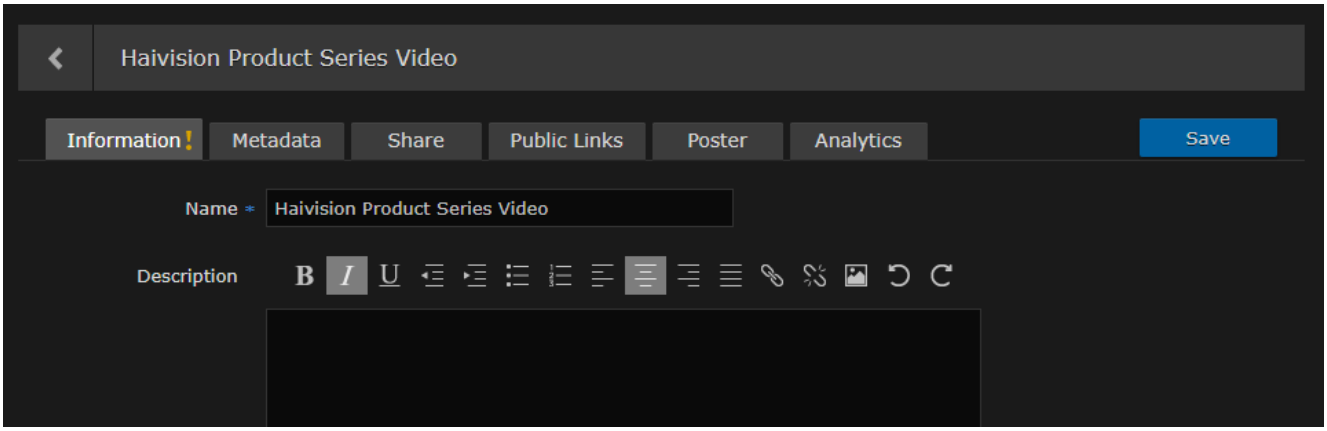
   Or hover the mouse over the item and click the ✎ icon to open the Information pane.

2. On the Information pane, enter or select the value(s) to modify the item.



3. When editing the description, you can use the rich text editing tools to format your text, attach an image file (to show in the description), and enter hyperlinks (i.e., to open a new browser tab or window). For a list of keyboard shortcuts, see Keyboard Shortcuts.

> **Note**
>
> If you select multiple items, see Editing Multiple Items.
> After you modify the item, you will see a ! icon on the tab (shown following) to alert you to save it.



4. Click **Save**.
5. To assign metadata, click the **Metadata** tab.

Related Topics

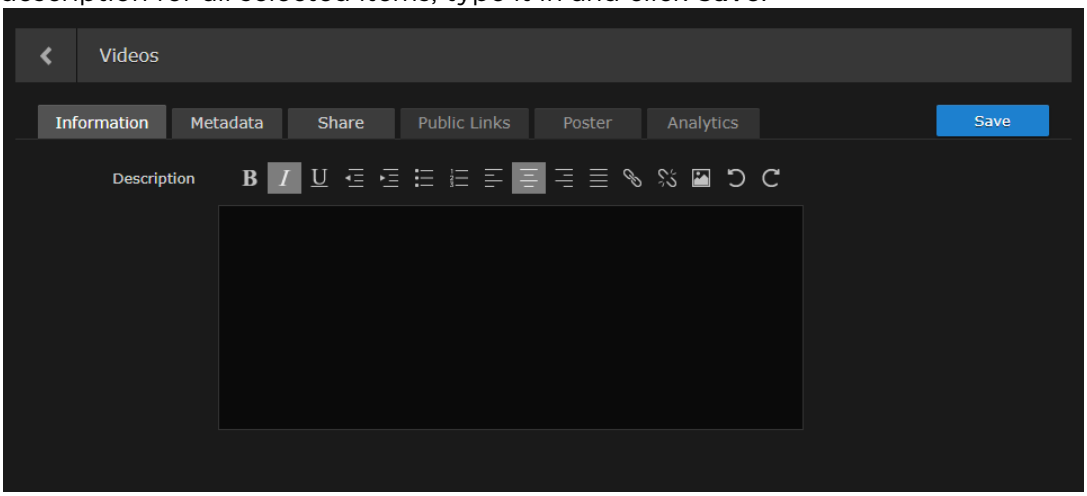
- Editing Multiple Items
- Sharing Items

Editing Multiple Items

You can also "bulk edit" multiple videos, sessions, or sources that you select on the Content Library screen. For example, you might want to standardize the metadata values for all sessions from a selected source. This section discusses special considerations when bulk editing items.

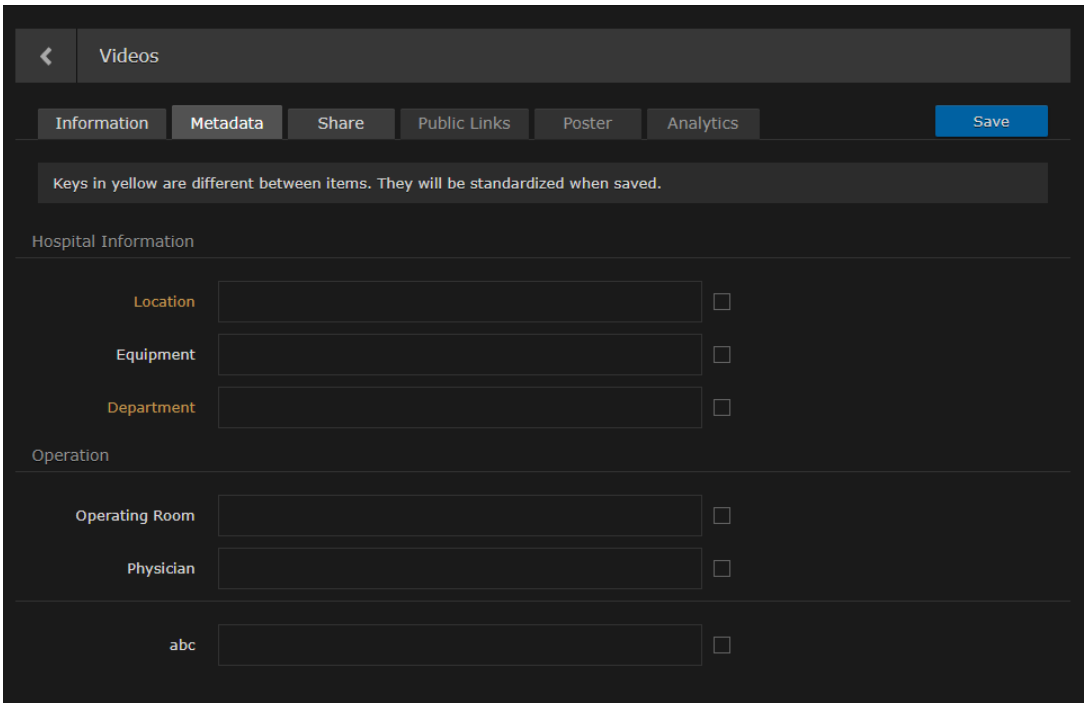
To “bulk-edit” multiple items:

1. On a list such as the Videos list, select multiple items to edit (hover the mouse over one or more items and click the icon).
2. Click **Edit** on the action bar.
3. On the Information pane, the only editable parameter is the Description. To specify a uniform description for all selected items, type it in and click **Save**.

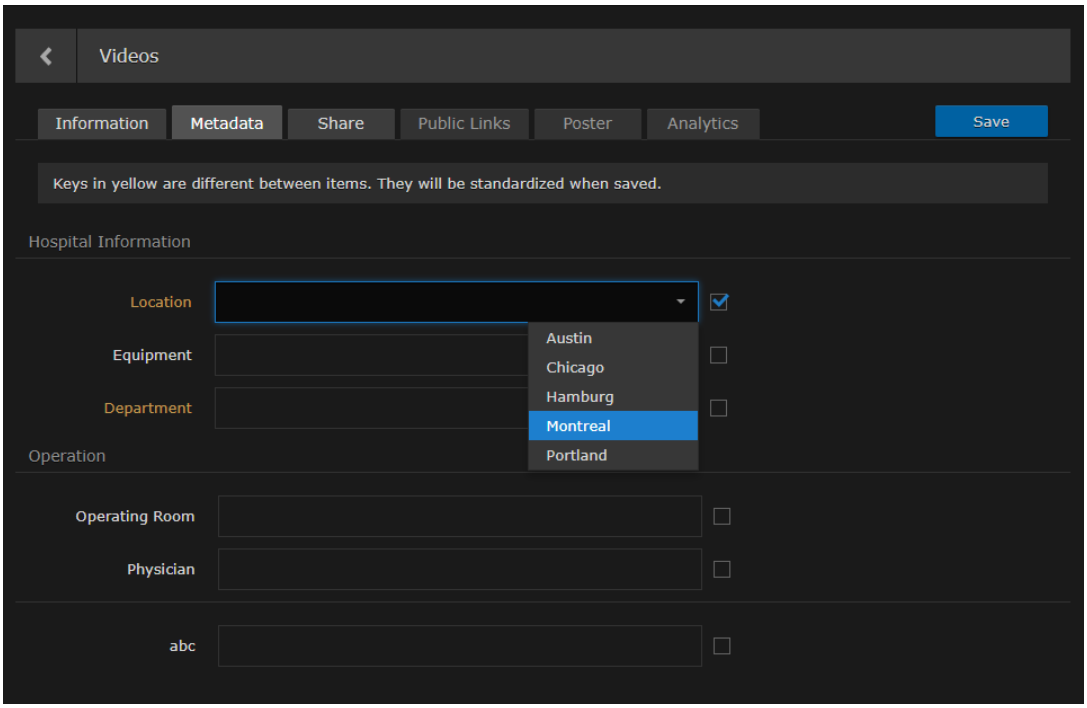


4. To edit metadata, click the **Metadata** tab.
5. **Important**

   If the Metadata has mixed (i.e., different) values, a warning appears across the top of the list and the metadata keys with mixed values are displayed in yellow (as shown in the following figure).



6. Check the checkbox beside each metadata key to modify. (Only checked items are changed when you click **Save**.)
7. For each checked key, you may either:
   - select a new value (or values, if allowed) from the drop-down list, or
   - leave the value as is



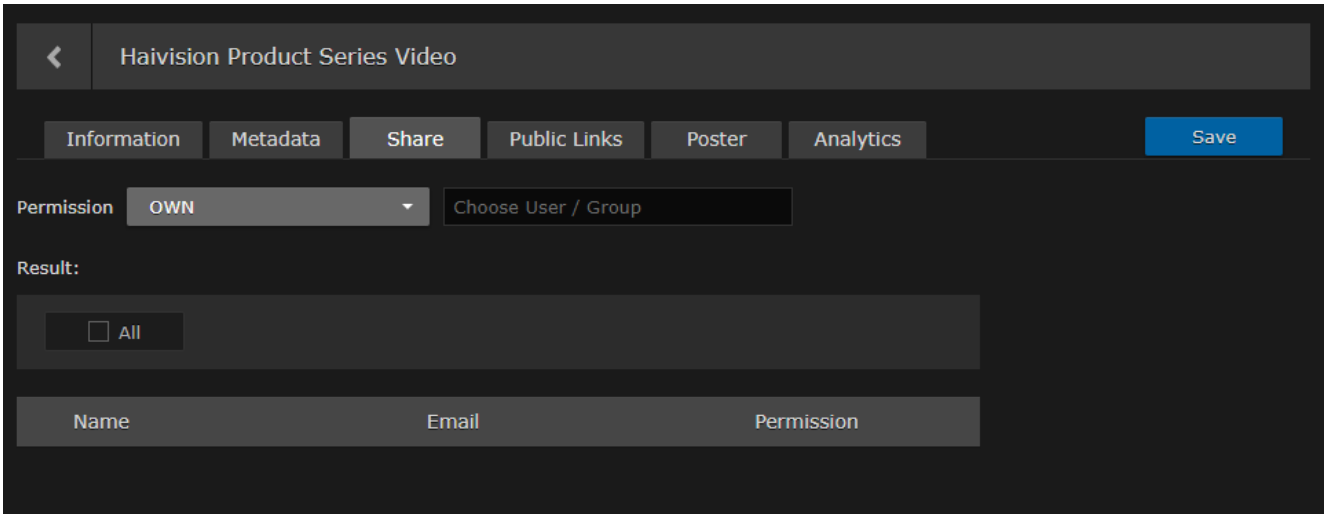
Important

Either way, this value is applied to the metadata for all selected items. Bulk edits cannot be undone.

8. Click **Save**.
   The selected metadata is updated, and is longer be displayed in yellow. Also, if you edit and thereby harmonize all the Metadata values, the warning is not displayed along the top of the list.

Sharing Items

Depending on your account Role and Share Permissions, you can share videos, sessions, sources, and feeds with other users or groups. Sharing allows other users or groups to view the video (live or recorded) and metadata, to edit the metadata, and in the case of sessions, to start their own recordings. You can specify access permissions for each user or group that you invite.



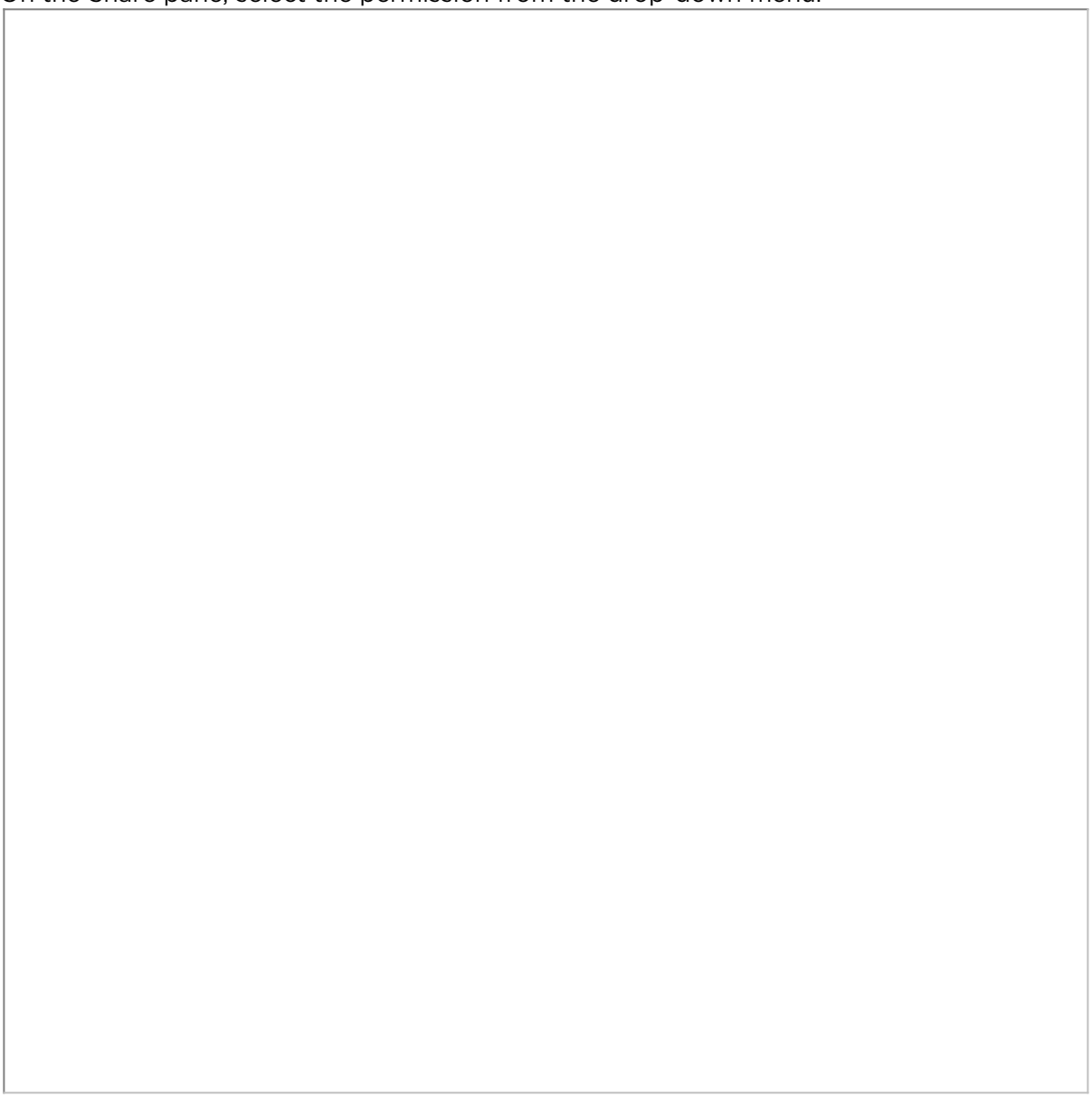
Important

The steps are the same for sharing items such as sessions, videos, sources, and feeds.

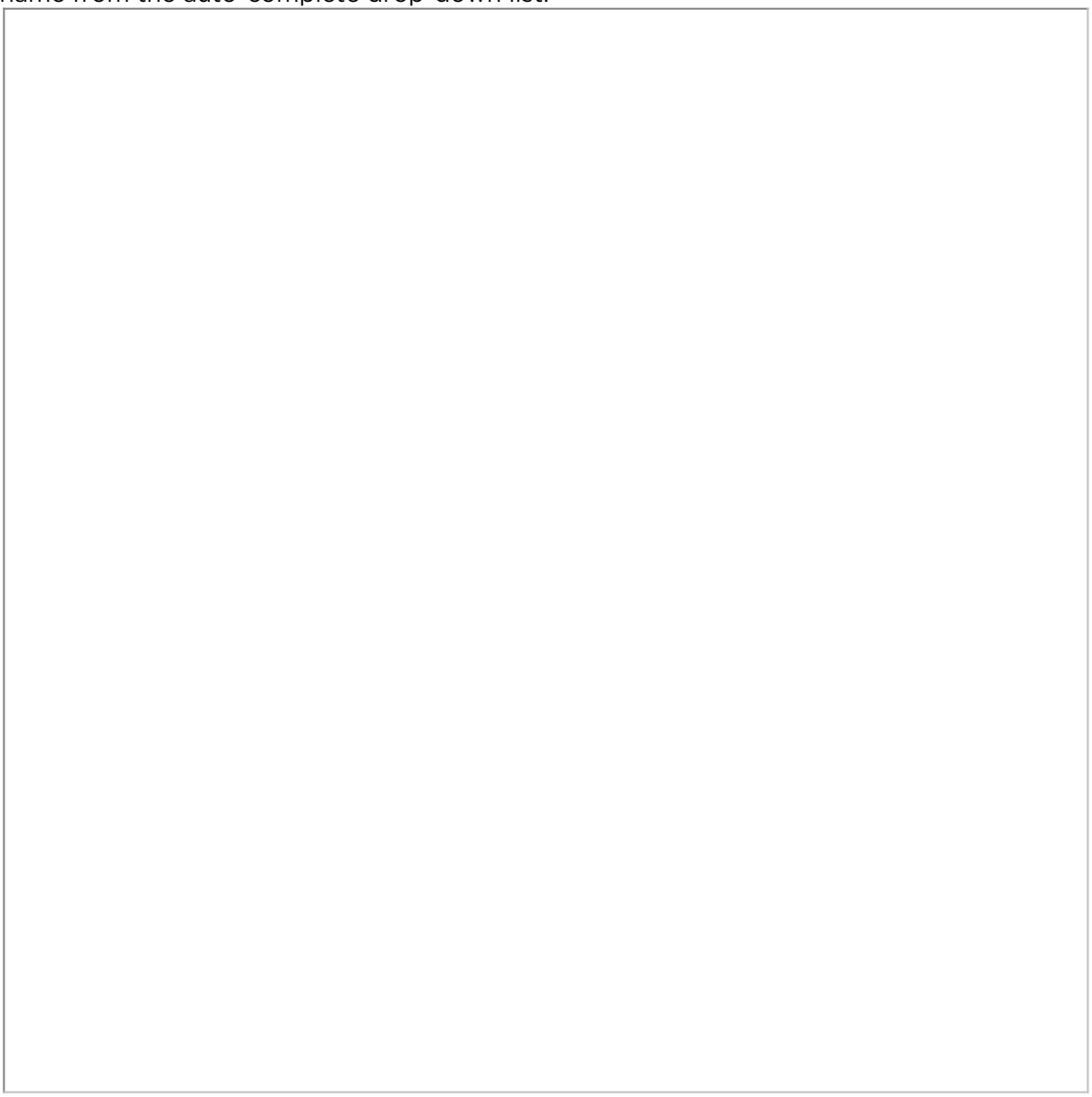
To share an item with a user or group:

1. On a list, such as the Videos, Sessions, Sources or Feeds list, select one or more items to share. Click **Edit** on the action bar.
   Or click the ☐ icon for a single item to open the Information pane.
2. On the Information pane, click the **Share** tab.

3. On the Share pane, select the permission from the drop-down menu.



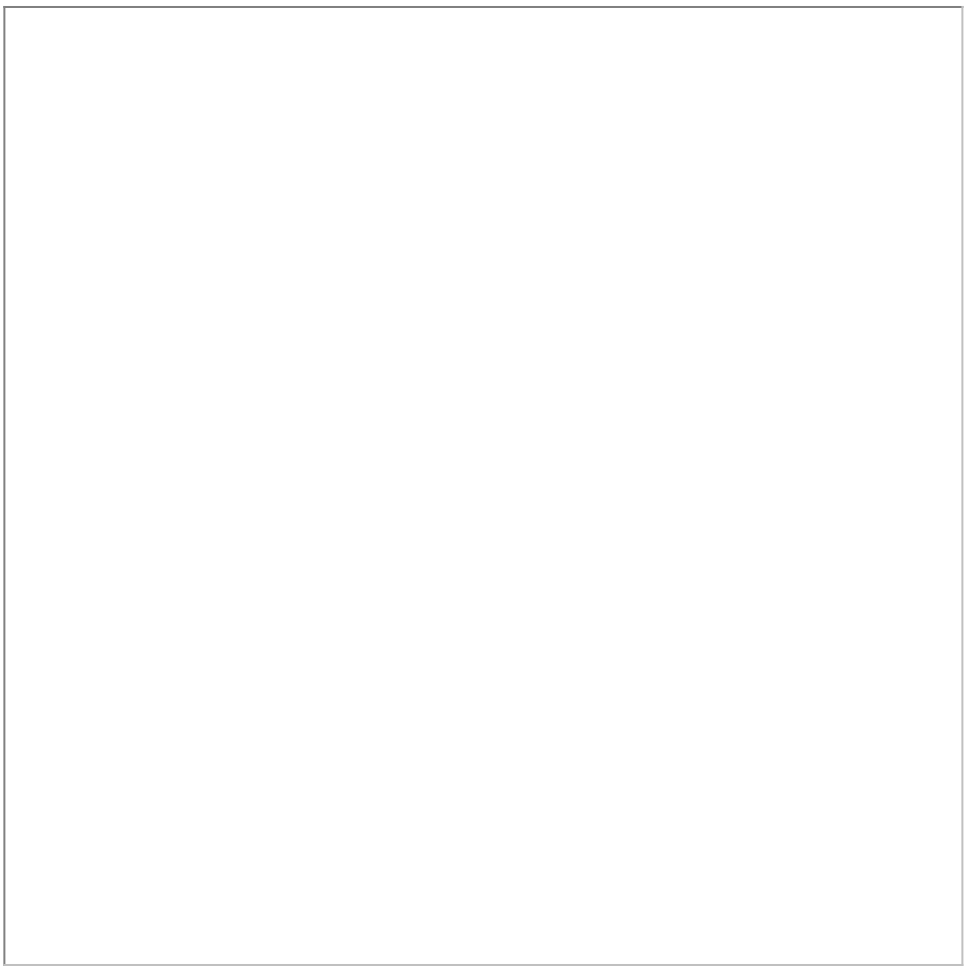
4. Type the first few characters of the user or group name in the search field, and then select the name from the auto-complete drop-down list:



Note

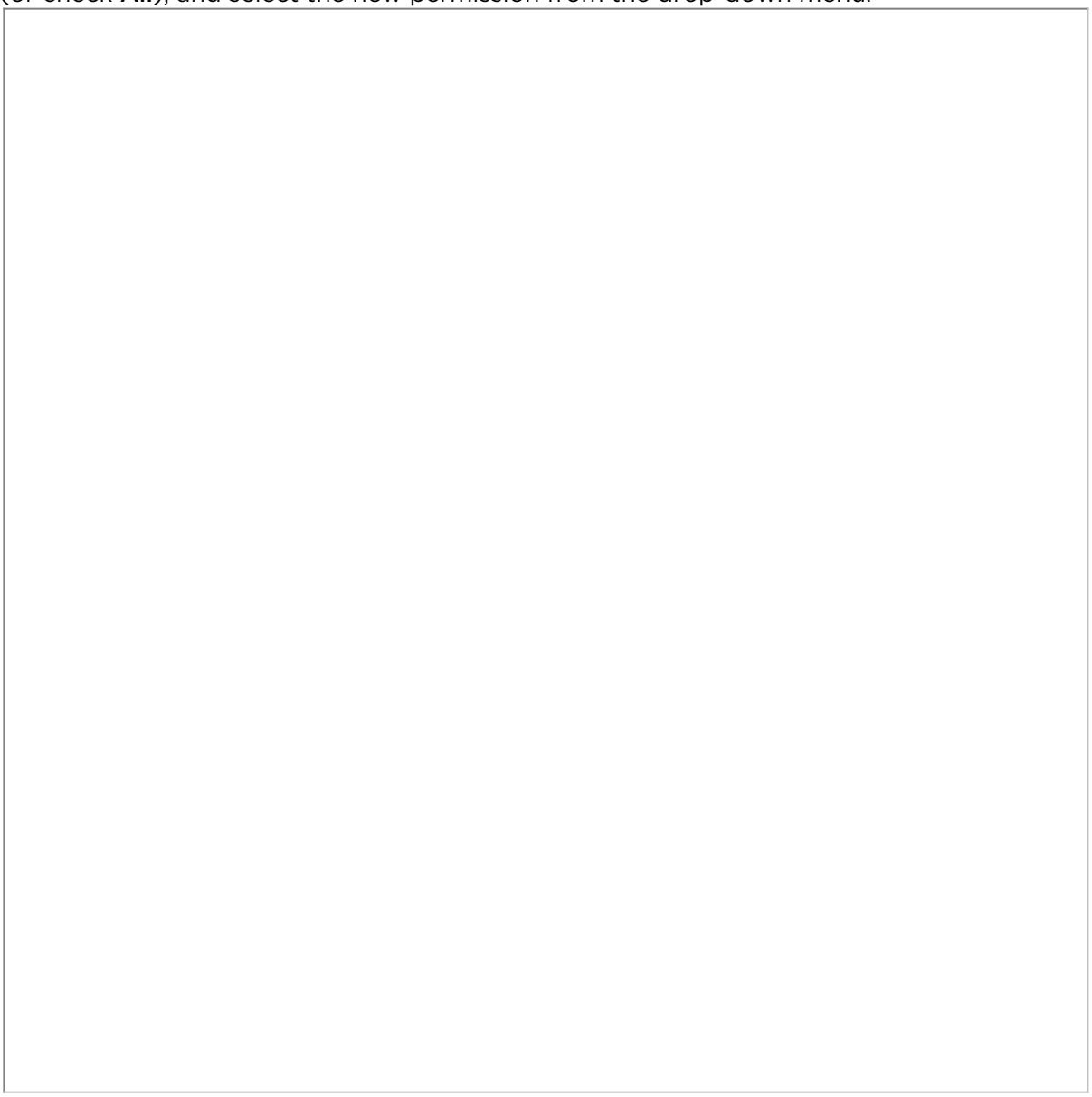
Only users and groups that have been assigned roles appear in the autocomplete list.

The user or group name is added to the list below, along with the selected permission.



5. Repeat for each user or group that you wish to invite. You can assign different share permissions to each user or group.

6. To modify share permissions for the item, check the checkbox next to one or more names in the list (or check **All**), and select the new permission from the drop-down menu.



7. To delete users or groups from the invitation, check the checkbox next to one or more names in the list (or check All), and click **Delete**.
8. To return to the Library's Videos, Sessions, or Sources list, click the icon.

Tip

You can also share sessions and videos by embedding the Haivision video player as an <iframe> link within your own website or application, or by generating a link to the Haivision video player. For details, see Using Public Links to Share Sessions and Using Public Links to Share Videos.

Related Topics

- Default Share Permissions

Default Share Permissions

HMP provides the following default share permissions. Your system administrator may also have created custom share permissions.

Share Permission	Privileges
WATCH	View this source, session, or video.
EDIT	View and edit this source, session, video, or feed.
OWN	All capabilities, including sharing, inviting, and deleting this source, session, or video.
MOBILEDOWNLOAD	Download this source, session, video, or feed to a mobile device.

Note

A user's ability to take action is a combination of role and share permissions. For example, if both your role and share permissions allow you to download videos, you may download. Whereas if your role does not allow you to download, you cannot download regardless of the share permission. For more information, contact your system administrator.

Scheduling and Managing Events (Sessions)

Scheduling events is done by creating sessions from video sources.

A *session* is a grouping of sources, metadata, users and time. A session may be an unscheduled event (defined Start time only), or a scheduled event with a defined Start/End time and Action (either Live, Record, or Live & Record). For example, you may use HMP to schedule, share and record an all-hands meeting for your company.

> **Note**
>
> Sessions with no End time or Action may be used for manual recordings, but are not listed on the Scheduling screen.

The typical workflow is to schedule an event from the Scheduling screen by highlighting an empty time in the calendar (as described in Scheduling an Event).

You can also set up a session from the Content Library in one of two ways:

- Preview sources from the Source Viewer and then create the session (see Previewing Sources)
- Create a session from the Sessions pane (see Adding a Session)

Topics Discussed

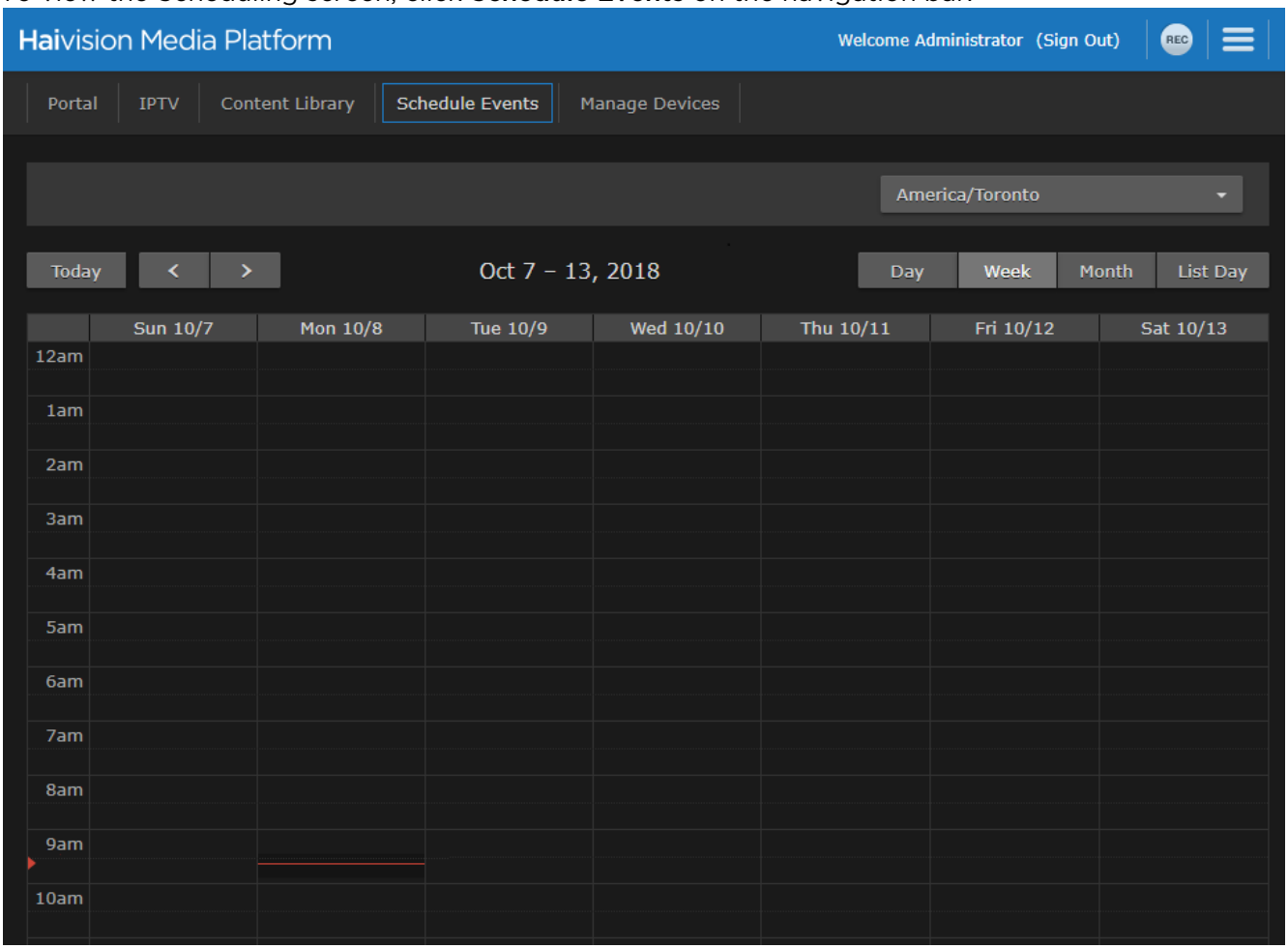
- Scheduling an Event
- Previewing Sources
- Adding a Session
- Viewing Sessions
- Editing Session Information and Metadata
  - Session Information
- Sharing Sessions
- Using Public Links to Share Sessions
- Uploading Custom (Session) Poster Images
- Collecting User Data Analytics for a Session

Scheduling an Event

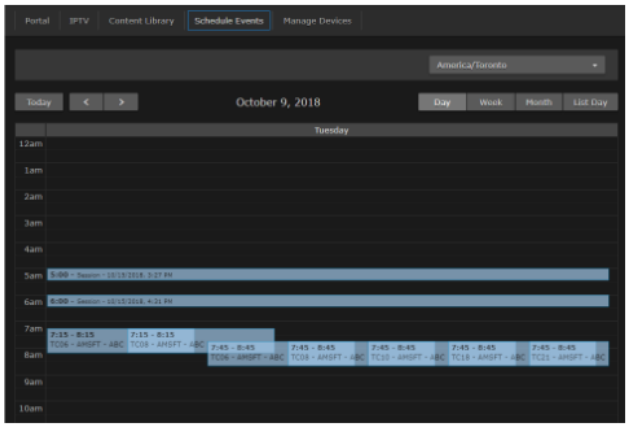
> **Tip**
>
> To add a session from the Sessions screen (Content Library), see Adding a Session.

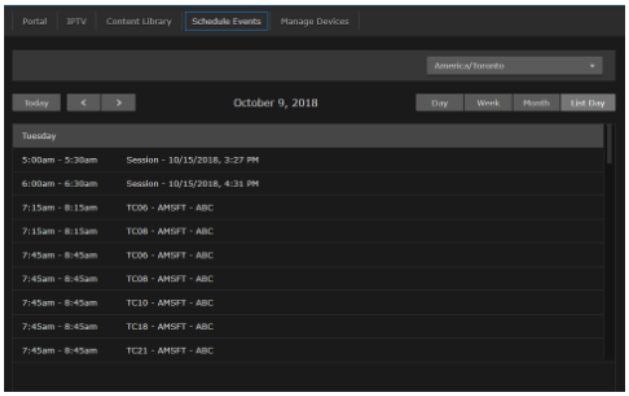
To schedule an event:

1. To view the Scheduling screen, click **Schedule Events** on the navigation bar.

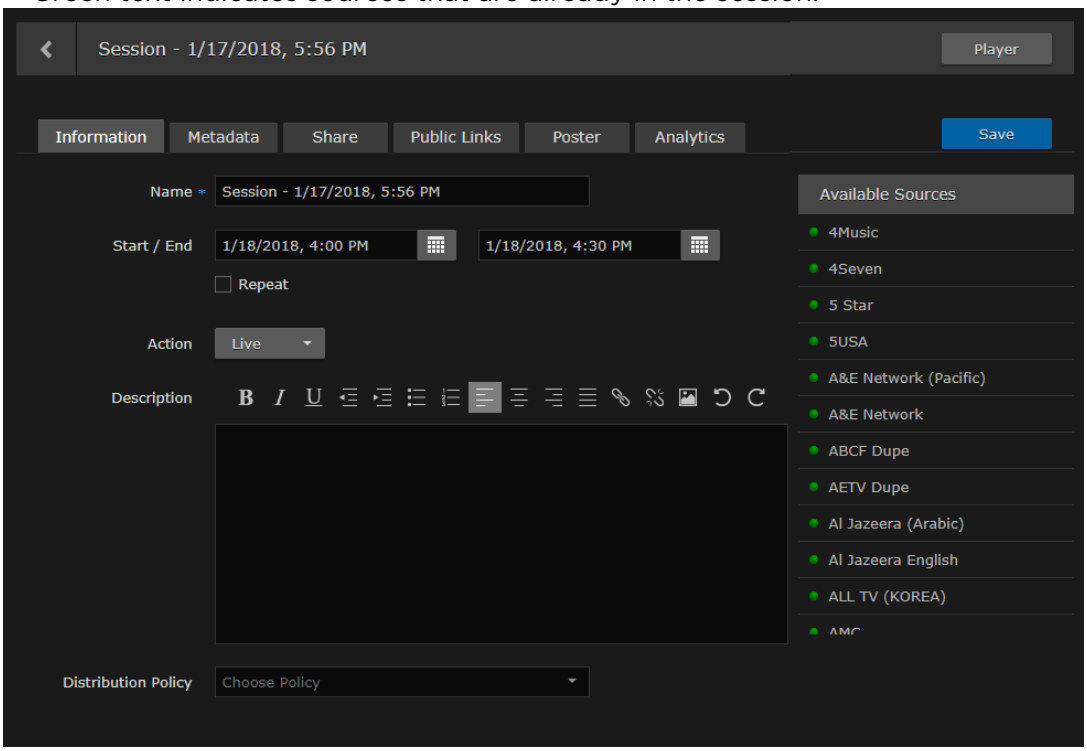


- You can switch the view by clicking the **Day**, **Week**, **Month**, or **List Day** tabs along the top of the calendar.
- You can use the ‹ and › buttons to step through days, weeks, or months. The current time is indicated by a red line in the calendar slot.
- The **List Day** view lists the events for the selected day in table format, which is helpful when viewing a crowded schedule.



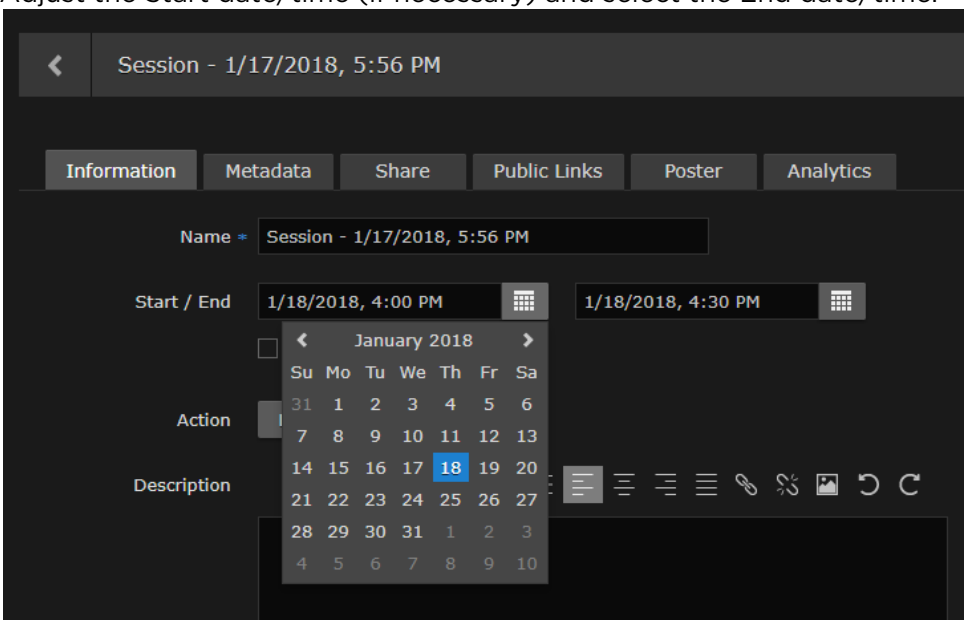


2. Highlight an empty time slot for the session.
   This opens the Session Information pane (shown following) where you can edit the details. Available sources are listed in the sidebar.
   - Green status icons indicate active sources.
   - Green text indicates sources that are already in the session.

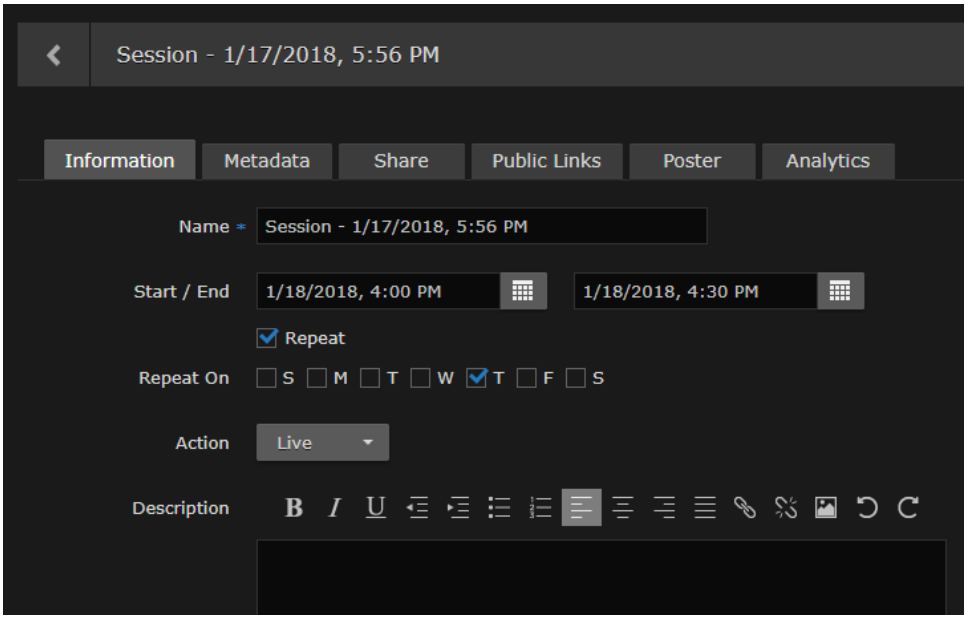


3. Enter a name to identify the session.
4. Click the names of one or more sources for the session.
   Each source that you select starts to play in the viewer (up to four sources). Additional sources are added as thumbnails to the source strip (below the viewer).
   The time slots are half hour durations. By default, the session starts and ends at the closest half hour time to the selected calendar slot and lasts 30 minutes.

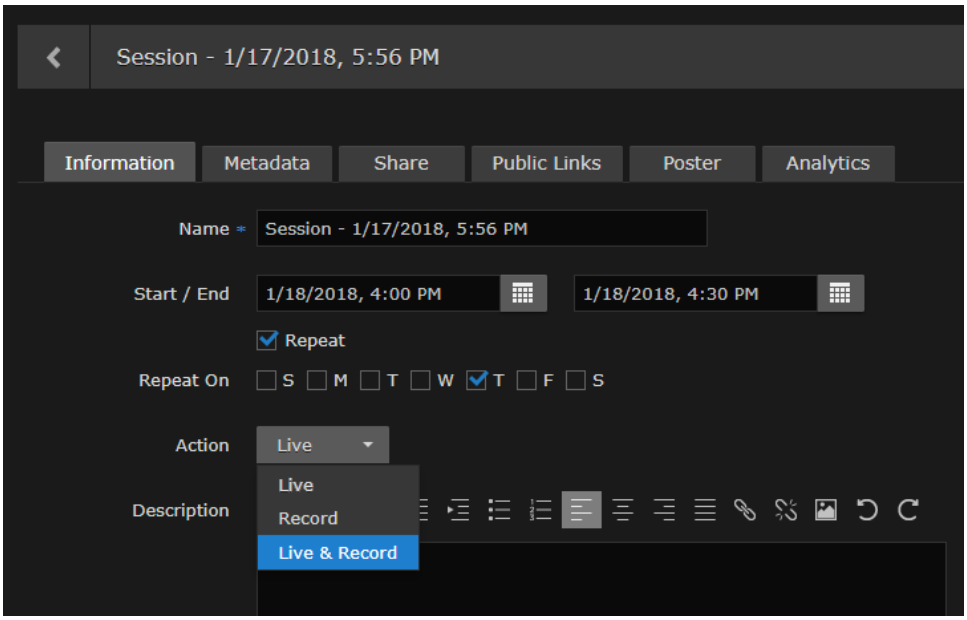
5. Adjust the Start date/time (if necessary) and select the End date/time.



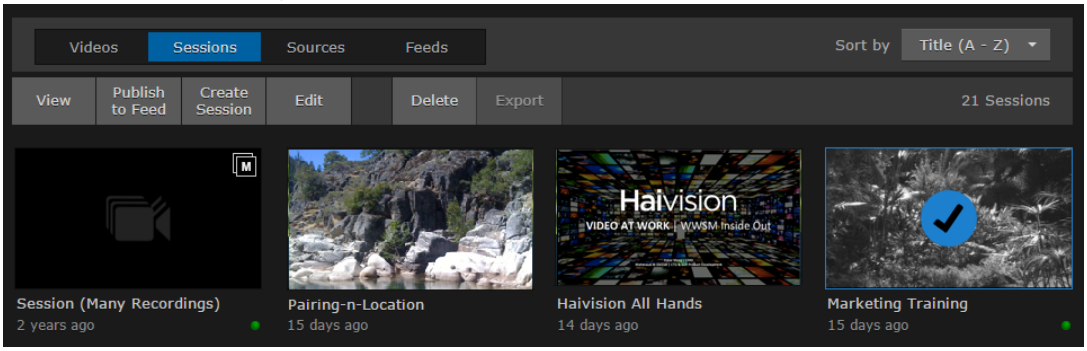
6. To set up a recurring event, check the **Repeat...** checkbox and select the days on which to repeat the event.



7. To record the session, select either Record or Live & Record for the Action. The default is Live (not recorded).

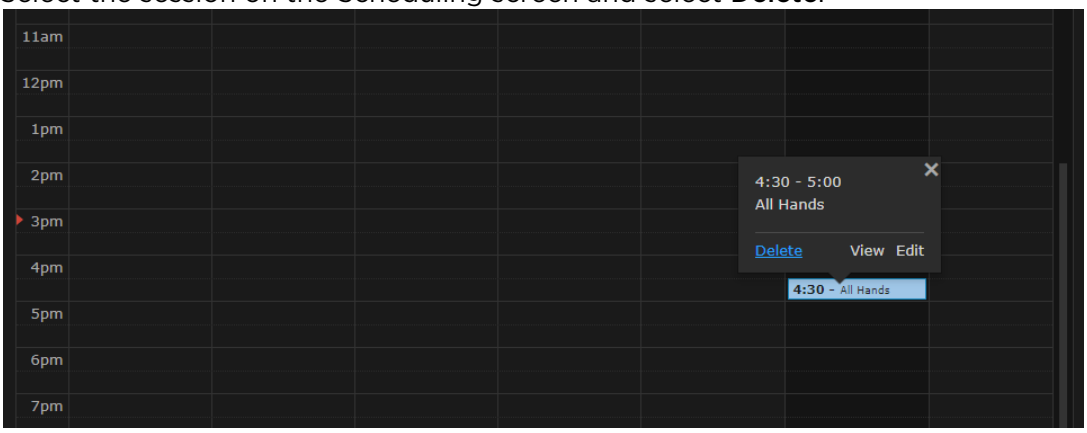


8. Click **Save**. The new session is added to the Sessions list on the Content Library screen.
   - To assign metadata, click the **Metadata** tab. For details, see Editing Session Information and Metadata.
   - To share the session with other HMP users, click the **Share** tab. For details, see Sharing Items.
   - To view the session, click **Player**. For details, see Viewing Sessions.
9. To delete the session, select the session on the Sessions list and click **Delete** on the action bar.



-or-

Select the session on the Scheduling screen and select **Delete**.



Previewing Sources

Tip

Sources are the available incoming video streams or IPTV channels that you can use to generate a session.

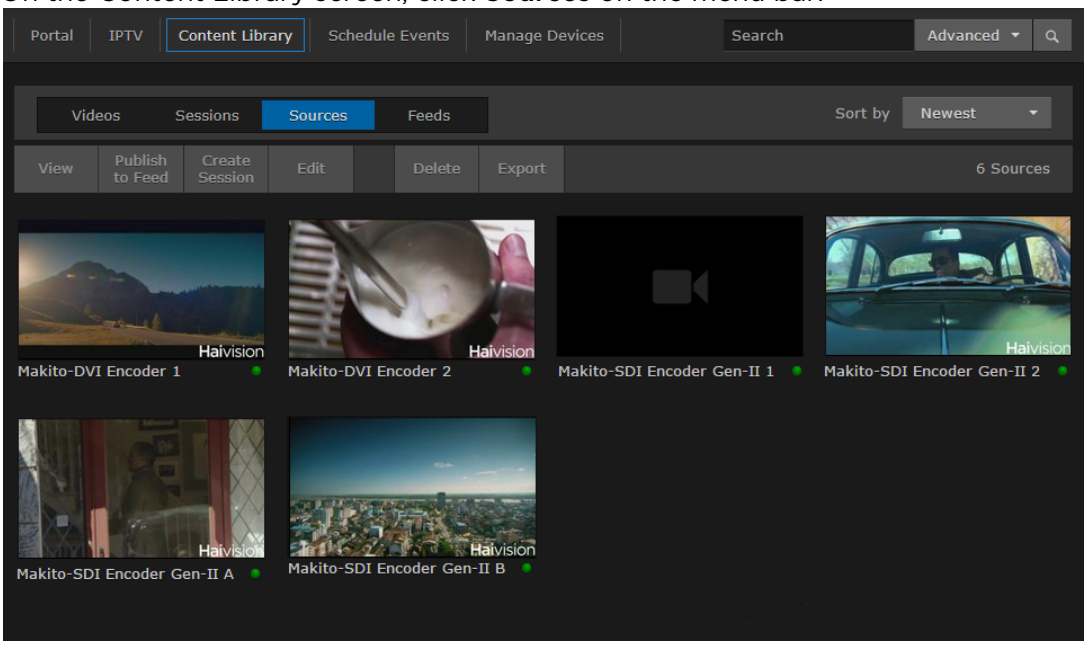
From the Content Library, you can select and preview sources in a multi-viewer layout before creating a session.

Note

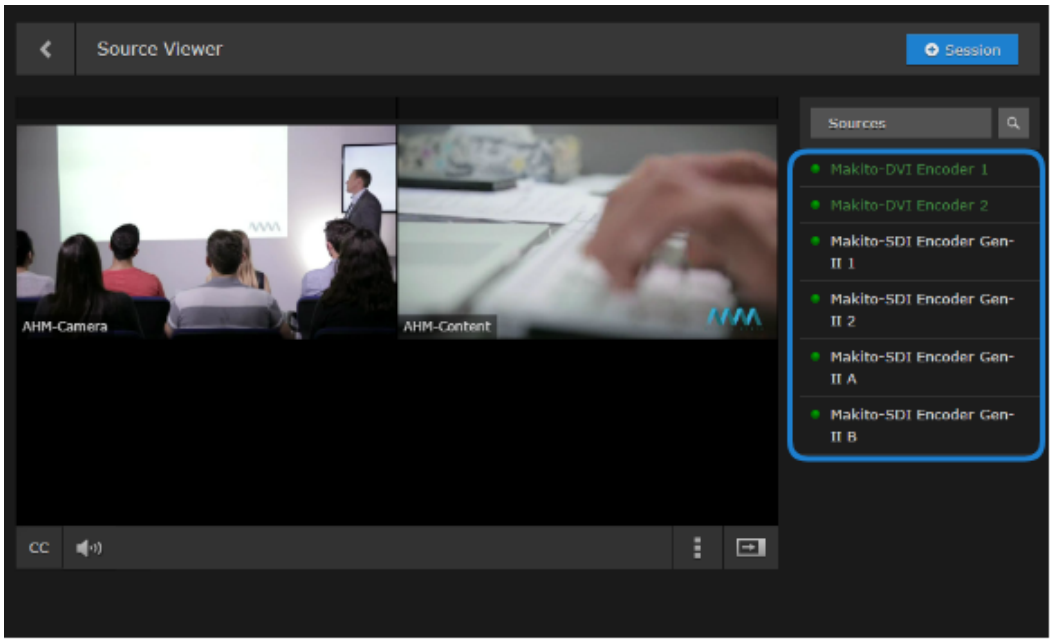
Administrators can also edit source information and metadata from here. For details, see Editing Session Information and Metadata.

To preview sources:

1. On the Content Library screen, click **Sources** on the menu bar.

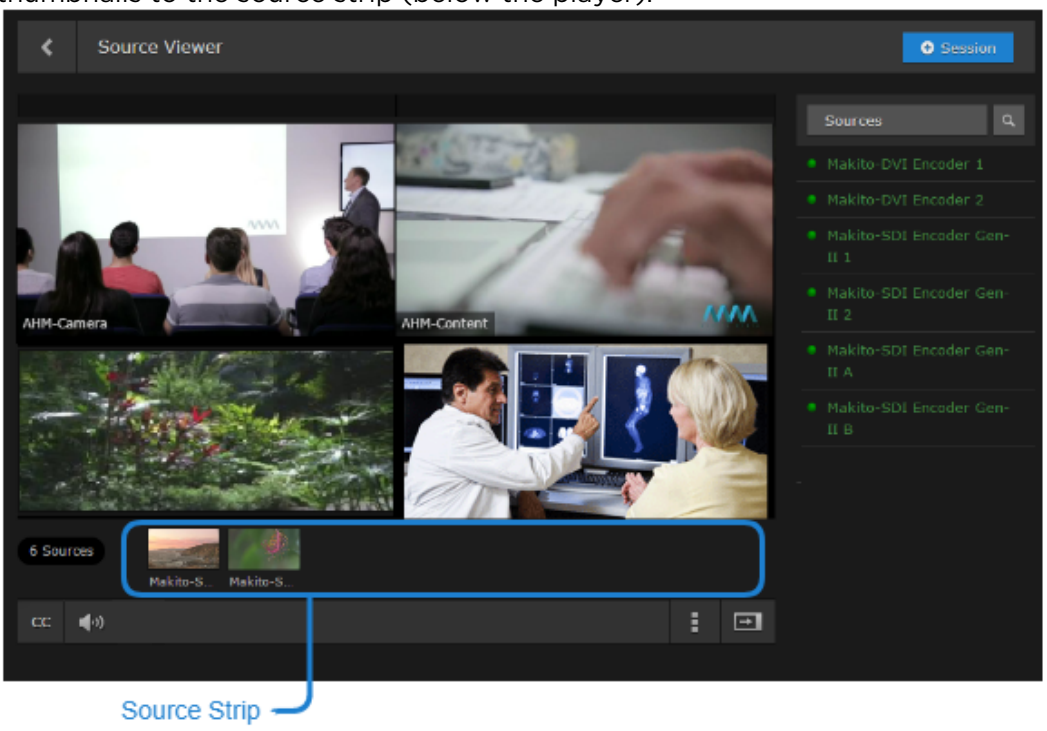


2. Locate each source to view in the Sources list, hover the mouse over the item, and click the icon to select it. Click **View** on the action bar.
   -or-
   To preview a single source, you can also click the icon to open the player.
   The Source Viewer opens, with the selected source(s) playing in the player window. In the Available Sources list:
   - Green status icons indicate active sources.
   - Green text indicates sources that are already in the source viewer.



- To search for a source, click the icon and type in the source name.
- As you mouse over the list, the icons change to either:
- on sources that are not yet in the viewer, or
- on sources that are in the viewer.

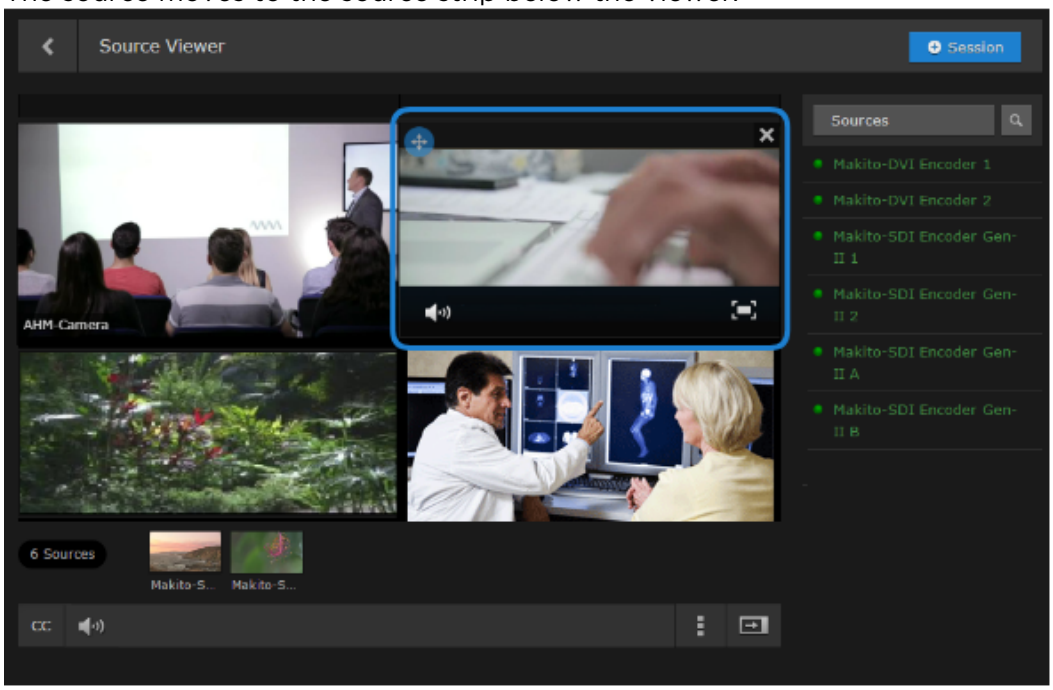
3. To add another source or remove a source from the viewer, select the source name in the list. Each source that you select starts to play (up to four sources). Additional sources are added as thumbnails to the source strip (below the player).



- You can drag a thumbnail from the source strip to the player to replace a source or add it to the viewer.

- You can click a thumbnail to add it to an empty location. (On a mobile device, since you can only have one player in the viewer, it will replace the player.)
- To reorder players in the viewer, you can click the ✥ icon in the upper left corner and drag a source.
- For a large source list, you can slide the strip to the left or right by clicking the arrows at either end of the row.

4. To remove a source from the viewer, click the ✕ icon in the top right corner of the player.
   The source moves to the source strip below the viewer.



- To return it to the viewer, click the thumbnail in the source strip or drag it to the viewer.
- To remove it from the session, click the ✕ icon next to the thumbnail.

Or click the source name in the Available Sources list.

To create a new session using the source(s):

1. Click **+Session** (in the bar above the Available Sources list).
   -or-
   When you select one or more sources on the Sources list, click **Create Session** on the action bar.
   This opens the Add Session Information dialog (for details, see Adding a Session).

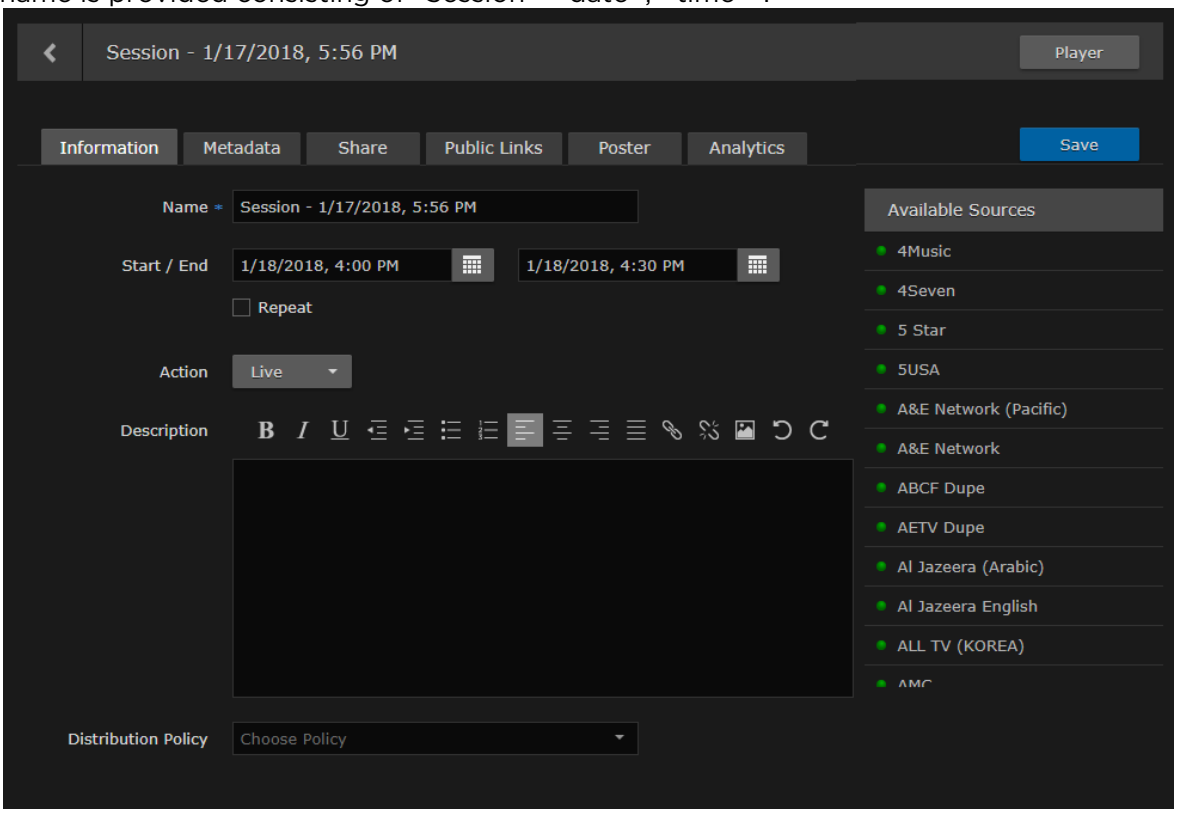
Adding a Session

Tip

To schedule a session from the Scheduling screen, see Scheduling an Event.

To add a session:

1. On the Content Library screen, click **Sessions** on the menu bar.
2. Click **Create Session** on the action bar
3. On the Session Information pane, enter a name and description to identify the session. A default name is provided consisting of "Session - <date>, <time>".



Available sources are listed in the sidebar. For details on selecting and previewing sources for the session, see Previewing Sources.

4. Select one or more sources from the list of Available Sources.
   By default, the session will start immediately, with no end time specified, and will be unscheduled, one time.
5. To schedule the session, set up a recurring event, or record the session, see Scheduling an Event (Steps #5 through #7).
6. Click **Save**.
   The new session is added to the Sessions list (Content Library).
   - To assign metadata, click the **Metadata** tab. For details, see Editing Session Information and Metadata.
   - To share the session with other HMP users, click the **Share** tab. For details, see Sharing Items.
   - To view the session, click **Player**. For details, see Viewing Sessions.

> **Tip**
>
> You can toggle back and forth between the Session Player and Properties panes.

7. To return to the Sessions list (Content Library), click the icon.

Viewing Sessions

You can open the Session Player from the Session Information pane by clicking Player. (See **Scheduling an Event** and **Adding a Session**.)

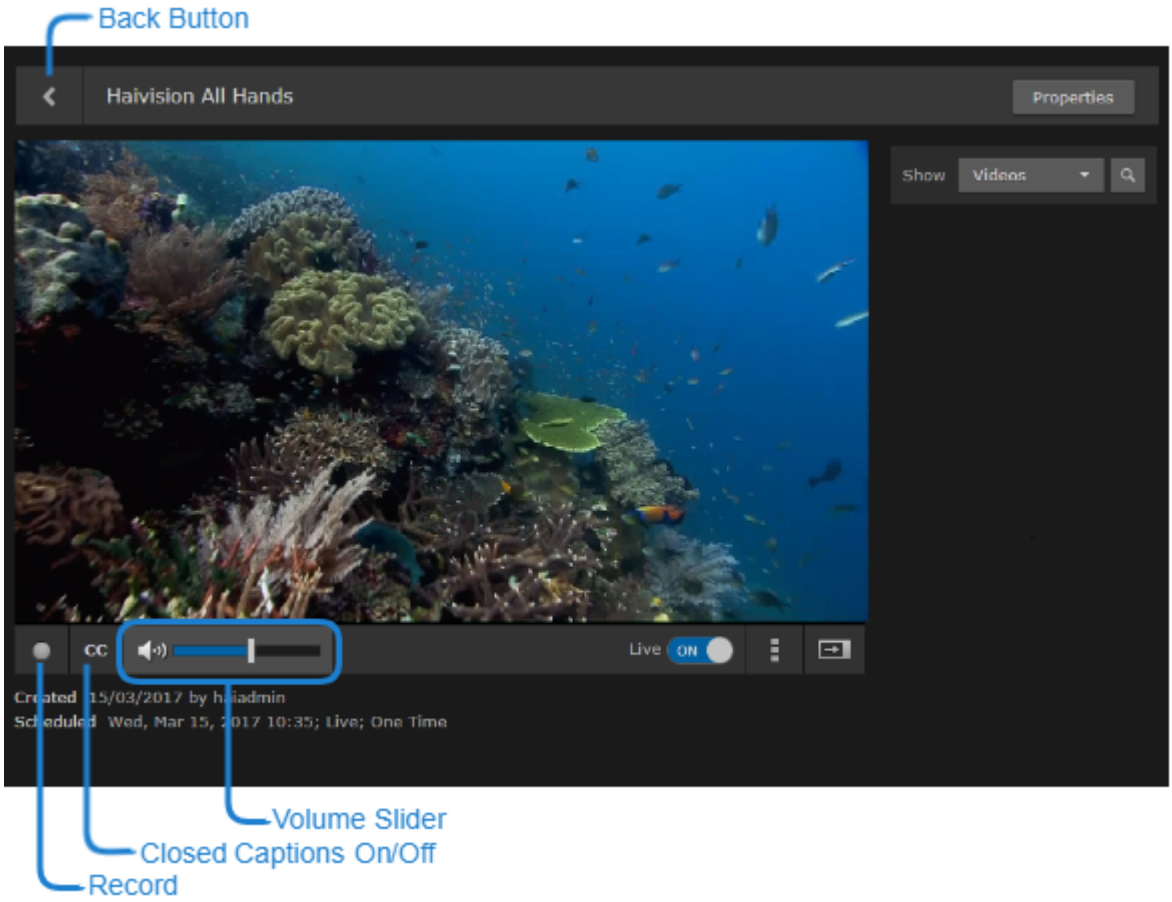
This section explains how to select a session to view from the Sessions list (Content Library).

To view an existing session:

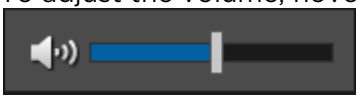
1. On the Content Library screen, click **Sessions** on the menu bar.
   The Sessions list displays the title and creation date and time for each session. Also, session status indicators are available:

Color	Indication
	The session is Live (hence viewable)
	The session is being recorded

2. Locate the session to view in the Sessions list, hover the mouse over the item, click the icon, and click **View** on the action bar. Or you can also click the icon to open the player.
   For viewing and search options to locate sessions, see **Exploring the Web Interface**.
   The Session Player opens and the source video begins to play (as shown in the following example of a Live event). When opened from the Sessions list (Content Library), completed videos (if any) are listed in the sidebar.

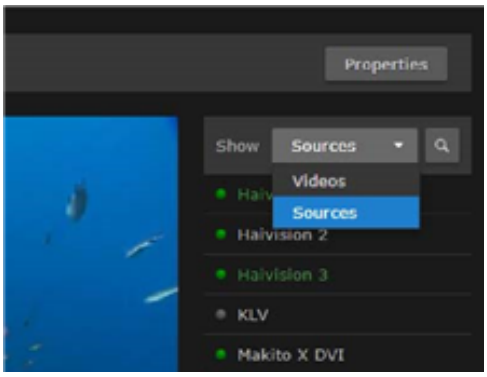


3. To adjust the volume, hover over and adjust the volume slider.

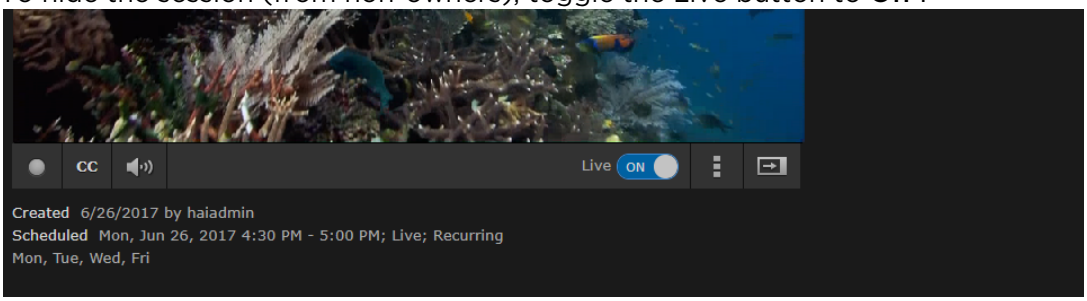


> **Note**
>
> There are no volume controls on a mobile device. You must use the built-in volume controls.

4. To enable or disable the display of closed captions (if available), toggle the **CC** button.
5. To mute or unmute the volume, click the or icons.
6. To switch to full-screen mode (i.e., to fill your entire screen and remove the player controls), mouse over the viewer and click the icon (in the bottom right corner).
   Press **Esc** or click the icon on the control bar to exit full-screen mode.
7. To switch the sidebar between the list of videos generated and the list of available sources, select either **Sources** or **Videos** from the drop-down menu.



8. To resize the viewer and hide the sidebar, click the icon. This toggles the window between full-size (no sidebar) and compact size (with sidebar).
9. To hide the session (from non-owners), toggle the Live button to **Off** .



To show a session that has been hidden, toggle the Live button to **On**.

> **Note**
>
> A session that is not “Live” is only visible to owners. This allows you to restrict viewing capabilities to one or many viewers in real time to protect sensitive content. For example, if you have allowed viewers access to a session or active recordings on a session but then toggle Live to Off, a still image will immediately replace the stream. Then if you toggle Live to On again, the stream will immediately restart.

> **Tip**
>
> When playing a session on a mobile device, you cannot pause the session (because it is a live feed), but the **Pause** button is still there on the iPad when you view the session in full screen mode. So if you click **Pause**, the display goes out of full screen.

10. To record the session manually, click the icon. See Recording a Session (Manually).
11. To return to the Sessions list (Content Library), click the icon.

Editing Session Information and Metadata

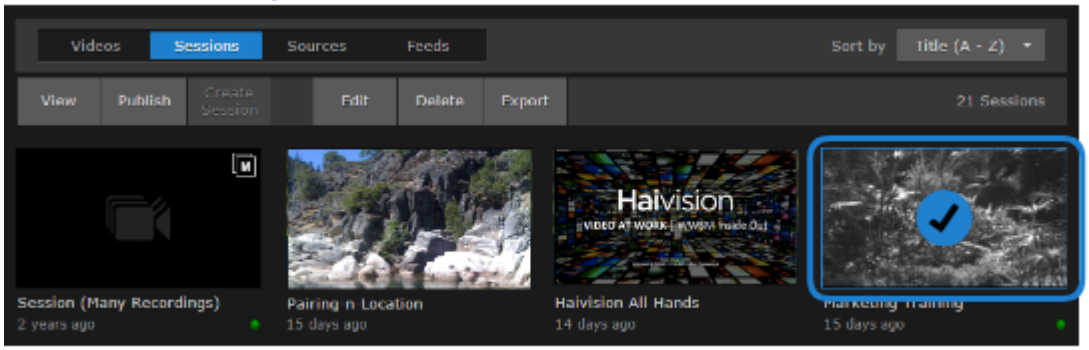
Once a session is created, you can edit the settings by opening its Session Information pane from either the Session Player or the Sessions list (Content Library). You can edit the session name and description, schedule the session, and assign metadata to the session.

To edit session information:

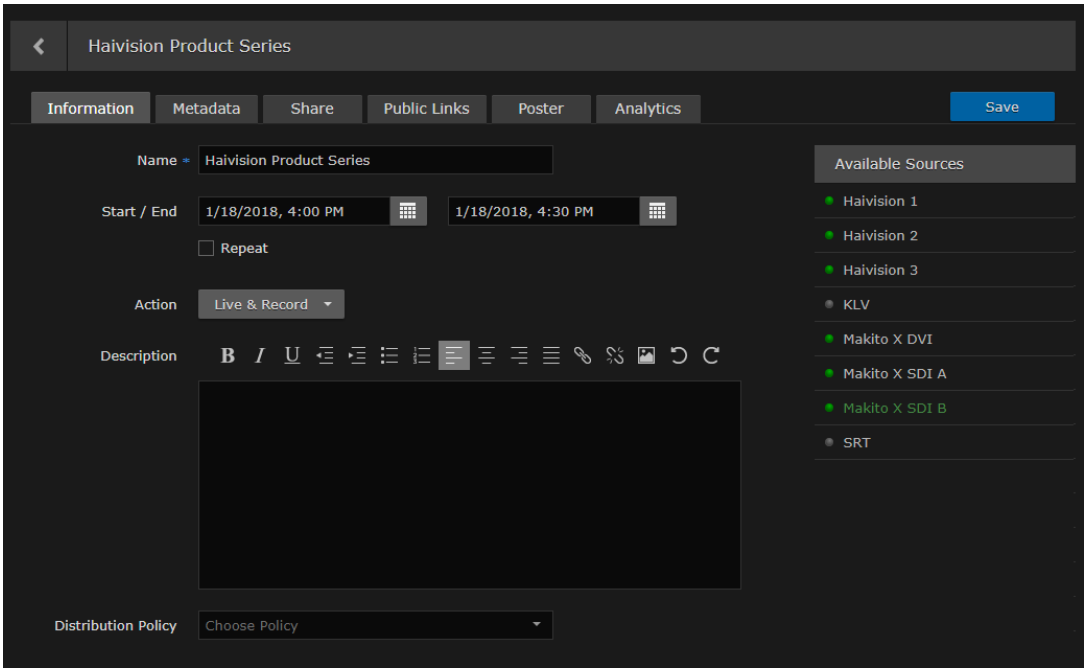
1. While viewing the session, click **Properties**.

-or-

On the Sessions list (Content Library), hover the mouse over the session and click the icon. For details, see Selecting Items.

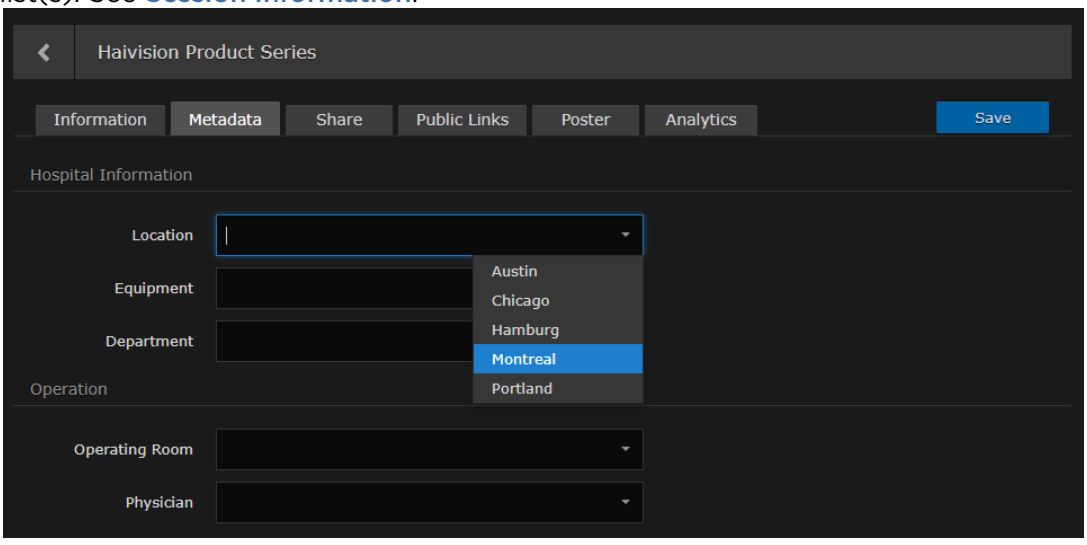


2. On the Information pane, make the desired changes to the Information fields. For details, see Session Information.



> **Tip**
>
> If you select multiple sessions, you can only edit the Description field.

3. Click **Save**.
4. To assign metadata, click the **Metadata** tab.
5. On the Metadata pane, select the applicable metadata keys and value(s) from the drop-down list(s). See Session Information.



> **Note**
>
> For information on bulk editing multiple sessions, see Editing Multiple Items.

> **Tip**
>
> If you start typing, HMP will display a drop-down list of matching values that you can choose from. Also, if the metadata accepts custom values, you can type a new value and press **Enter**.

6. If the metadata accepts multiple values, you may select additional values.
7. Click **Save**.

Related Topics

- Session Information
- Sharing Items

Session Information

The following table lists the Session Information and Metadata settings:

Information Metadata

Information

Setting	Default	Description/Values
Name	Session - <date, <time>	A name to identify the session in the Sessions list and viewer.
Start/End	Current time	Select the start and end dates/times for the event.
Repeat	Disabled	Check this checkbox to create a recurring event. Then select the days on which to repeat the event.
Action	Live	To record the session, select either Record or Live & Record from the drop-down menu.
Description	n/a	(Optional) Information that describes the session.
Distribution Policy	None	**Note** Distribution Policies define target locations in order to deliver content to selected audiences in the most efficient manner possible. If no policy is selected, the session's sources get routed to the locations based on the location topology. See Configuring Locations for more details on location topology. **Note** Only a single policy can be attached to a session.

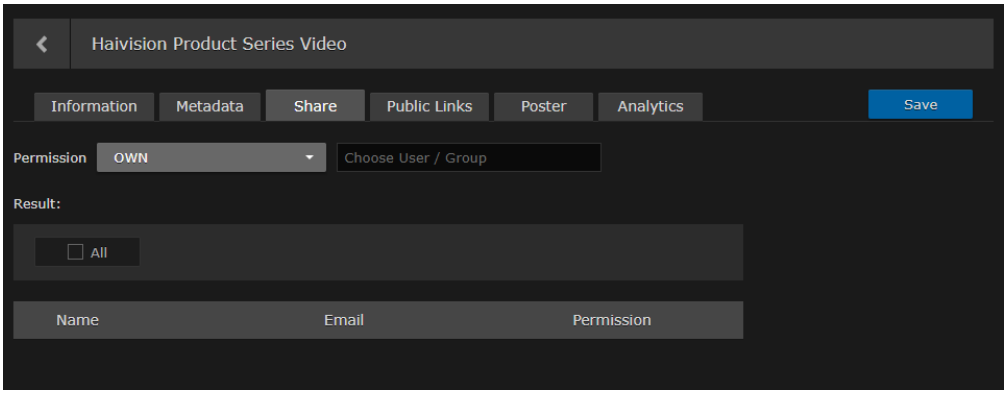
Information Metadata

Metadata

Setting	Default	Description/Values
Metadata	n/a	**Note** Metadata must be pre-defined by your system administrator. For information on bulk editing metadata for multiple sessions, see Editing Multiple Items.

Sharing Sessions

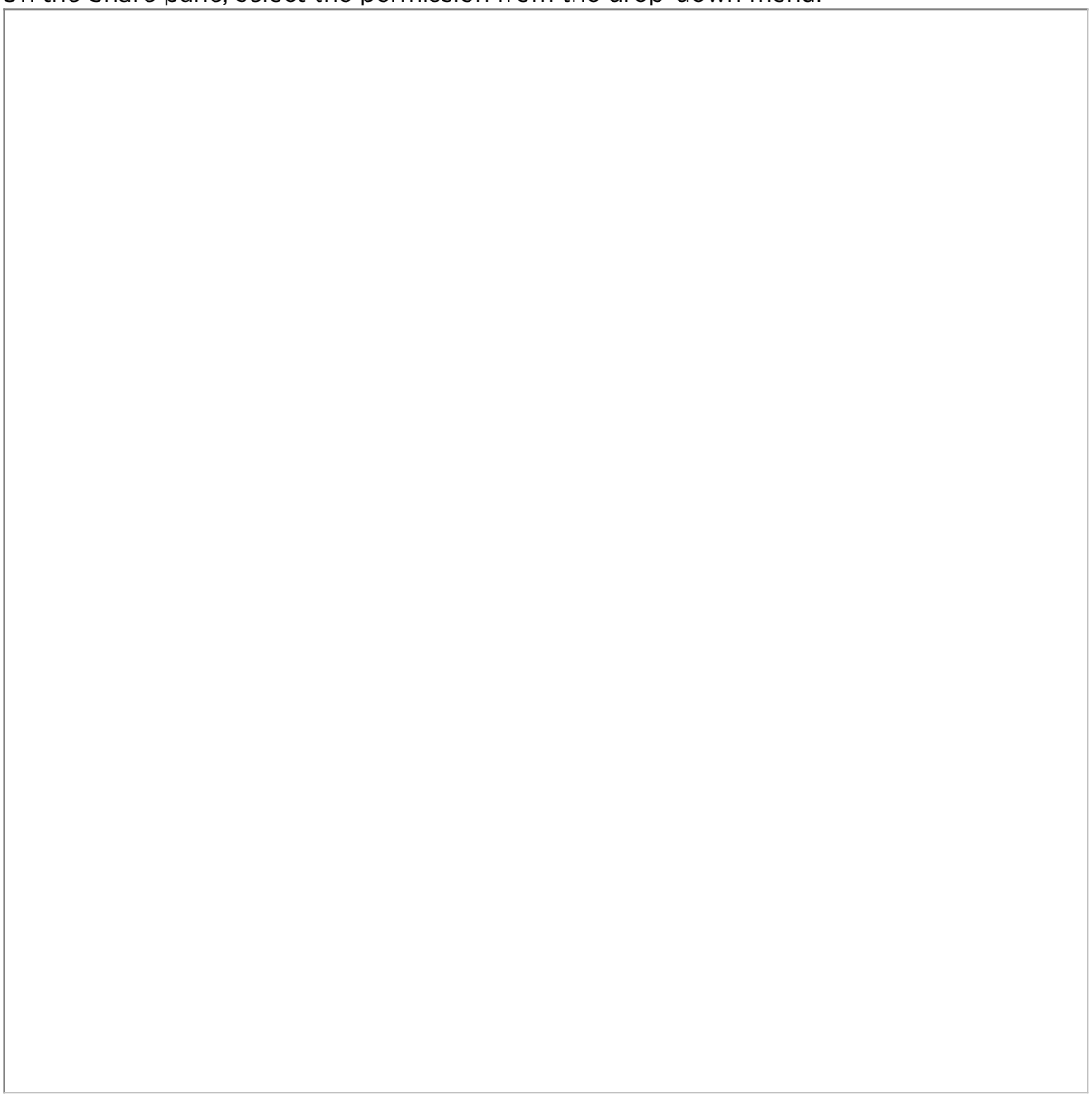
Depending on your account Role and Share Permissions, you can share sessions with other users or groups. Sharing allows other users or groups to view the video (live or recorded) and metadata, to edit the metadata, and to start their own recordings. You can specify access permissions for each user or group that you invite.



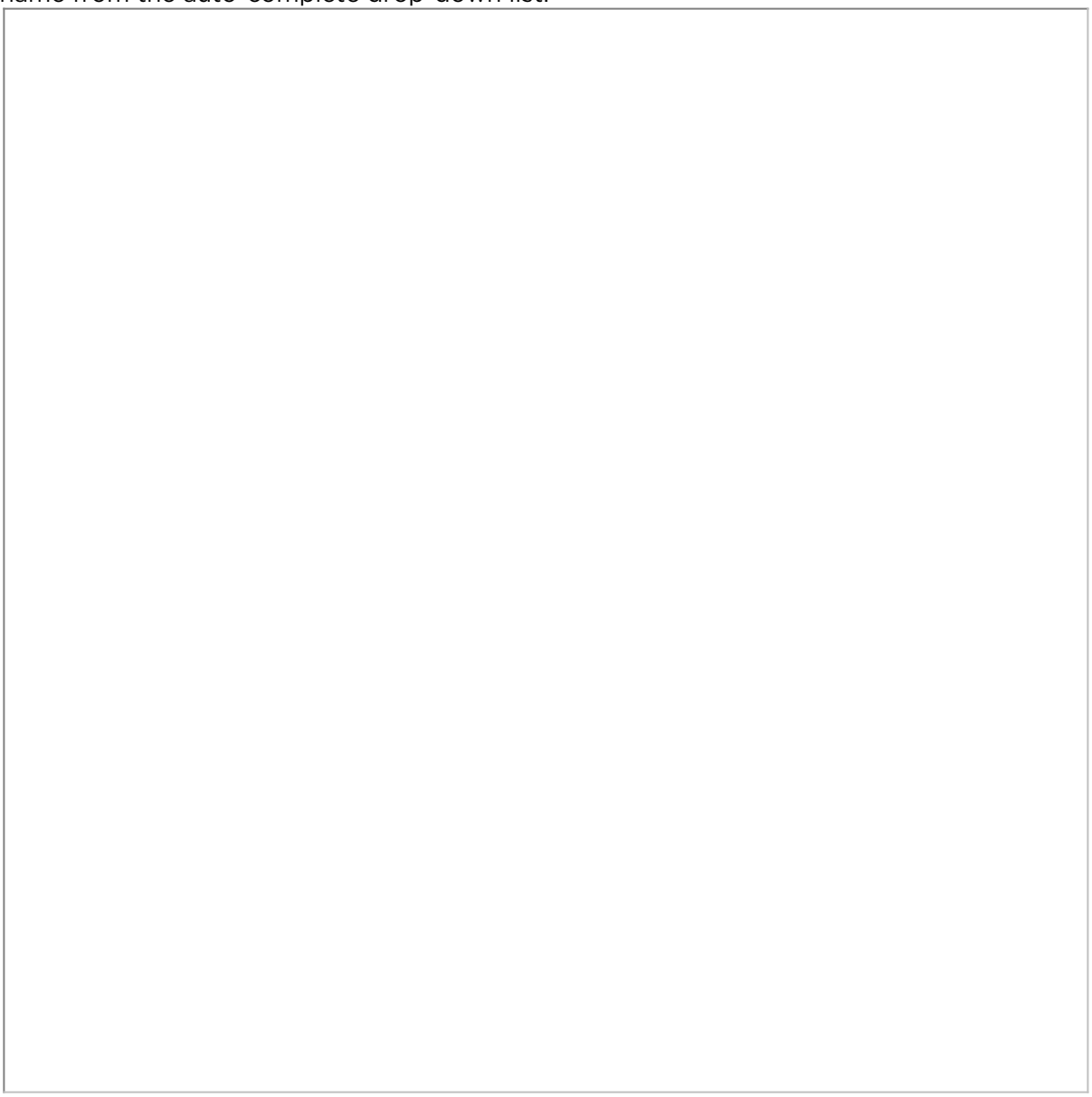
To share a session with a user or group:

1. On a list, such as the Videos, Sessions, Sources or Feeds list, select one or more items to share. Click **Edit** on the action bar.
   Or click the ☐ icon for a single item to open the Information pane.
2. On the Information pane, click the **Share** tab.

3. On the Share pane, select the permission from the drop-down menu.



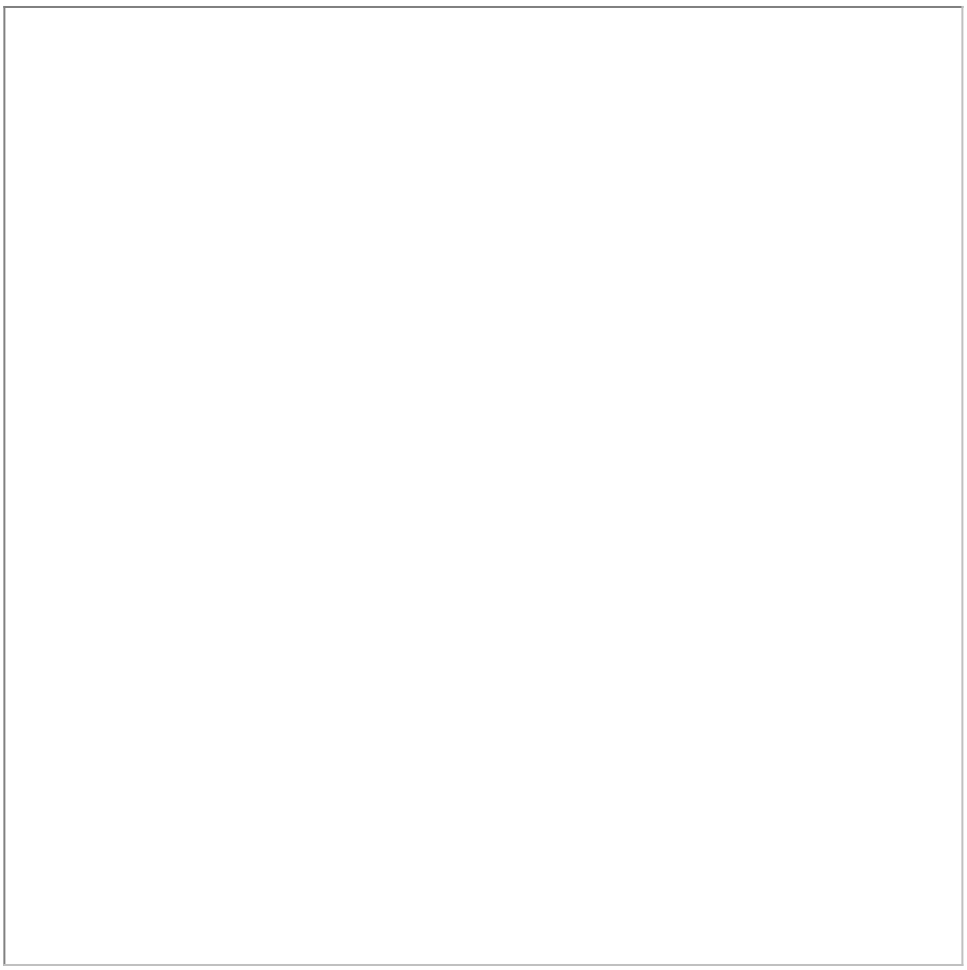
4. Type the first few characters of the user or group name in the search field, and then select the name from the auto-complete drop-down list:



Note

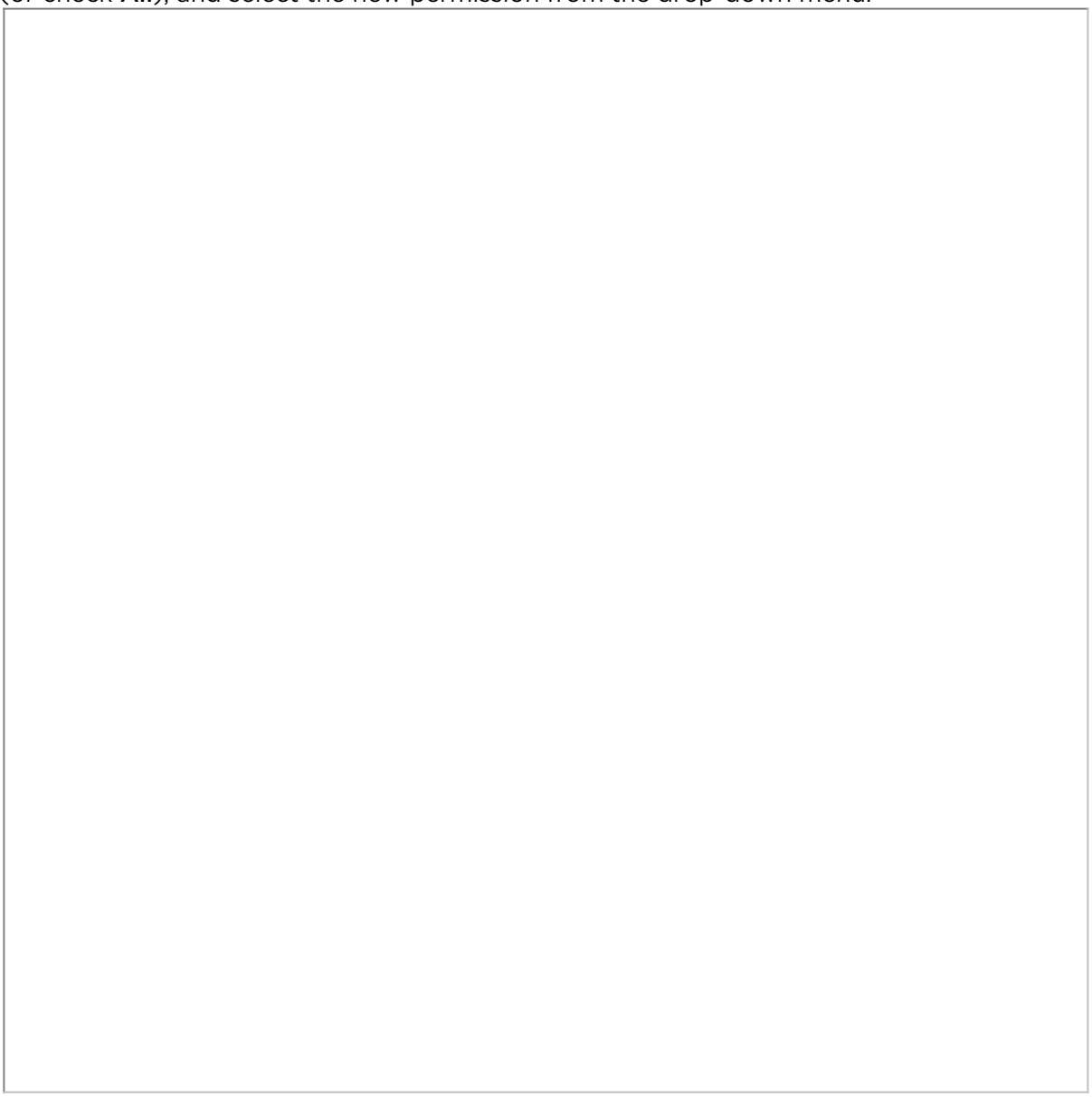
Only users and groups that have been assigned roles appear in the autocomplete list.

The user or group name is added to the list below, along with the selected permission.



5. Repeat for each user or group that you wish to invite. You can assign different share permissions to each user or group.

6. To modify share permissions for the item, check the checkbox next to one or more names in the list (or check **All**), and select the new permission from the drop-down menu.



7. To delete users or groups from the invitation, check the checkbox next to one or more names in the list (or check All), and click **Delete**.
8. To return to the Library's Videos, Sessions, or Sources list, click the icon.

Tip

You can also share sessions by embedding the Haivision video player as an iframe link or by generating a link to the Haivision video player. For details, see Using Public Links to Share Sessions.

Related Topics

- Default Share Permissions

Using Public Links to Share Sessions

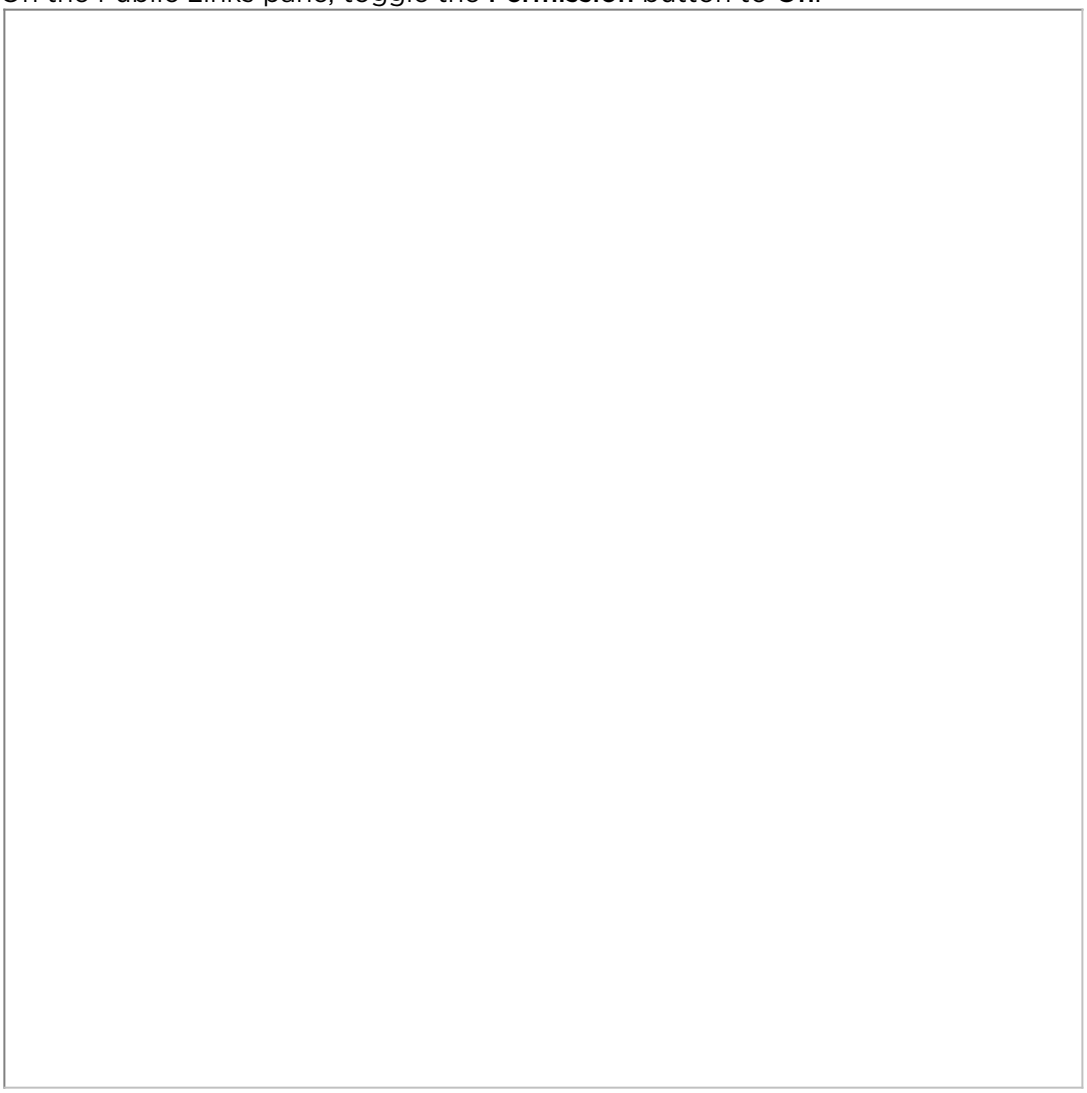
Depending on your account Role and Share Permissions, you can share sessions by embedding the Haivision video player as an <iframe> link within an internal Website, intranet portal, or enterprise social media platform, such as Microsoft SharePoint.

To do so, select a session and on the Information pane, click the **Public Links** tab. Once you select "**On**" for the public Permission, you can select the player resolution and then copy the <iframe> link to your clipboard. You can then embed the live player within your own website or application.

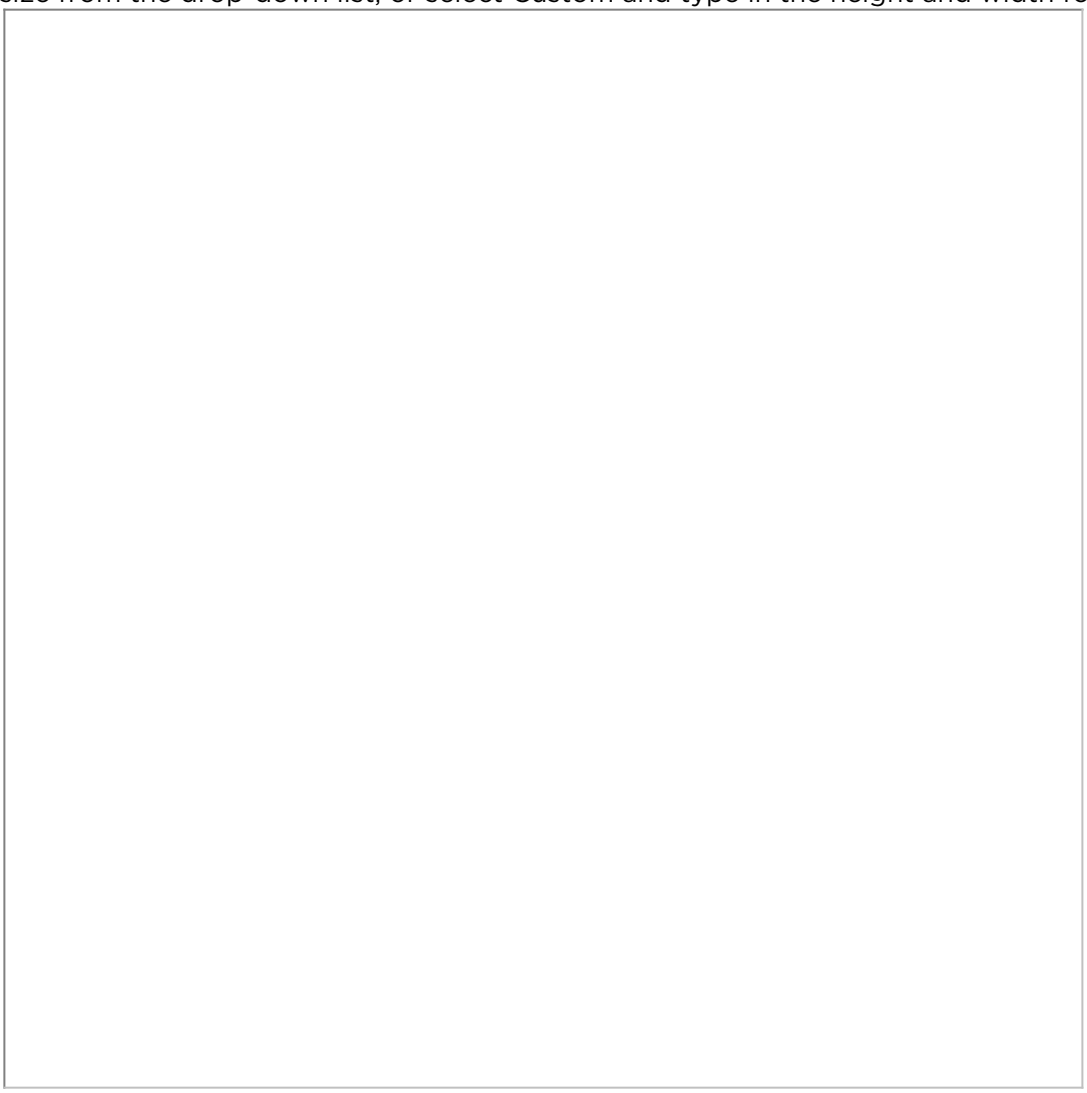
You can also create a link to the Haivision video player to share live events as well as recorded sessions with registered and non-registered users throughout your organization.

To enable public links for a session:

1. Select a session or video, and on the Information pane, click the **Public Links** tab.
2. On the Public Links pane, toggle the **Permission** button to **On**.

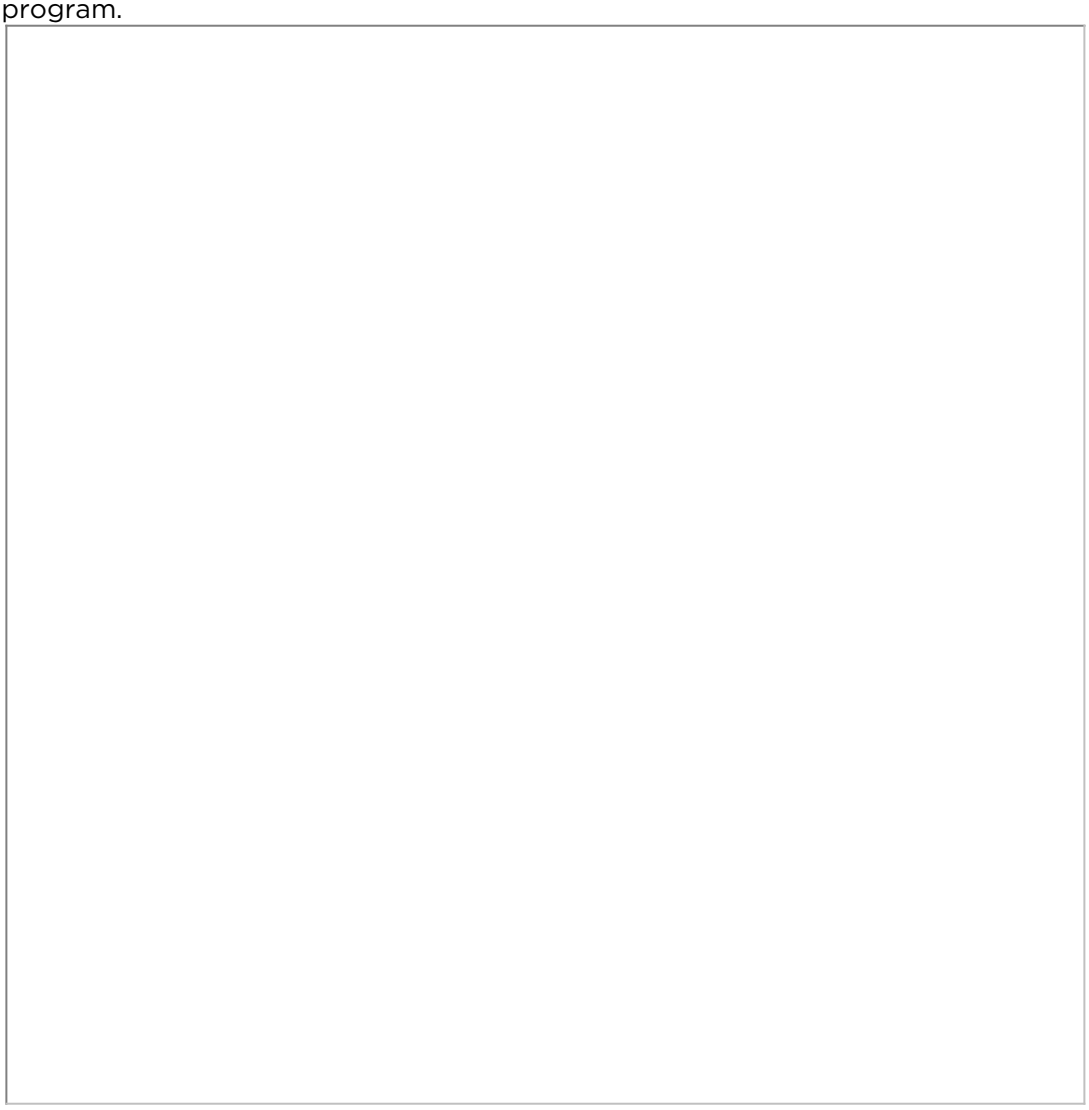


3. To embed the Haivision video player as an <iframe> link, under **Embedded Player**, select the display size from the drop-down list, or select Custom and type in the height and width for the player.



4. (Optional) To disable Autoplay, uncheck the checkbox beside Autoplay. By default, Autoplay is enabled, which means that the video will play automatically once the player has loaded.

5. To copy the <iframe> link to the clipboard, click the icon and then paste it into your application program.



6. To create a link to the Haivision video player, under **Link to Player**, click the icon and then paste it into the address field of your Web browser.
7. To return to the Library's Sessions or Videos list, click the icon.

> **Tip**
>
> You can also upload a custom poster image for a session or video.

Related Topics

- Uploading Custom (Session) Poster Images

Uploading Custom (Session) Poster Images

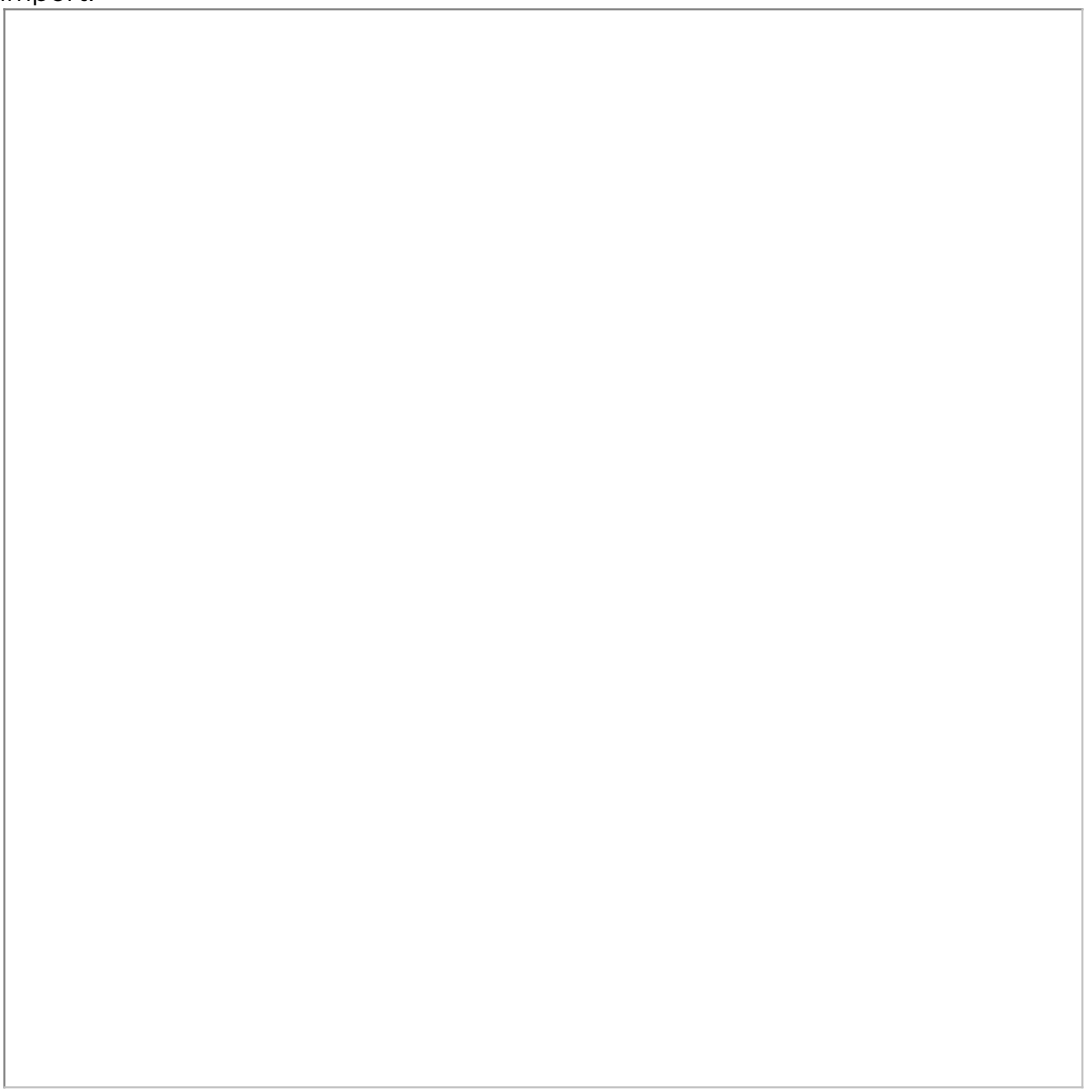
Depending on your account Role and Share Permissions, you can upload a custom poster image for a session that will appear in the Content Library.

Image files of the supported file types (.jpeg, .png, .gif, .bmp, and .tiff) can be imported, cropped, and uploaded. The crop area has a 16x9 ratio with the uploaded image having a dimension of 960x540 pixels.

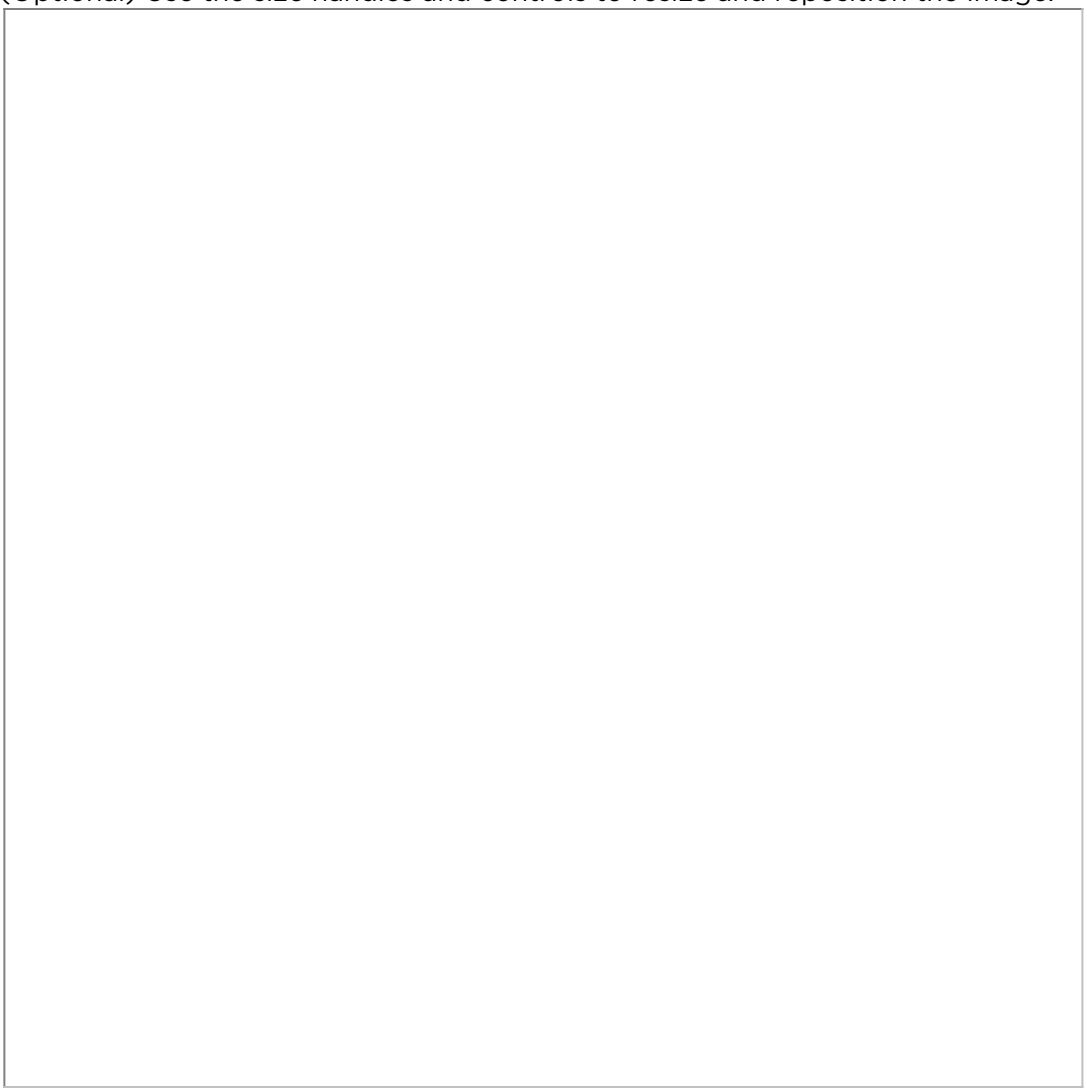
The poster can also be deleted, reverting back to the default poster for recordings, and the source poster for sessions (as is now).

To upload a custom poster image for a session or video:

1. Select a session or video, and on the Information pane, click the **Poster** tab.
2. On the Poster pane, drag an image to the drop area or click **Choose a file** to choose an image file to import.



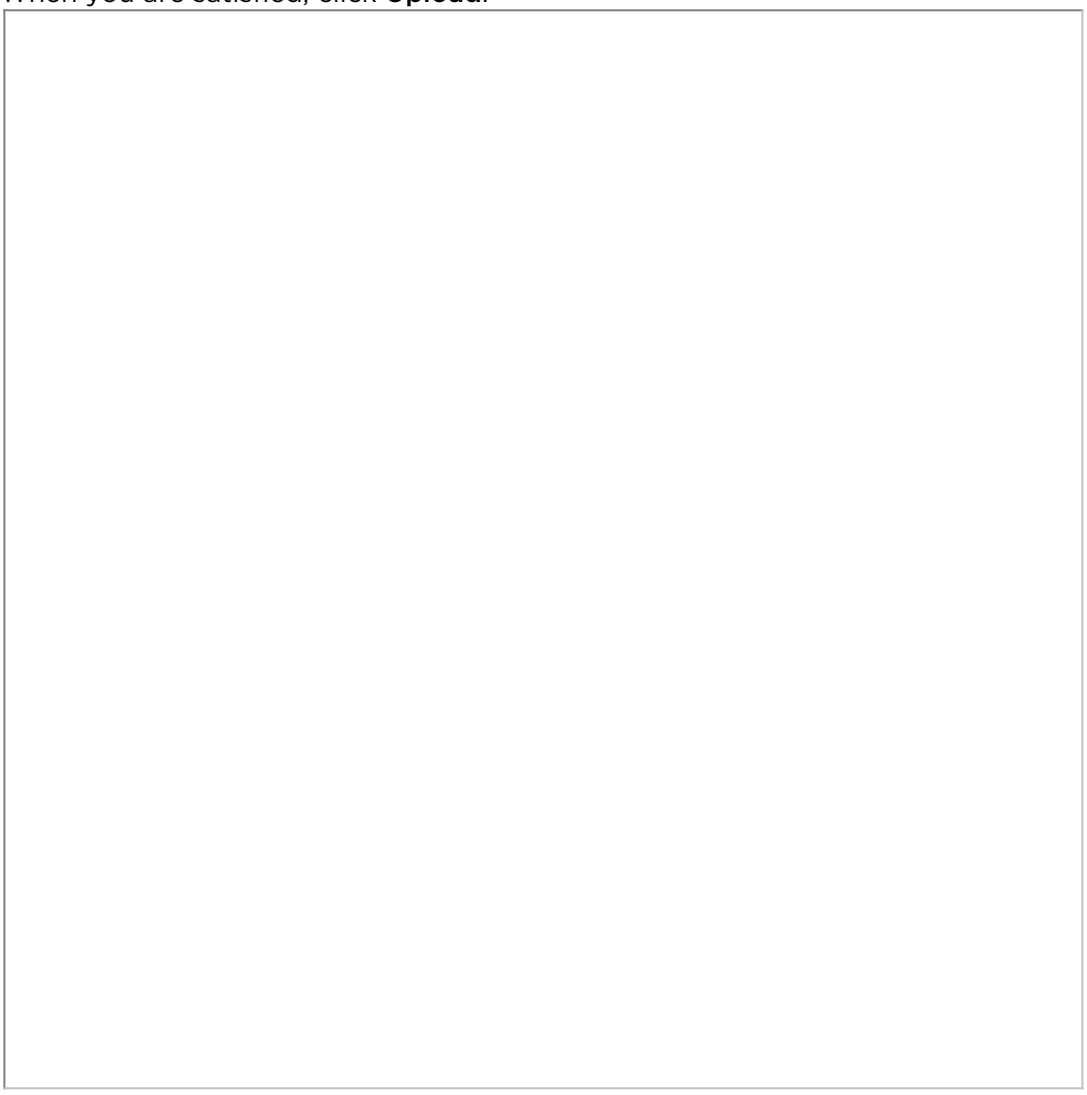
3. The image is imported and displayed in the crop area. The cropper controls are as follows: **Zoom In/Out**, **Crop/Move [mode]**, **Rotate Left/Right**, **Reset**, **Delete** and **Upload**.
4. (Optional) Use the size handles and controls to resize and reposition the image.



Tip

In Crop mode, when you click outside the initial crop area, you can draw a new crop area, whereas in Move mode, when you click outside the initial crop area, you can move the image.

5. When you are satisfied, click **Upload**.



Collecting User Data Analytics for a Session

Depending on your role permissions, you can view data about how your content is being viewed and who is viewing it.

> **Note**
>
> Contact your system administrator to have the proper permissions assigned.

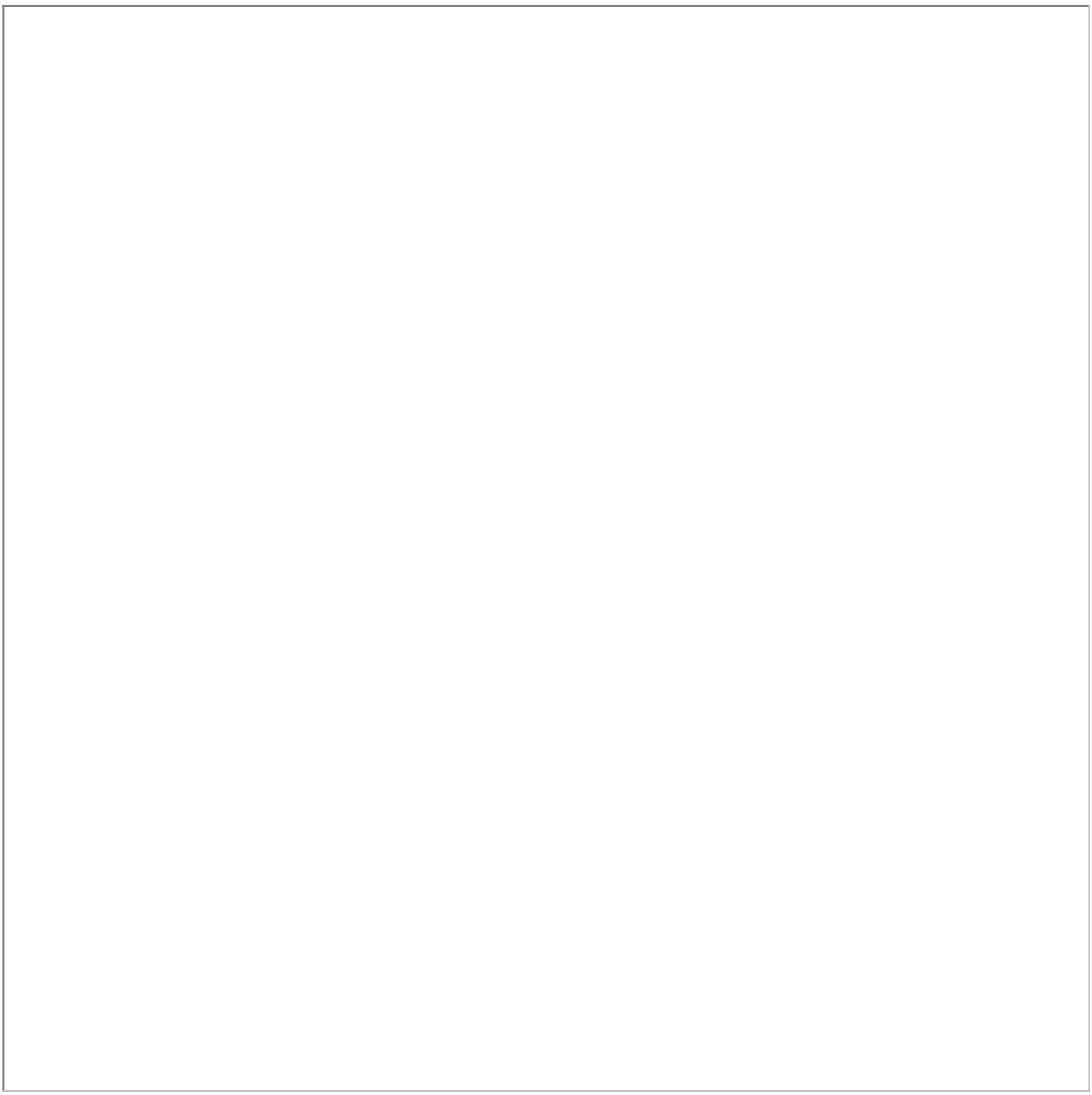
Available metrics include the following:

- Number of views and unique viewers by location.
- Types of devices, browsers, and operating systems being used.

To view analytics for a session, video or source:

1. On a list such as the Videos list (shown in the following example), select an item (hover the mouse over the item and click the icon). Click **Edit** on the action bar.

   Or hover the mouse over the item and click the icon.
2. On the Information pane, click the **Analytics** tab.
3. From here, you can adjust the **Start Date** for the generated analytics report and enter the number of **Days** you want the report to span. The default is 14 days.



The two charts at the top of the screen show the total requests and unique user requests by location (up to ten locations). If there are more than ten, a note appears at the bottom of the screen indicating the number of requests and locations not depicted.

4. To adjust the refresh rate of the data, use the **Refresh Rate** drop-down menu. It can be set to 1, 5, 10 or 30 minutes (default is 1).
5. To generate a list of users that have viewed the asset, click the **Viewer List** button. A .csv file is generated with the username and total requests of each viewer.

Tip

Additionally, the Analytics tab can be accessed through the **Properties** button in the Video or Session Player.

Gliffy Macro Error

An error occurred while rendering this diagram. Please contact your administrator.

- **Name:** VOD Properties Button

Caution

Usage records are stored in an internal database. If the Analytics page is displayed with hundreds of thousands of requests for the specified asset, HMP performance may be negatively impacted as these requests are being queried to be displayed.

Recording and Sharing Videos

Note

HMP must be set up correctly with sessions configured for your system. For any questions, see your system administrator or Scheduling and Managing Events (Sessions).

While recording a session, you can toggle between the Player and Properties panes to continue edit metadata, as well as share the session with other users or groups. From the Player pane, you can also insert HotMarks to annotate videos.

While playing back a video, depending on your account Role and Share Permissions, you can perform these tasks as well as:

- Re-stream videos to create TS streams,
- Add and edit HotMarks,
- Generate a custom thumbnail to serve as the video preview or poster image,
- Use the "Trim" feature to create clips out of longer videos, and
- Download videos as MP4 or TS files.

Note

When multi-stream sessions are recorded, the sources are "synchronized". This means that recording operations (such as Start, Stop and Pause) operate on all sources simultaneously.

Topics Discussed

- Recording a Session (Manually)
- Playing Back Videos
  - Re-Streaming Videos
  - Managing HotMarks
  - Generating Thumbnails (Poster Images)
  - Trimming Videos
  - Viewing KLV Data
  - Publishing to Feeds
  - Downloading Videos
- Editing Video Information and Metadata
  - Video Information
- Sharing Videos
- Using Public Links to Share Videos
- Uploading Custom (Video) Poster Images
- Collecting User Data Analytics for a Video
- Exporting Videos

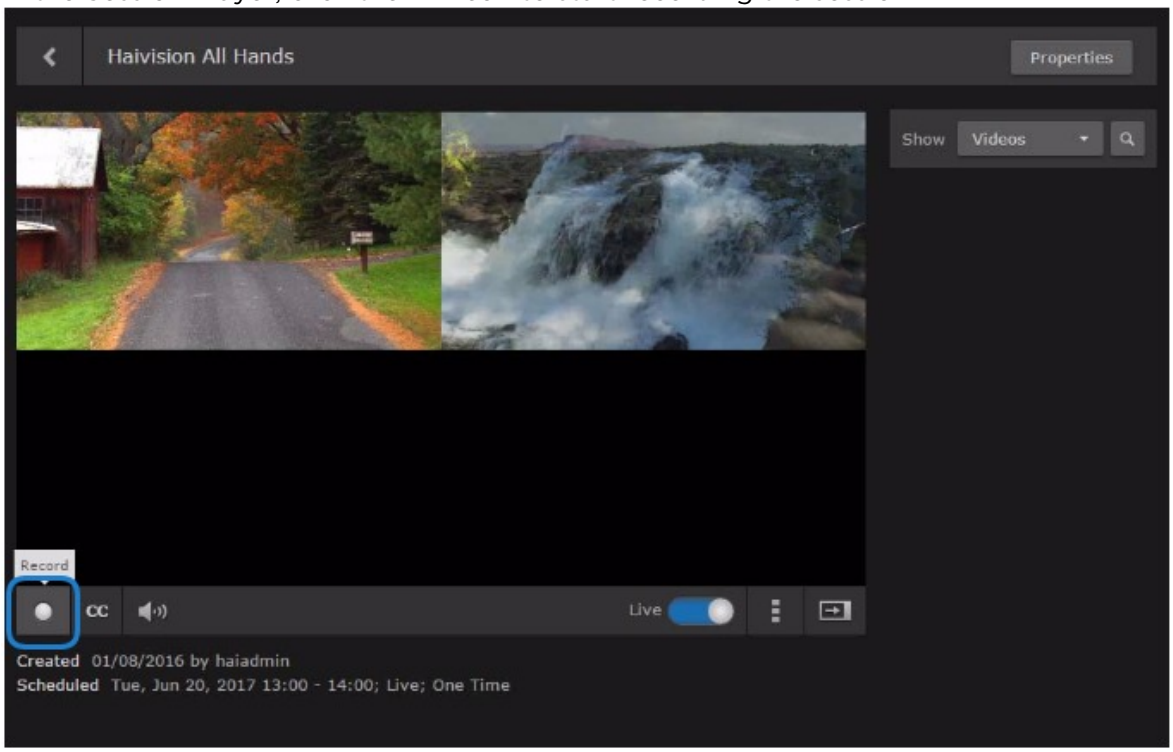
Recording a Session (Manually)

Note

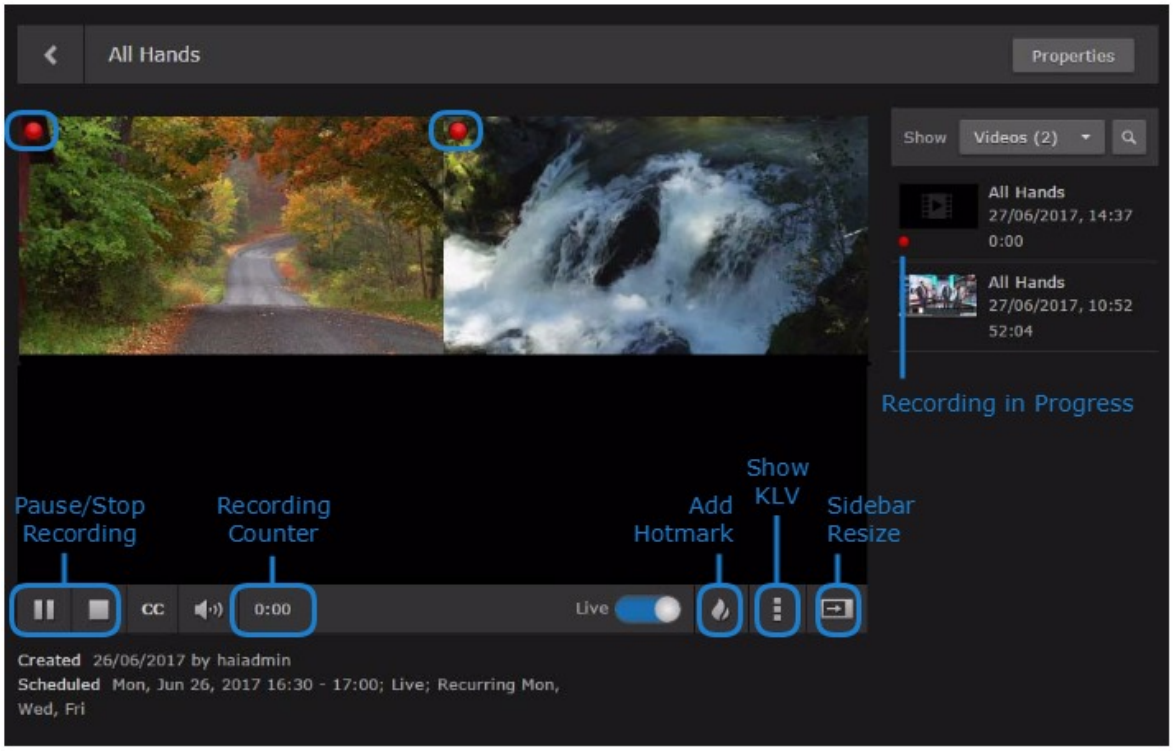
The typical "Enterprise Video" workflow is to schedule sessions and recordings from the Scheduling screen. For details, see **Scheduling an Event**.

To manually record a session:

1. Open a session. (See **Viewing Sessions**.)
2. In the Session Player, click the ● icon to start recording the session.



The new video is added to the list of Videos beside the viewer (as shown in the following example), as well as to the Videos list (Content Library).
A red status icon indicates that the session is being recorded. HMP keeps track of the Duration and updates the counter value below the viewer, as well as the Videos list.



3. To insert a HotMark at the current time, click the icon.
   For information on creating and managing HotMarks, see Managing HotMarks.
4. To display or hide KLV data, click the icon and select **KLV – Side View** or **Overlay View**, or **Hide**.

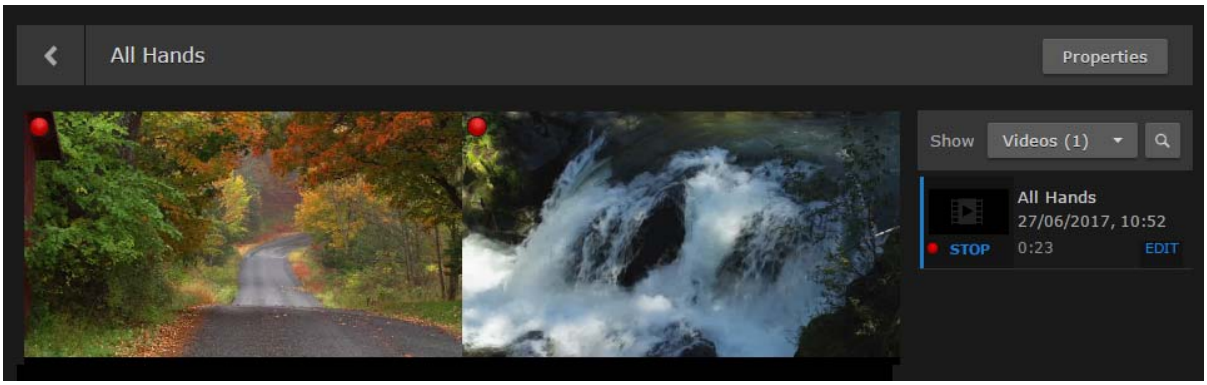
> **Note**
>
> KLV is a licensed feature.

5. To pause recording, click the icon.

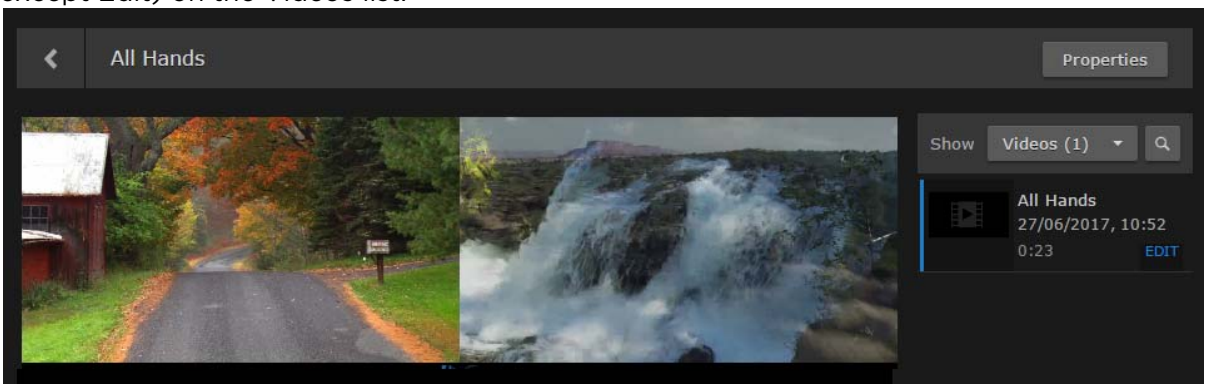
> **Note**
>
> A paused recording remains active.

6. To stop recording, click the icon.

> **Note**
>
> A Stop button appears when you hover over an active recording on the Videos list.



7. To play the new video (once recording is complete), click the thumbnail (or anywhere in the row except Edit) on the Videos list.



The video opens in the Video Viewer, and the recording controls are replaced by playback controls. For details, see Playing Back Videos.

Note

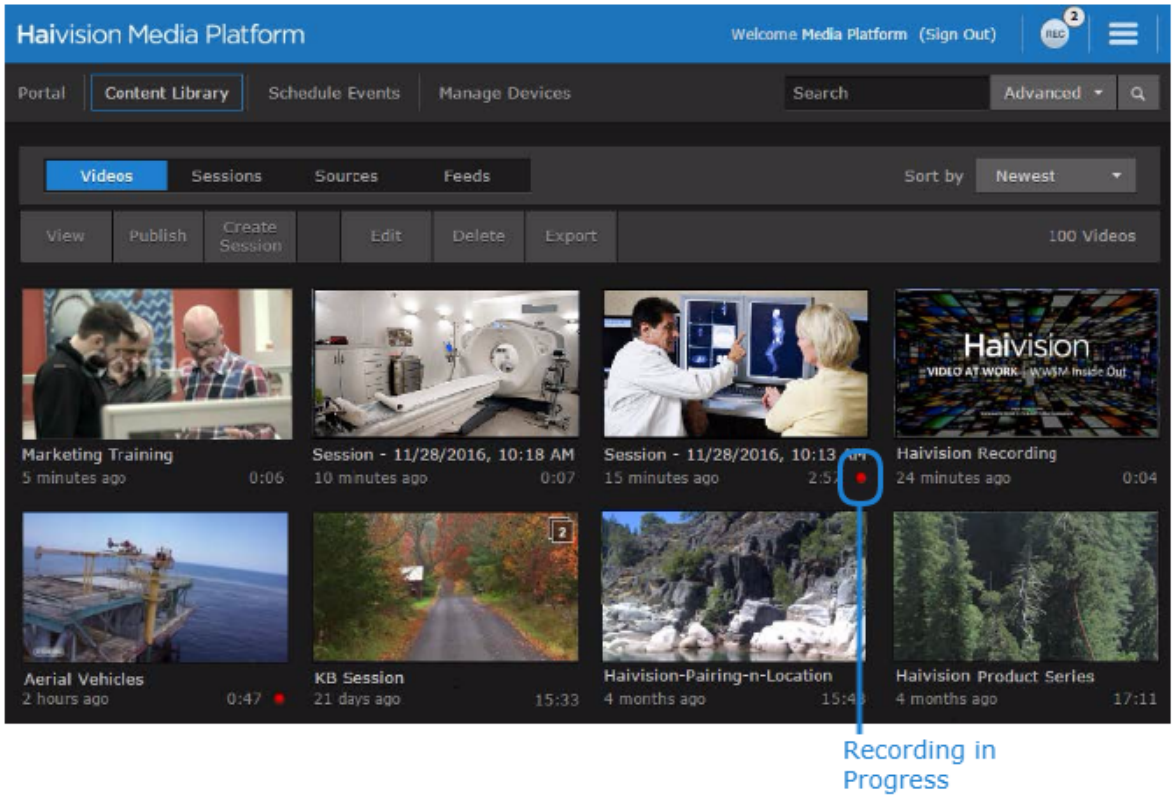
The general recording viewer controls are the same as in the Session Player, including adjusting the volume, resizing the viewer, and switching to full-screen mode. For details, see Viewing Sessions.
If HMP restarts or reboots while recording a program, the recording will be interrupted. The recording will resume when the system powers back up. This will create a new recording and won't append to the previous video

Playing Back Videos

You can select an existing video to play from the Videos list (Content Library). To do this, follow these steps.

To play a video:

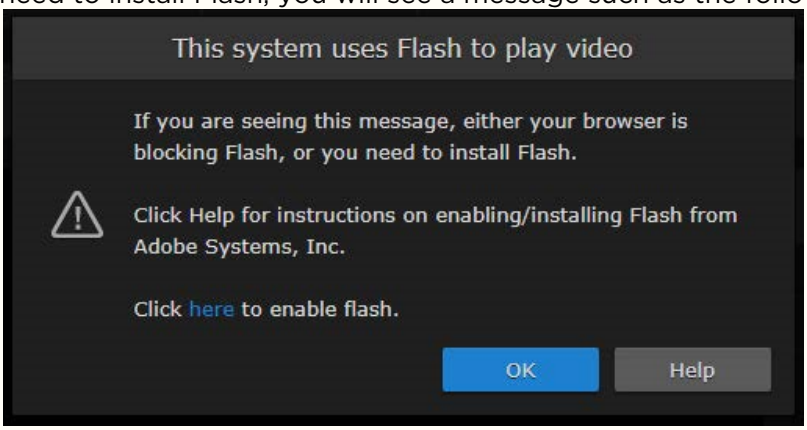
1. On the Content Library screen, click **Videos** on the menu bar to display the Videos list. For each video, the list displays a thumbnail (if available), the title, time since creation, and duration.
   A red LED indicates that a recording is in progress, or that some other process is underway, such as trimming or importing.



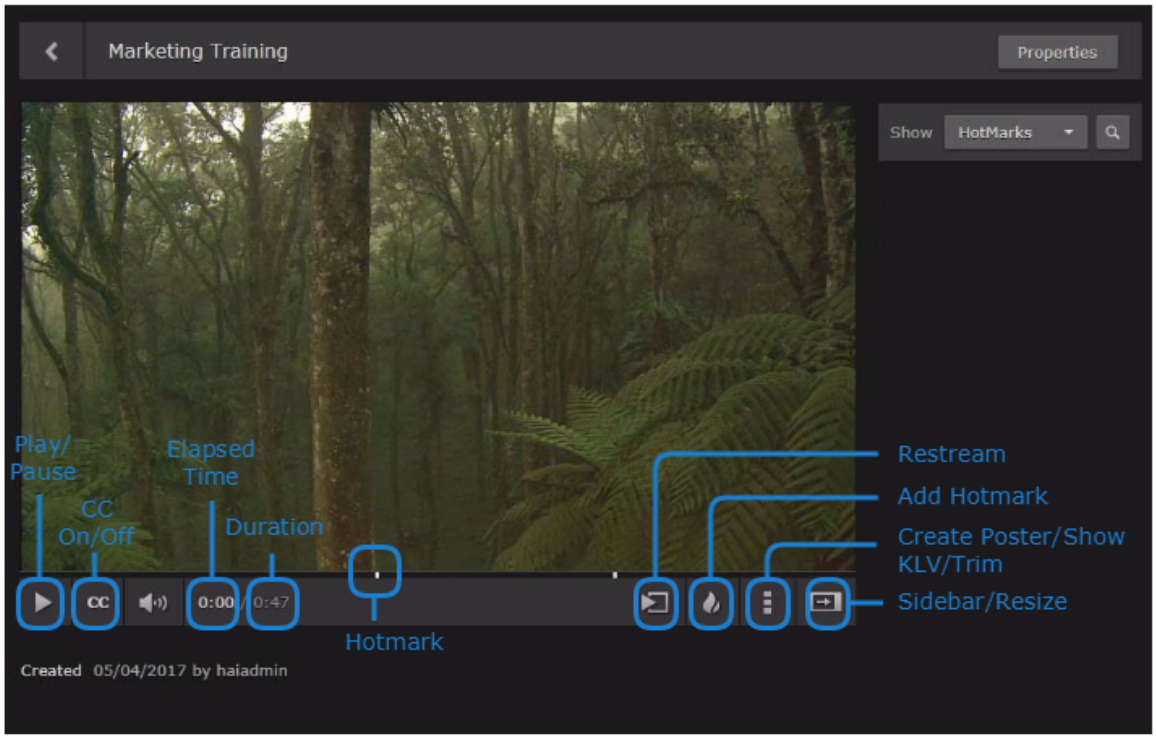
2. Locate the video to play, hover the mouse over the item, and click the icon.
   For viewing and search options to locate videos, see **Exploring the Web Interface**.

Note

Depending on how your system is set up (i.e., if your system administrator has not selected the HTML5 player for desktop browser playback) and your browser is blocking Flash or you need to install Flash, you will see a message such as the following:



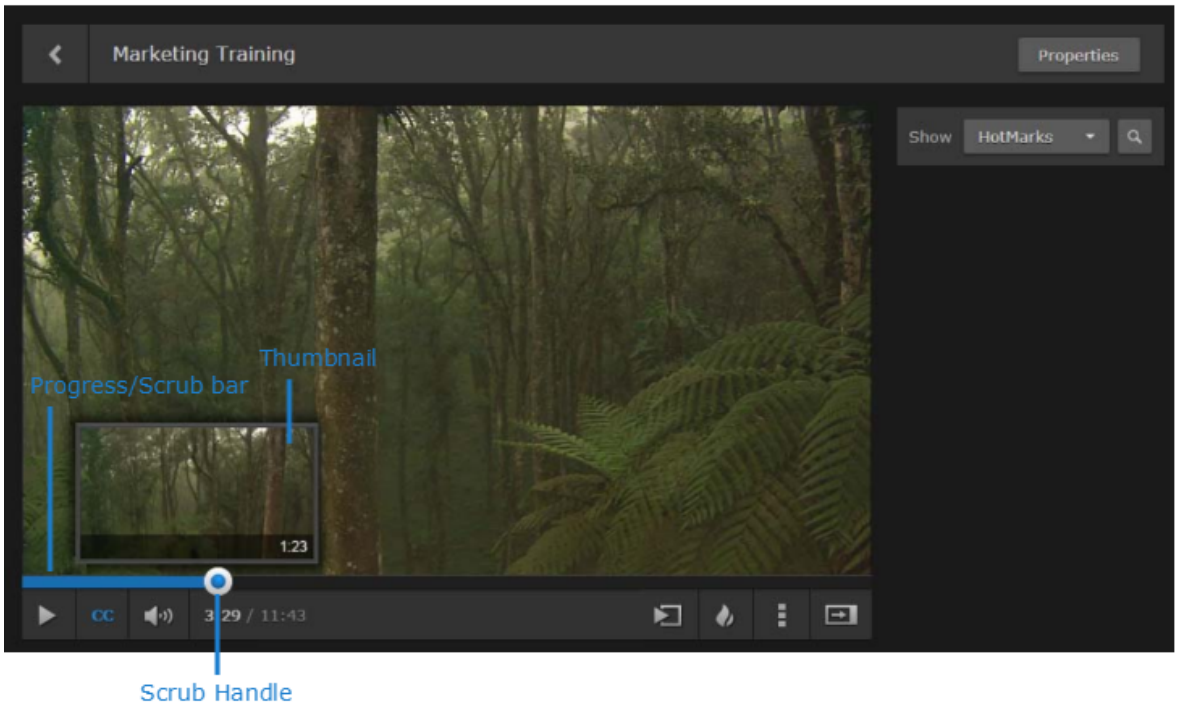
The video opens in the player, and the recording controls are replaced by playback controls (as shown in the following example).



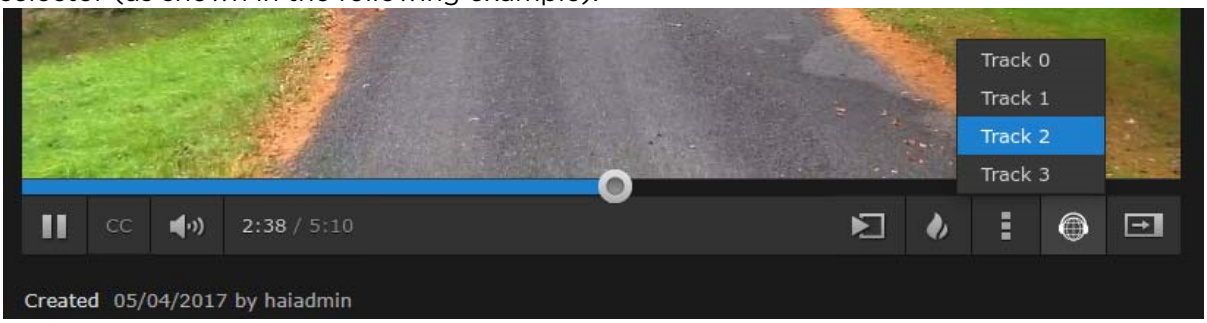
3.

Tip

As you move the cursor along the progress/scrub bar, thumbnail previews of the video appear at various intervals.



4. To start playing the video, click the ▶ icon. As the video plays, the blue progress bar tracks the progress.
5. To pause playback of the video, click the ⏸ icon.
6. To enable or disable the display of closed captions (if available), toggle the **CC** button.
7. If HotMarks have been added, you will see them on the progress/scrub bar.
8. If your system has been configured to support multi-audio streams, you will see the language track selector (as shown in the following example).



9. If your account permissions allow editing, sharing, downloading, and publishing to feeds, you will see the **Properties** button at the top, as well as other control buttons on the bottom right of the viewer.
   - To edit the video information and/or assign metadata, click **Properties**. For details, see **Editing Video Information and Metadata**.
   - To share the video with other users or groups, click **Properties** and click the **Share** or **Public Links** tab. For details, see **Sharing Sessions** or **Using Public Links to Share Sessions**.
   - To re-stream the video on a known multicast or unicast address and port, click the icon. For details, see **Re-Streaming Videos**.
   - To insert HotMarks to annotate and create shortcuts to selected points of interest, click the icon. For details, see **Managing HotMarks**.
   - To generate a thumbnail image from the video, click the ⋮ icon and select **Create Poster Image**. For details, see **Generating Thumbnails (Poster Images)**.

- To trim the video (i.e., adjust the start and stop points), click the ⋮ icon and select **Trim Controls**. For details, see Trimming Videos.
- To download the video to an MP4 or TS (Transport Stream) file, click the ⋮ icon and select **Download as MP4** or **Download as TS**. For information on downloading videos, see Downloading Videos.

10. With multi-track videos, you may wish to view some tracks and remove others from the viewer.
    - To remove a track, click the ✕ icon in the top right corner of the player. This moves the track into source strip below the viewer.
    - To return the track to the Video viewer, click the thumbnail in the source strip.

> **Note**
>
> You can only remove the track from the viewer, but it remains part of the video.

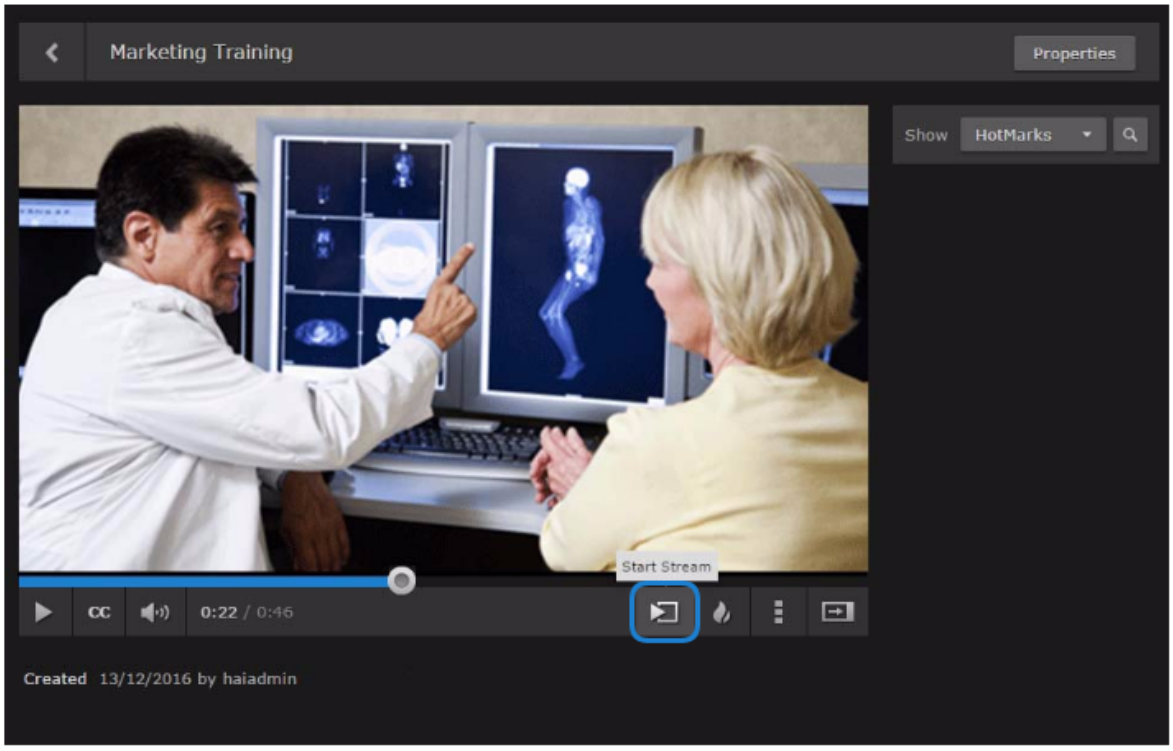
Re-Streaming Videos

You can re-stream a video to a known multicast or unicast address in order to play streams back to fixed devices such as a Haivision Play Set-Top Box or Makito X Decoder. With multi-source videos, you can choose the track(s) to re-stream and then choose the streaming output for each track.

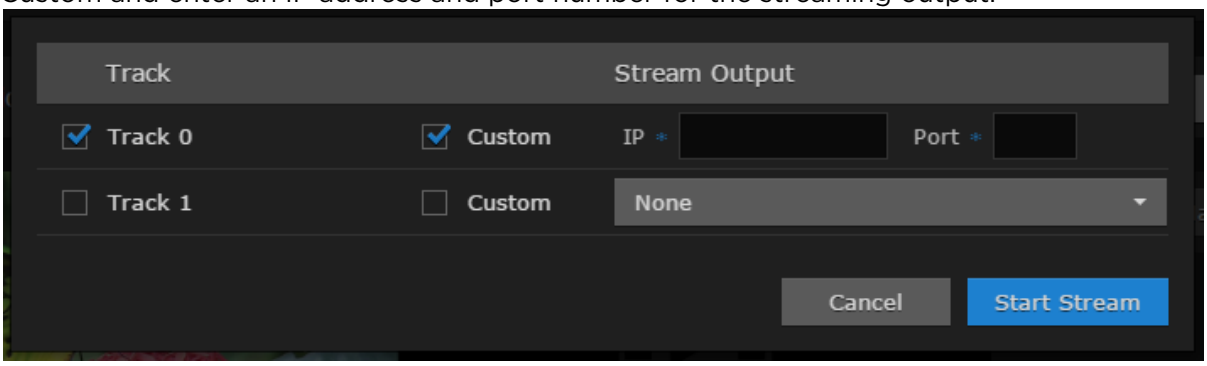
You can also continue to control the re-streamed video using the HMP player controls (Play, Pause, and Scrub).

To re-stream a video:

1. With a video open, click the icon.



2. In the Stream Output dialog, select the track(s) to re-stream and select the output. Or select Custom and enter an IP address and port number for the streaming output.



3. Click **Start Stream**.

> **Note**
>
> If the unicast/multicast address and port are already being used, you will receive an error message.

You may wish to open a video player such as VLC and tune it to the unicast/multicast address to verify that the video is being re-streamed.

4. To stop re-streaming, click the icon.

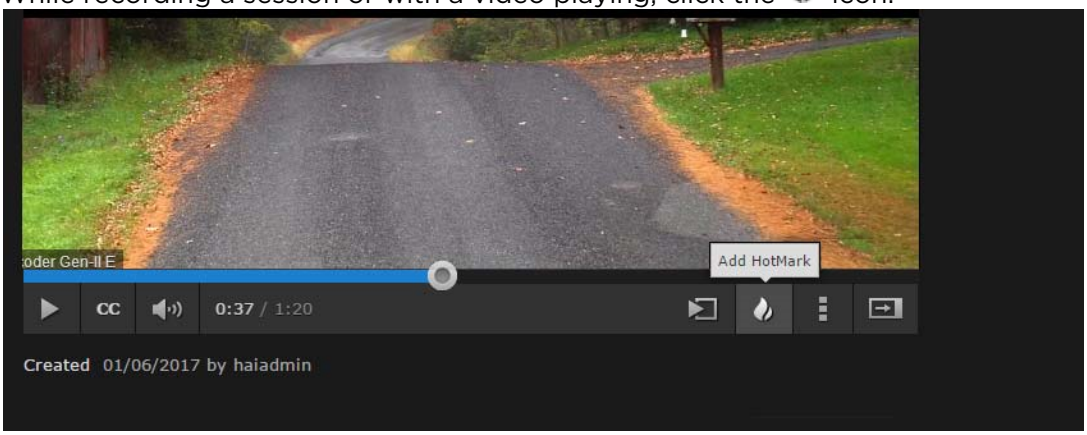
Managing HotMarks

HotMarks provide a means for you to insert metadata, such as title and description, into a video in real-time. HotMarks are typically used to add captions and create shortcuts to selected points of interest in the video. You can insert HotMarks while recording a session as well as playing back a video, as you drag the scrub handle along the progress/scrub bar.

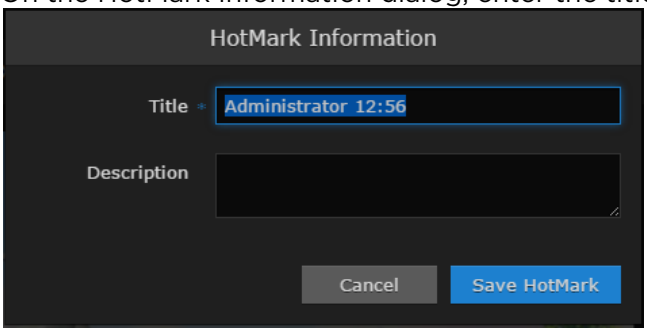
> **Tip**
>
> You can search for videos by entering keywords from HotMark titles, descriptions, or metadata.

To insert a HotMark:

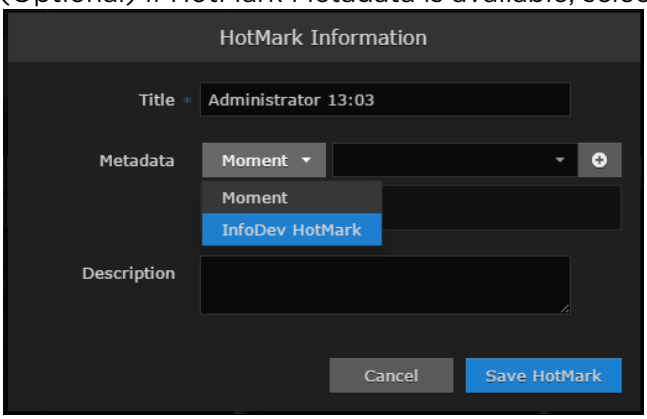
1. While recording a session or with a video playing, click the icon.



2. On the HotMark Information dialog, enter the title and description.

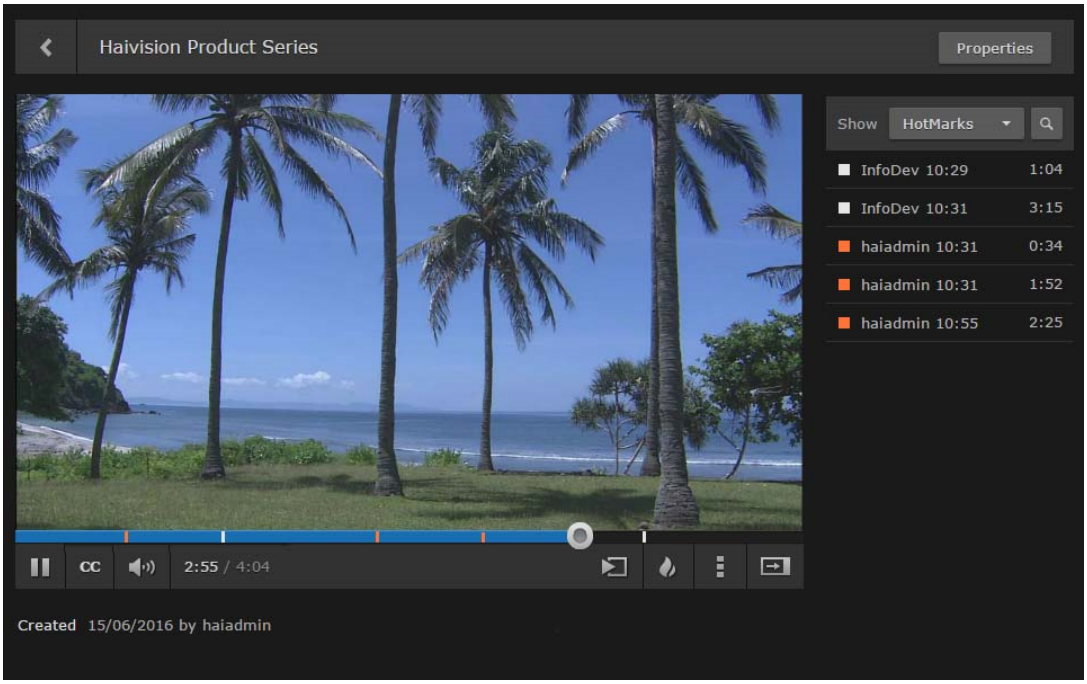


3. (Optional) If HotMark Metadata is available, select the metadata.

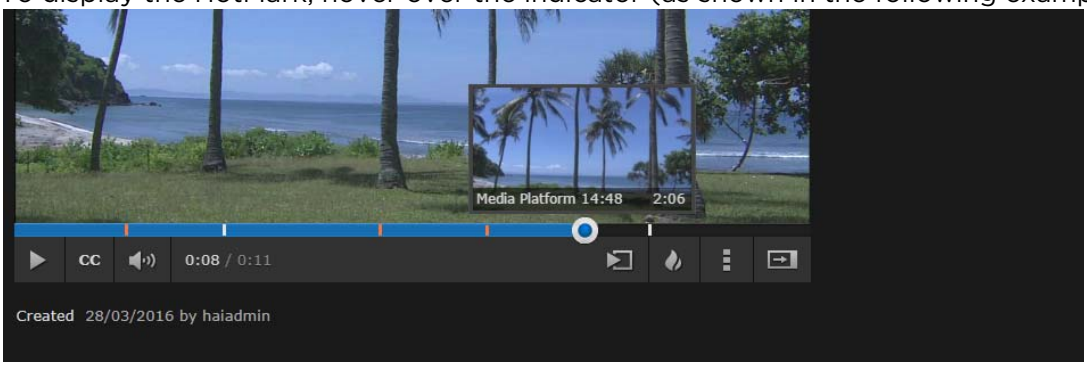


4. Click **Save HotMark**.
   This inserts a HotMark in the video in the current position and places an indicator along the progress/scrub bar.
   You can also pause the video, drag the scrub handle to the desired position, and then click the icon.

> **Note**
>
> HotMarks, color coded by user, are listed in the sidebar.

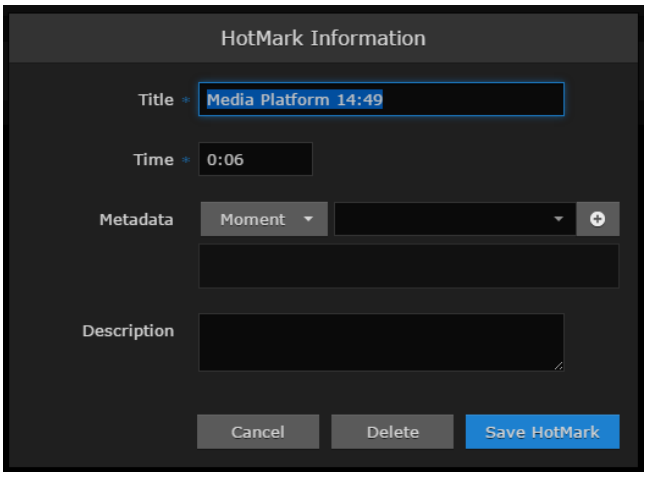


5. To display the HotMark, hover over the indicator (as shown in the following example).



6. To modify the HotMark title, description or time, hover over the item in the HotMarks list and click **Edit**.

7. On the HotMark Information dialog, edit the Title and Description fields as necessary and click **Save HotMark**.



8. To delete a HotMark, click **Delete** on the HotMark Information dialog.

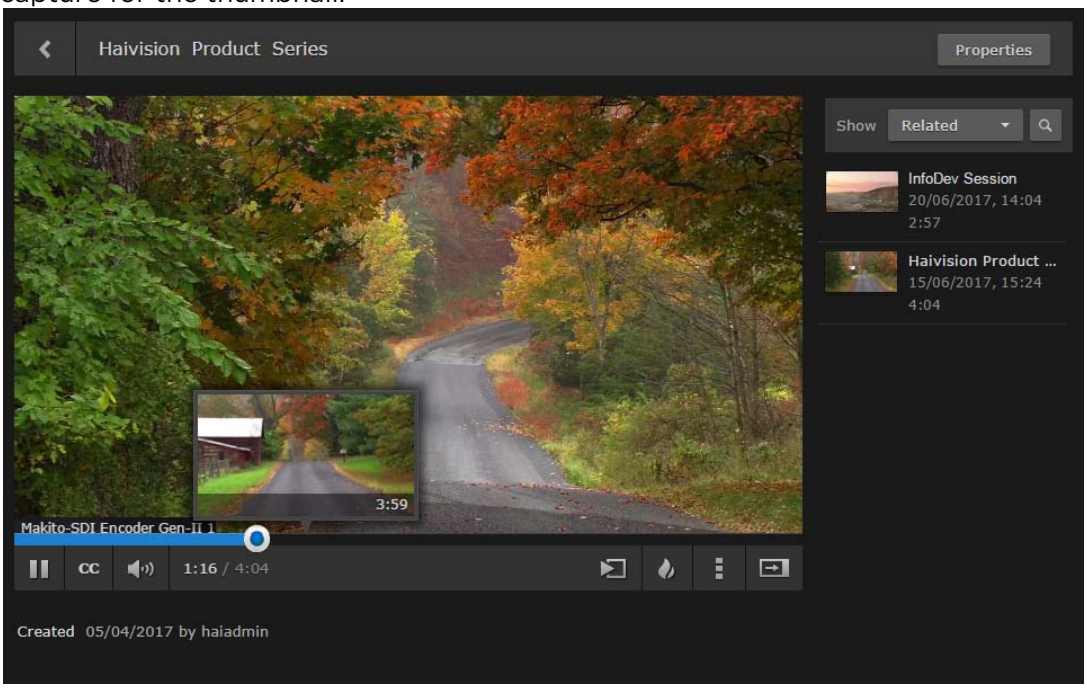
Generating Thumbnails (Poster Images)

Tip

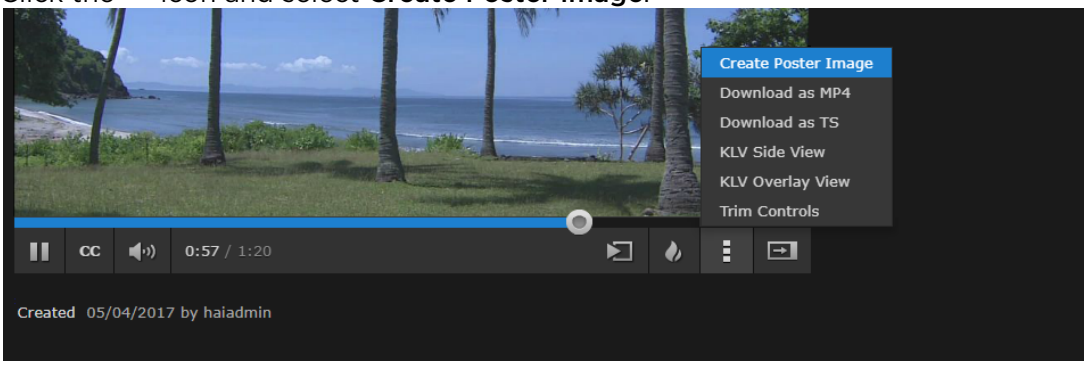
On a multi-track video, you can only generate a new thumbnail of the top left video (first quadrant). If the desired video is in another quadrant, you have to move it (drag) so it is now in the first quadrant. Then when you generate the thumbnail, *only* that video track will be affected and a new thumbnail of that video will be created. This new thumbnail will also be displayed in the gallery view.

To generate a thumbnail from a video:

1. With a video open or playing, drag the scrub handle or click the position to select the frame to capture for the thumbnail.



2. Click the ⋮ icon and select **Create Poster Image**.



The thumbnail is updated and will appear on the Videos list after the next screen refresh.

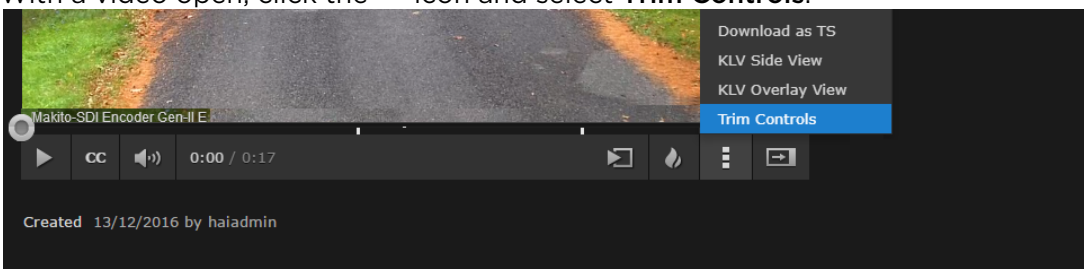
Trimming Videos

When playing back a video, you can use the "Trim" feature to clip segments out of full videos. For example, you can adjust the start and stop points to trim unwanted material. Trimming a video creates a new copy; trim points are not saved on the original video. You (i.e., the creator) will own the video; existing sharing permissions are not carried over but existing metadata is copied.

> **Note**
>
> Scrub handle and trim handles can be positioned independently and do not affect each other.

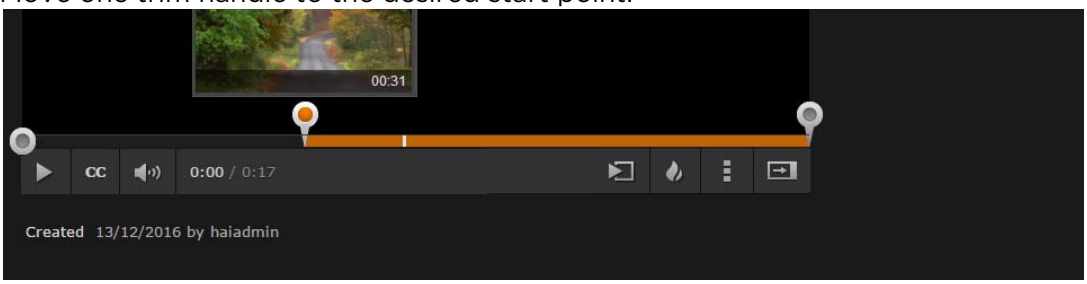
To trim a video:

1. With a video open, click the ⋮ icon and select **Trim Controls**.

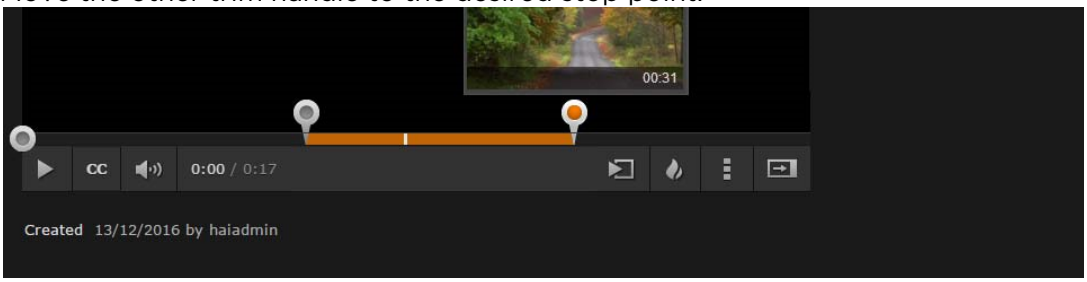


   The progress bar switches to Trim mode.

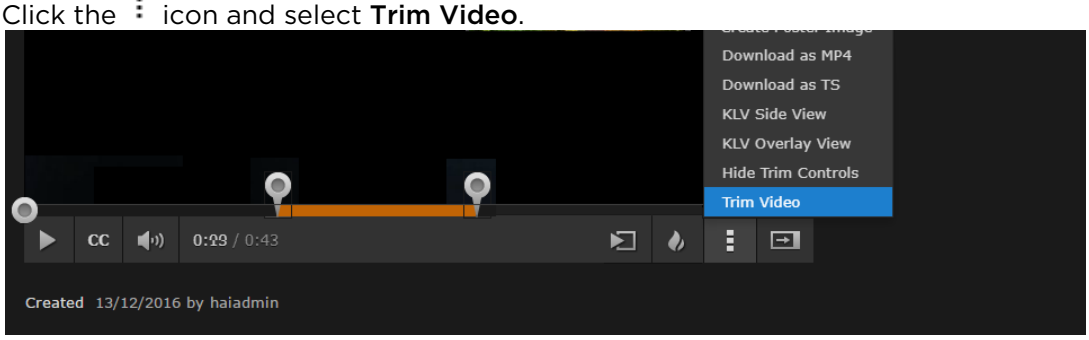
2. Move one trim handle to the desired start point.



3. Move the other trim handle to the desired stop point.



4. Click the ⋮ icon and select **Trim Video**.



The new "trimmed" video is now added to the Videos list.

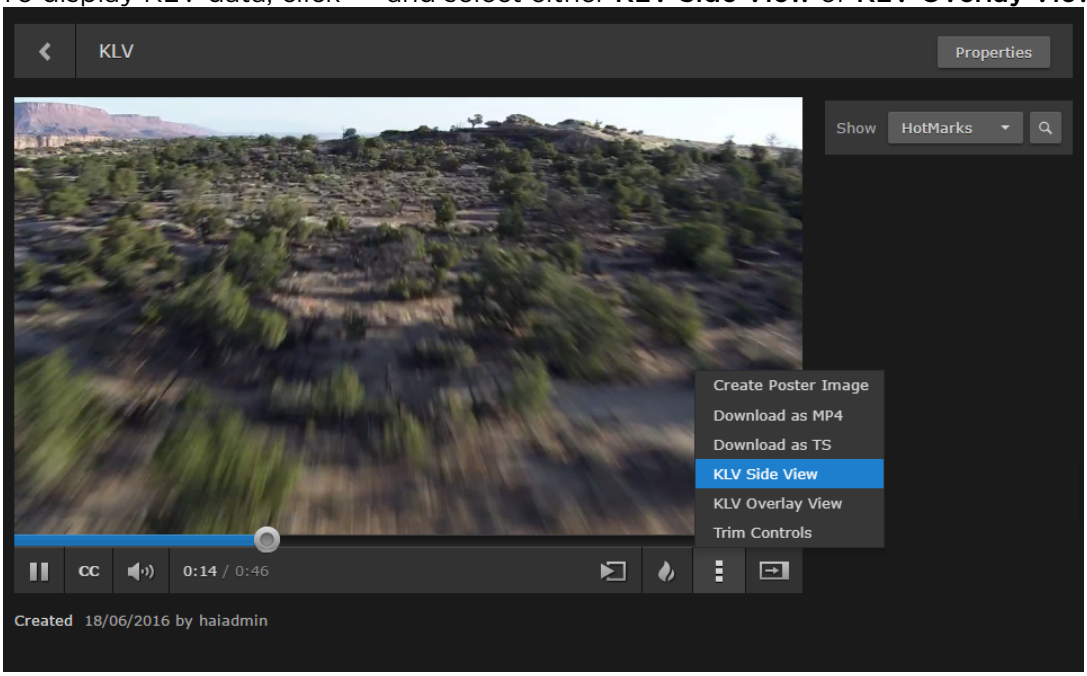
Viewing KLV Data

> **Note**
>
> KLV data display is only available in the Legacy player and cannot be accessed from a mobile device.

HMP supports KLV data parsing and display as a licensable option per system. On the Content Library screen of a licensed system, you can turn on/off the display of KLV data in the player. The steps are the same for the Source, Session, or Video player.

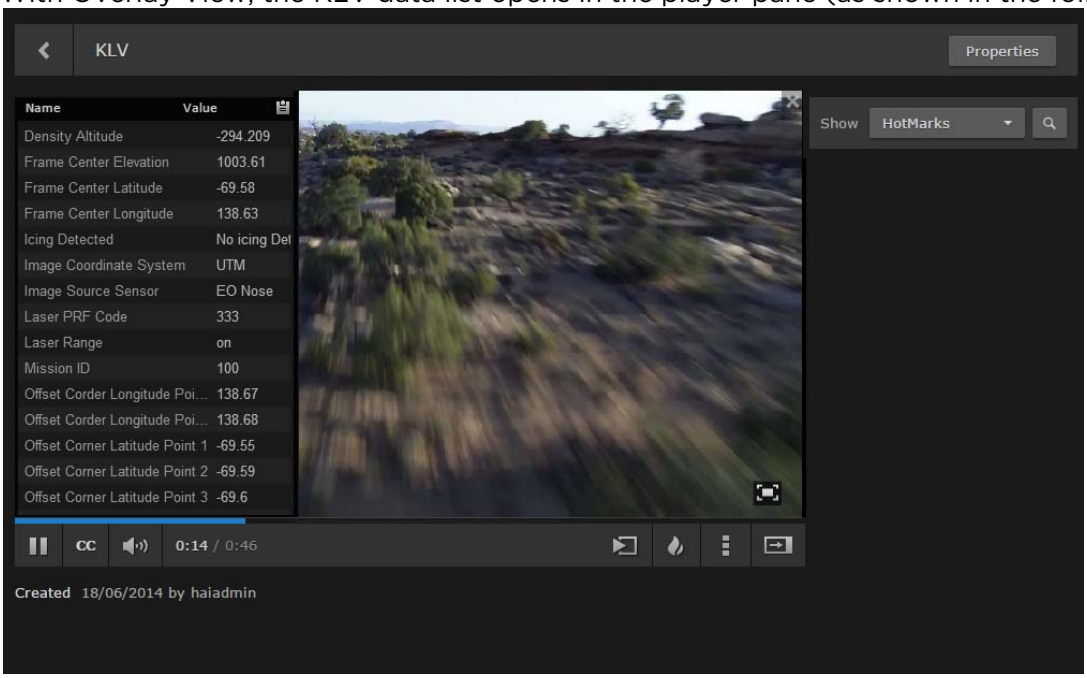
To view KLV data in a viewer window:

1. On the Content Library screen, open a video, session, or source in the player.
2. To display KLV data, click ⋮ and select either **KLV Side View** or **KLV Overlay View**.



With Side View, the KLV data list opens beside the player (as shown in the following example).

With Overlay View, the KLV data list opens in the player pane (as shown in the following example).



3. To copy the KLV data to your clipboard, click the icon in the KLV title bar. You can then paste the data into a text editor for viewing.
4. To stop displaying KLV data, click the icon and select **Hide KLV**.

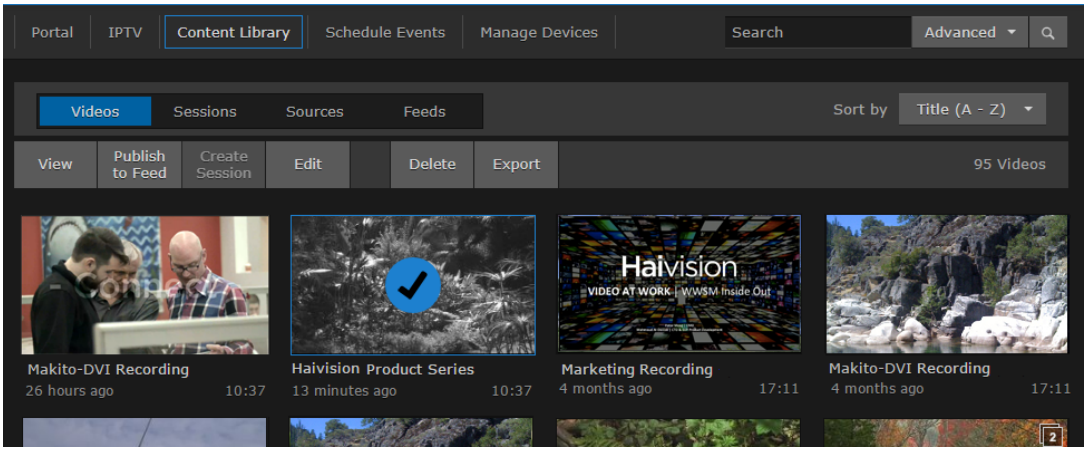
Publishing to Feeds

You can publish videos, sessions, or sources to one or more Portal feeds. If you "own" a video and your Share permissions allow changing feed content, you can publish directly from the viewer.

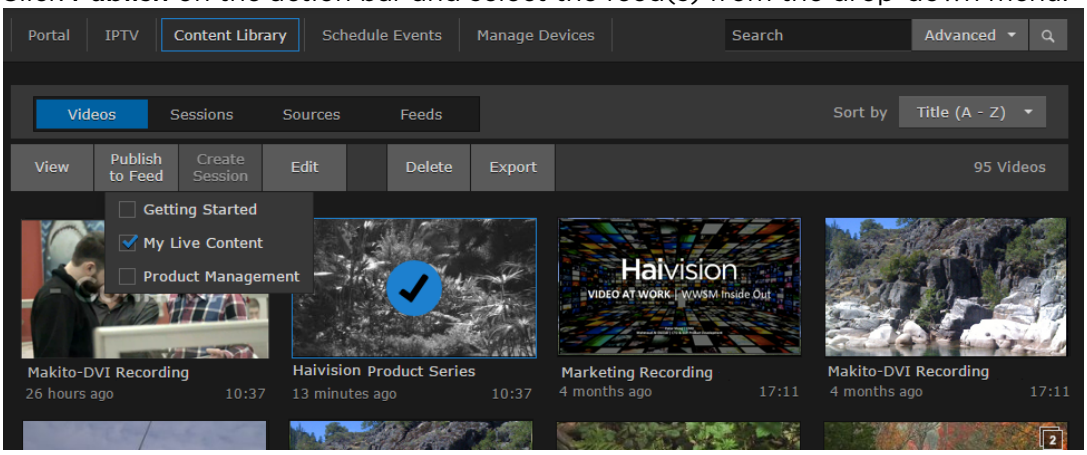
For details on the default "share" permissions, see **Sharing Items**.

To publish a video:

1. On the Content Library screen, select one or more videos, sessions, or sources.



2. Click **Publish** on the action bar and select the feed(s) from the drop-down menu.

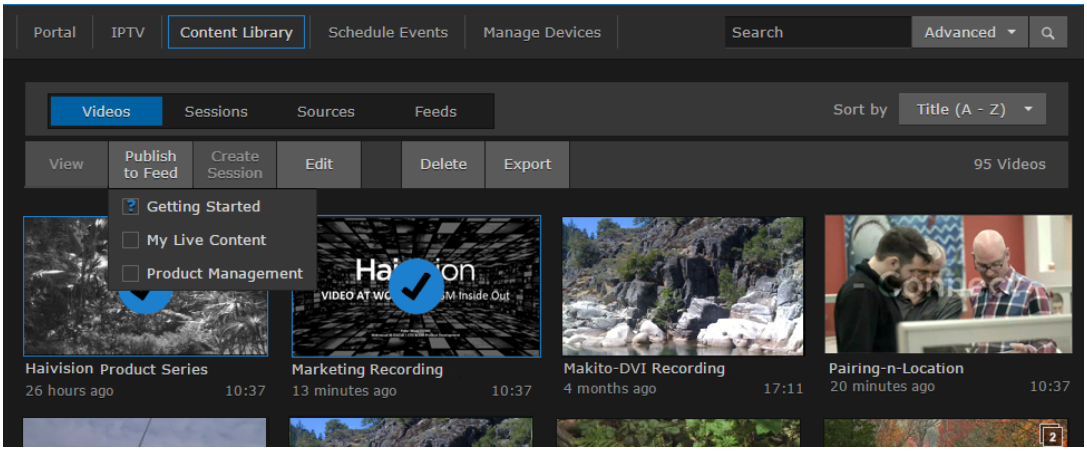


The video will be added to the selected feed(s). To promote it to "Featured" or "Suggested", open the (Content Library) Feeds Editor. For details, see **Managing Feed Content**.

> **Note**
>
> Checkmarks indicate any feeds to which the selected item or items are published. Clicking a checkmark removes the selected items from the feed.

Note

If you select multiple items and some items are already published to a feed, the checkbox is replaced by a question mark. Clicking the question mark publishes all selected items to the feed.



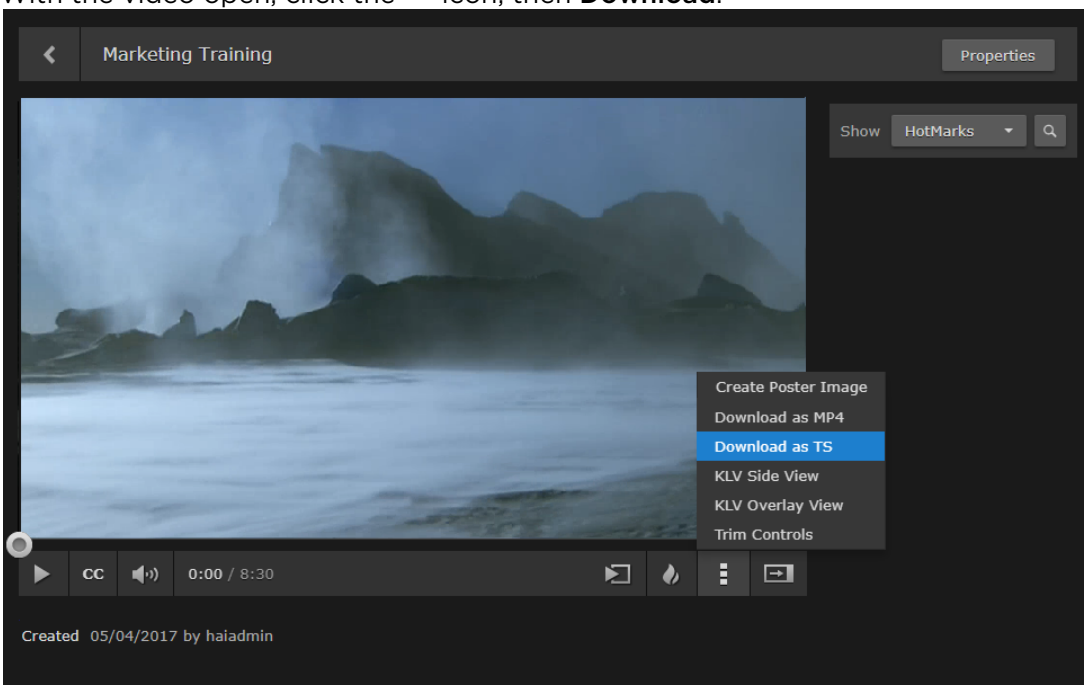
Downloading Videos

Note

You cannot download MP4 or TS files from a mobile device.

To download a video:

1. With the video open, click the ⋮ icon, then **Download**.



2. Select the file format, either **MP4** or **TS (Transport Stream)**.

Note

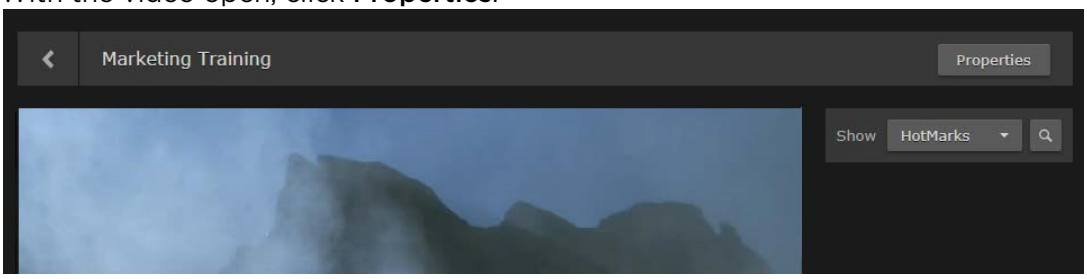
The download is delivered in a (64-bit) .zip file which may contain several files for a multitrack video. Windows 7 and up have built-in support for 64-bit zip files. However, Windows XP and Mac OSX require a third party zip application with 64-bit support in order to unzip the downloads.

Editing Video Information and Metadata

Once the video is created, you can edit the video information by opening its Video Information pane from either the Video Player or the Content Library screen (Videos list). You can edit the video name, add a description, disable/enable global video expiry settings, and assign metadata to the video.

To edit video information:

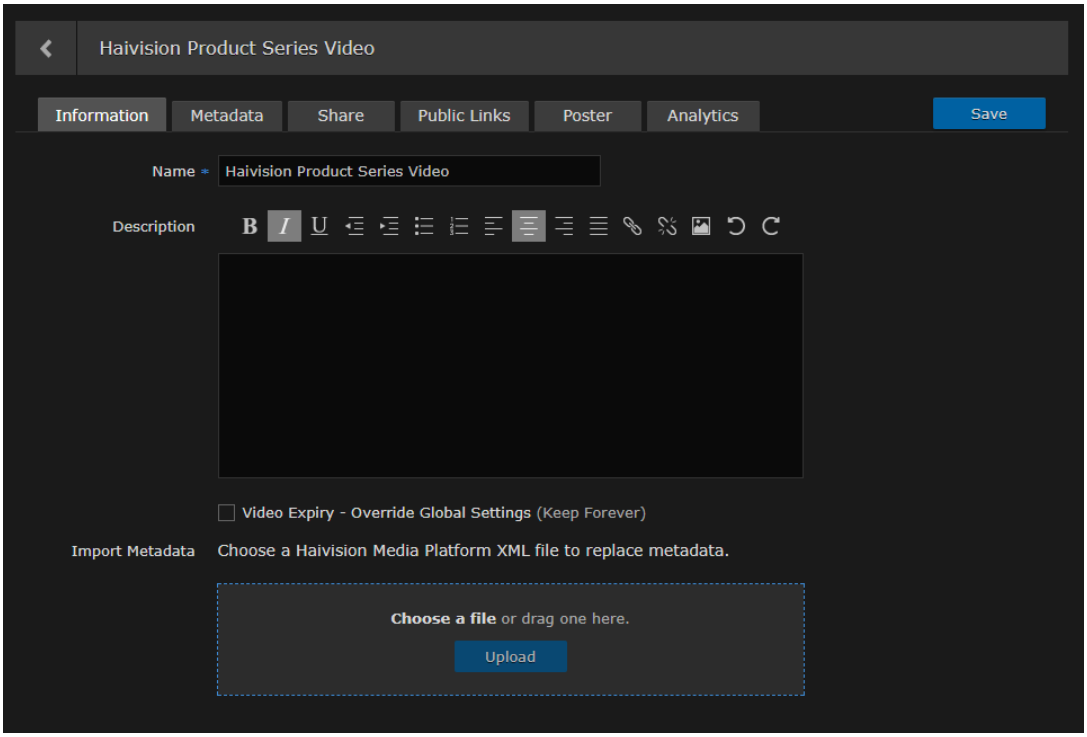
1. With the video open, click **Properties**.



-or-

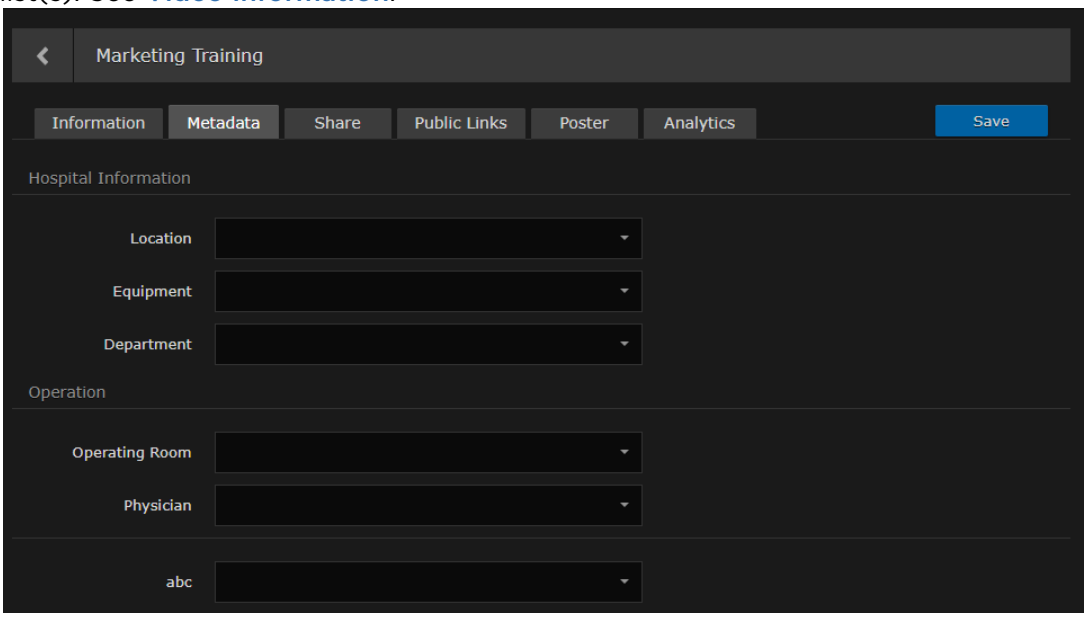
On the Videos list (Content Library), hover the mouse over the video and click the icon.

2. On the Video Information pane, make the desired changes to the Information fields. For details, see Video Information.



> **Tip**
>
> If you select multiple videos, you can only edit the Description field.

3. Click **Save**.
4. To assign metadata, click the **Metadata** tab.
5. On the Video Metadata pane, select the applicable metadata and value(s) from the drop-down list(s). See Video Information.



> **Note**
>
> For information on bulk editing multiple videos, see Editing Multiple Items. Bulk edits cannot be undone.

6. Click Save.

Related Topics

- Video Information
- Sharing Items

Video Information

The following table lists the properties you can view and modify in the Video information dialog:

Information Metadata

Information

Setting	Default	Description/Values
Name	<Session name>	A name to identify the video in the Videos list and viewer.
Description	n/a	(Optional) Information that describes the video.
Video Expiry	Not checked	Check this checkbox to override the Default Video Expiry set by your system administrator (which specifies the number of days after which videos will expire and be deleted). • Check "Override Global Settings (Keep Forever)" to override the Default Video Expiry for this video. When checked, you can select either "Keep Forever" or specify the expiry date. • When left unchecked, this video will expire and be deleted as specified by the Default Video Expiry. **Note** For details on the Default Video Expiry, refer to Configuring Video and Session Settings (in the Administrator's Guide).
Import Metadata		Click Browse to choose an XML file (from an HMP Export) to replace the video information and metadata.

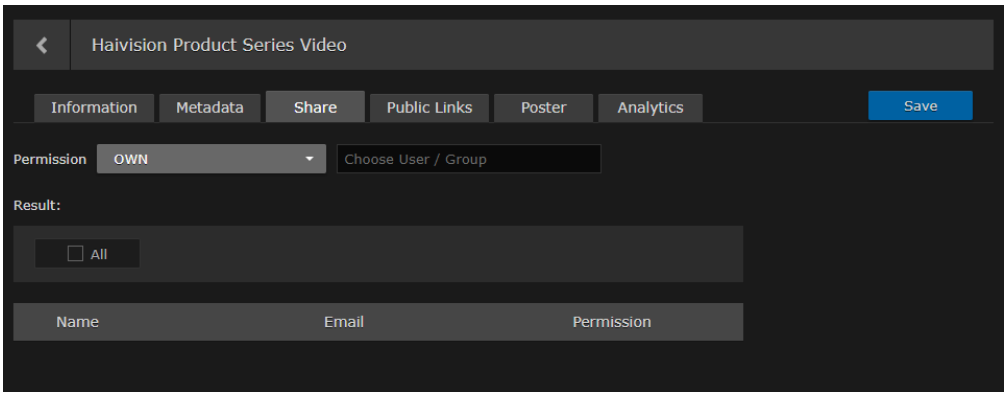
Information Metadata

Metadata

Setting	Default	Description/Values
Metadata	n/a	**Note** Metadata must be pre-defined by your system administrator. For information on bulk editing metadata for multiple videos, see Editing Multiple Items.

Sharing Videos

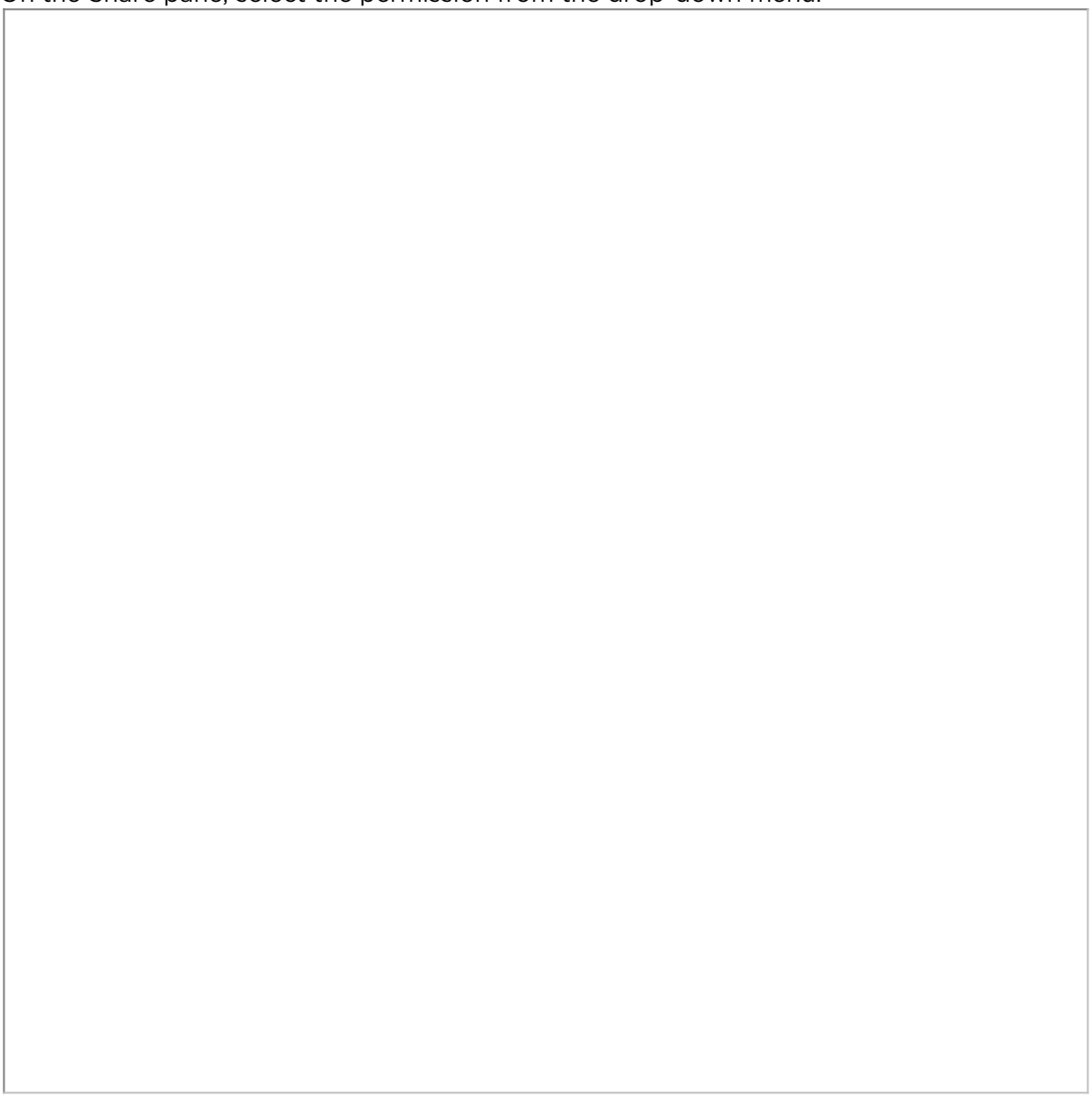
Depending on your account Role and Share Permissions, you can share videos with other users or groups. Sharing allows other users or groups to view the video (live or recorded) and metadata, and to edit the metadata. You can specify access permissions for each user or group that you invite.



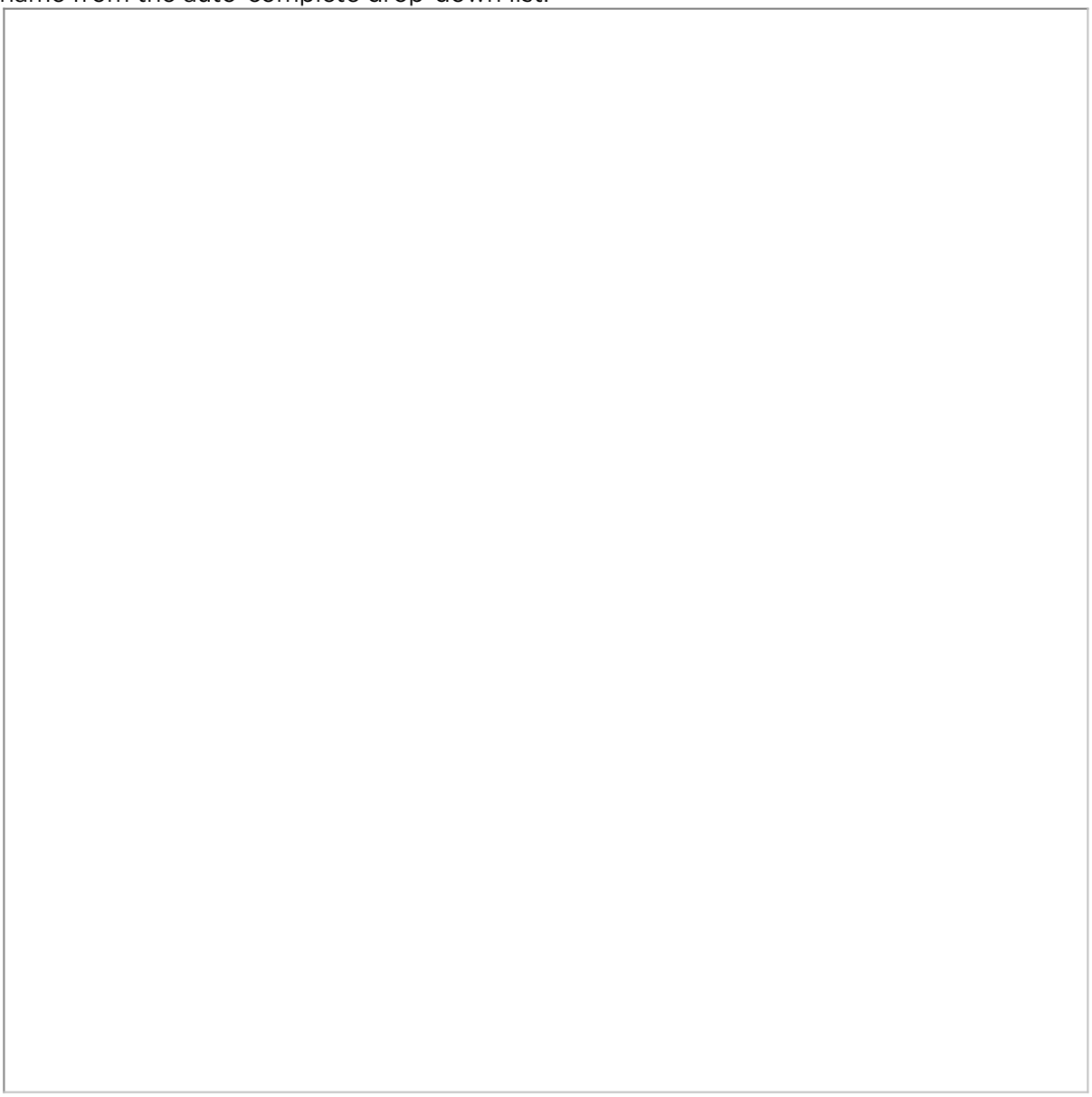
To share a video with a user or group:

1. On a list, such as the Videos, Sessions, Sources or Feeds list, select one or more items to share. Click **Edit** on the action bar.
   Or click the ☐ icon for a single item to open the Information pane.
2. On the Information pane, click the **Share** tab.

3. On the Share pane, select the permission from the drop-down menu.



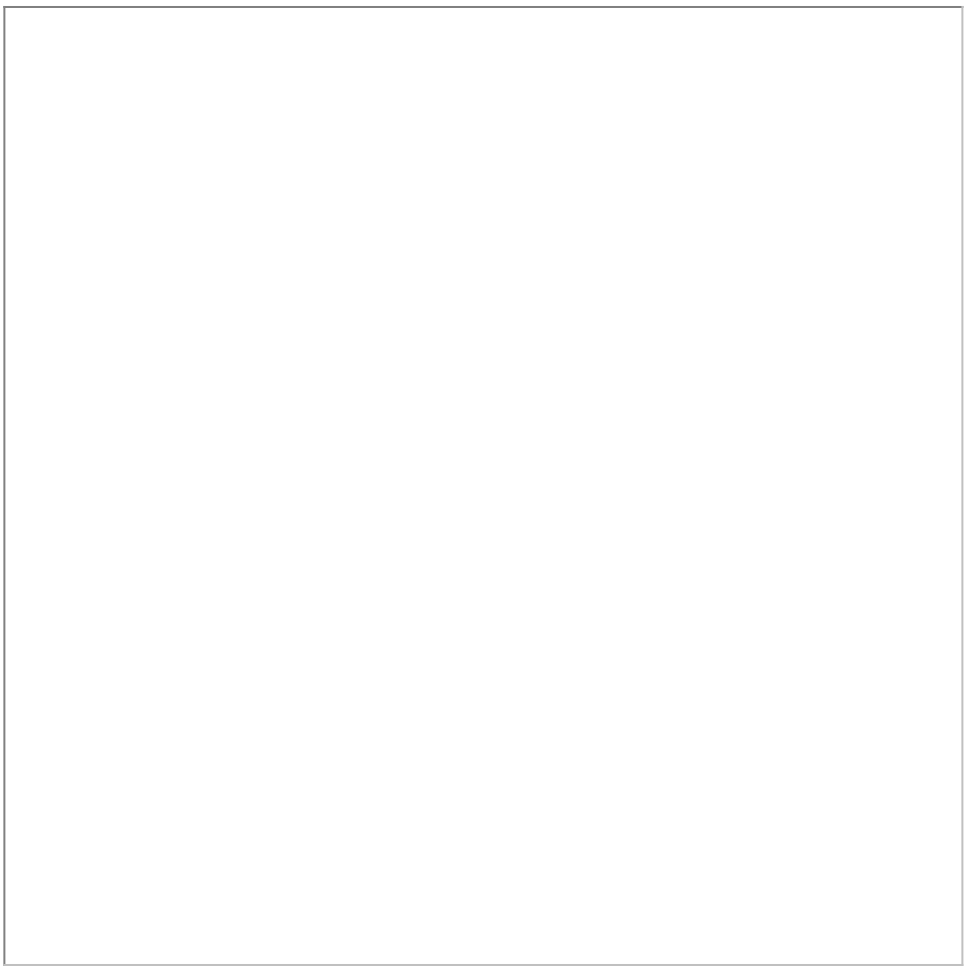
4. Type the first few characters of the user or group name in the search field, and then select the name from the auto-complete drop-down list:



Note

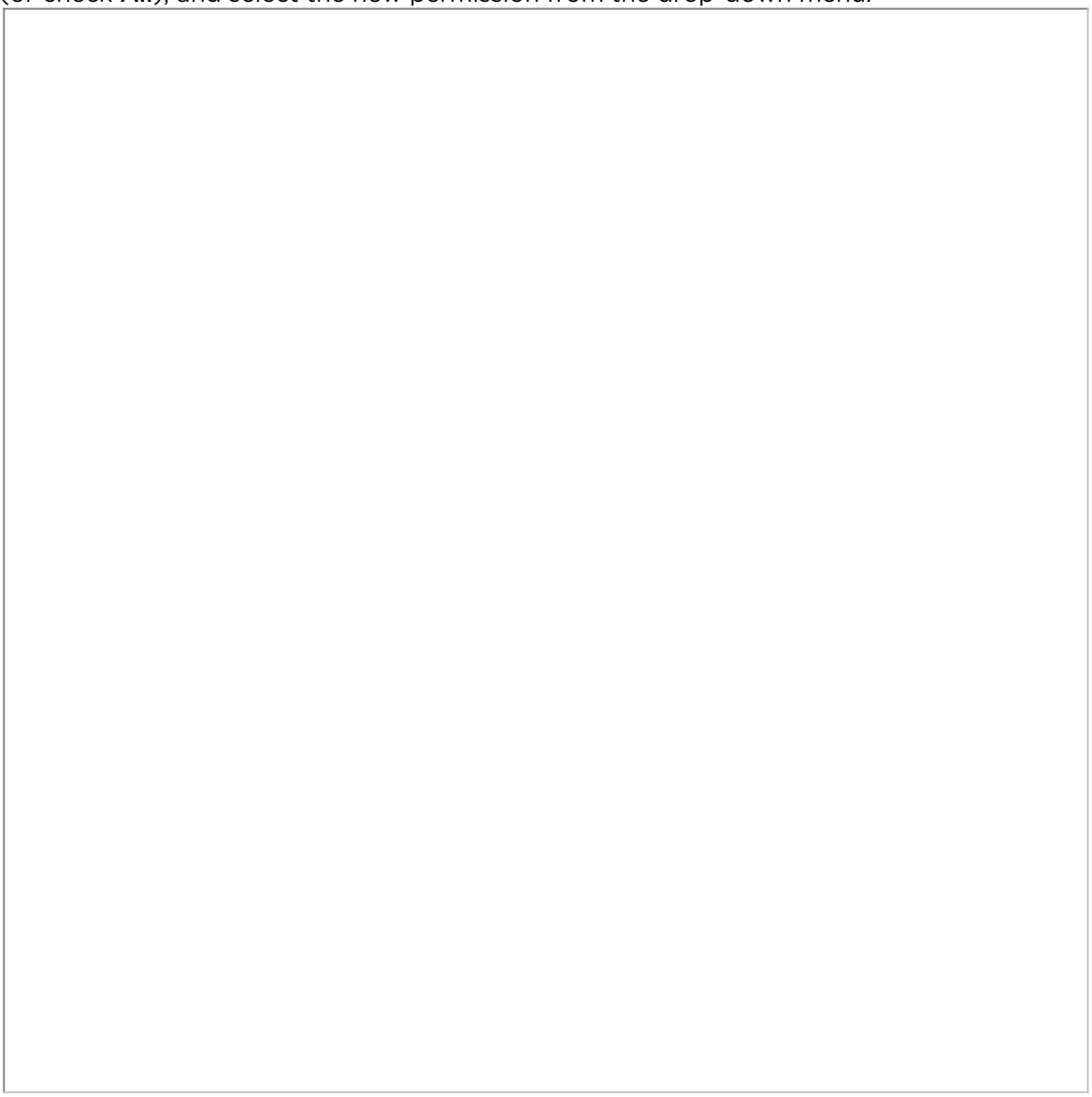
Only users and groups that have been assigned roles appear in the autocomplete list.

The user or group name is added to the list below, along with the selected permission.



5. Repeat for each user or group that you wish to invite. You can assign different share permissions to each user or group.

6. To modify share permissions for the item, check the checkbox next to one or more names in the list (or check **All**), and select the new permission from the drop-down menu.



7. To delete users or groups from the invitation, check the checkbox next to one or more names in the list (or check All), and click **Delete**.
8. To return to the Library's Videos, Sessions, or Sources list, click the icon.

Tip

You can also share videos by embedding the Haivision video player as an iframe link or by generating a link to the Haivision video player. For details, see Using Public Links to Share Videos.

Related Topics

- Default Share Permissions

Using Public Links to Share Videos

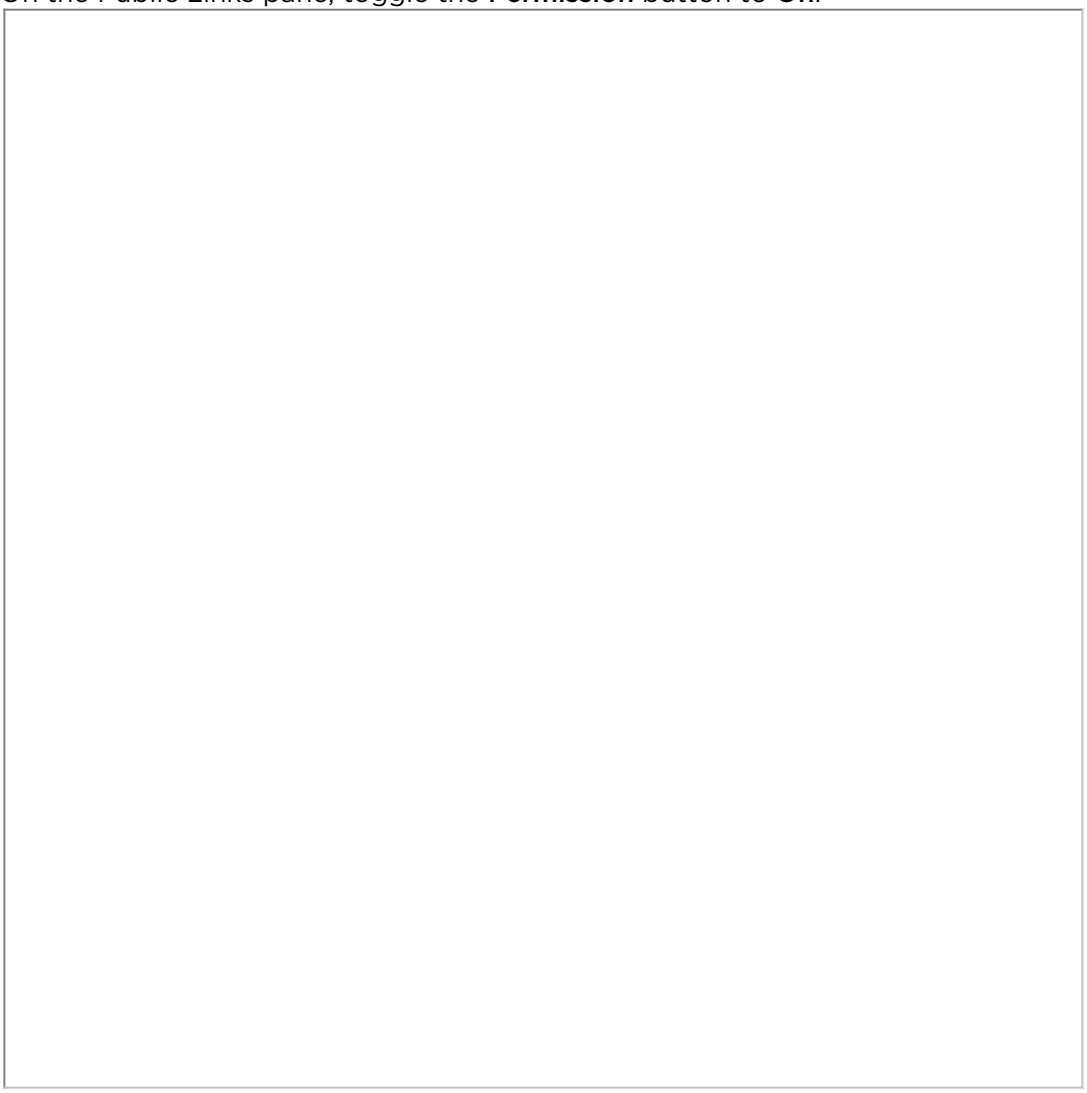
Depending on your account Role and Share Permissions, you can share videos by embedding the Haivision video player as an <iframe> link within an internal Website, intranet portal, or enterprise social media platform, such as Microsoft SharePoint.

To do so, select a video and on the Information pane, click the **Public Links** tab. Once you select "**On**" for the public Permission, you can select the player resolution and then copy the <iframe> link to your clipboard. You can then embed the live player within your own website or application.

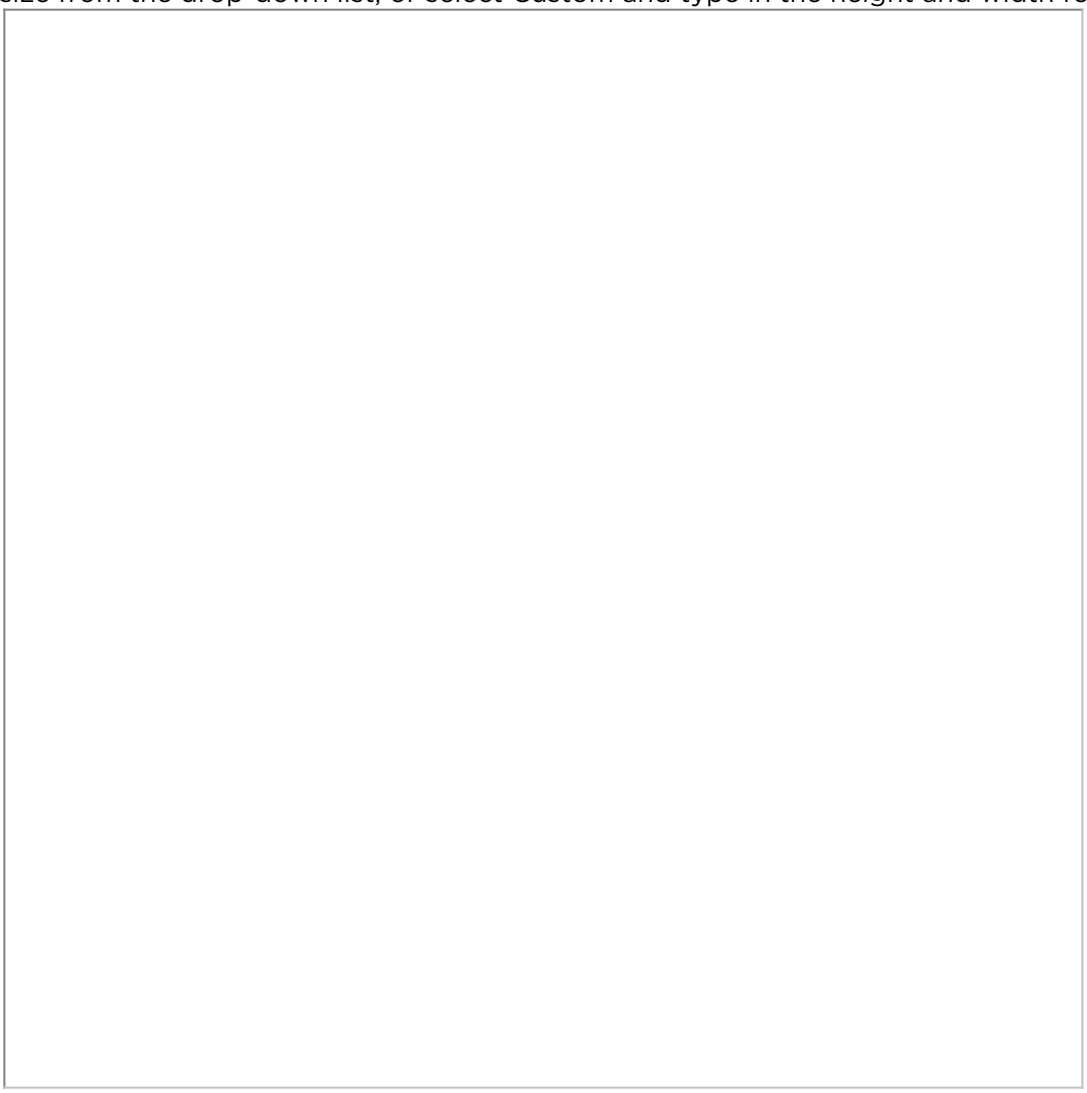
You can also create a link to the Haivision video player to share live events as well as recorded sessions with registered and non-registered users throughout your organization.

To enable public links for a video:

1. Select a session or video, and on the Information pane, click the **Public Links** tab.
2. On the Public Links pane, toggle the **Permission** button to **On**.

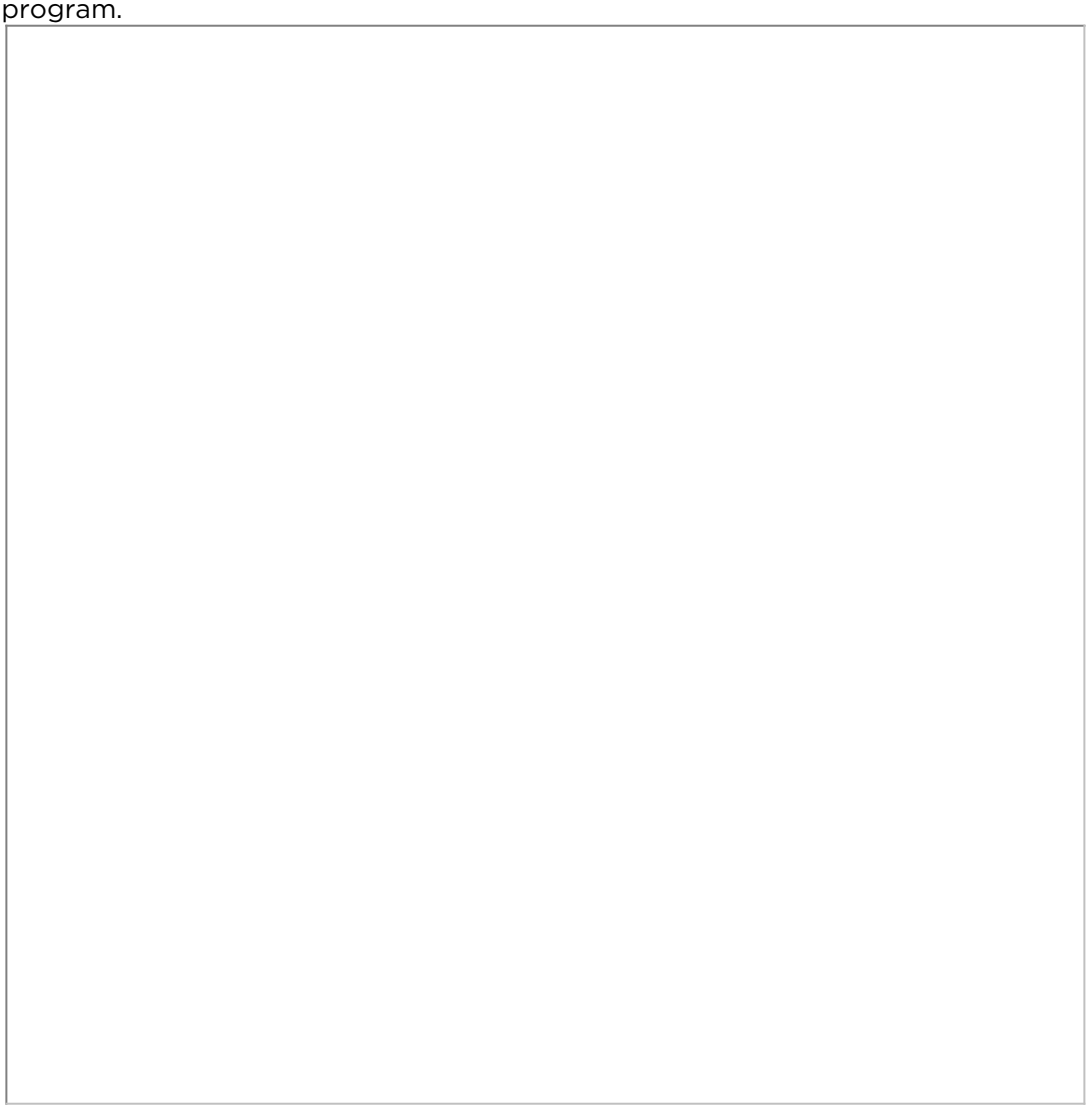


3. To embed the Haivision video player as an <iframe> link, under **Embedded Player**, select the display size from the drop-down list, or select Custom and type in the height and width for the player.



4. (Optional) To disable Autoplay, uncheck the checkbox beside Autoplay. By default, Autoplay is enabled, which means that the video will play automatically once the player has loaded.

5. To copy the <iframe> link to the clipboard, click the icon and then paste it into your application program.



6. To create a link to the Haivision video player, under **Link to Player**, click the icon and then paste it into the address field of your Web browser.
7. To return to the Library's Sessions or Videos list, click the icon.

> **Tip**
>
> You can also upload a custom poster image for a session or video.

Related Topics

- Uploading Custom (Session) Poster Images

Uploading Custom (Video) Poster Images

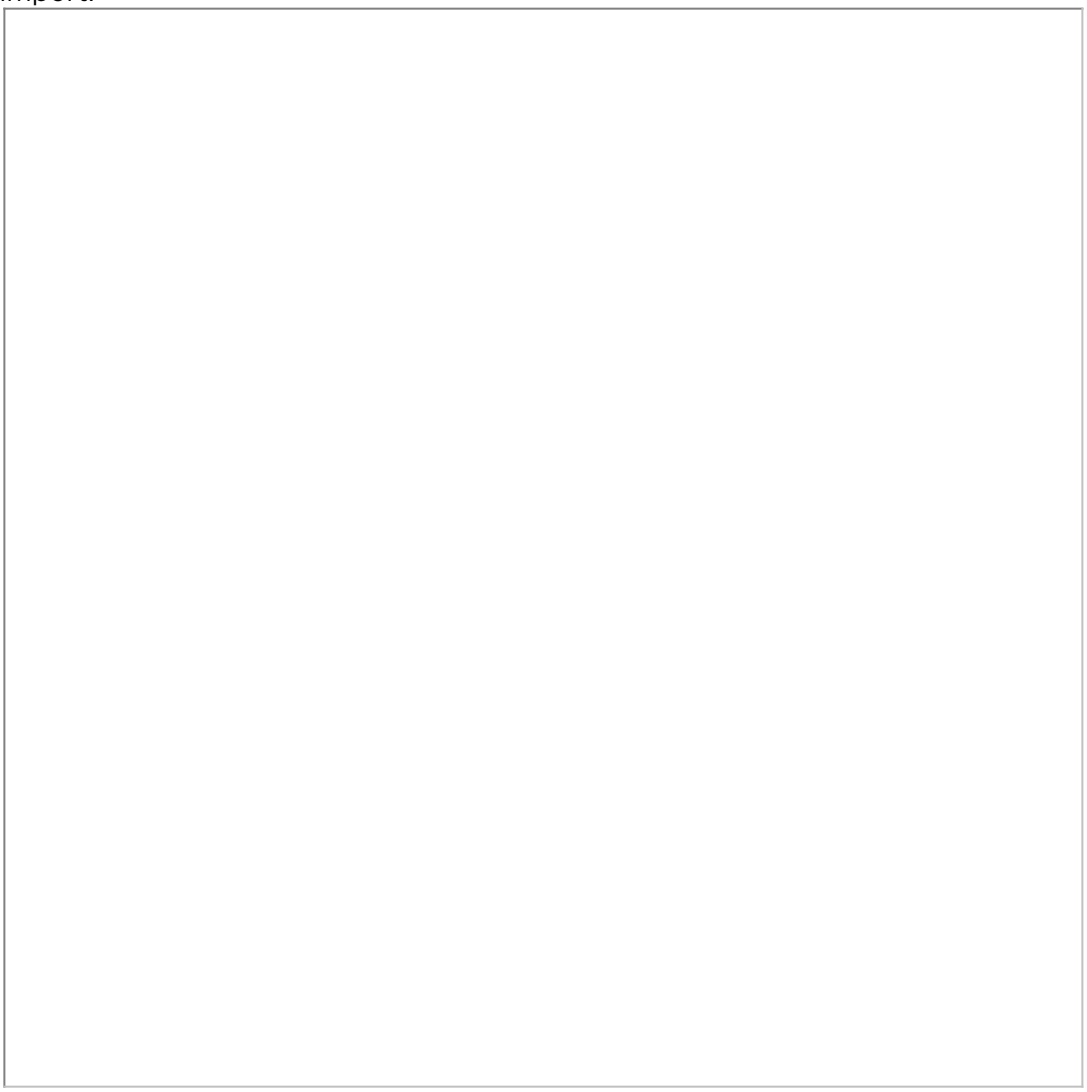
Depending on your account Role and Share Permissions, you can upload a custom poster image for a video that will appear in the Content Library.

Image files of the supported file types (.jpeg, .png, .gif, .bmp, and .tiff) can be imported, cropped, and uploaded. The crop area has a 16x9 ratio with the uploaded image having a dimension of 960x540 pixels.

The poster can also be deleted, reverting back to the default poster for recordings, and the source poster for sessions (as is now).

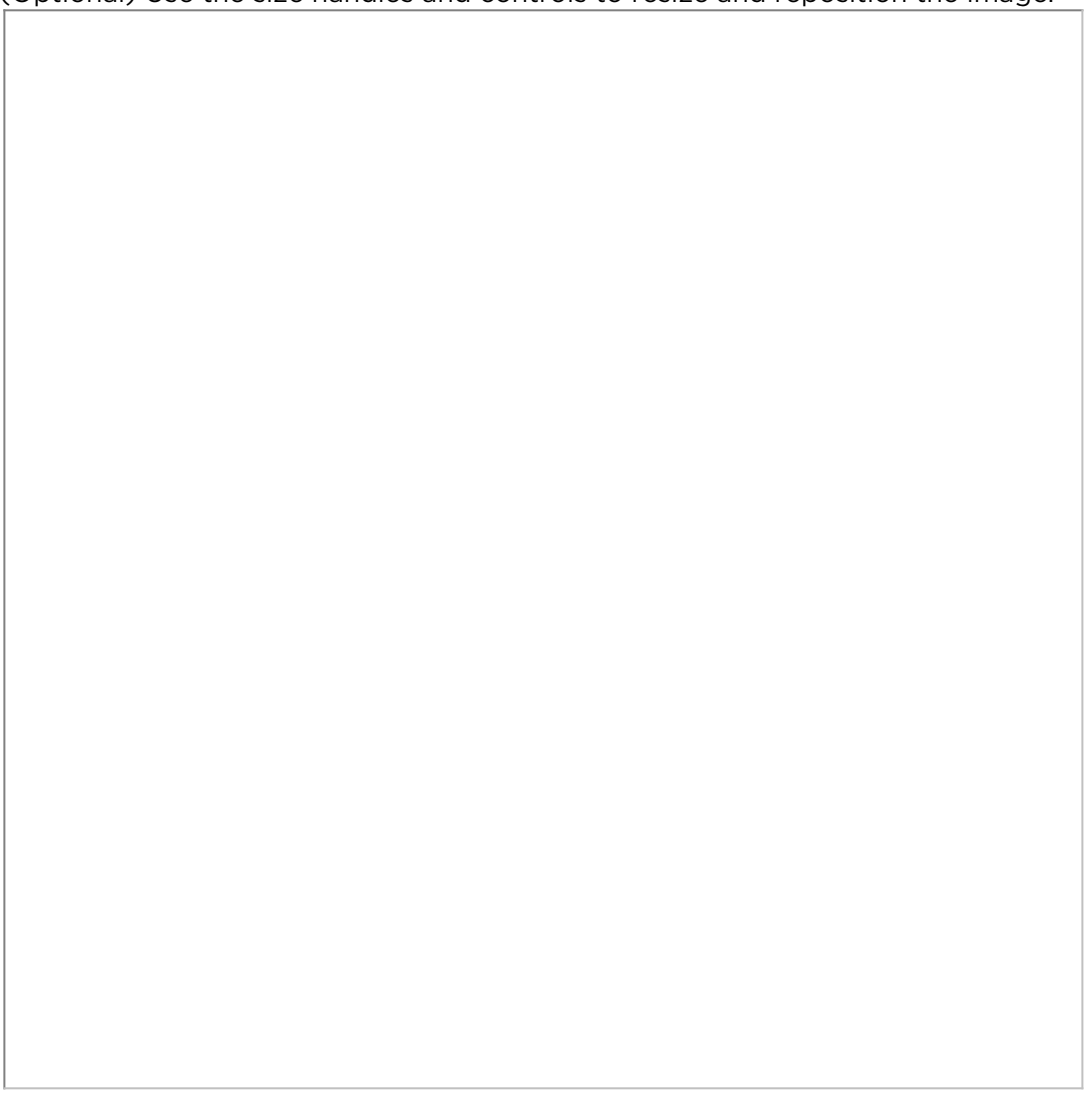
To upload a custom poster image for a session or video:

1. Select a session or video, and on the Information pane, click the **Poster** tab.
2. On the Poster pane, drag an image to the drop area or click **Choose a file** to choose an image file to import.



3. The image is imported and displayed in the crop area. The cropper controls are as follows: **Zoom In/Out**, **Crop/Move [mode]**, **Rotate Left/Right**, **Reset**, **Delete** and **Upload**.

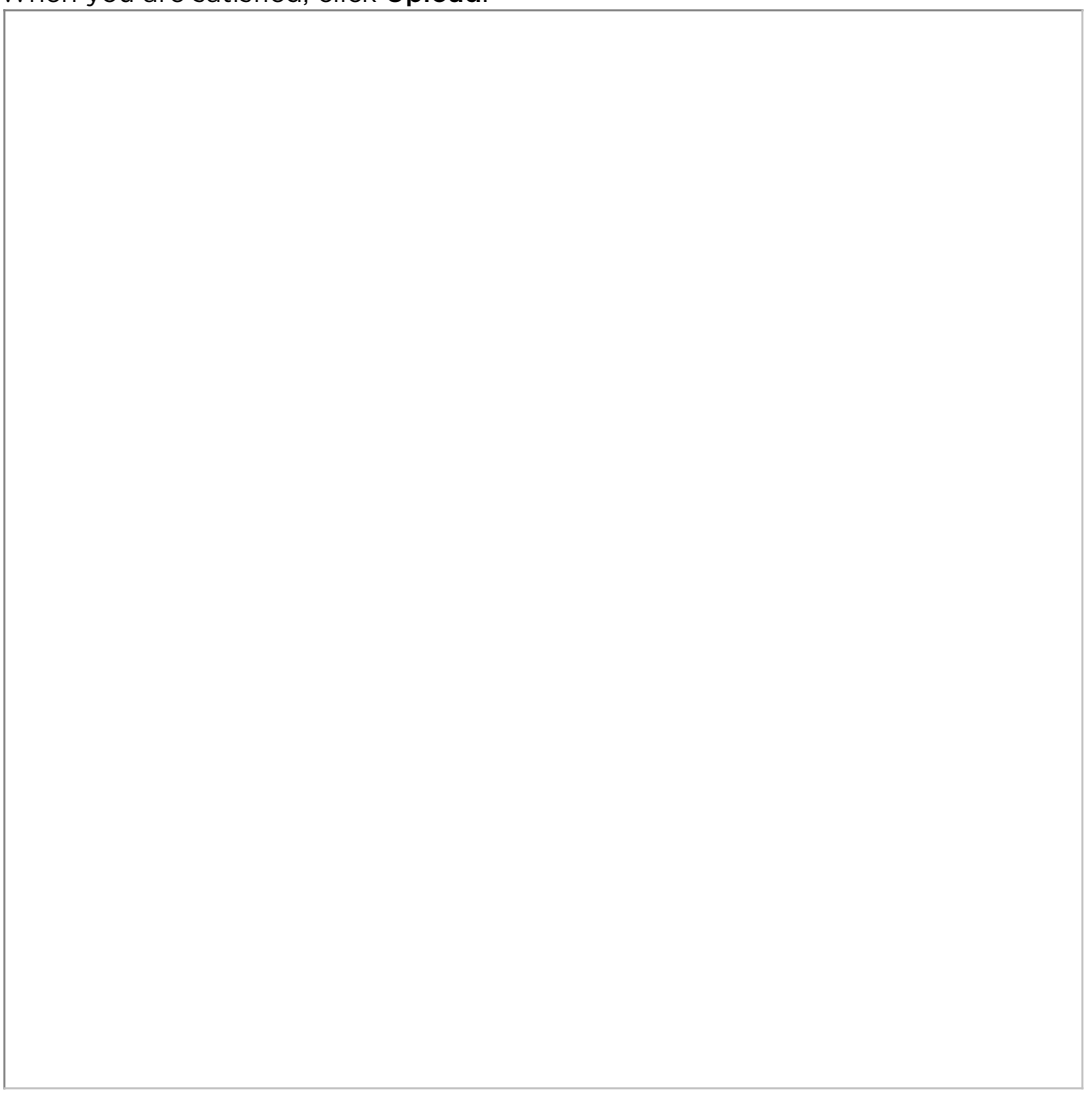
4. (Optional) Use the size handles and controls to resize and reposition the image.



Tip

In Crop mode, when you click outside the initial crop area, you can draw a new crop area, whereas in Move mode, when you click outside the initial crop area, you can move the image.

5. When you are satisfied, click **Upload**.



Collecting User Data Analytics for a Video

Depending on your role permissions, you can view data about how your content is being viewed and who is viewing it.

> **Note**
>
> Contact your system administrator to have the proper permissions assigned.

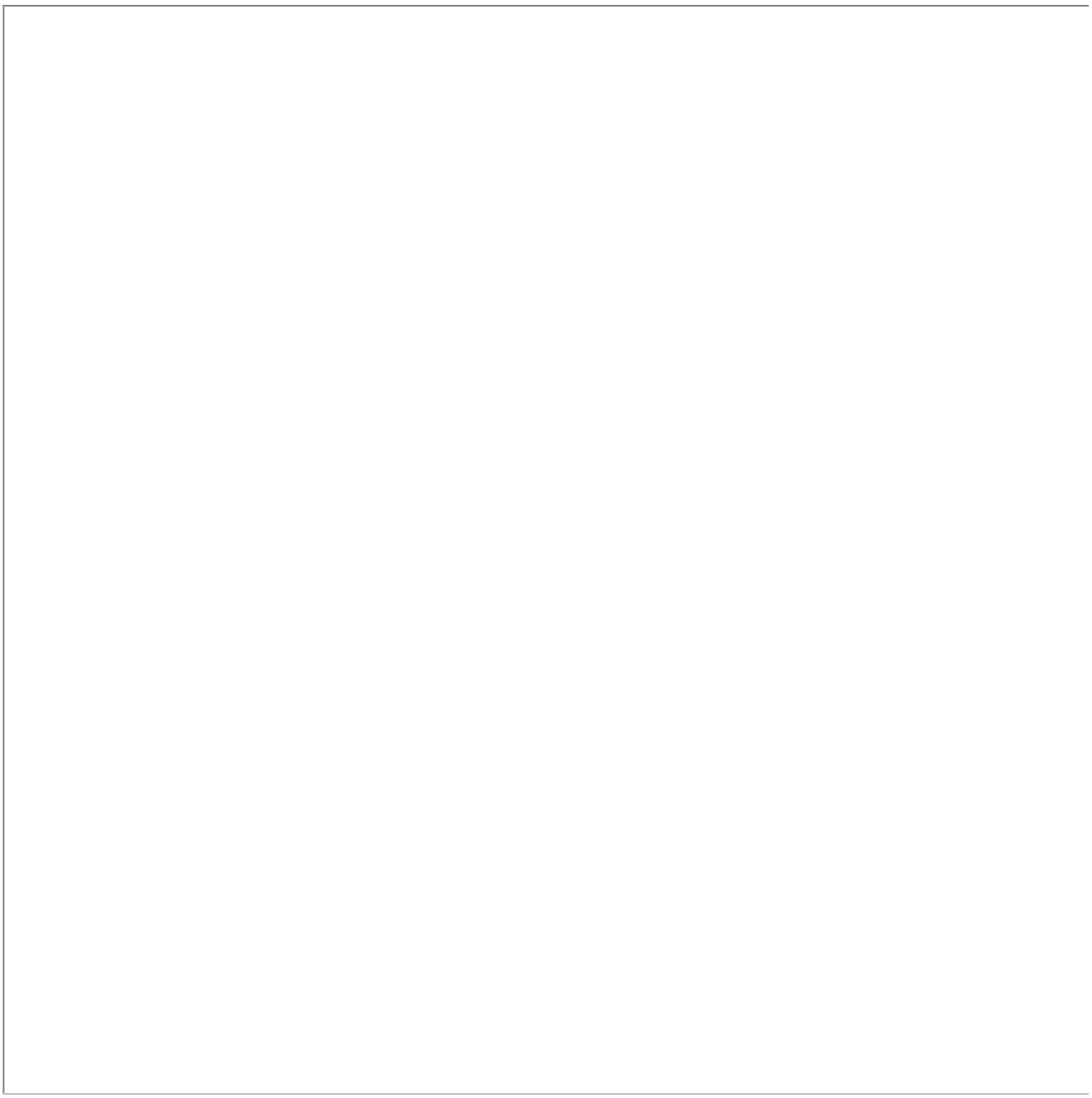
Available metrics include the following:

- Number of views and unique viewers by location.
- Types of devices, browsers, and operating systems being used.

To view analytics for a session, video or source:

1. On a list such as the Videos list (shown in the following example), select an item (hover the mouse over the item and click the icon). Click **Edit** on the action bar.

   Or hover the mouse over the item and click the icon.
2. On the Information pane, click the **Analytics** tab.
3. From here, you can adjust the **Start Date** for the generated analytics report and enter the number of **Days** you want the report to span. The default is 14 days.



The two charts at the top of the screen show the total requests and unique user requests by location (up to ten locations). If there are more than ten, a note appears at the bottom of the screen indicating the number of requests and locations not depicted.

4. To adjust the refresh rate of the data, use the **Refresh Rate** drop-down menu. It can be set to 1, 5, 10 or 30 minutes (default is 1).
5. To generate a list of users that have viewed the asset, click the **Viewer List** button. A .csv file is generated with the username and total requests of each viewer.

Tip

Additionally, the Analytics tab can be accessed through the **Properties** button in the Video or Session Player.

Gliffy Macro Error

An error occurred while rendering this diagram. Please contact your administrator.

- **Name:** VOD Properties Button

Caution

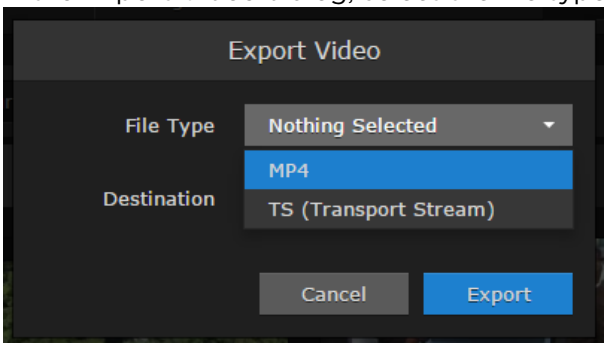
Usage records are stored in an internal database. If the Analytics page is displayed with hundreds of thousands of requests for the specified asset, HMP performance may be negatively impacted as these requests are being queried to be displayed.

Exporting Videos

> **Note**
>
> Export destinations must be pre-defined by your system administrator. See Configuring Export Destinations for details.

To export videos:

1. From the Videos list (Content Library), select the videos to export.
2. Click **Export** on the action bar.
3. In the Export Video dialog, select the file type (either **MP4** or **TS**) and export destination.



4. Click **Export**.

The selected videos, their corresponding poster image (PNG format), and their corresponding XML metadata file are exported to the chosen destination. To check the status of your export, see the Import/Export screen (see Managing Exports).

The filename for each file is based on the unique video ID. The format of the XML metadata file depends on the definition of the selected export destination:

- If HVC Watch Folder is not selected, an HMP-specifc XML metadata file is created.
- If HVC Watch Folder is selected, a mediaRSS XML file is created for ingest by Haivision Video Cloud.

See Export Destination Settings for details on the HVC Watch Folder checkbox.

If you select multiple videos, or if other exports are already in progress, the export jobs are processed in the order they are received.

Managing Feeds

Important

The Portal must be activated and feeds must be created by a system administrator. For more information, refer to Configuring Feeds and Activating the Portal (in the Administrator's Guide).

Note

Your account permissions determine which feeds you can view as well as whether you can manage feed content. To manage feed content, your Share Permissions must be set to enable Change (Feeds) Content.
Please contact your system administrator to have the proper permissions assigned. Or refer to Managing Share Permissions (in the Administrator's Guide).

Topics Discussed

- Feed Management Basics
- Managing Feed Content

Feed Management Basics

Tip

For a walk-through of the Portal user workflow, please see Portal.

The Portal is an optional feature that your organization may use to create a custom landing (home) page. It displays thumbnails of selected videos, sessions, and sources – grouped by feed. When enabled, the Portal is the first thing users see when they sign into HMP.

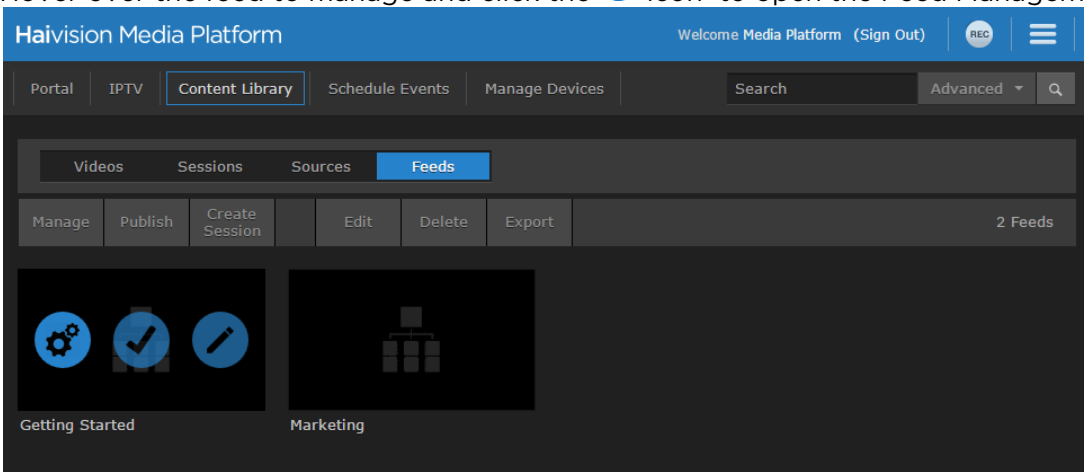
- On the Portal, each feed will display the top 16 items in a scrolling strip with the most relevant first. This relevance is determined by "Featured" first, "Suggested" next, and then the remaining "published" items.
- On the Feed Details screen, "Featured" items are displayed at the top in a carousel. The remaining items are displayed below the carousel. By default, items are displayed in the order of relevance as described above.

Managing Feed Content

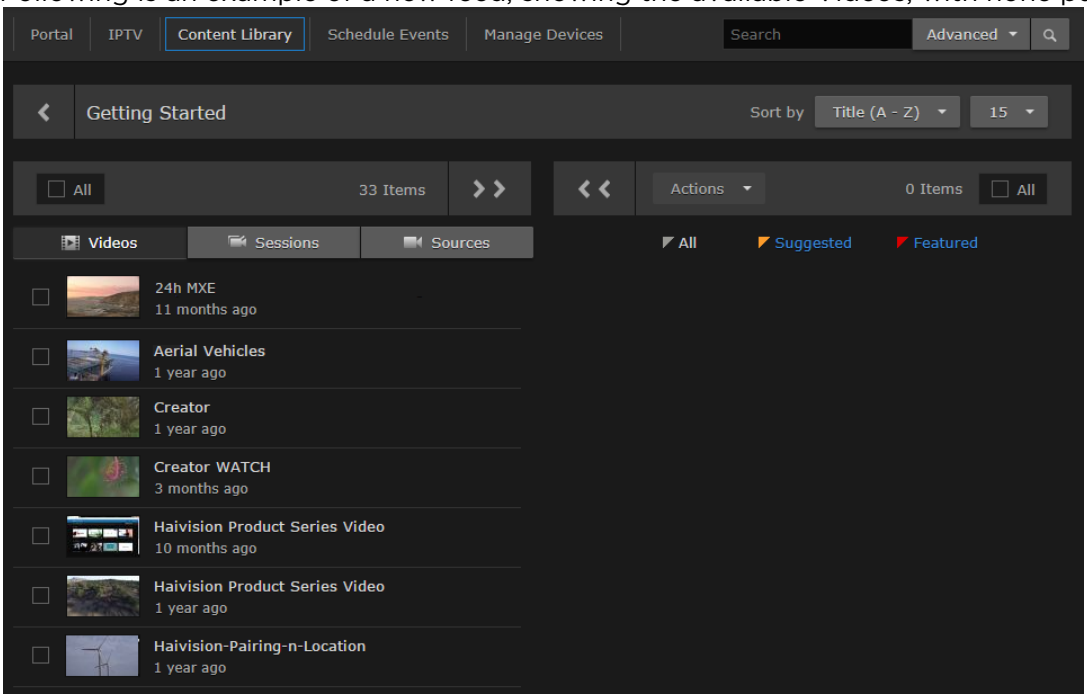
To view and manage feed content:

1. On the Content Library screen, click **Feeds** on the menu bar.

2. Hover over the feed to manage and click the icon to open the Feed Management screen.



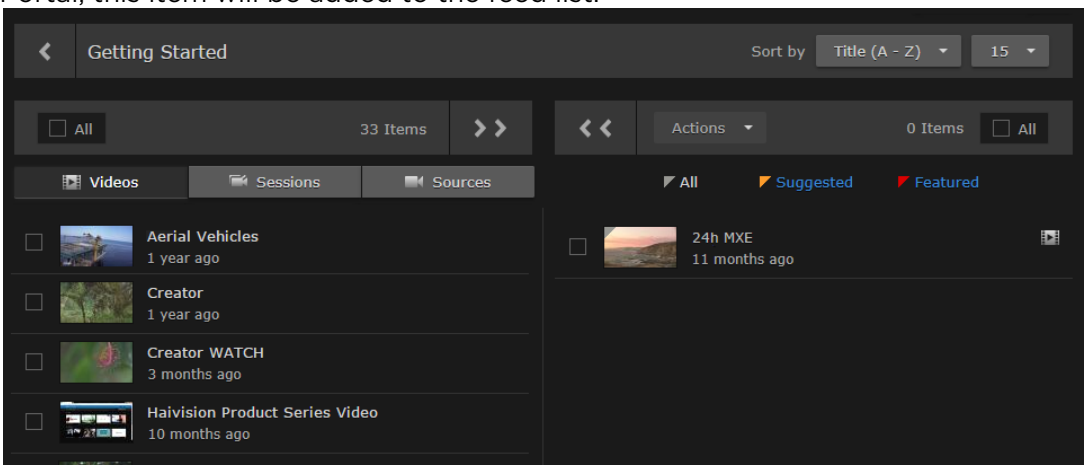
The Feed Management screen opens, showing the lists of available items (either Videos, Sessions, or Sources) in the left panel and the items selected/published for the feed (if any) in the right panel. By default, the Feed Management screen opens in List view, sorted by title (A-Z). Following is an example of a new feed, showing the available Videos, with none published.



To display a different list of available items, click either **Sessions** or **Sources**.

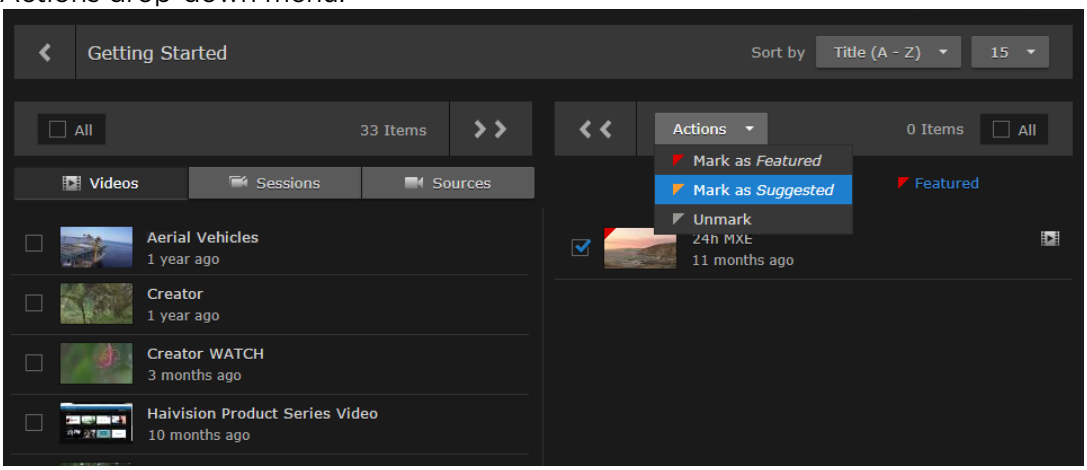
3. To select an item for the feed, hover the mouse over the item and click **Add**.

This moves the item to the right "published" panel (as shown in the following example). On the Portal, this item will be added to the feed list.

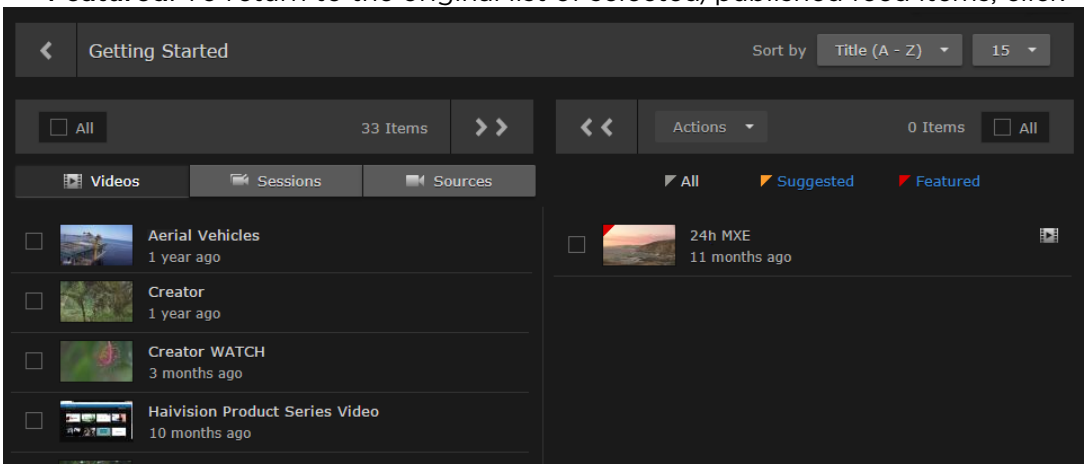


- To remove an item from the feed, hover over the item and click **Remove**.
- To add or remove multiple items from the feed, select the items (or click **All**) and click either the » or « icon.

4. Once an item is selected/published for the feed, you can promote it to "Suggested" or "Featured". Clicking the thumbnail once promotes it to "Suggested", clicking it a second time promotes it to "Featured", and clicking it a third time returns it to "Unmarked".
   Or you can check the checkbox next to multiple items and promote or unmark them using the Actions drop-down menu.



5. To show only "Suggested" or "Featured" items selected for the feed, click either **Suggested** or **Featured**. To return to the original list of selected/published feed items, click **All**.



6. You can continue to add Videos, Sessions, and Sources to the feed (switching between the lists).
7. **Important**

   By default, viewing permissions are enforced from the video asset itself, and users are prevented from watching content that is not shared with them. However, administrators can reverse this to allow feed Share Permissions to take precedence over the permissions assigned to videos, sessions, or sources.
   This setting saves content managers (who are managing the content in each feed) from having to share all the individual items in feeds. Instead they simply share the feed. For more information, see Configuring Feeds and Activating the Portal (in the Administrator's Guide). Keep in mind that in this case, users may have access through feeds to assets that they would not have access to otherwise.

Managing Imports and Exports

Note

Access to Import/Export capabilities depends on your permissions. If you have questions about your access permissions, please contact your system administrator.
Also, you cannot import or export videos from a mobile device.

Haivision Media Platform supports manually initiated import/export, enabling users with appropriate permissions to:

- download an HMP video as an MP4 or TS (Transport Stream) file
- import an HMP-compatible MP4 or TS (Transport Stream) video to HMP (e.g., re-import a video edited using third party editors)
- edit metadata during import
- import HMP XML metadata
- assign metadata to the uploaded video
- export videos and metadata from HMP to an FTP or FTPS server
- export HVC-compatible mRSS metadata
- batch export, through which users may select and "queue up" several videos to be exported one at a time.

Topics Discussed

- Importing Videos
- Managing Exports

Importing Videos

Note

HMP supports H.264 video and AAC audio.

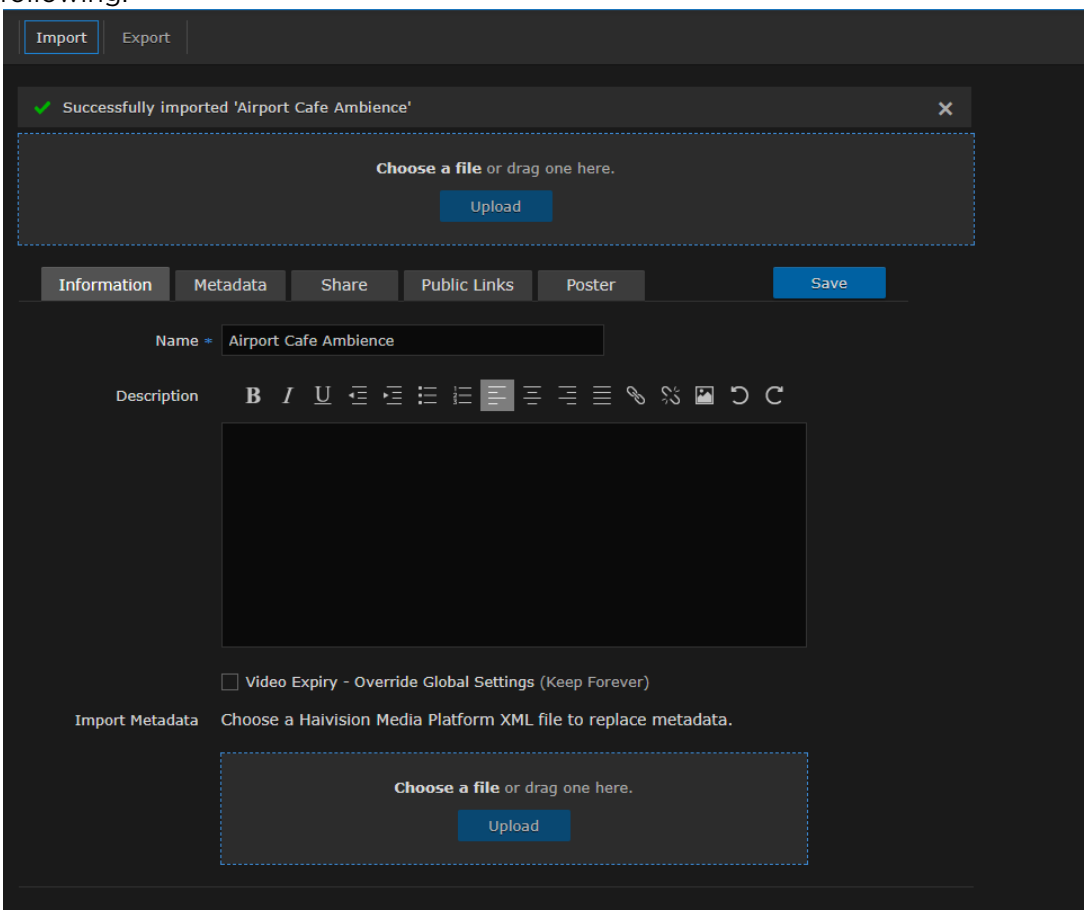
To import a video:

1. Click the ☰ icon on the banner and select Import/Export from the navigation drop-down menu.
2. In the Import Screen that opens, drag a video to the drop area or click **Choose a file** to import a video.
3. When you see the filename in the text box, click **Upload**.

> **Tip**
>
> To select a different video file, drop a new file in the drag area or click the file name and browse for a new video.

The video file will be imported and you will see a progress message.

4. Remain on the page until the import is complete. You will see a confirmation message such as the following.



The video file will be added to the Content Library Videos list.

5. To edit the video information such as the name or description, type in your changes and click **Save**. See Editing Video Information and Metadata.
6. To import an HMP XML file (from an HMP Export) to replace the video information and metadata, under Import Metadata drag a metadata file to the drop area or click **Choose a file**.
7. To edit the metadata, click the **Metadata** tab, type in your changes, and click **Save**.

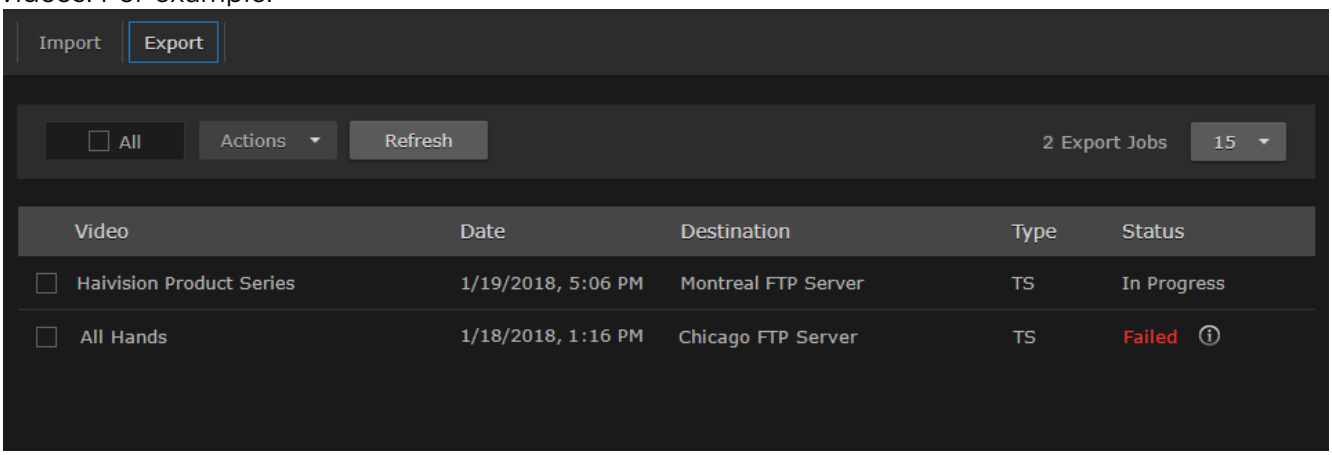
> **Tip**
>
> The metadata can be saved at any time and does not have to wait for the upload to finish.

Managing Exports

From the Export screen, you can view and manage video export jobs. Videos are selected and queued for export from the Content Library's Videos list. See Exporting Videos for details.

To manage exports:

1. Click the ☰ icon, and click **Import/Export**.
2. Select Export from the navigation bar. The Export screen opens, showing the list of exported videos. For example:



> **Tip**
>
> Hovering over the ⓘ icon displays information about error conditions, including skipped, canceled, or failed export jobs.

3. To perform any actions on one or more videos in the Videos list, check the checkbox next to the videos (or check **All**).
   - To cancel export jobs (i.e., remove from the queue), select **Cancel** from the Actions drop-down menu and click **Confirm**.
   - To remove jobs from the Export list, select **Clear** from the Actions drop-down menu.
   - To re-export Cancelled or Failed jobs, select **Re-Export** from the Actions dropdown menu.

> **Tip**
>
> To successfully re-export skipped export jobs (for example, if the exported file was deleted from the FTP server), clear the successful export job from the list and re-export the skipped job.

> **Tip**
>
> You can click **Refresh** to update the status listings.

Managing and Scheduling Devices

This section describes how to manage Haivision Play Set-Top Boxes (STBs) in the Haivision Media Platform (HMP) domain.

Topics Discussed

- Managing Haivision Play Set-Top Boxes
  - Viewing and Managing Devices
  - Editing Device Settings
  - Removing Devices
  - Controlling Devices
  - Sending Text Messages to Devices
- Scheduling Devices

Managing Haivision Play Set-Top Boxes

Note

Please refer to the appropriate *Play STB Quick Start Guide* for the steps to install your set-top box. For more detailed information including how to register and configure your STB, refer to the appropriate *Play STB User's Guide* (available at https://doc.haivision.com/SetTopBox*)*.

Once the connection is established, the set-top box automatically provisions itself with an application from the network via the HMP. When power is applied to the STB, it remembers the last system with which it was provisioned.

Tip

Administrators can configure the device default settings to apply to new set-top boxes and create tags for tag-based configuration. For more information, refer to STB Administration (in the Administrator's Guide).

Topics Discussed

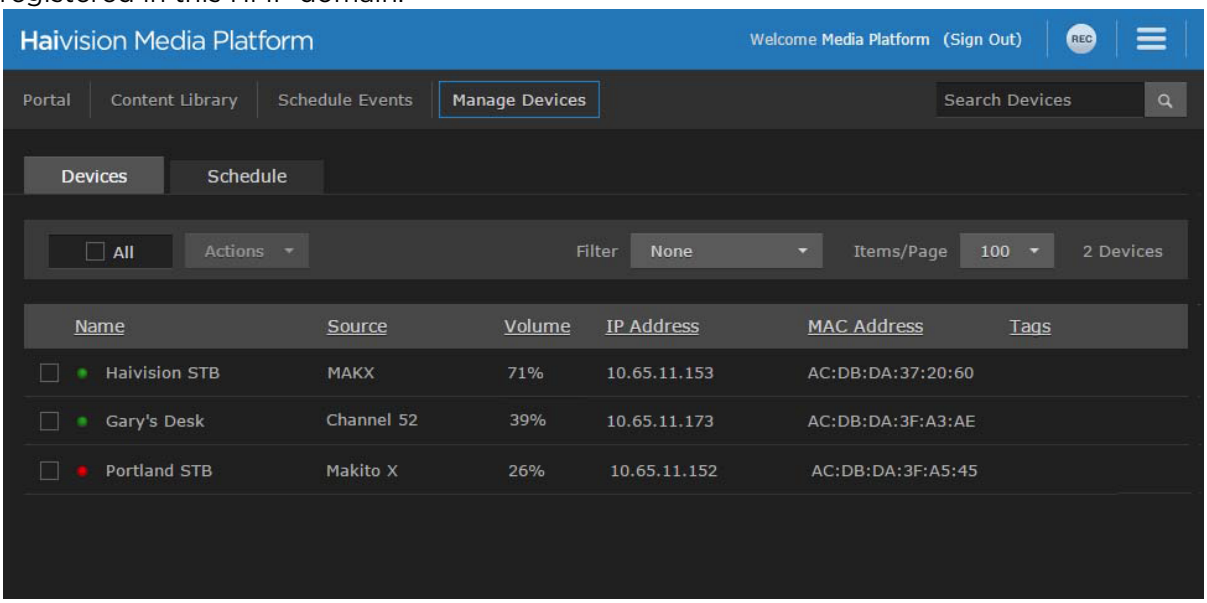
- Viewing and Managing Devices
- Editing Device Settings
- Removing Devices
- Controlling Devices
- Sending Text Messages to Devices

Viewing and Managing Devices

This section shows how to view and edit device settings and send control commands to device(s). To schedule control command events for devices, see **Scheduling Devices**.

To view and manage devices registered in this domain:

1. Click **Manage Devices** on the navigation bar.
   The Manage Devices screen opens to the following Devices list, which lists the devices (STBs) registered in this HMP domain.

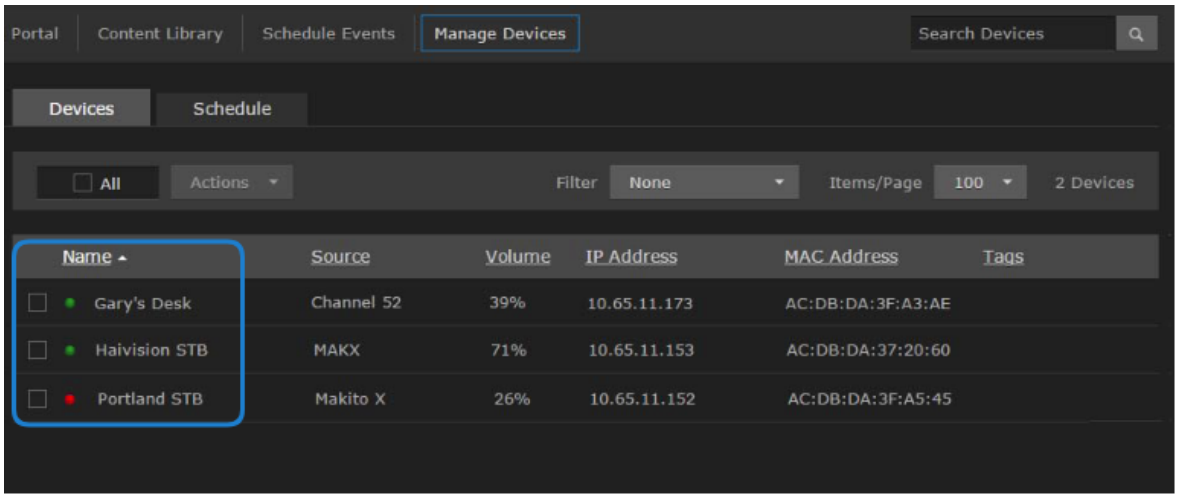


   The Devices list displays summary information for each set-top box, including the status, name, source, current volume, IP address, MAC address, and assigned tags.
   Four colors indicate the device's connection status:

Color	Indication
🟢	The device is powered on, connected, and displaying video.
🔵	The device is locked, awaiting PIN entry (Play 1000 STB only).
🔴	The device is disconnected.
🟡	The device is powered off.

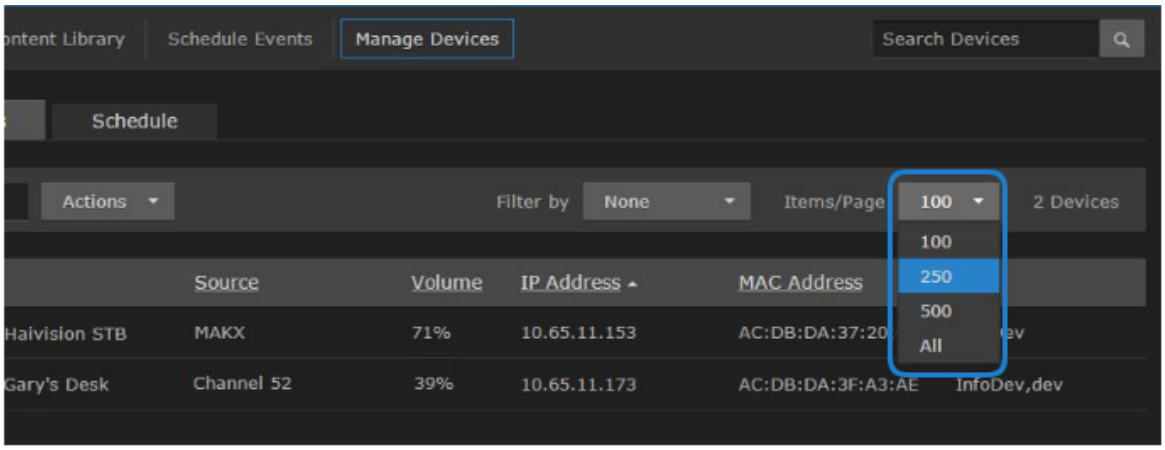
Sorting the List

You can click a column heading to select the column to sort the list by, for example, by device name or by source. Clicking again toggles the sort order between ascending and descending. In the following example, the list is sorted by device name in ascending order.



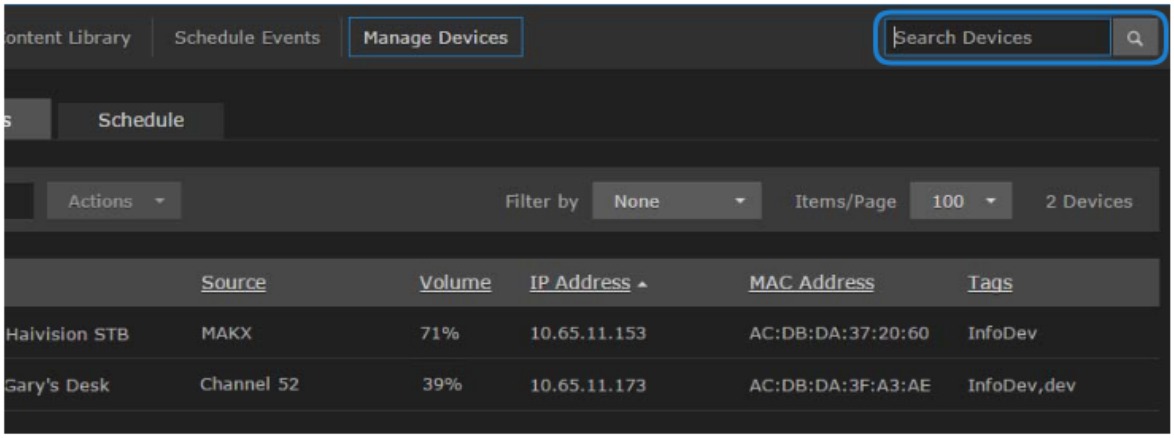
Items per Page

To change the number of items to display per page, select the number from the Items/Page drop-down menu (the default is 100).



Searching

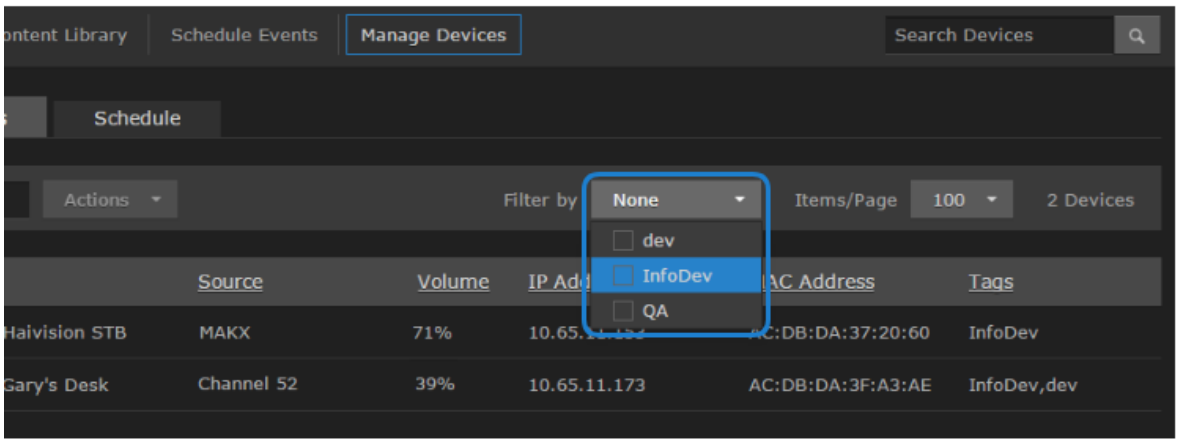
To search for devices, enter the name or IP address in the Search field and click the icon or press **Enter**.



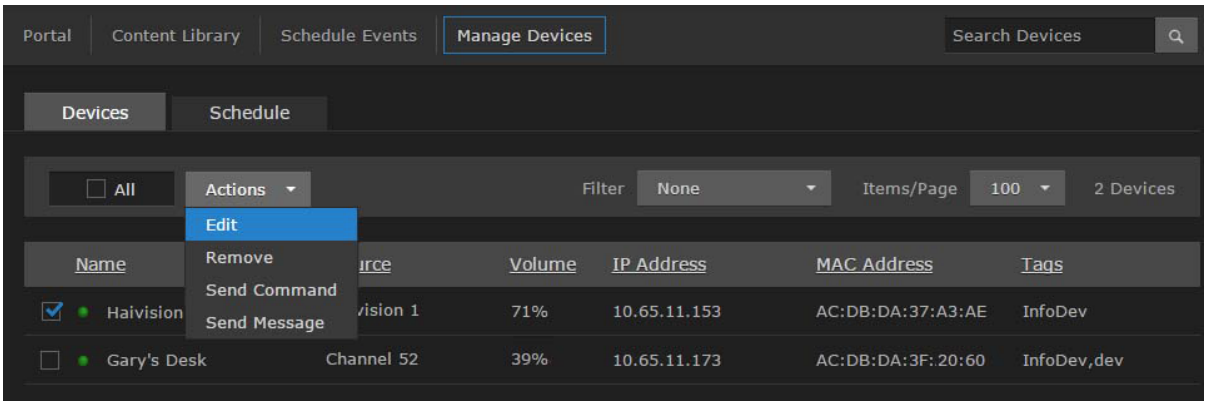
The magnifying glass changes to red indicating that the search filter is active.

Filter by Tags

You can also filter the displayed list by tags (if defined on your system). Simply click in the **Filter by** text box and select the tag to filter by. This is useful to narrow down and manage a long list of devices. To add or delete tags, see Editing Device Settings.



From the Devices list, you can select one or multiple devices and perform these actions:



- Edit the device name and settings. You can bulk-edit some but not all device settings. See **Editing Device Settings**.
- Remove (inactive) devices from the HMP domain. See **Removing Devices**.
- Send commands to control device(s). See **Controlling Devices**.
- Schedule control command events (either one-time or recurring) on device(s). See **Scheduling Devices**.

To specify the default settings assigned to new devices, as well as create tags for tag-based configuration of devices, see **STB Administration** in the *Administrator's Guide*.

Tip

If no tags are defined on your system, the Filter by drop-down is not visible.

Editing Device Settings

When you register a new STB, the default settings are assigned to the new device. (To specify the default settings, see **STB Administration** in the **Administrator's Guide**.)

Tip

If the Devices list is long and tags are available, you may choose to filter the display by tags. See "Filter by tags" in **Viewing and Managing Devices**.

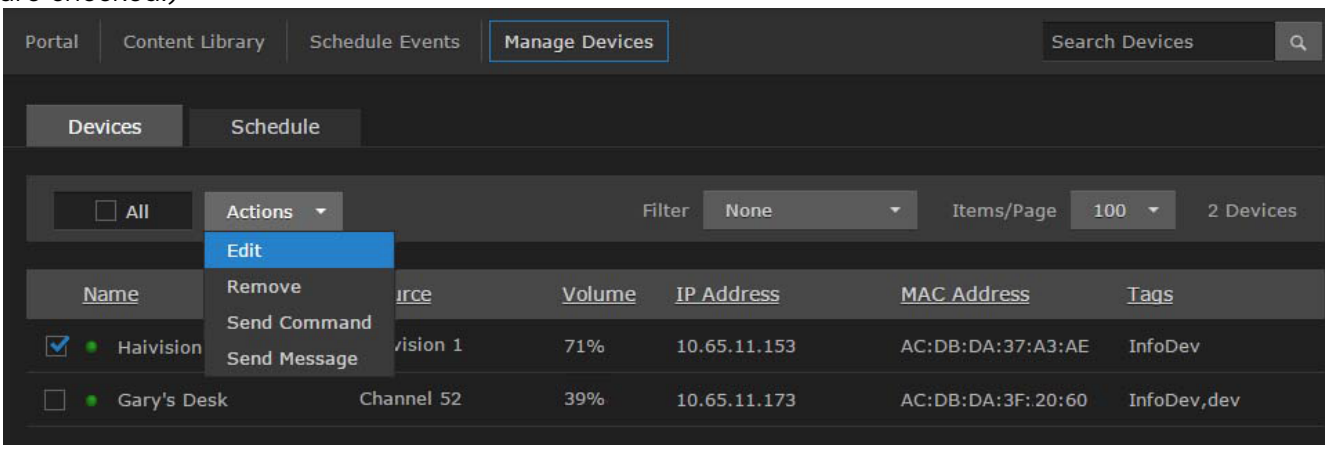
To edit device settings:

1. On the Devices list, select the device(s) to edit: either click the device name, check the checkbox next to the device, or check **All**.

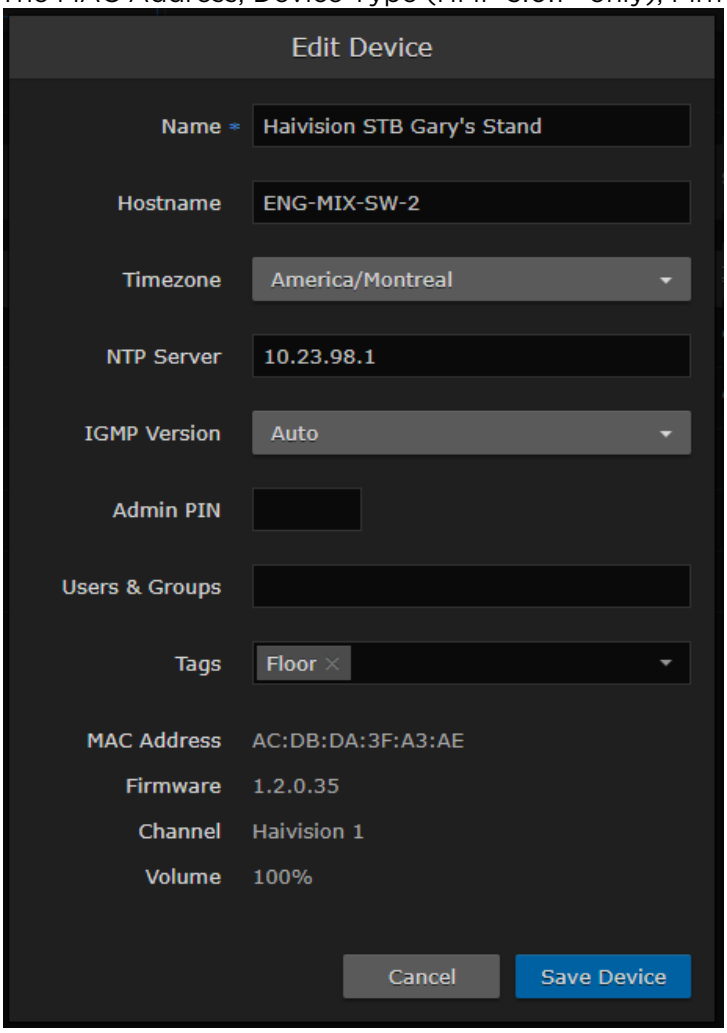
   Note

   Clicking a device name selects it; while clicking the volume in the device row opens the Send Command dialog.

2. Select Edit from the Actions drop-down menu. (This menu is available when one or more devices are checked.)

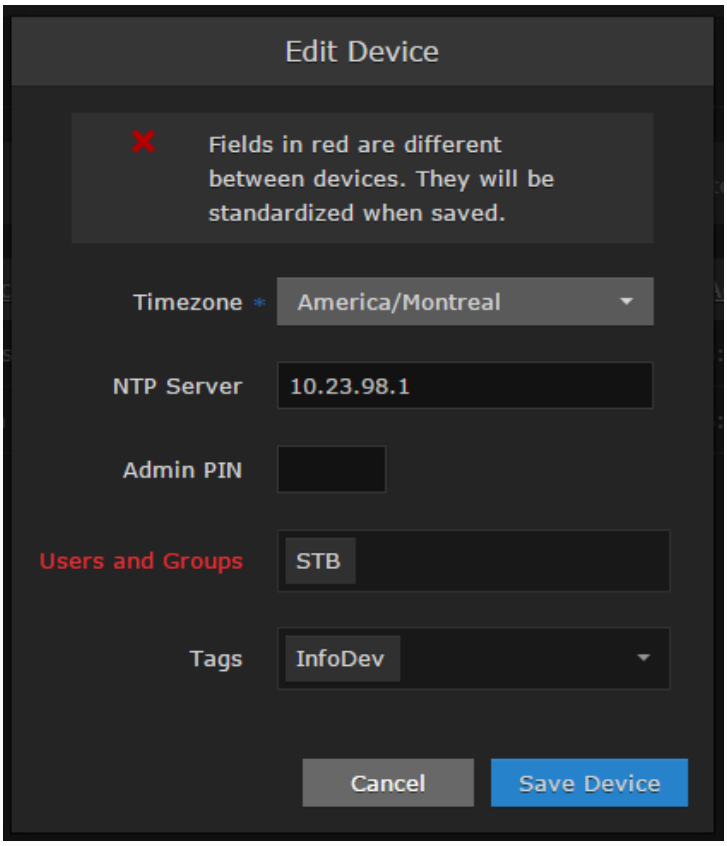


3. On the Edit Device dialog, enter or select the value(s) to modify the device. See **Device Settings**. The MAC Address, Device Type (HMP 3.0.1+ only), Firmware, Channel, and Volume are read-only.



Important

If you select multiple devices (or check **All**), the Edit Device dialog only includes settings that can be bulk-edited (as shown in the following figure). If device settings have been configured differently (i.e., with conflicting or "mixed" values), a warning appears across the top of the list and settings with mixed values are displayed in red.
You can either assign the values shown to all the selected devices (by clicking **Save Device**), or retain the current (i.e., different) settings (by clicking **Cancel**).



4. Click **Save Device**.

The changes take effect immediately and are reflected in the Devices list.

Device Settings

The following table lists the Device settings (for individual devices, Edit Device dialog):

Device Setting	Description/Values
Name	**Note** The Device Name, Hostname, Timezone and NTP Server settings are also stored in STB Flash memory.
Hostname	**Tip** This is an additional label that can be used to further identify the physical location of the device in the HMP domain.
Timezone	To modify, select the desired time zone and corresponding city.
NTP Server	To modify, enter the IP address of the NTP (Network Time Protocol) Server for the device.

Device Setting	Description/Values
IGMP Version	To modify, select the desired IGMP version: • Auto • IGMPv2 • IGMPv3
Admin Pin	**Note** The Admin PIN code set or removed (here) for a specific device takes precedence over the default Admin PIN entered on the Administration screen.
Users and Groups	Type in one or more user or group names to assign access to this device.
Tags	Type in one or more tags to assign to this device. Tags must be previously created from the Administration screen. See Editing Device Settings.
MAC Address	**Tip** This is also displayed on the STB Settings Information page.
Device Type (HMP 3.0.1+ only)	(read-only) Lists the STB model.
Firmware	**Tip** This is also displayed on the STB Settings Information page.
Channel	(read-only) The default start-up channel.
Volume	(read-only) The default start-up volume.

Priority of Settings Applied on Reboot

When a device boots up, the priority for determining which settings are applied on devices is as follows (i.e., general priorities from high to low):

- Device Settings saved on the Server DB if the STB is already registered
- Device Settings stored on the STB device flash
- Set-Top-Box Default Settings on HMP STB Manager (Global default settings for all STBs)

In some cases, the settings on the STB device may be overwritten by the device's settings stored on the server.

Syncing via STB Manager vs. IR Remote

Syncing changes made via HMP STB Manager vs. the STB device's IR remote by user actions are applied differently:

- Timezone/NTP setting changes from HMP STB Manager "Edit Device" are applied to the STB device right away.
- But Timezone/NTP setting changes from the STB device via the IR remote may take up to one hour maximum to be synchronized back to HMP STB Manager.

Device name and hostname changes can only be done from HMP STB Manager.

Removing Devices

To remove devices from the HMP domain:

1. Select the device(s) in the Devices list.
2. Select Remove from the Actions drop-down menu and click **Confirm**.

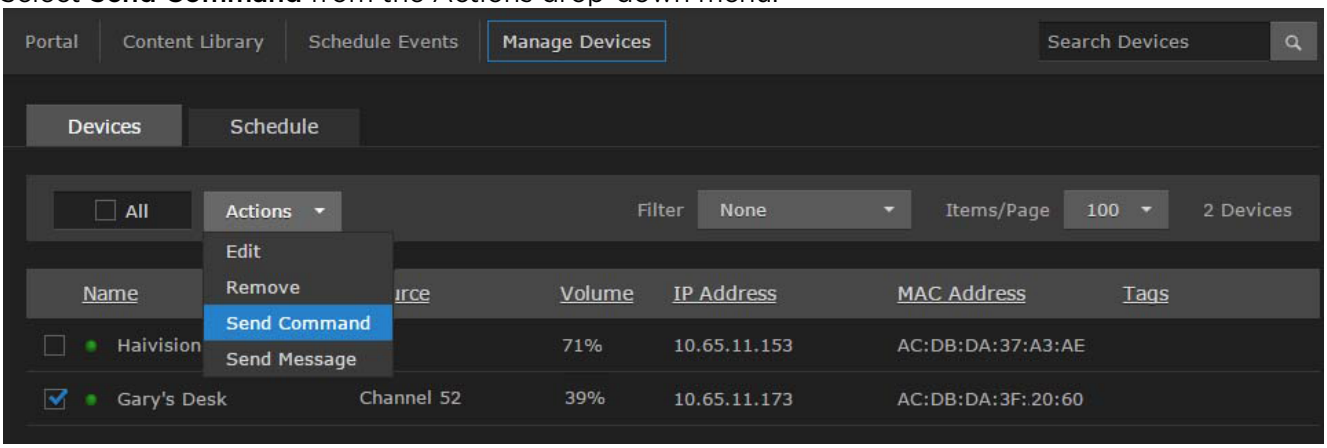
Inactive devices (i.e., not online or active) will be removed from the Devices list and the HMP domain. Active devices will be removed from the Devices list but will eventually reappear in the Devices list.

Controlling Devices

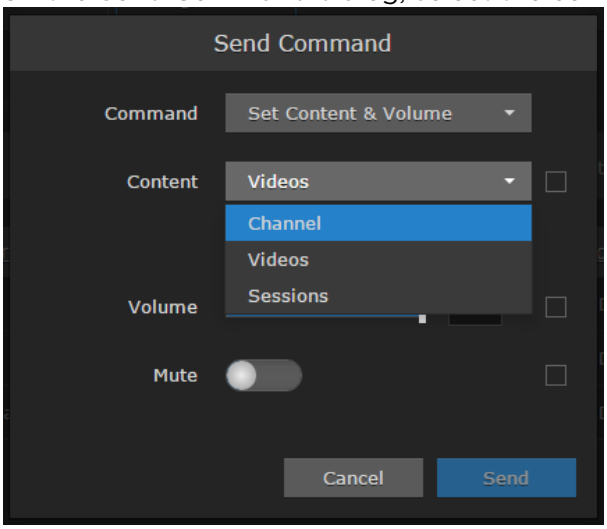
From the Devices list, you can select devices and send control commands, such as setting the content and volume, muting/unmuting, powering on/off, and rebooting devices. Control commands take effect immediately and (where applicable) will be reflected in the Devices list.

To send control commands to devices:

1. Select the devices to control in the Devices list.
2. Select **Send Command** from the Actions drop-down menu.



3. On the Send Command dialog, select the command: either **Set Content & Volume** or **Power**.

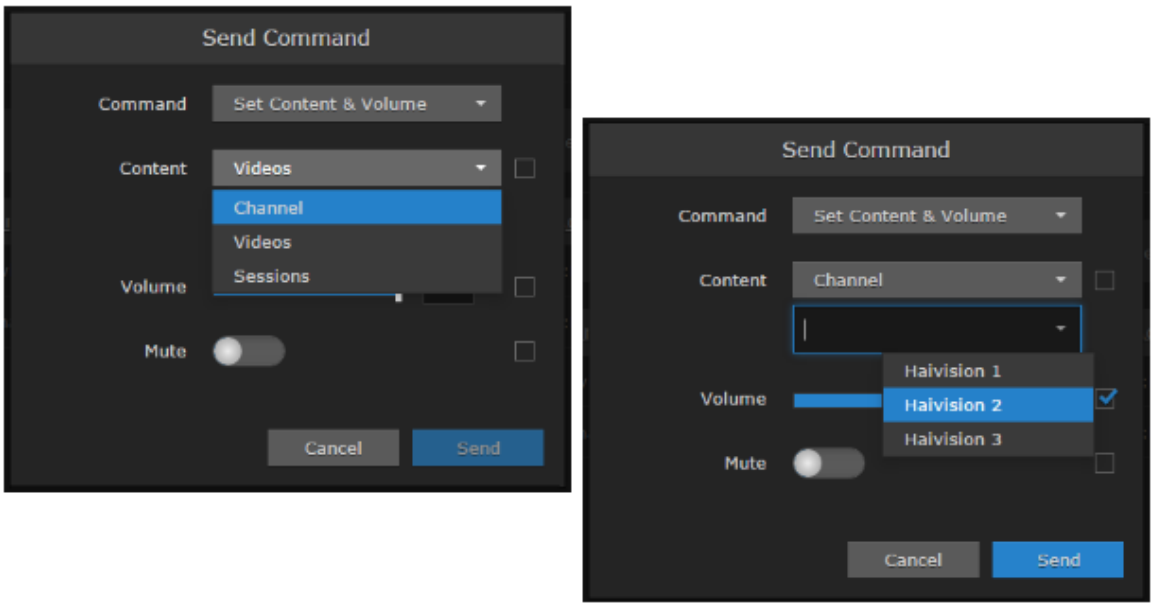


Tip

You can click the volume in the device row (on the Devices list) to directly open the Send Command dialog.

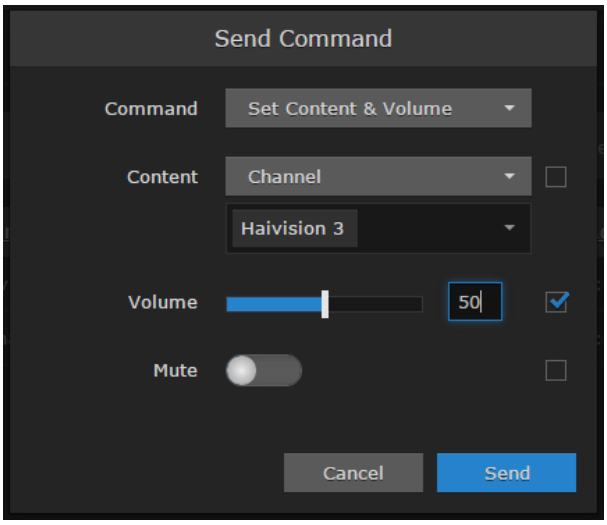
Set Content & Volume

1. Select **Set Content & Volume** from the Command drop-down menu (Send Command dialog).
   -or-
   Click the volume for the device in the Devices list.
2. To change the tuned content, select **Channel**, **Videos**, or **Sessions** from the Content drop-down list, and then select the channel, video, or session.



When you adjust the content or volume, or mute/unmute the volume, the checkbox beside the selector is automatically checked to indicate which settings will be affected.

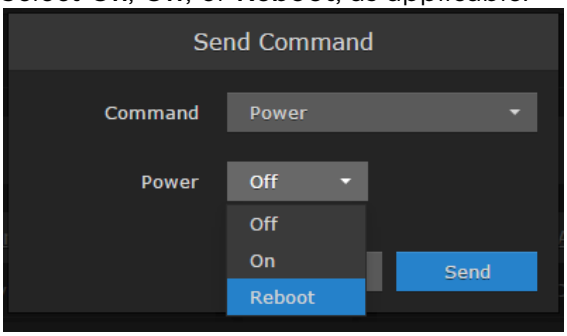
3. To adjust the volume, move the volume slider right or left to raise or lower the volume, or type the volume level into the text box.



4. To mute or unmute the volume, toggle the **Mute** button On or Off.
5. Click **Send**.

Power

1. To power the selected devices on/off or to reboot the devices, select **Power** from the Command drop-down menu (Send Command dialog).
2. Select **On**, **Off**, or **Reboot**, as applicable.



3. Click **Send**.

Sending Text Messages to Devices

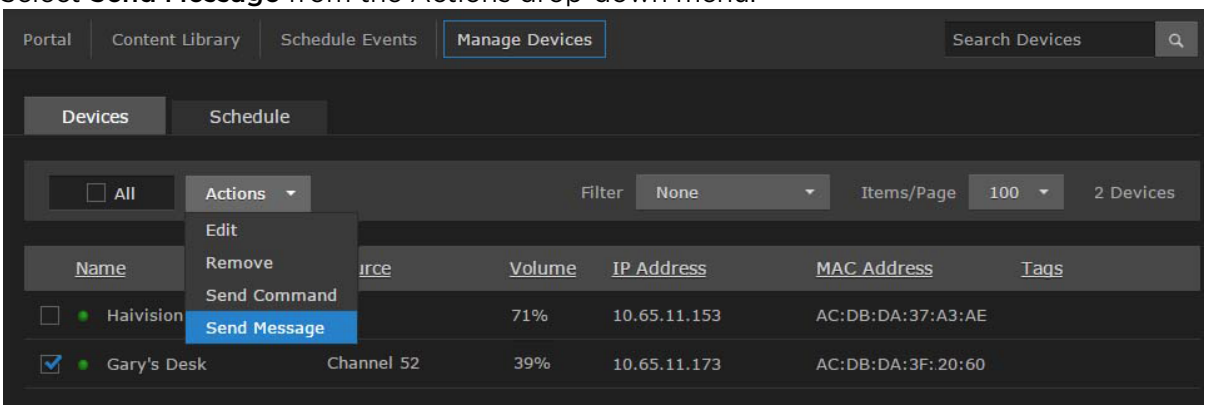
From the Devices list, you can configure and schedule text messages to send to devices.

While you are configuring the message, you will see a preview screen to show how it will look on the STB device screen.

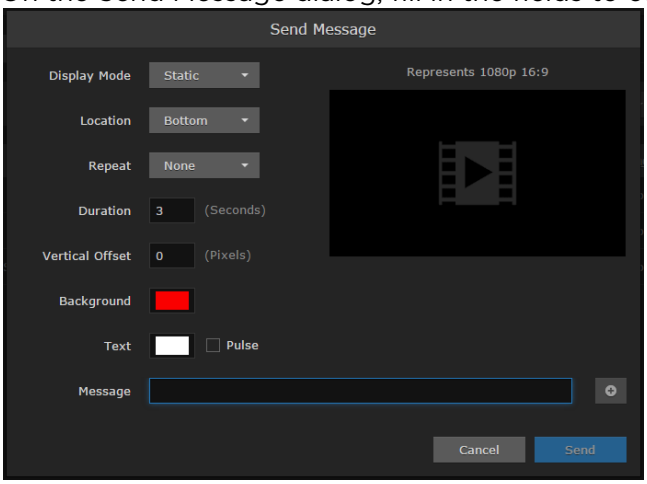
To send text messages to devices:

1. Select one or more devices in the Devices list.

2. Select **Send Message** from the Actions drop-down menu.



3. On the Send Message dialog, fill in the fields to configure the message.



4. Type the message to display in the Message text box.
5. Click the ⊕ icon to start the preview. This adds another text box for you to enter another message.
6. Click **Send** to send the message to the set-top box.

Scheduling Devices

Tip

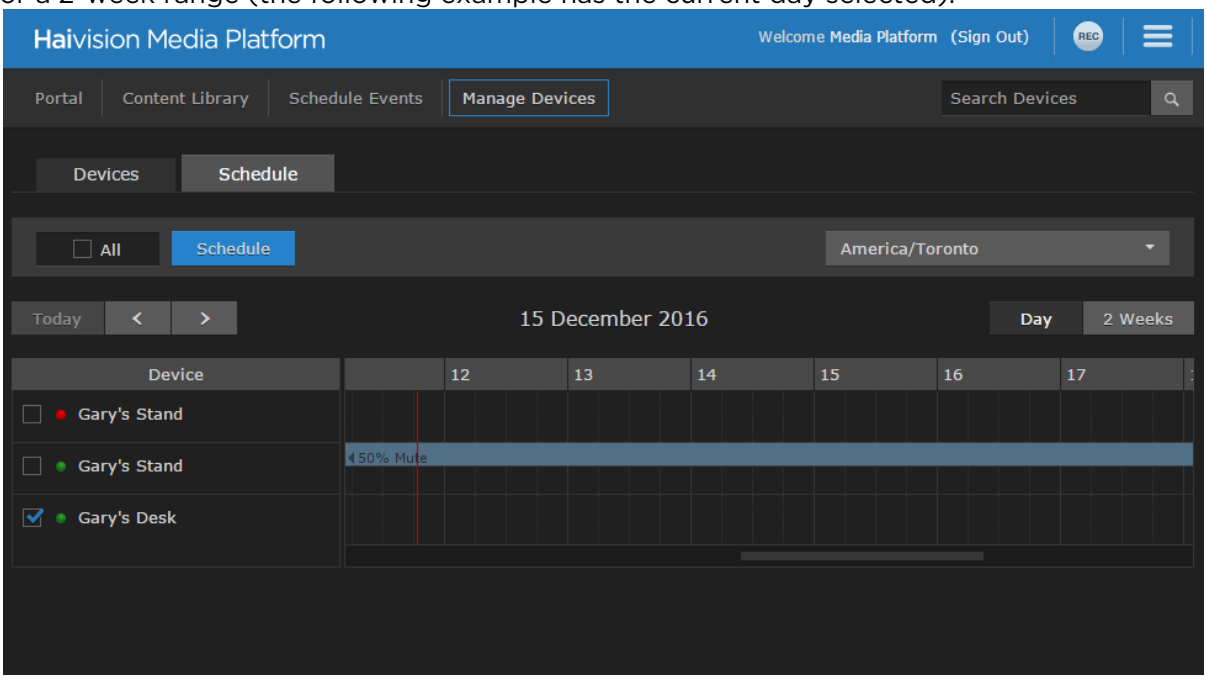
If you have filtered the Devices list by tags, when you open the Schedule pane, you still see the filtered list.

Note

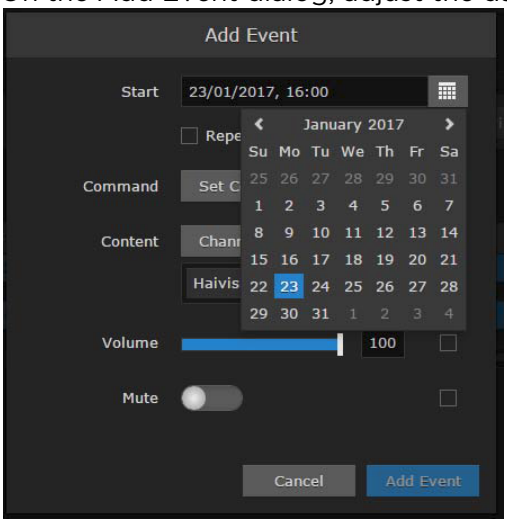
Events do not have end times. Each one continues indefinitely until another event changes/ends it. For example, the Set Content command changes content from one channel, video, or session to the other, and no stop time is required.
If a VOD (video-on-demand) recording is scheduled on a STB for a particular time slot, it will only play once and will not be recurring. When the recording has finished, the STB will return to the live channel it was last on.
The Manage Devices screen shows the last command until the end of the current day. However, STBs do not automatically switch off or go into low-powered standby mode. These events must be scheduled by customers.

To schedule STBs:

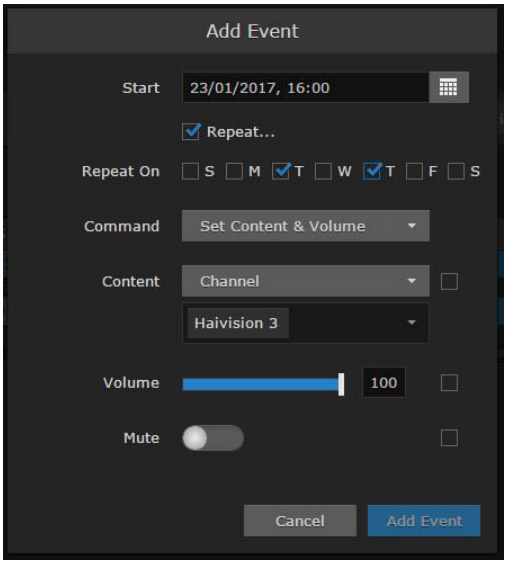
1. On the Manage Devices screen, click the **Schedule** tab.
   The Schedule pane opens, displaying your devices as cells on a grid, with a row for each device and a column for each quarter or half hour of the time period. The time period is either the current day or a 2-week range (the following example has the current day selected).



2. If necessary, switch the view either from the current **Day** to **2 Weeks**, or vice versa.
3. Select the devices to schedule in the Device column (if not already selected).
4. Click **Schedule**.
   -or-
   Click an empty time slot for the event.
5. On the Add Event dialog, adjust the date and time (if required).



6. To set up a recurring event, check the Repeat checkbox and select the days on which to repeat the event.



7. Select the command settings. For information, see Controlling Devices.
8. Click the **Add Event** button.
   The events will be added to the schedule grid for the selected devices.
9. To delete or edit the event, click in the event slot and select **Delete** or **Edit**.

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, Havision 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	• 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	• 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	• 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	10:00pm - 5:00am	48 Hours
Urgent	• 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	• 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

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

info@haivision.com
www.haivision.com

North America: 1.877.224.5445
International: +1.514.334.5445

HAIVISION