



HAIVISION

Haivision Media Platform 3.7
User's Guide

HVS-ID-UG-HMP-37

Edition Notice

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About This Document

Conventions

The following conventions are used to help clarify the content.

Typographic Conventions and Elements

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

Action Alerts

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



Tip

Indicates highlights, suggestions, or helpful hints.



Note

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



Important

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

⚠ Caution

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

⚠ Warning

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

Obtaining Documentation

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

Getting Service Support

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

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 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.

- 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 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.



HMP Product Editions

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

Edition	Applications
Enterprise	Multi-site live video distribution platform for streaming enterprise video content to employees watching inside and outside the corporate firewall, and for displaying IPTV content on TV screens throughout your organization.
Workgroup	Enterprise-grade video recording and streaming platform. With low latency, multi-view playback and secure multi-site live video distribution, Haivision Media Platform Workgroup enables aggregation of high quality full motion video (FMV) from the field for command and control, situational awareness and after action reporting.

Important

The displayed content and available features depend on the installed edition, licensed features, and your account permissions. For detailed information, please see [Product Editions](#) in the Administrator's Guide.

Getting Started

This section describes how to access the Haivision Media Platform (HMP) Web interface and get started browsing and managing video content.

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](#)
 - [General Navigation](#)
 - [Portal](#)
 - [IPTV](#)
 - [Library](#)
 - [Layouts](#)
 - [Scheduler](#)
 - [Devices](#)
 - [Live Review](#)
- [Library Basics](#)
 - [Selecting Items](#)
 - [Deleting Items](#)
 - [Editing Information and Metadata](#)
 - [Changing Permissions of 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.

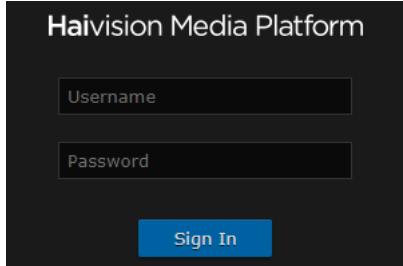
To access the HMP Web interface:

1. Open a Web browser of your choice, such as Chrome, Firefox, Safari, or Microsoft Edge. (Internet Explorer is not supported, nor is Microsoft Edge in IE mode.)
2. Type the URL or IP address for HMP in the browser's address bar and press **Enter**.

⚠ Important

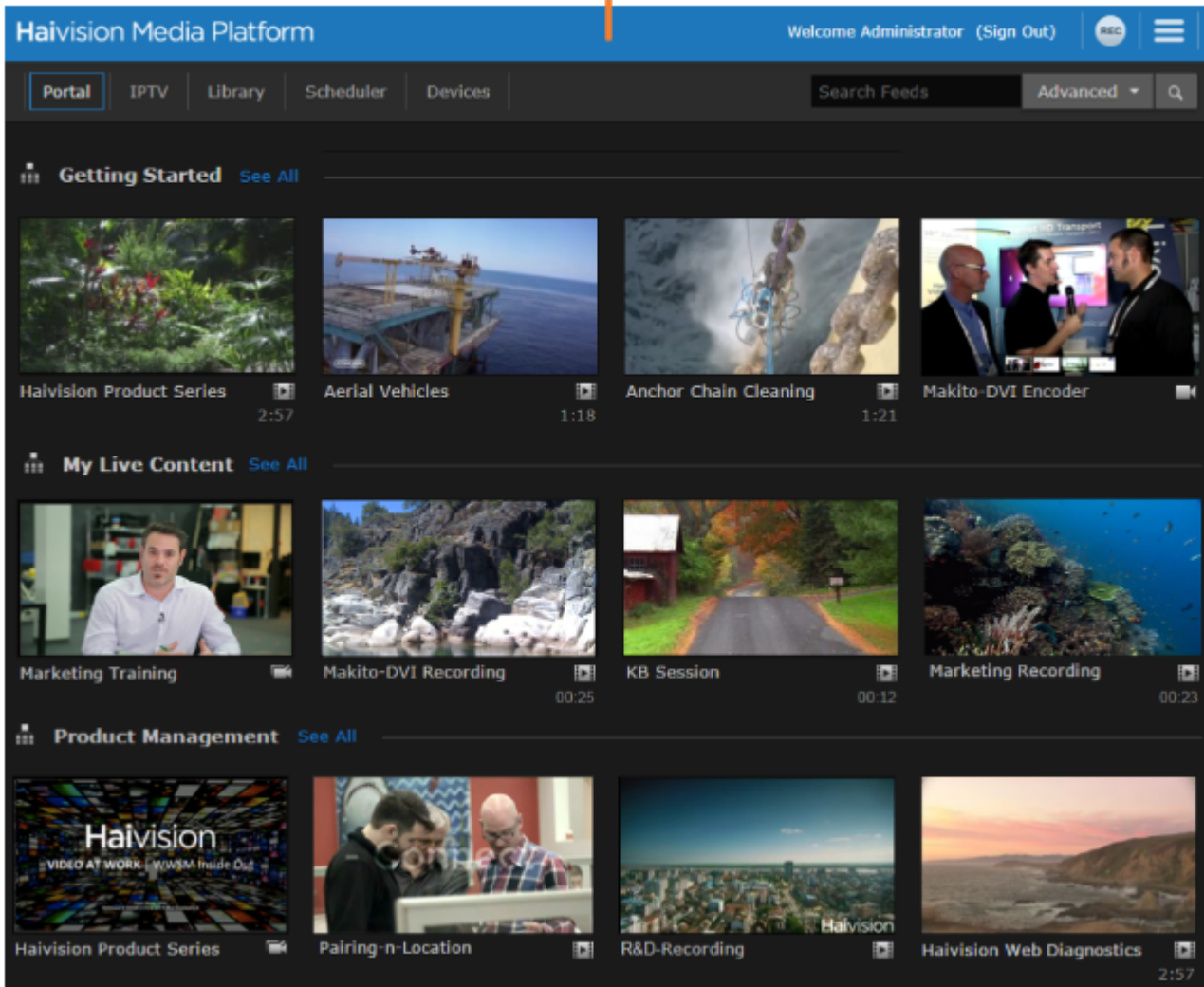
If you see a Security Certificate warning, check with your administrator on the correct response before proceeding or adding an exception for the site.

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



After you have successfully signed in, the Web interface opens with your account information displayed in the product banner.

Product Banner

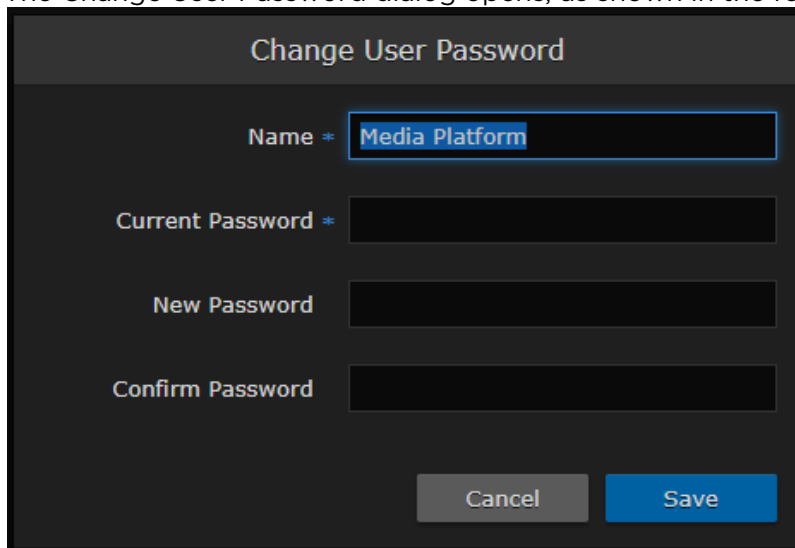


Changing Your Password

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.



The screenshot shows a dark-themed dialog box titled "Change User Password". It contains the following fields and buttons:

- Name**: A text input field containing "Media Platform".
- Current Password**: A password input field.
- New Password**: A password input field.
- Confirm Password**: A password input field.
- Buttons**: "Cancel" (grey) and "Save" (blue).

Note

You can also change your display name, but cannot change your username.

2. Enter your current password in the Current Password field.
3. Enter 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

After signing in, depending on how your system is configured, the web interface opens to either the [Portal](#) or [Library](#).

Note

Access to the Portal must be setup by your system administrator.

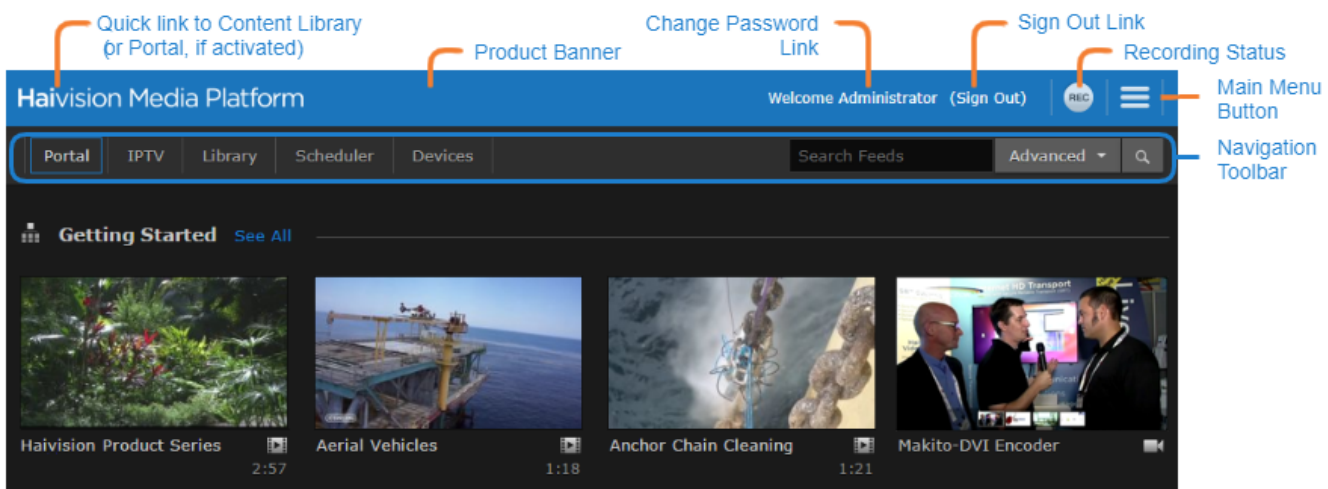
This section describes general navigation within the HMP web interface and introduces you to the screens available.

Topics Discussed

- [General Navigation](#)
- [Portal](#)
- [IPTV](#)
- [Library](#)
- [Layouts](#)
- [Scheduler](#)
- [Devices](#)
- [Live Review](#)

General Navigation


All screens on the HMP web interface include a product banner and navigation toolbar as shown in the following example.

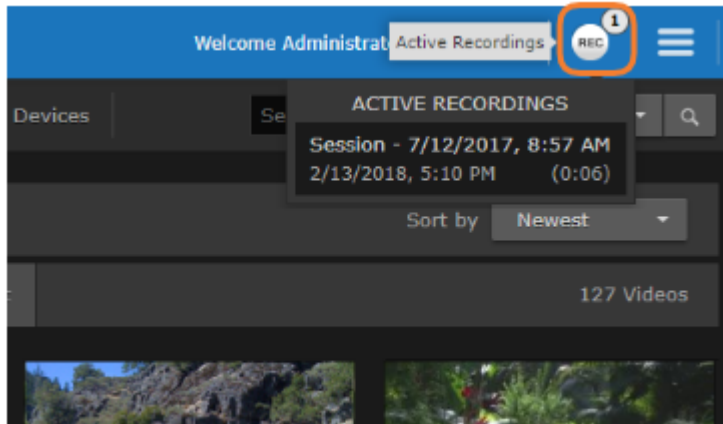



Product Banner

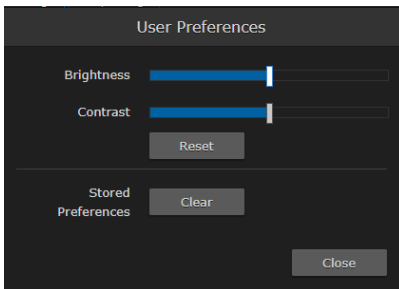
The following options are available in the product banner:

- To access the home screen from anywhere within the web interface, simply click on the Haivision Media Platform logo in the product banner.

- To change your password, simply click on your username in the product banner.
- To sign out of the web interface, click the **Sign Out** link.
- If your account has the Record Session permission, clicking the  icon shows the status of your active recordings. Clicking on a recording in the list takes you to the viewer for that recording.



- Clicking the  button allows you to access other pages or options within the interface, depending on the permissions assigned to your account. They include:
 - If your account has administrator privileges, select **Administration** to configure and manage the HMP system. See the [Haivision Media Platform Administrator's Guide](#) for details regarding the various administration pages.
 - If your account has permission to import or export videos, select **Import/Export** to import and export content. See [Managing Imports and Exports](#) for more details.
 - To view a list of shortcuts relevant to the page you are currently browsing, select **Keyboard Shortcuts** (or press the ? key). See [Keyboard Shortcuts](#) for more details.
 - To adjust the brightness and contrast or reset the HMP stored preferences in your browser, select **User Preferences**.



- To display the current HMP version, build number, and copyright information, select **About**.



- To display a list of new HMP features in this current version, select **What's New**.
- To open the Haivision InfoCenter website that contains the HMP documentation, select **Help**.

Tip

If your device does not have access to the Internet, a bundled version of the documentation opens in your browser. However, always visit the [Haivision InfoCenter](#) for the most up-to-date documentation.

Navigation Toolbar

The navigation toolbar allows access to the various screens on the HMP system. The screens are customizable by your administrator and their availability also depends on the permissions assigned to your account and the licensed features of your HMP system. The possible screens available are:

- Portal — Available if enabled by your administrator.
- IPTV — Available if EPG is licensed on your system.
- Library
- Layouts — Available if Layouts is licensed on your system and you have the View Layouts permission.
- Scheduler — Available if you have the Create Session permission.
- Devices — Available if you have the Set-Top Box Administration permission.
- Live Review — Available if Live Review is licensed on your system.


The following sections explain the content available to you on each of these screens and how to navigate them.

The navigation toolbar also includes a search box for searching the content on the page you are currently viewing. See [Searching](#) for more details.

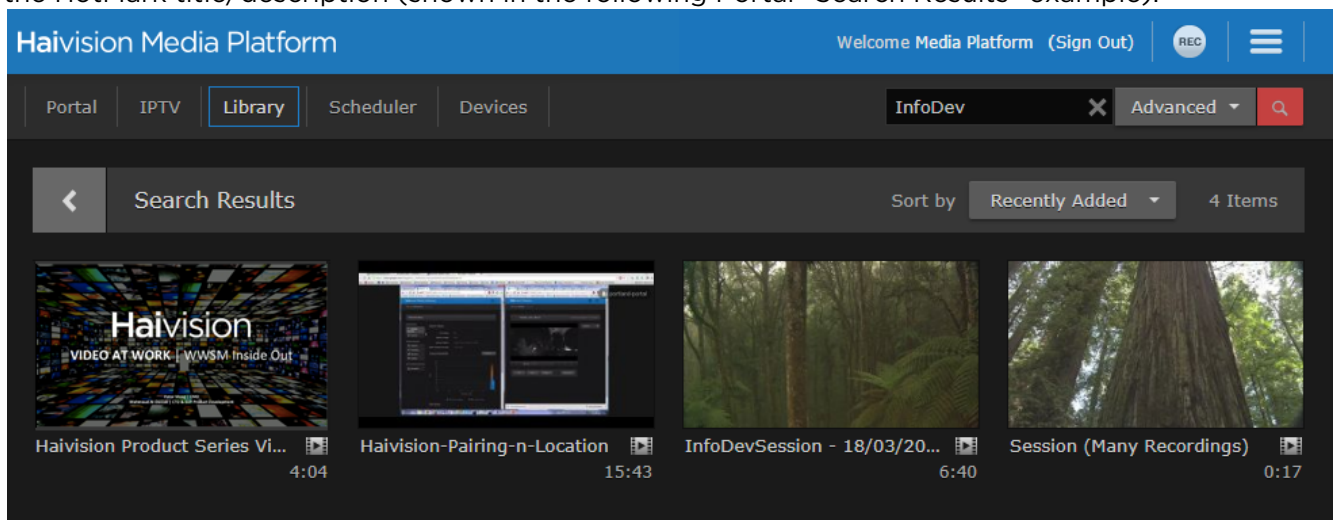
Searching

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 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 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 **X** icon in the Search field or press **Esc**.

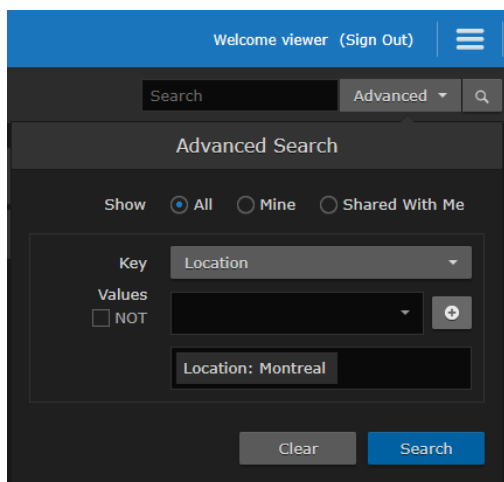
Filtering Lists (Advanced Search)

On the Portal and the Library screen, you can use Advanced Search to filter the content list by metadata. This can help you to quickly find relevant content because you only see videos, sessions, or sources that have been assigned the metadata that you choose.

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".



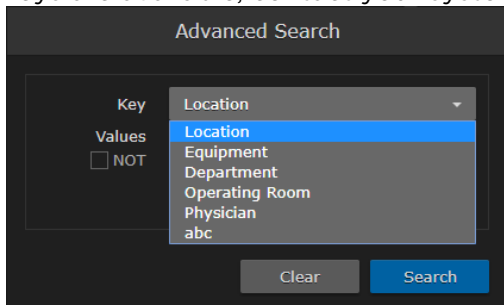
On the Library screen, you can also adjust your view of the content list to show only videos that you own (Mine) or only those that you have access to (Shared With Me). For information on access permissions, see [Sharing Items](#).

Tip

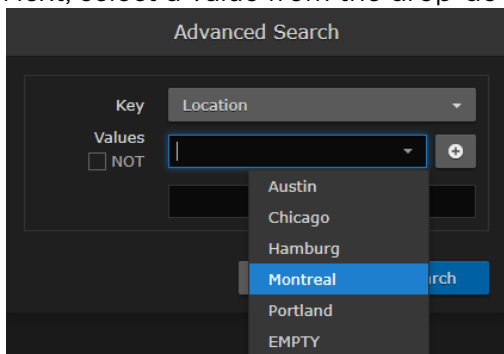
When you have finished, be sure to return your view to All.

To filter the content list using metadata:

1. On the Portal or 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.)

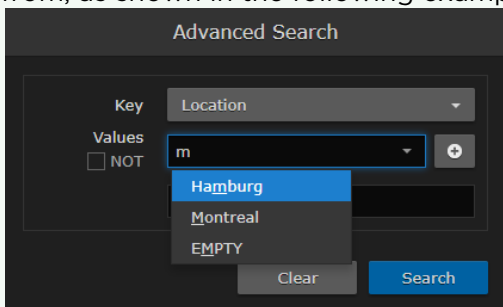


3. Next, select a value from the drop-down list.

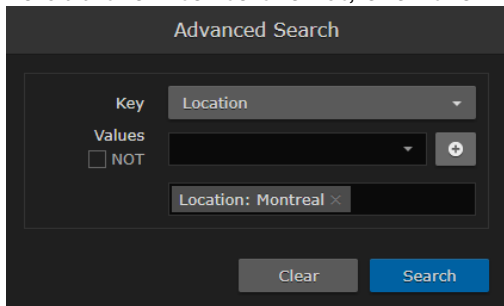


Tip

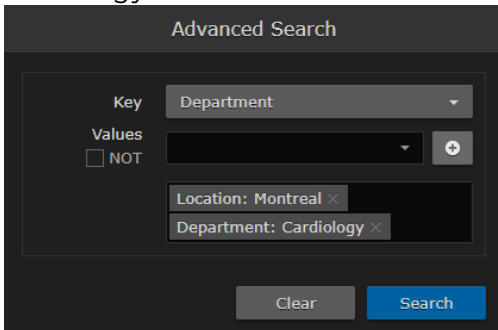
If you start typing, HMP displays a drop-down list of matching values that you can choose from, as shown in the following example.



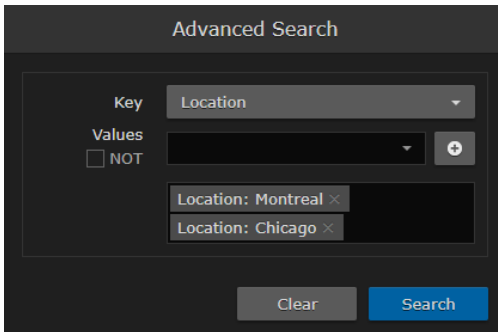
4. To add the filter to the list, click the **+** icon.



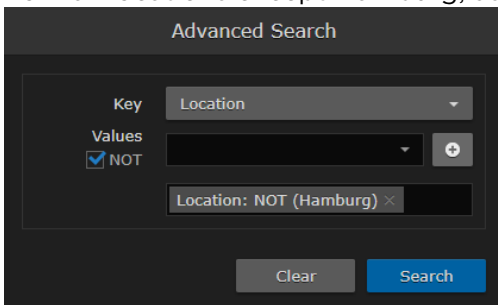
- a. To further narrow your results (i.e., to exclude more items), you can add multiple filters. HMP then displays only items that match all filters. For example, if you add two filters, one for "Location: Montreal" and a second one for "Department: Cardiology", HMP displays items with both "Location: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

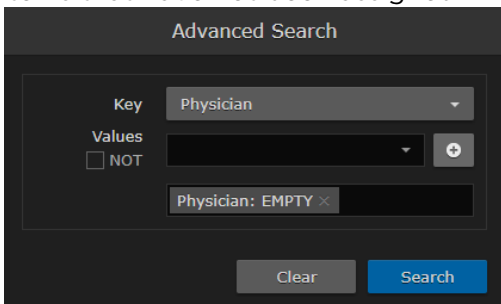


- c. To fine-tune your search by excluding unwanted items, you can specify "NOT" for the value. For example, if you add a filter for "Location" and select NOT "Hamburg", HMP displays items from all locations except Hamburg, as well as items with no "Location" metadata.

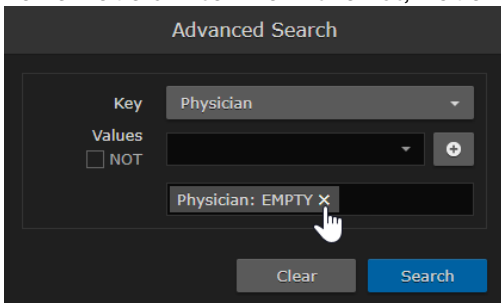


- d. To find items that have not been assigned a particular metadata key, you can specify "EMPTY" for the value. For example, if you add a filter for "Physician" and select EMPTY for the value, HMP only displays

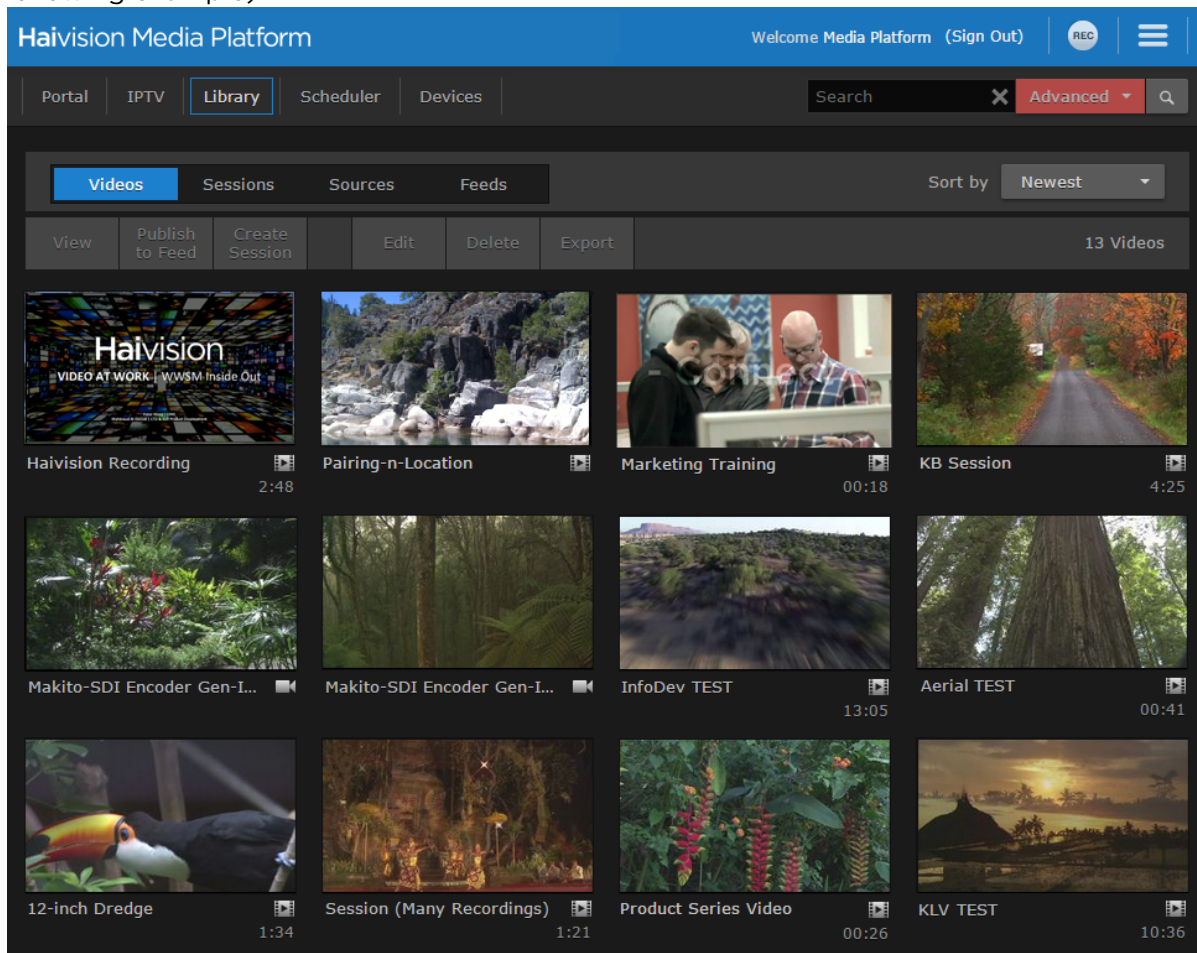
items that have not been assigned "Physician" metadata.



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




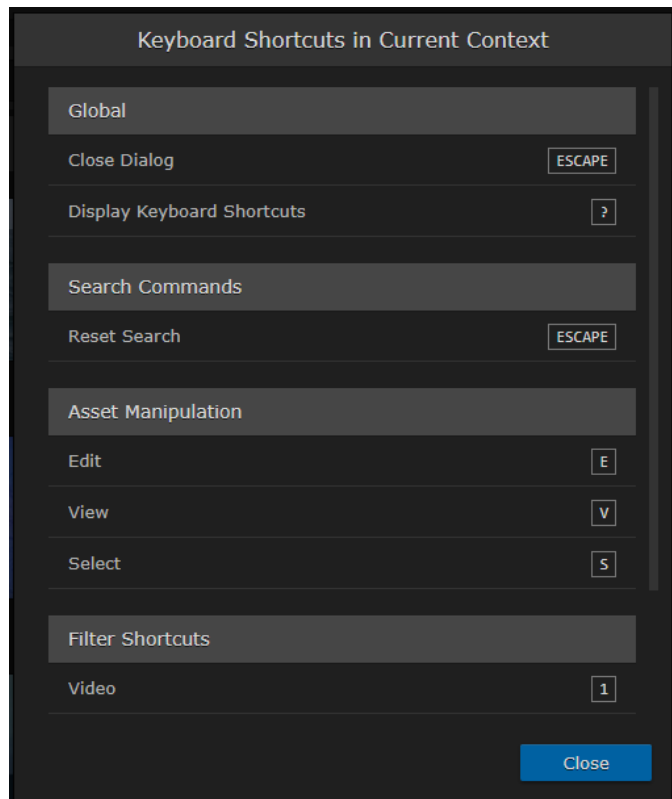
5. To apply the filters to the Portal or Library content list, click **Search**. HMP then displays the Search Results filtered by the criteria you specified (as shown in the following example).



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

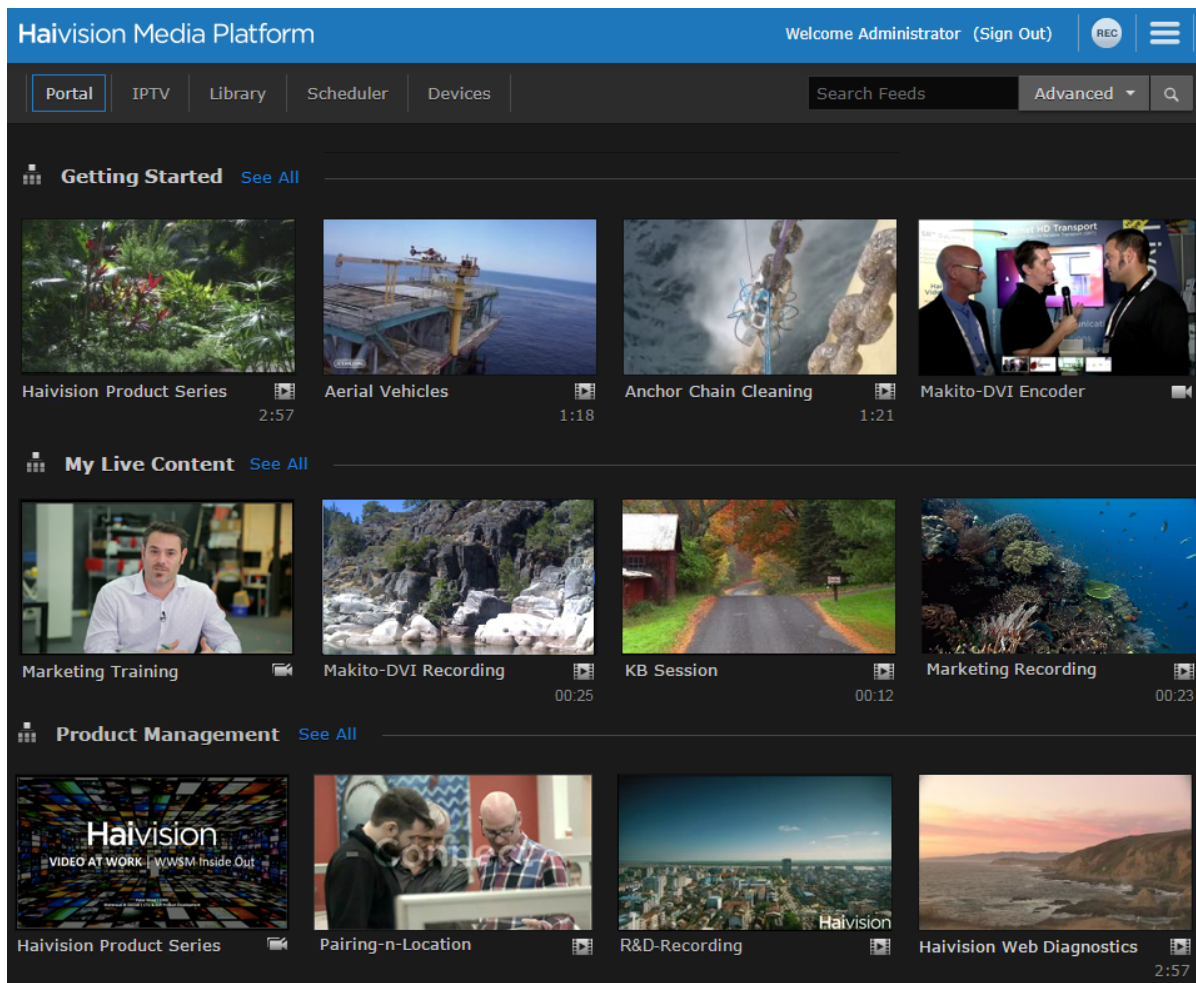
Keyboard Shortcuts

To see a list of available keyboard shortcuts for the current page you are viewing, click the  icon and click **Keyboard Shortcuts** (or press the **?** key on the keyboard). The following example dialog lists the available keyboard shortcuts from the Videos list:



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.

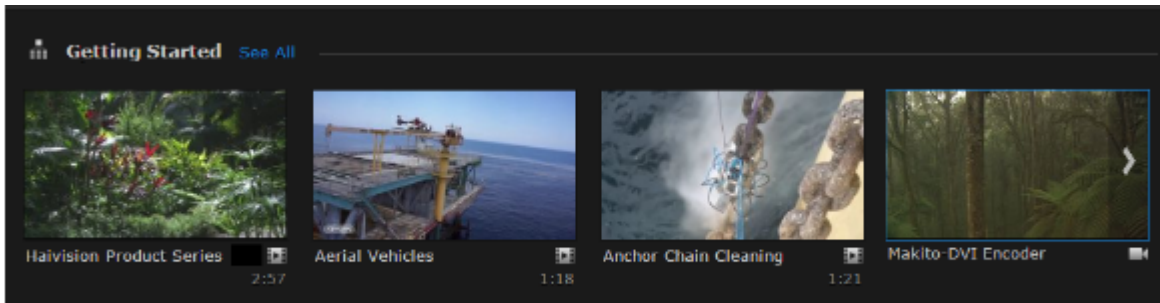


Related Topics

- [Feeds](#)
- [Upcoming Live Events](#)

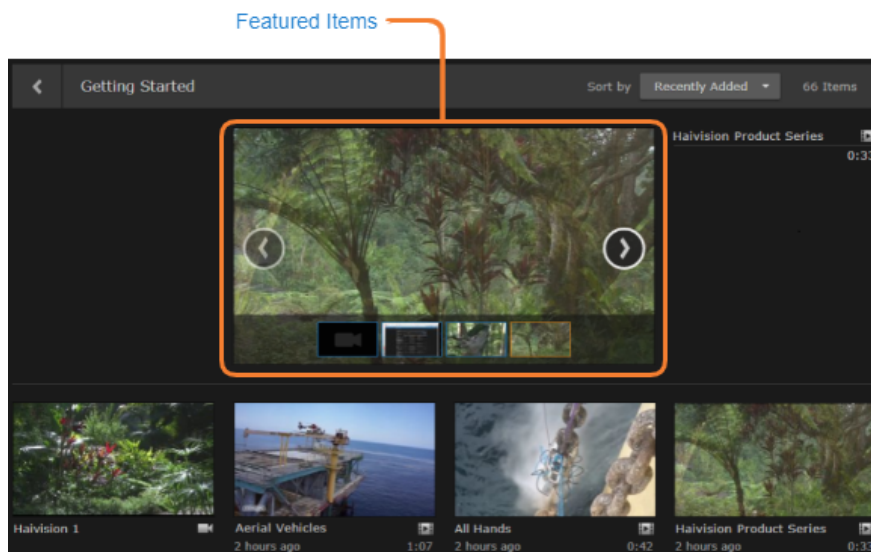
Feeds

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.
- Selecting from the **Sort by** drop-down menu allows you to change the display order of the thumbnails below the carousel.



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

Haivision Product Series Video

Stream Live & On-Demand Video to Employees Anywhere

HotMarks

- haiadmin 10:31 0:34
- InfoDev 10:29 1:04
- haiadmin 10:31 1:52
- haiadmin 10:55 2:25
- InfoDev 10:31 3:15

Created 6/15/2016 by haiadmin

Hospital Information

Location Montreal

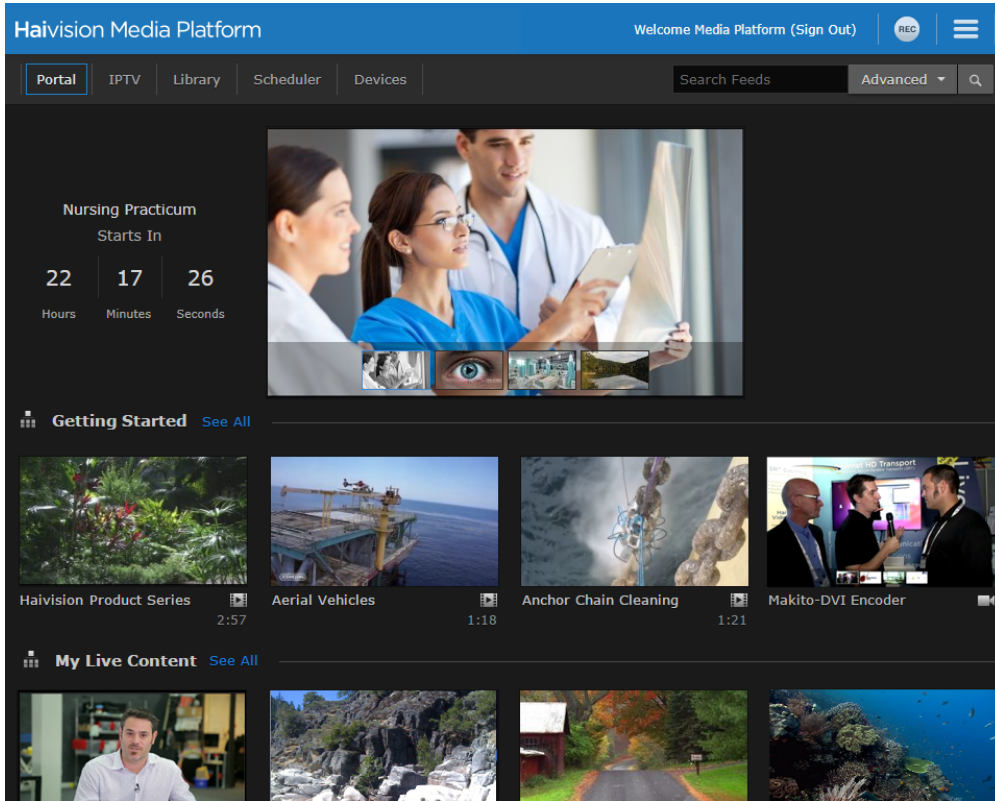
Your account Role and Access Permissions determine which feeds you can view, as well as whether you can manage feed content (using the Library Feeds Editor). For more information, see [Managing Feeds](#).

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).

Note

The carousel displays a maximum of ten upcoming events.

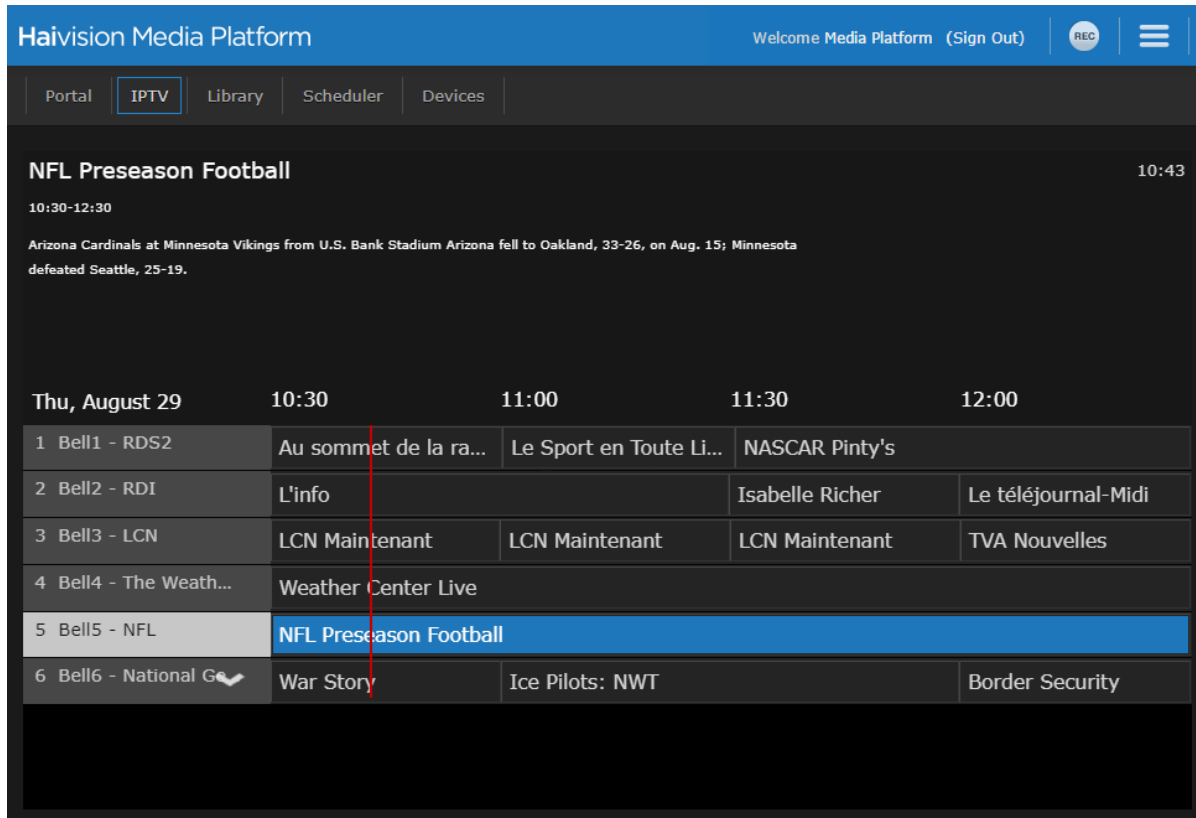


The time shown is either the time until an upcoming event starts, or the time since an in-progress event has started. The image shown in the carousel is either the generated poster image or the title of the session overlaid in the carousel (if no poster is available).

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 screen 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.



See the following for tips for navigating the IPTV screen:

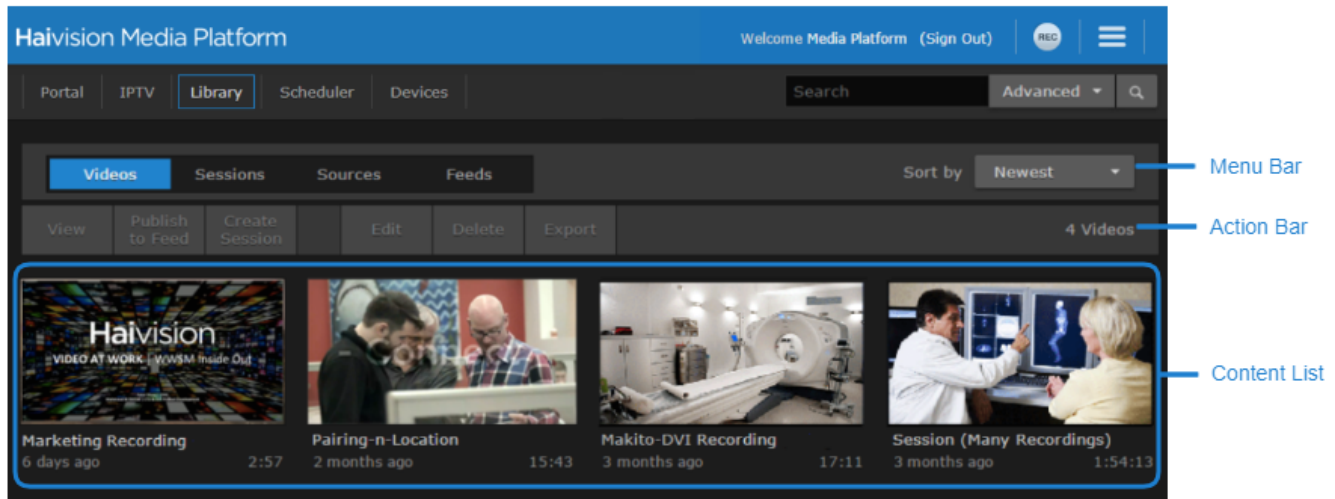
- Hovering the mouse over the player displays the guide. The guide displays programs in 30 minute increments for a two-hour time block. The guide remains visible while the mouse is over the player window.
- The current tuned-in program/channel on the guide is highlighted and its associated information 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.

Note

HEVC content does not appear in the EPG.

Library

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



Library features include:

- 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 to Feed**, **Create Session**, **Edit**, **Delete**, and **Export**, to sort and manage the displayed content. Options are generally selectable when items within the content list are checked.
- Content list of available videos, sessions, sources, or feeds (if available).

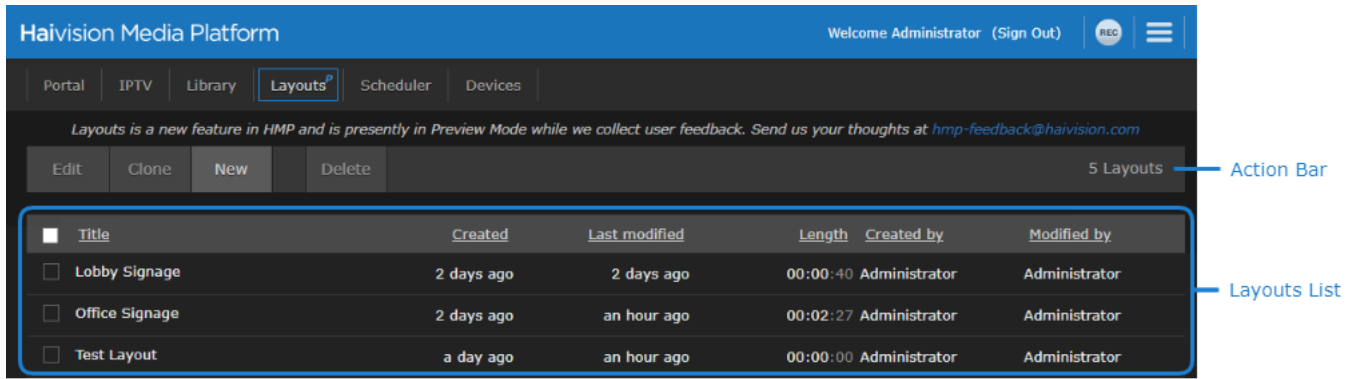
To get started viewing, searching, editing, deleting, and sharing items, see [Library Basics](#).

Layouts

If your system is licensed for Layouts and your account has the View Layout permission, the Layouts screen allows you to manage the available layouts on the HMP system.

Note

Layouts is currently in Preview Mode. We will be adding new functionality to this feature in subsequent releases.



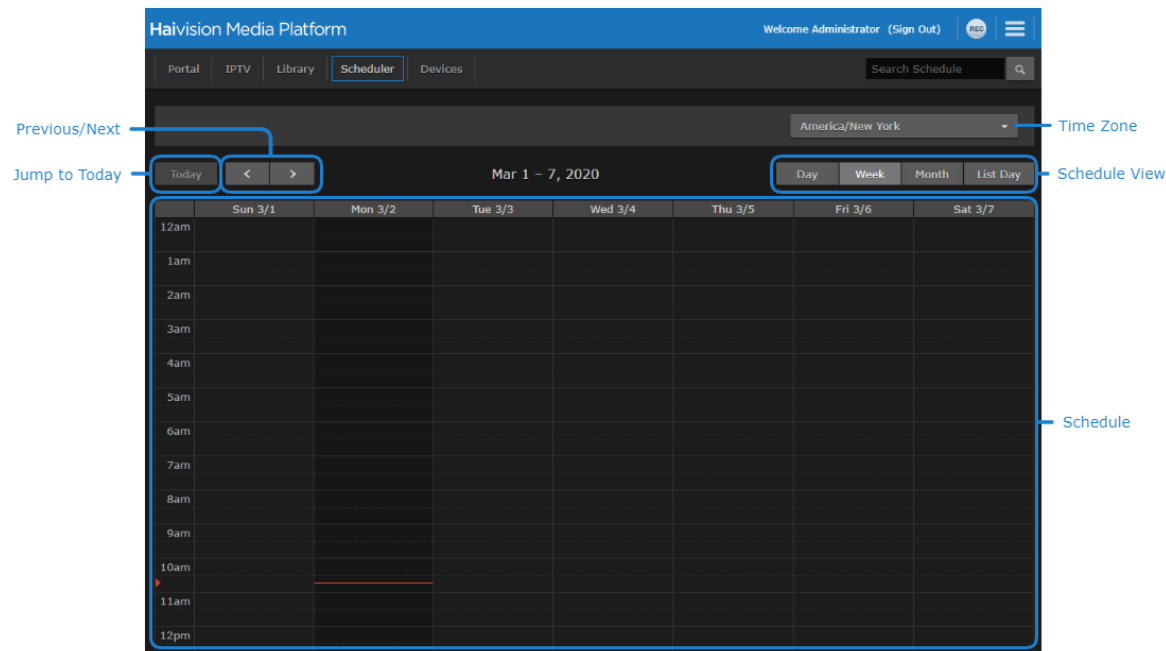
The Layouts screen features include:

- Action bar containing options such as **Edit**, **Clone**, **New**, and **Delete** to manage the layouts. The Edit, Clone, and Delete buttons are enabled when a layout's checkbox is checked.
- List of available layouts, sortable by each column.

To start creating, editing, and sending layouts to your connect set-top boxes, see [Managing Layouts](#).

Scheduler

If your account has the Create Session permission, the Scheduler screen allows you to schedule the creation of a session with a defined start/end time and action.



The Scheduler screen includes the following features:

- To change the time zone that is displayed in the schedule, click the Time Zone dropdown.
- To jump the schedule to today's date, click the **Today** button.
- Click the **<** and **>** buttons to go to the previous/next day, week, or month depending on your schedule view.

- To change how the schedule appears, click the **Day**, **Week**, **Month**, or **List Day** buttons.

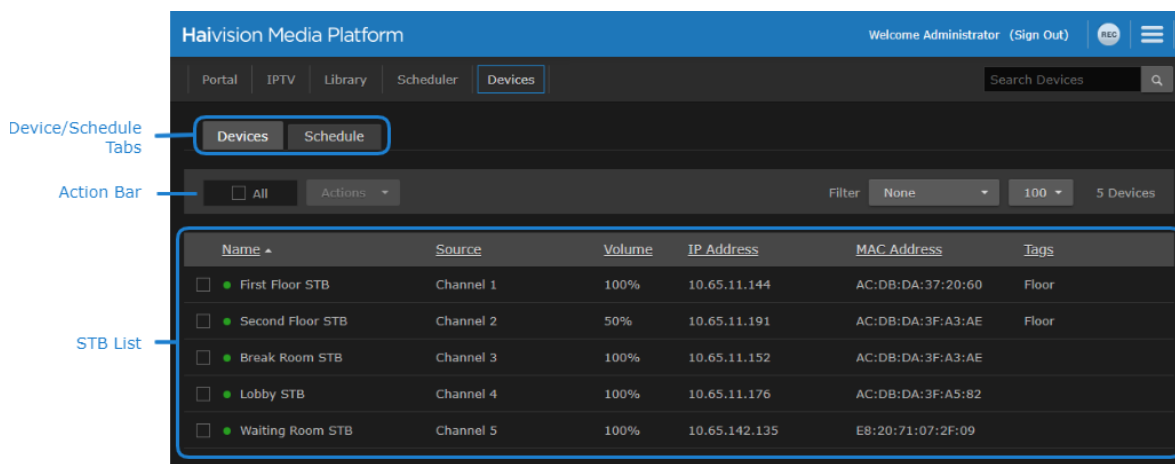
Tip

The List Day view lists the events for the selected day in a table format, which is helpful when viewing a crowded schedule.

To get started with creating or editing scheduled events, see [Scheduling and Managing Events \(Sessions\)](#).

Devices

If your account has the Set-Top Box Administration permission, the Devices screen allows you to configure and send commands to any connected Haivision Play Set-Top Box. An example Devices screen is shown below:



Features of the screen include:

- To switch between a devices view and a schedule view of the STB List, click the **Devices** or **Schedule** tab respectively.
- To select all STBs, check the All checkbox in the Action bar.
- To edit, remove, issue commands, or send messages to the selected STBs, use the Action dropdown list in the Action bar.
- To filter the STBs by tag, use the Filter dropdown list in the Action bar.
- To change the number of STBs listed on each page, use the pagination dropdown in the Action bar.
- When the Devices tab is showing, the STB list shows various status information about each connected STB.
- When the Schedule tab is showing, the STB list shows a schedule of commands that are issued to each STB.

To get started with managing your connected Haivision Play Set-Top Boxes, see [Managing and Scheduling Devices](#).

Live Review

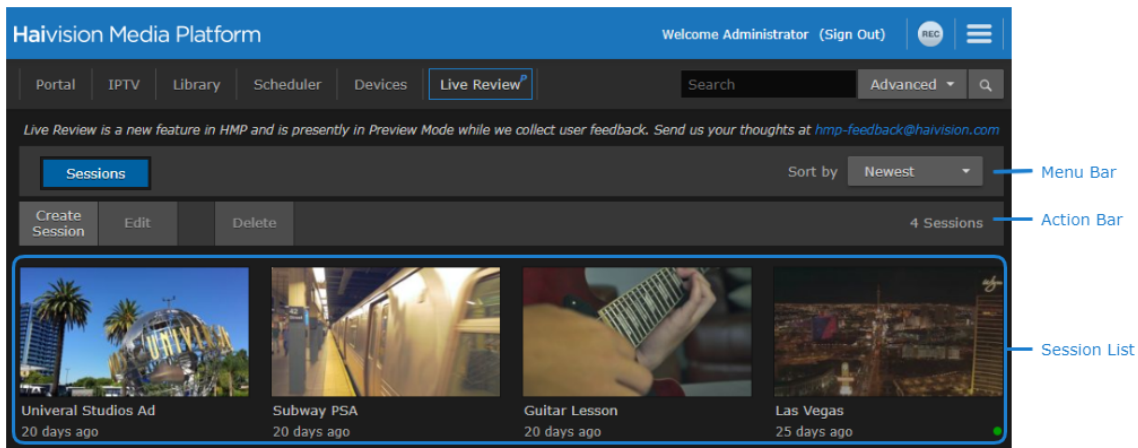
If your system is licensed for Live Review and your account role has the Record Session permission, the Live Review screen allows you to interact directly with sessions while they are actively recording. Available interactivity includes:

- Viewing past recorded content of the current Session using trick play controls (i.e., jump to beginning, skip forward/backward 10 seconds, slow motion, fast forward, and jump to live).
- Setting hotmarks at any point in time within the recording video.
- Trimming the recording video to create clips.
- Downloading still image snapshots of the current player position in the video

Note

Live Review is currently in Preview Mode.

The Live Review screen is the same as the Library screen, with only the Sessions content available.



For instructions on using the Live Review screen, see [Interacting with Recordings via Live Review](#).

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 Library screen.

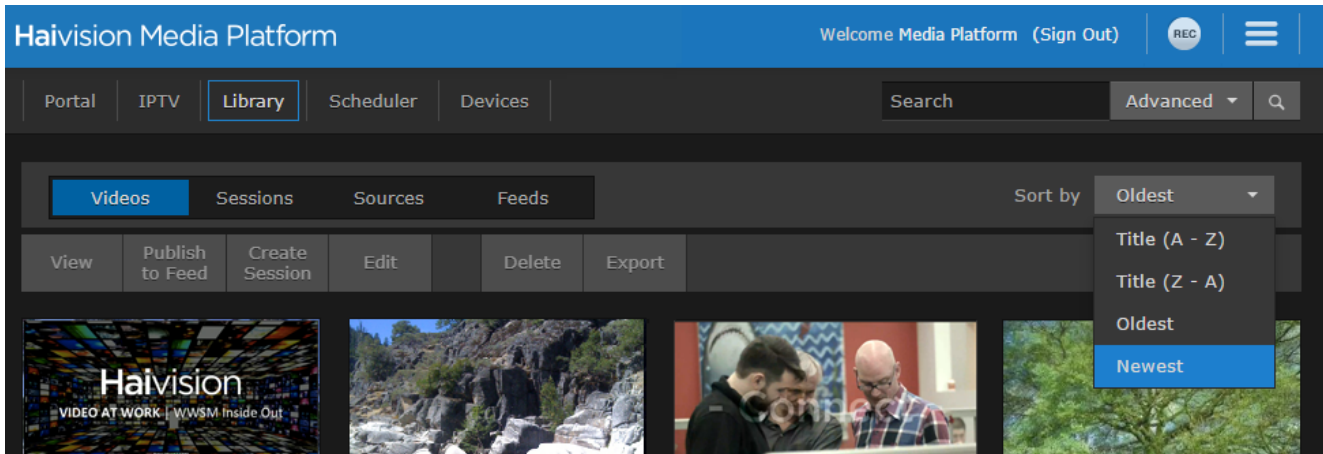
Viewing Options

By default, the Library opens to the Videos list, as shown in the following example. Each asset is represented with a thumbnail image.

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).

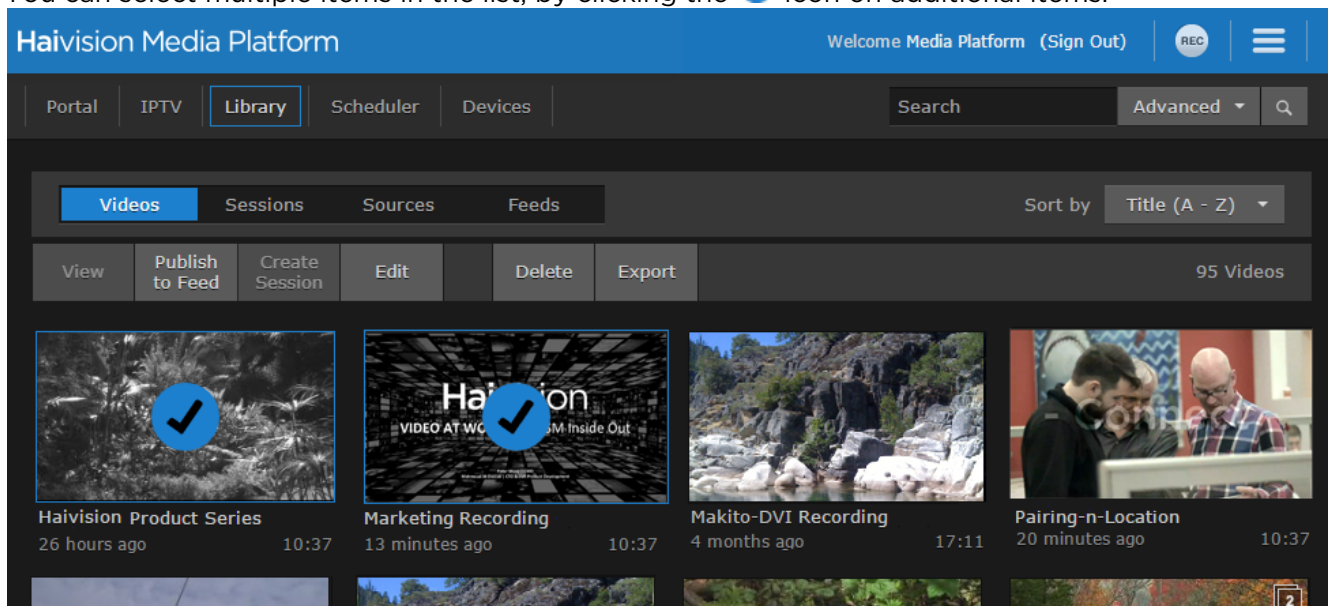
Topics Discussed

- [Selecting Items](#)
- [Deleting Items](#)
- [Editing Information and Metadata](#)
- [Changing Permissions of Items](#)

Selecting Items

To select items:

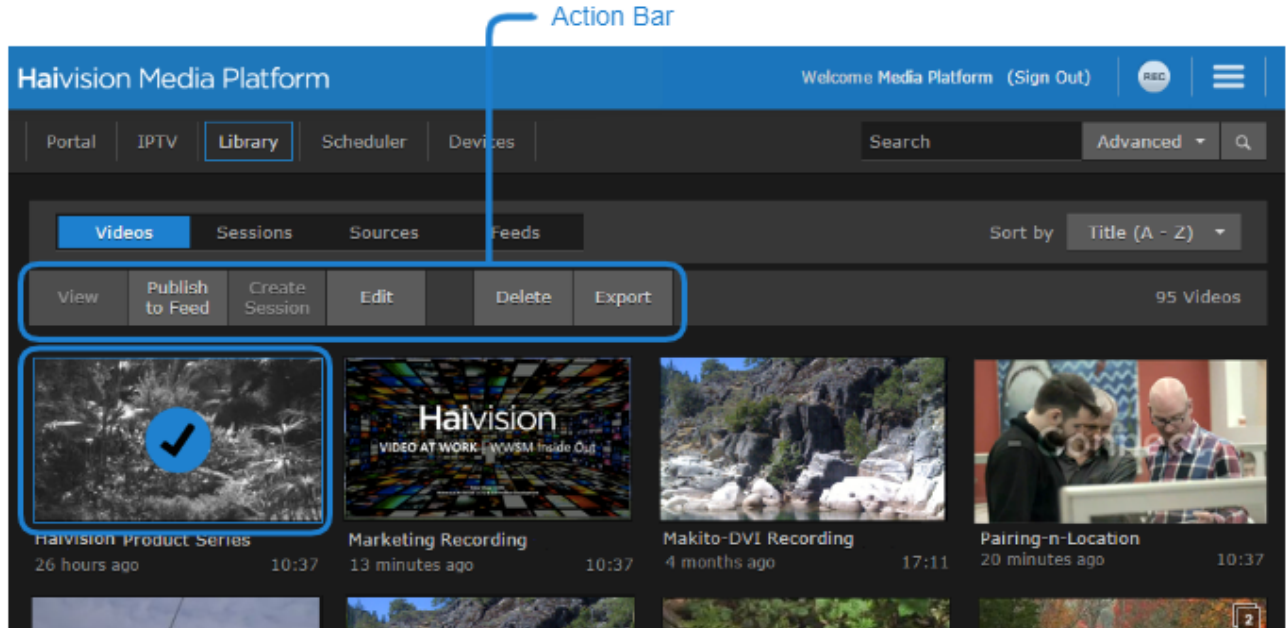
1. To select a video, session, source, or feed, hover the mouse over the item in the list and click the  icon.
2. You can select multiple items in the list, by clicking the  icon on additional items.






Tip

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

- 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:

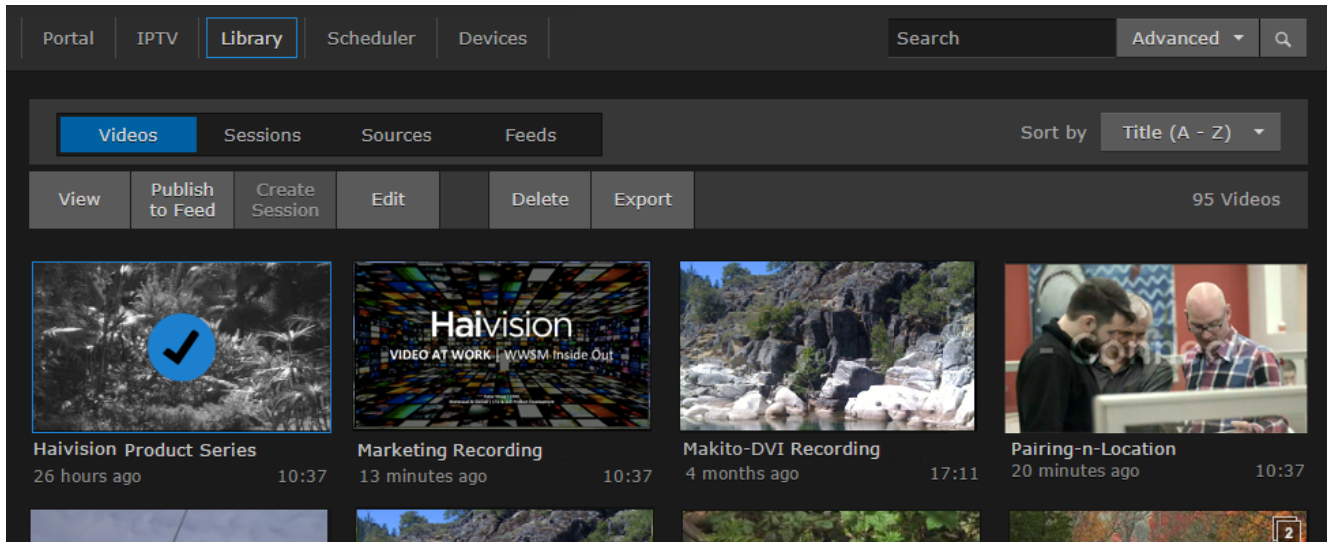
- On the Library screen, select one or more items to delete.
- Click **Delete** on the action bar.
- Click **Confirm** (or where applicable, select **Delete** from the warning dialog).
The selected items are removed from the system.


Editing Information and Metadata

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

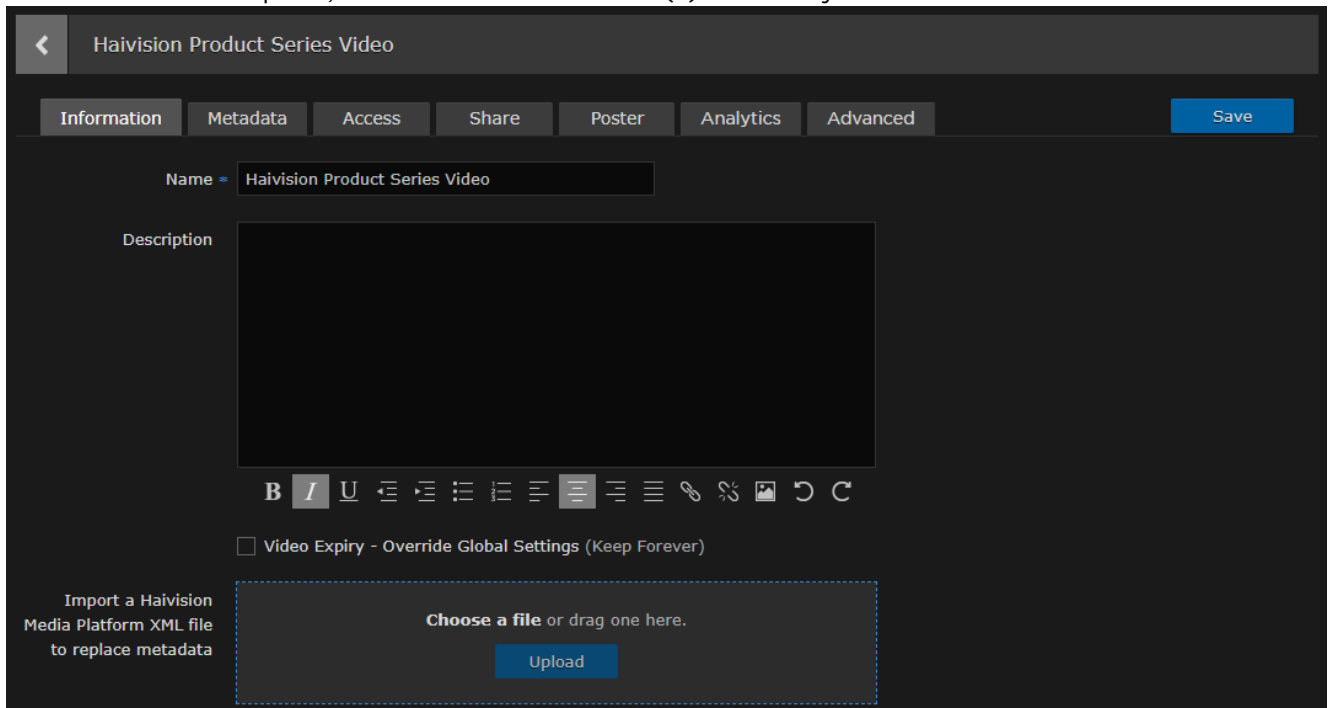
To edit items:

- 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.

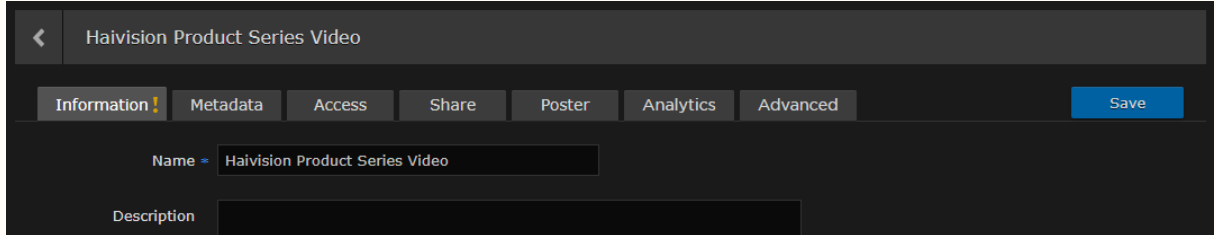
2. On the Information pane, enter or select the value(s) to modify the item.



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).

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

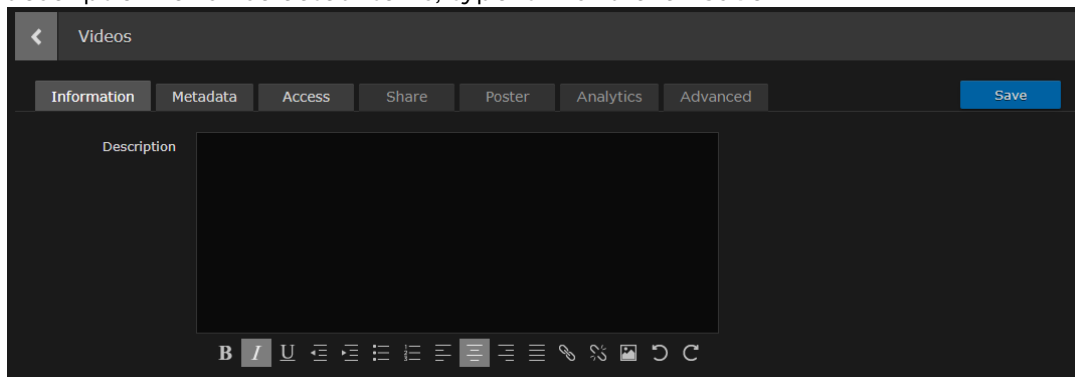
- [Editing Multiple Items](#)

Editing Multiple Items

You can also "bulk edit" multiple videos, sessions, or sources that you select on the 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:

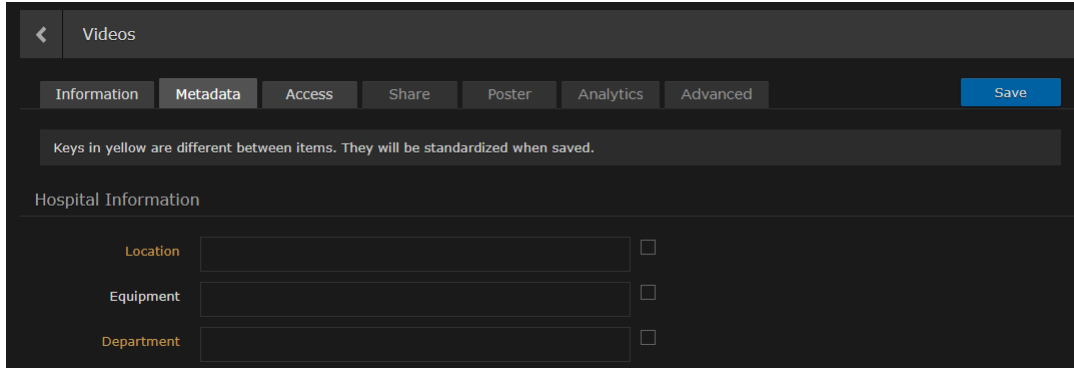
1. On a list such as the Videos list, select multiple items to edit (hover the mouse over one or more items and click the **✓** icon).
2. Click **Edit** on the action bar.
3. On the Information pane, the only editable parameter is the Description. To specify a uniform description for all selected items,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



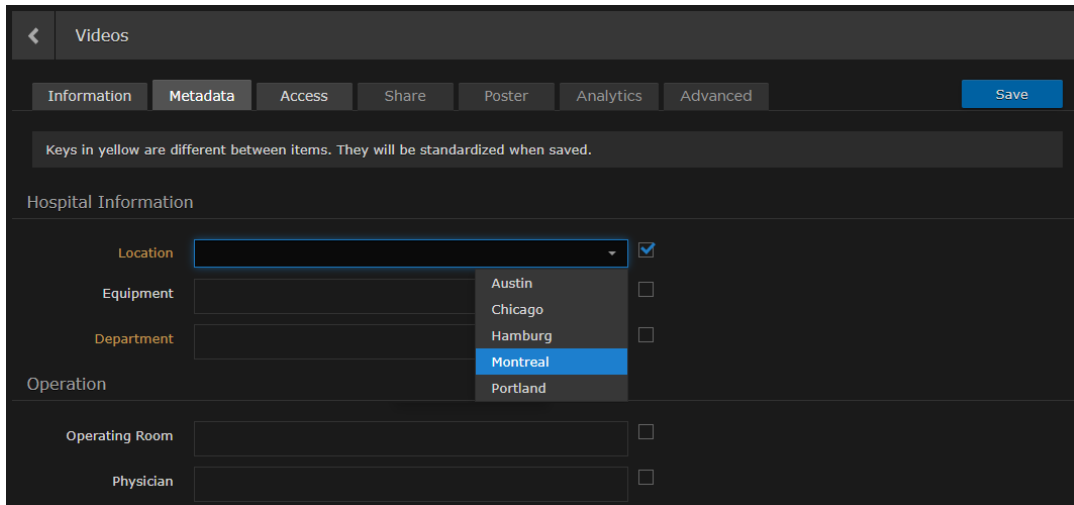
4. To edit metadata, click the **Metadata** tab.
5. On the Metadata pane, carefully review the list of metadata groups, keys, and values.

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



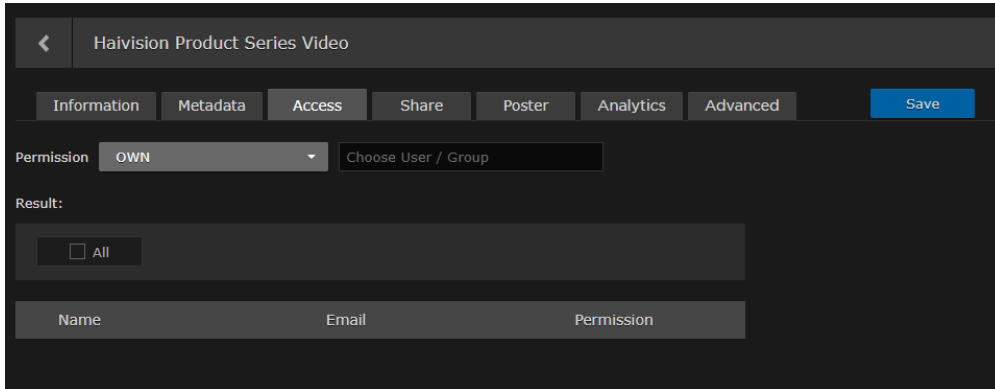
⚠ Important

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 no longer 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.

Changing Permissions of Items


Depending on your account Role and Access Permissions, you can change the permissions of videos, sessions, sources, and feeds for other users or groups. This 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 permissions for each user or group that you invite.

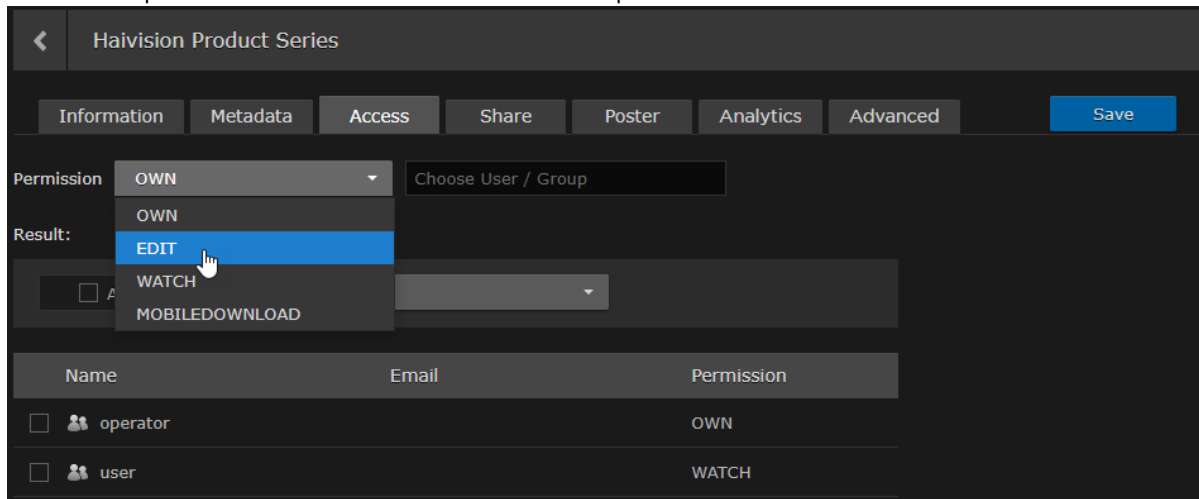


⚠ Important

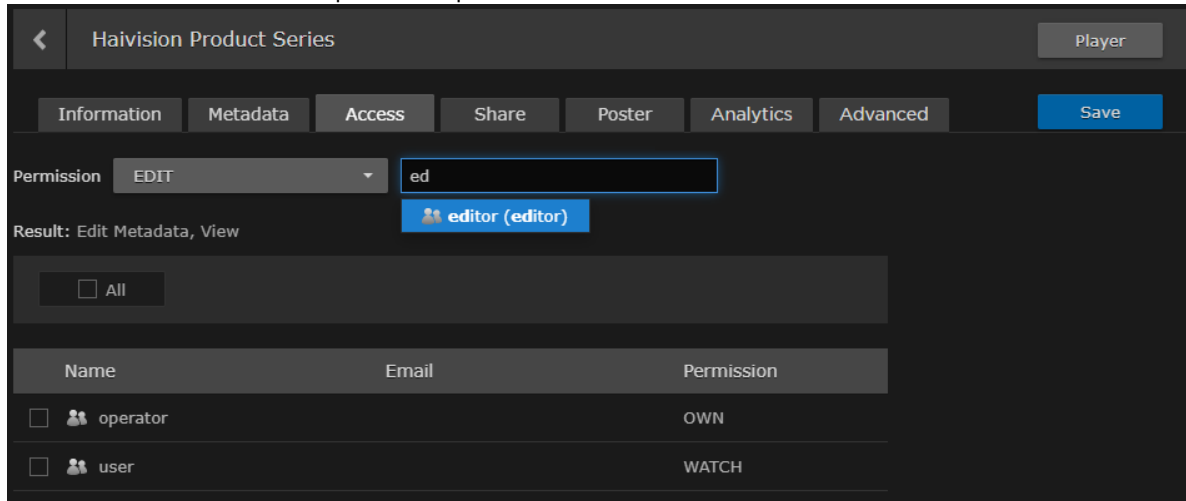
The steps are the same for items such as sessions, videos, sources, and feeds.

To change permissions of an item for a user or group:

1. On a list, such as the Videos, Sessions, Sources or Feeds list, select one or more items to change the permissions. 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 **Access** tab.
3. Select the permission from the Permission 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:



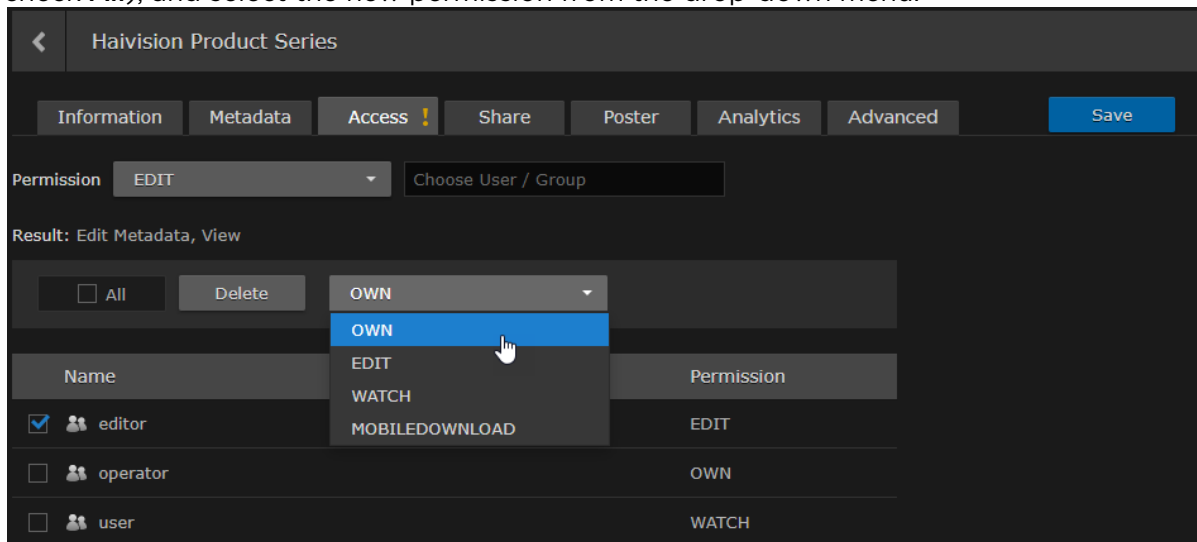
Note

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.

Name	Email	Permission
<input type="checkbox"/> editor	editor@haivision.com	EDIT

5. Repeat for each user or group that you wish to invite. You can assign different permissions to each user or group.
6. To modify 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 user's or group's access, check the checkbox next to one or more names in the list (or check **All**), and click **Delete**.
8. Click the **Save** button.
9. 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 Access Permissions](#)

Default Access Permissions

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

Access Permission	Privileges
WATCH	View this source, session, or video.
EDIT	View and edit this source, session, video, or feed.
OWN	All capabilities, including changing permissions, 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 access permissions. For example, if both your role and access 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 access 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 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](#)
- [Changing Permissions of Sessions](#)
- [Using Public Links to Share Sessions](#)
- [Uploading Custom \(Session\) Poster Images](#)
- [Collecting User Data Analytics for a Session](#)
- [Creating a Watermark for a Session](#)

Scheduling an Event

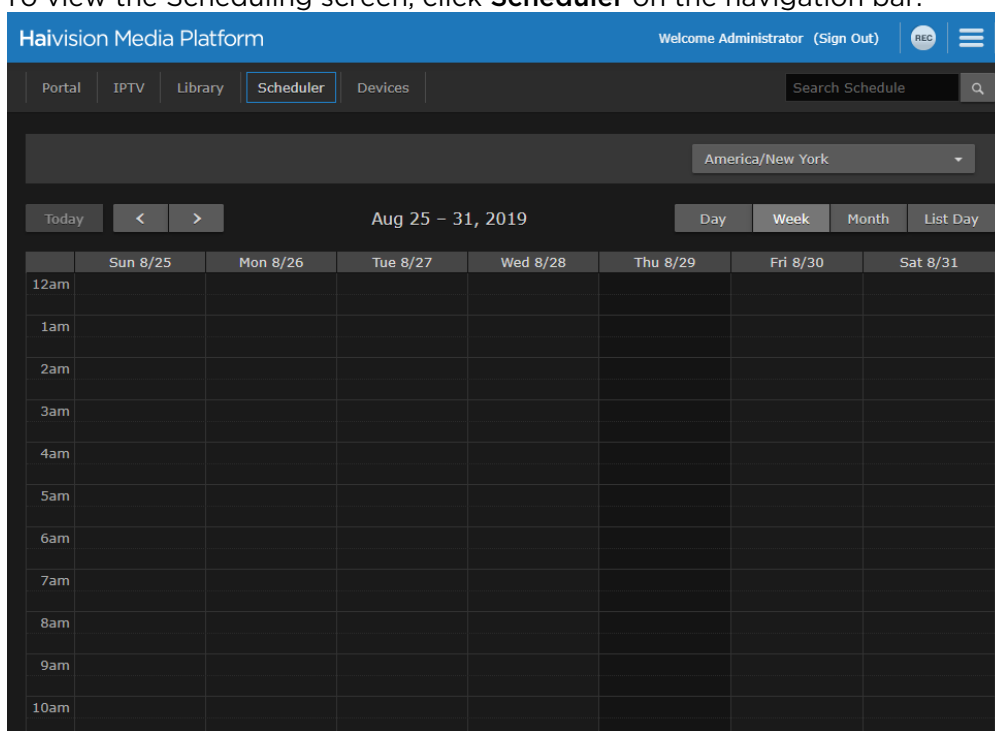
You can schedule an event from the Scheduler screen by highlighting an empty time in the calendar. This opens the Session Information pane where you can edit the details, such as selecting sources, editing session information, assigning metadata, changing the session access permissions, or enabling public links. You can also open the Player window to watch the session video.

Tip

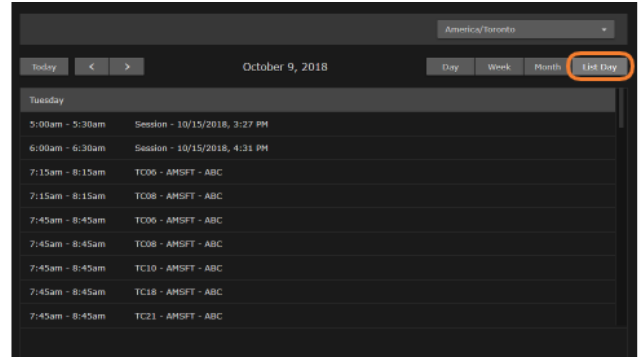
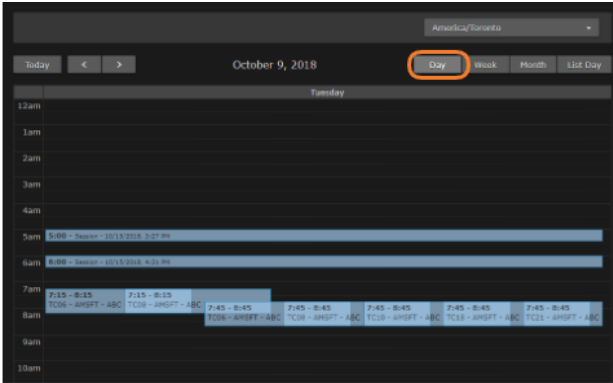
To add a session from the Library's Sessions screen, see [Adding a Session](#).

To schedule an event:

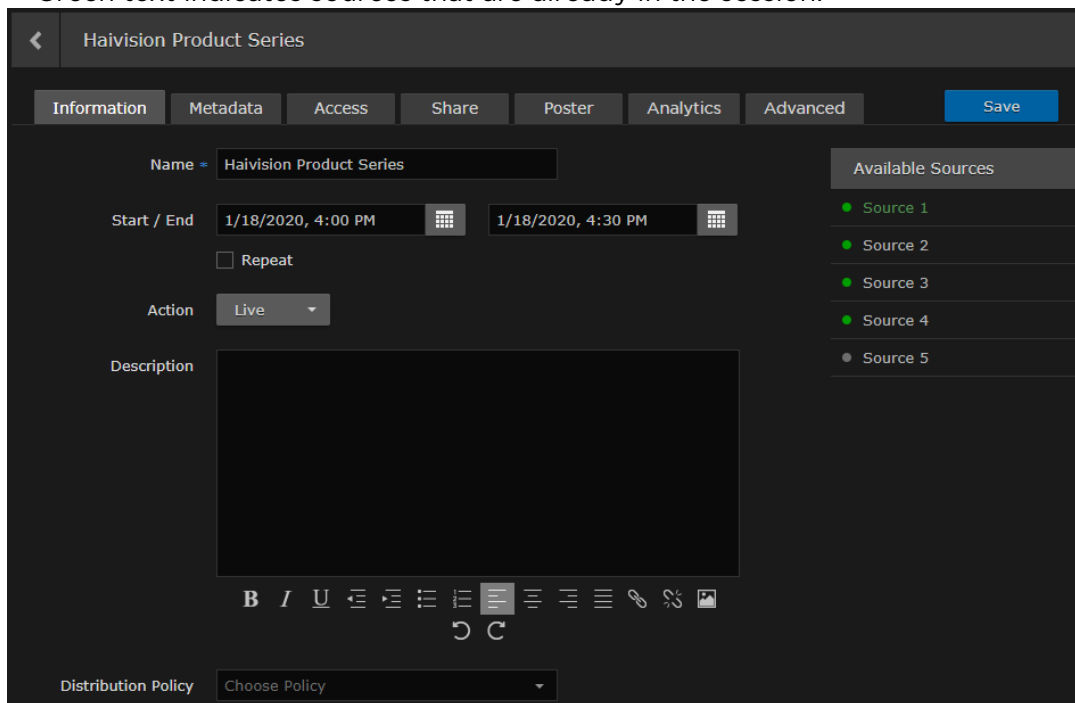
1. To view the Scheduling screen, click **Scheduler** on the navigation bar.



- 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.



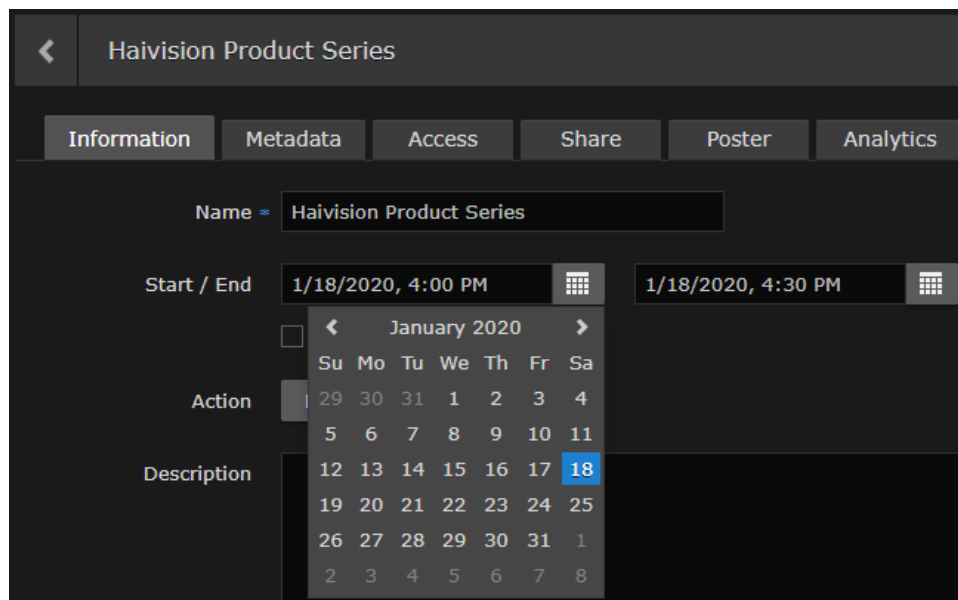
2. Highlight an empty time slot for the session. This opens the Session Information pane (shown following) where you can edit the details. Available sources are listed in the sidebar.
 - Green status icons indicate active sources.
 - Green text indicates sources that are already in the session.



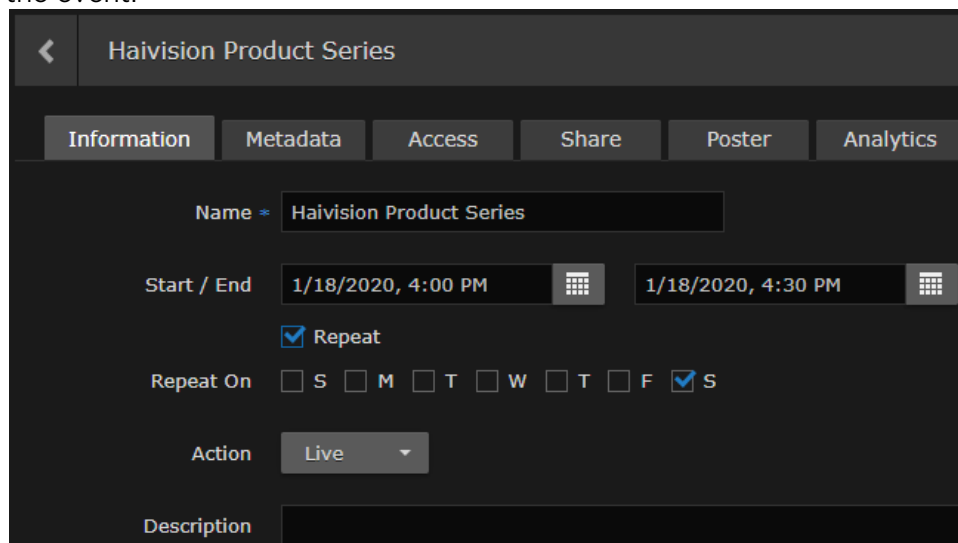
3. Enter a name to identify the session.
4. Click the names of one or more sources for the session.
 - Each source that you select starts to play in the viewer (up to four sources). Additional sources are added as thumbnails to the source strip (below the viewer).
 - The time slots are half hour durations. 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.

Note

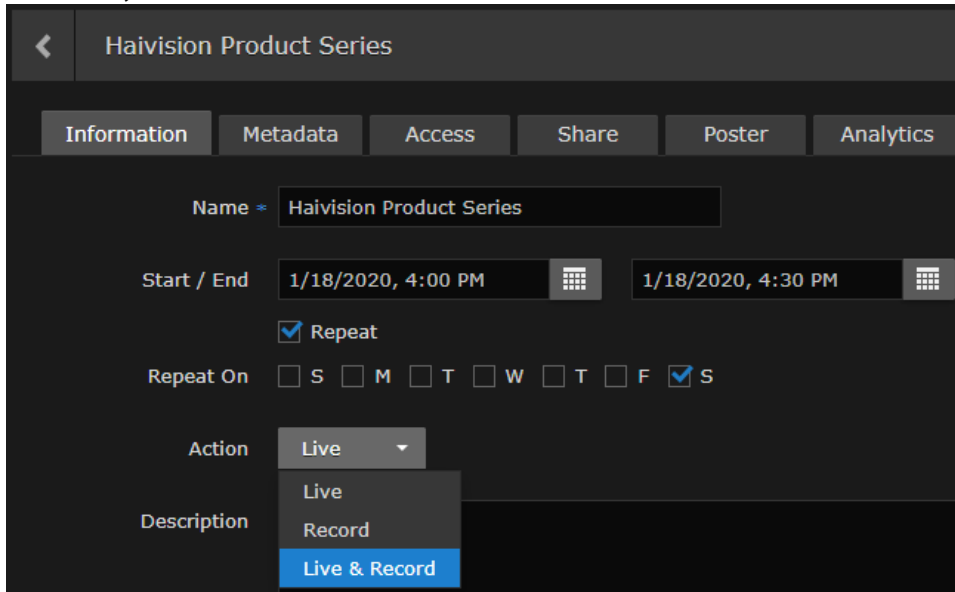
To ensure the beginning and end of the content are not missed, the recordings start approximately 30 seconds before and stop approximately 30 seconds after the defined times.



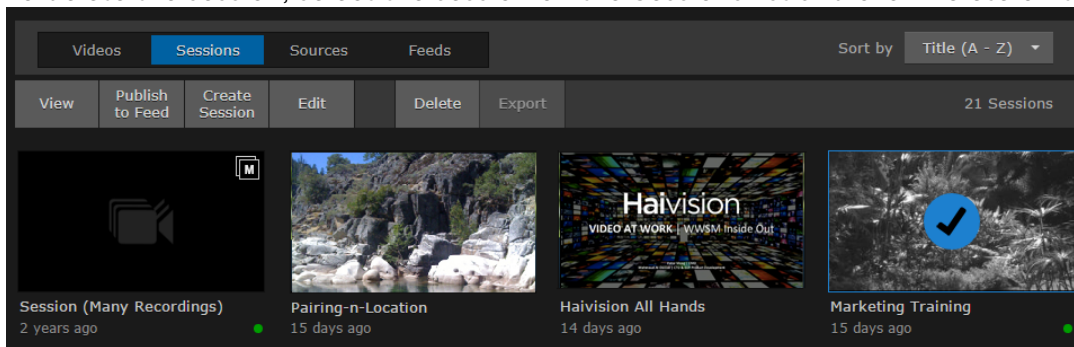
6. To set up a recurring event, check the **Repeat...** checkbox and select the days on which to repeat the event.



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



8. Click the **Save** button. The new session is added to the Sessions list on the Library screen.
 - To assign metadata, click the **Metadata** tab. For details, see [Editing Session Information and Metadata](#).
 - To change the access permissions of the session, click the **Access** 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.

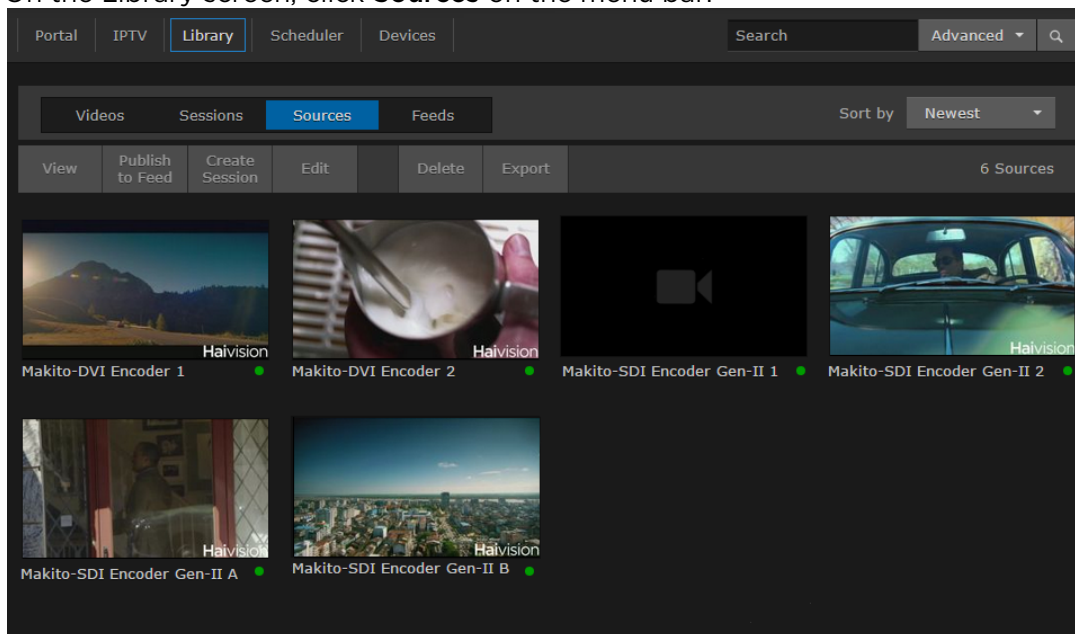
From the Library, you can select and preview sources in a multi-viewer layout before creating a session.


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 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.

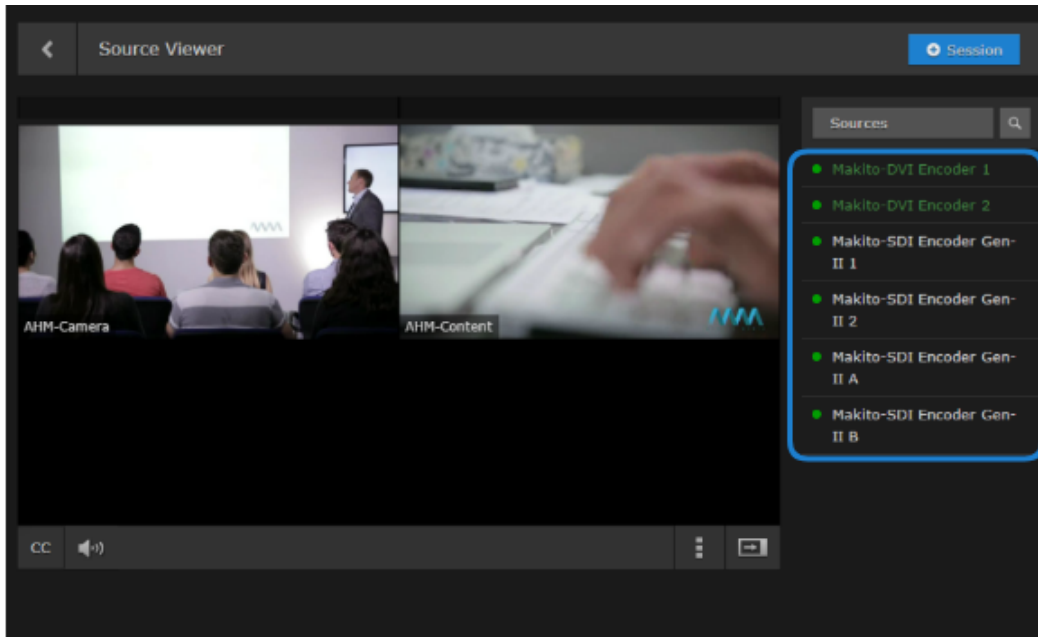
The Source Viewer opens, with the selected source(s) playing in the player window.




Note

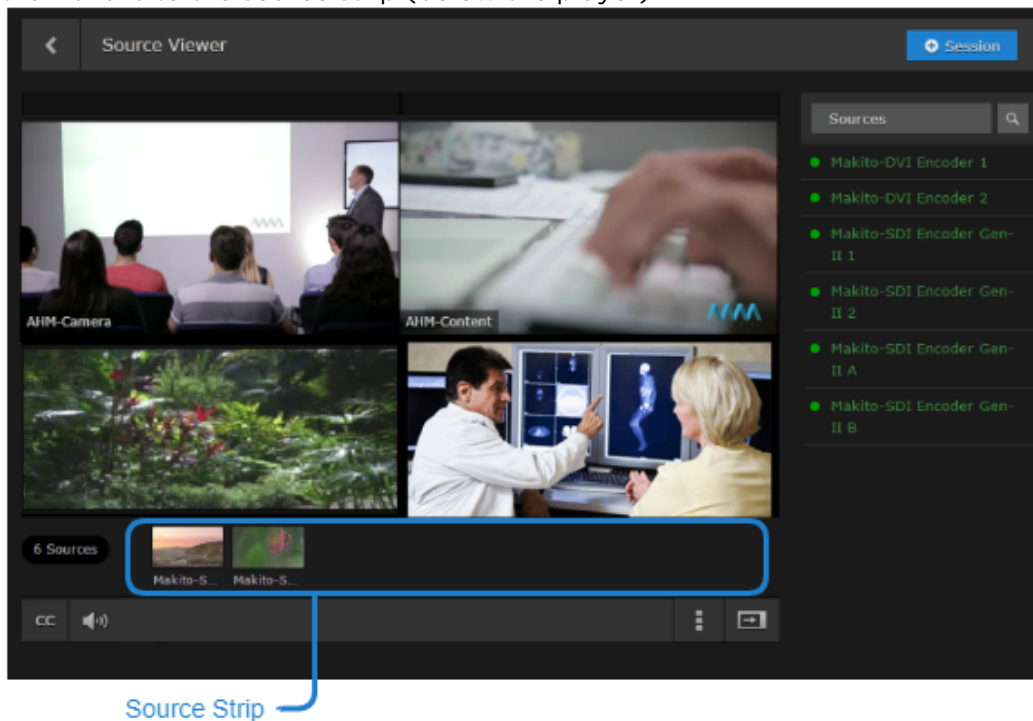
HEVC sources are not viewable in the browser.

In the Available Sources list:



- Green status icons indicate active sources.
- Green text indicates sources that are already in the source viewer.

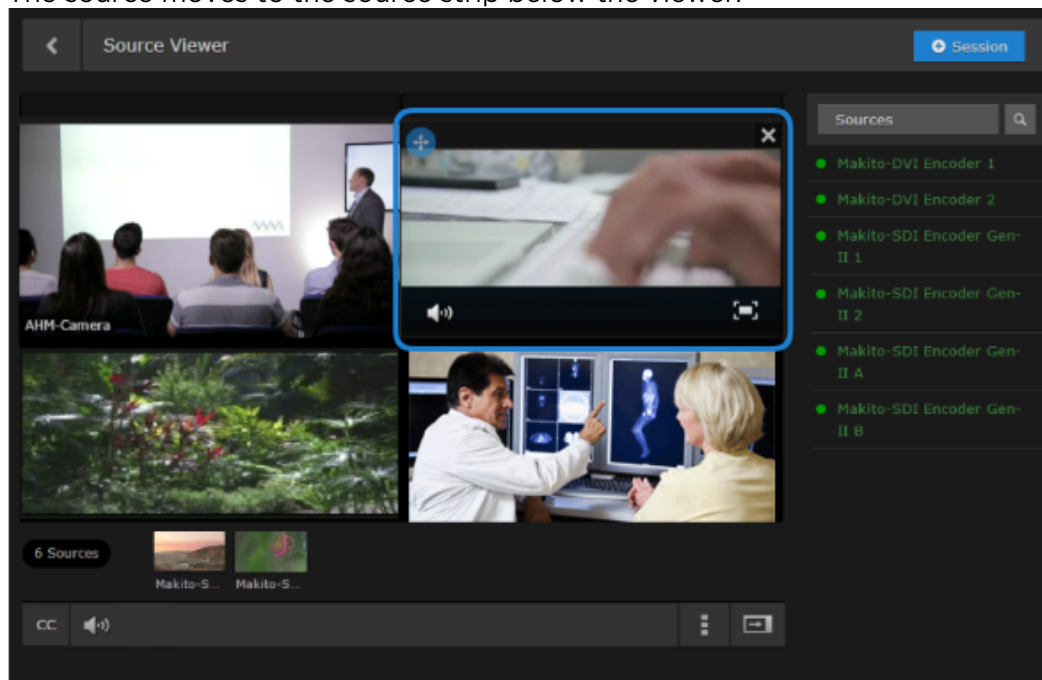



- To search for a source, click the  icon and type in the source name.
 - As you mouse over the list, the icons change to either:
 -  on sources that are not yet in the viewer, or
 -  on sources that are in the viewer.
3. To add another source or remove a source from the viewer, select the source name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

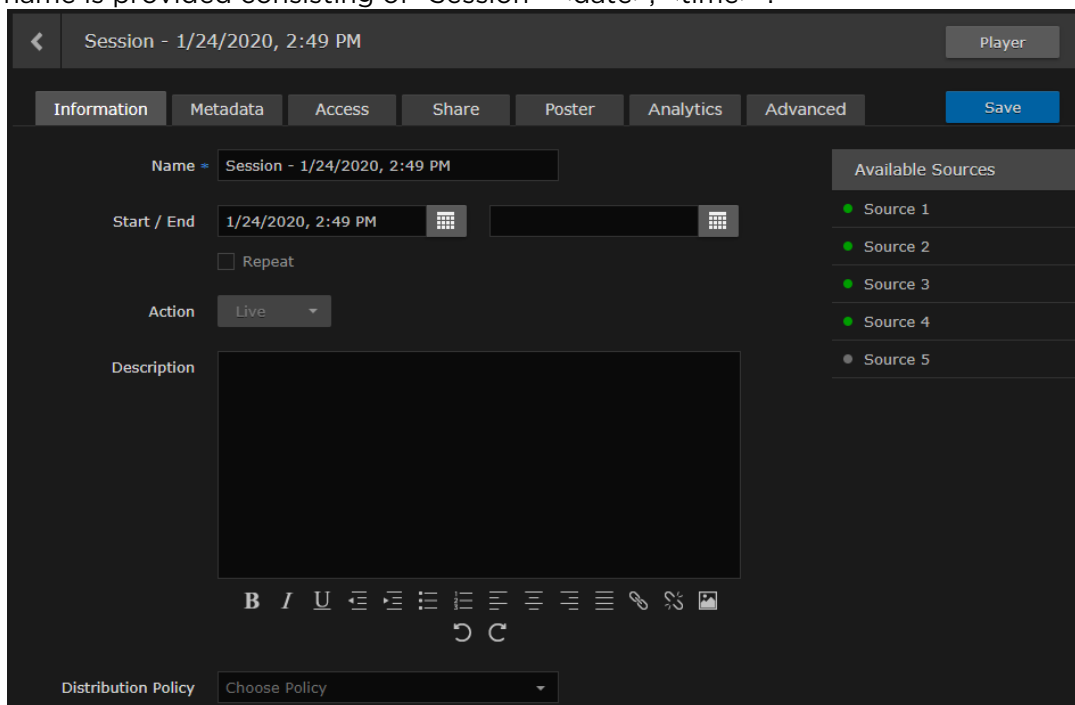
This section shows how to add a session from the Library's Sessions screen.

Tip

To schedule a session from the Scheduling screen, see [Scheduling an Event](#).

To add a session:

1. On the 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 Library's Sessions list.
 - To assign metadata, click the **Metadata** tab. For details, see [Editing Session Information and Metadata](#).
 - To edit session permissions, click the **Access** tab. For details, see [Sharing Items](#).
 - To share your session, click the **Share** tab. For details, see [Using Public Links to Share Sessions](#).
 - To add a custom poster image for the session, click the **Poster** tab. For details, see [Uploading Custom \(Session\) Poster Images](#).
 - To view session analytics, click the **Analytics** tab. For details, see [Collecting User Data Analytics for a Session](#).

- To view the session, click the **Player** button. For details, see [Viewing Sessions](#).

 **Tip**

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



7. To return to the Library's Sessions list, 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 Library's Sessions list. To view an existing session:

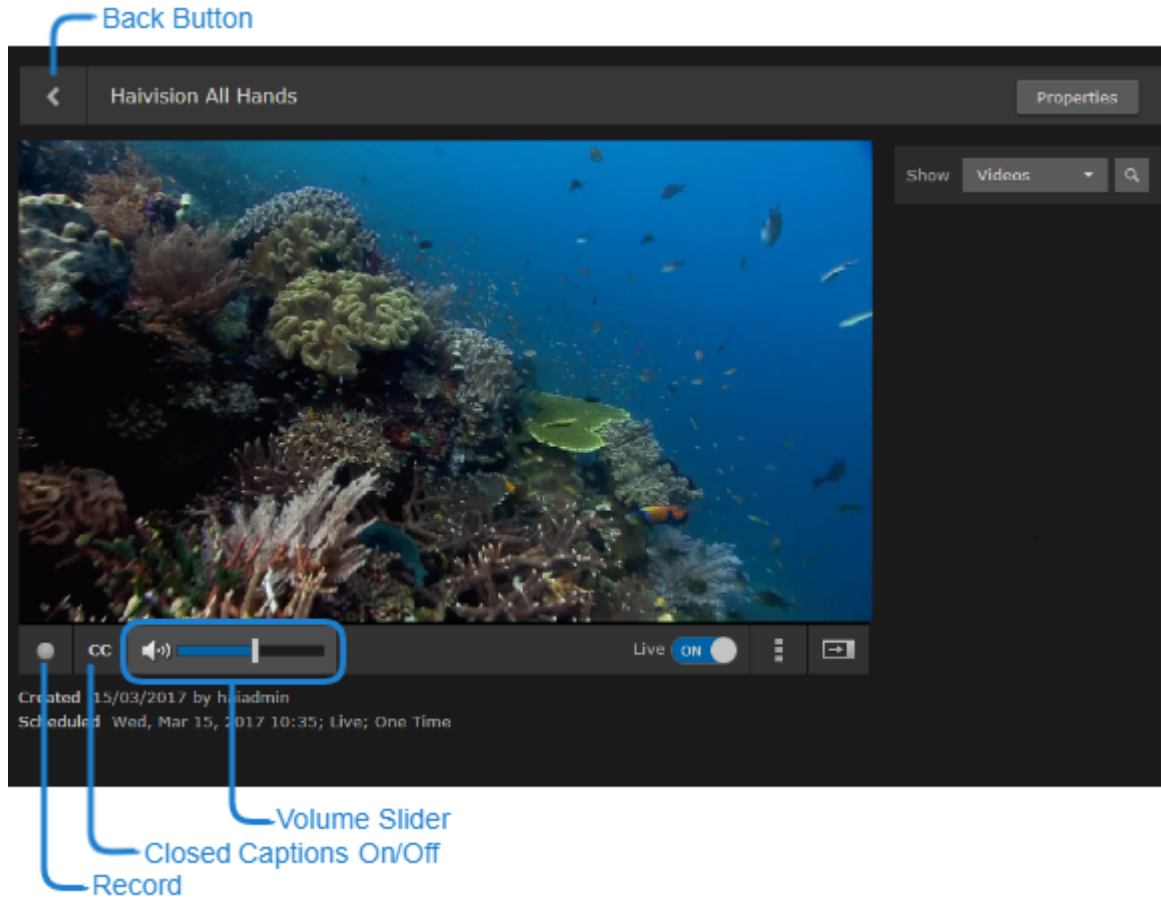
1. On the Library screen, click **Sessions** on the menu bar. The Sessions list displays the title and creation date and time for each session. Also, session status indicators are available:

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. Or, click the  icon and click **View** on the action bar.

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 Library's Sessions list, completed videos (if any) are listed in the sidebar.



⚠ Important

- HEVC sources are not viewable in the browser.
- For proper operation, ensure that auto-play is enabled in your browser for the HMP IP address.
- The Picture-in-Picture capability supported in some browsers and browser plug-ins is not officially supported at this time and may result in unpredictable system or player performance.

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

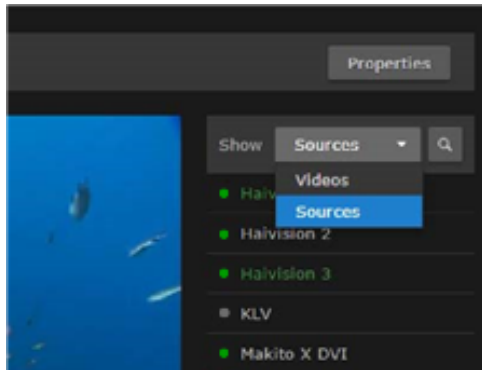


⚠ Note

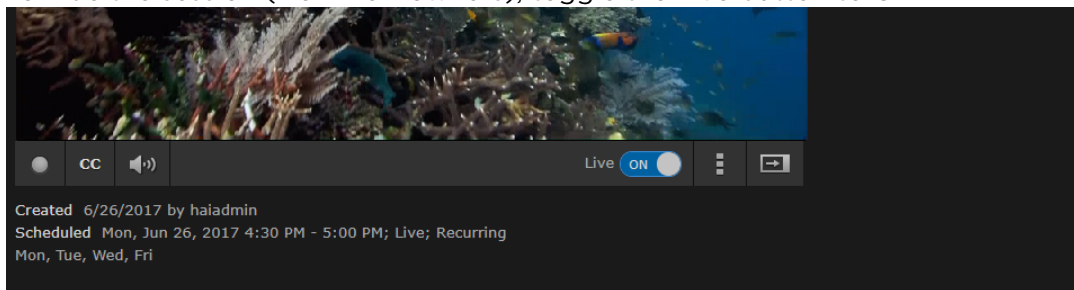
There are no volume controls on a mobile device. You must use the built-in volume controls

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.

- 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.



- 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).
- 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.

- To record the session manually, click the icon. See [Recording a Session \(Manually\)](#).
- To return to the Library's Sessions list, click the icon.

Editing Session Information and Metadata

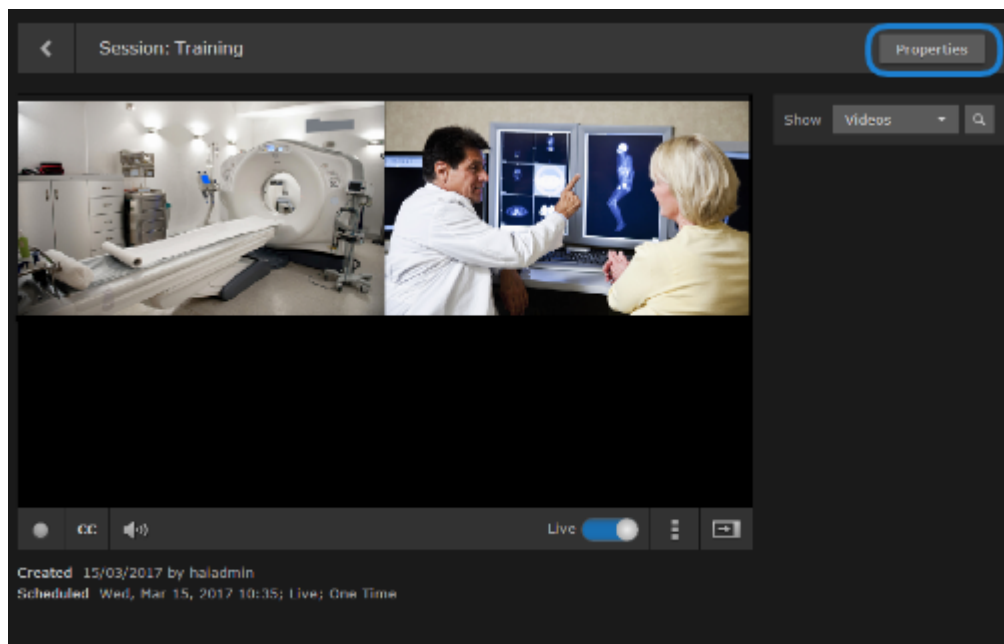
After creating a session, you can edit the settings by opening its Session Information pane from either the Session Player or the Library's Sessions list. You can edit the session name and description, schedule the session, and assign metadata to the session.

To edit session information:

- While viewing the session or in the Library Sessions list:

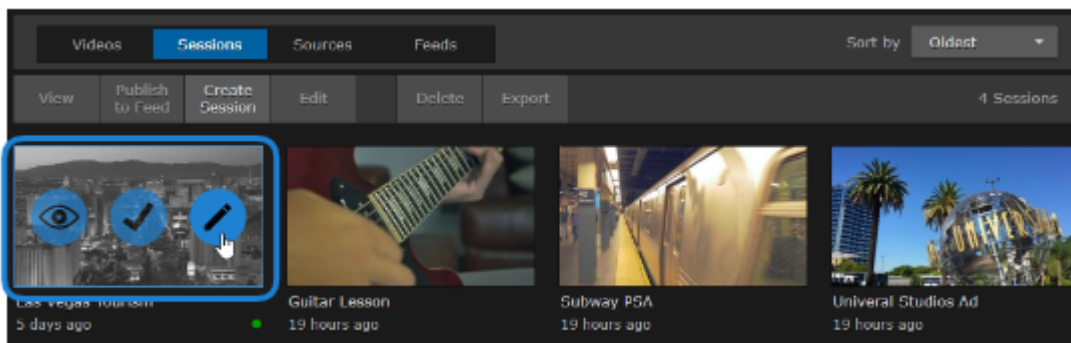
Viewing the Session Library Sessions List

While viewing the session, click the **Properties** button:

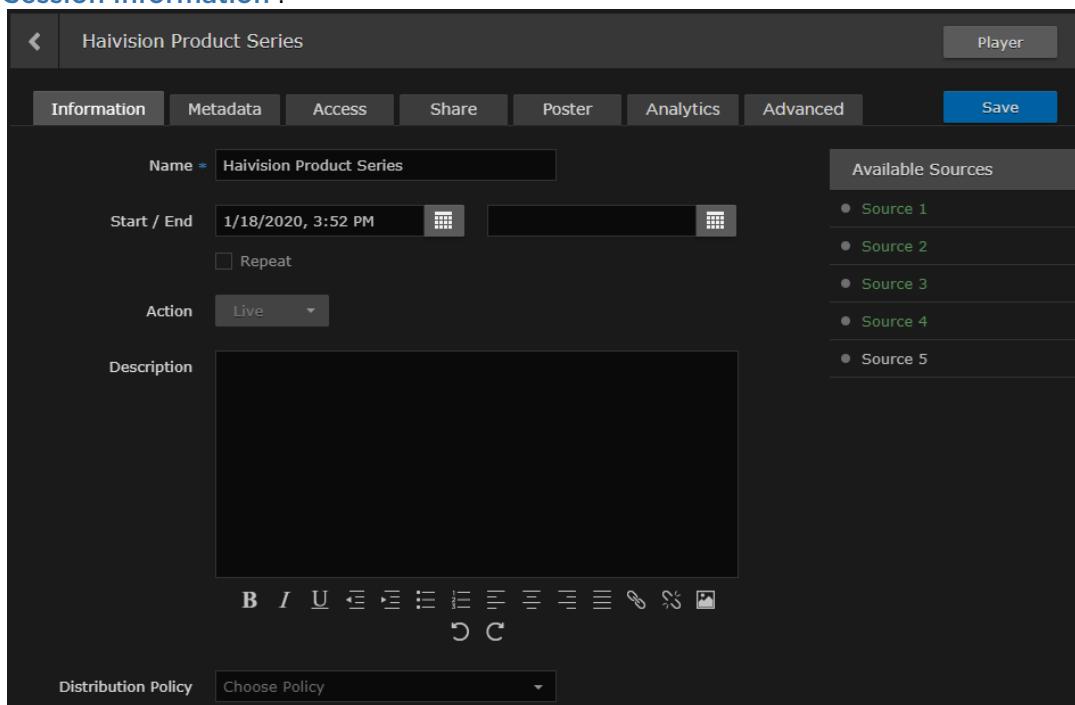


Viewing the Session Library Sessions List

On the Library's Sessions List, hover the mouse over the session and click the  icon. For details, see [Selecting Items](#).



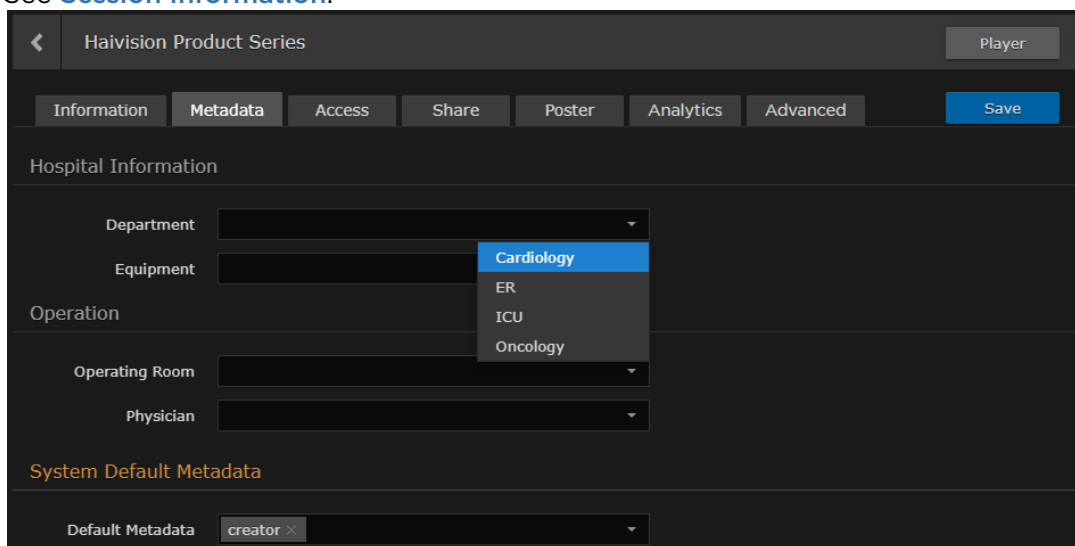
- On the Information pane, make the desired changes to the Information fields. For details, see [Session Information](#).



Tip

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

- Click **Save**.
- To assign metadata, click the **Metadata** tab.
- On the Metadata pane, select the applicable metadata keys and values from the drop-down lists. See [Session Information](#).



Note

For information on bulk editing multiple sessions, see [Editing Multiple Items](#).

 **Tip**

If you start typing, HMP displays a drop-down list of matching values that you can choose from. Also, if the metadata key 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

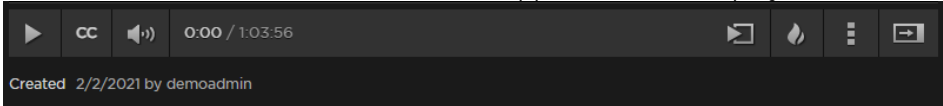

The following table lists the Session Information and Metadata settings:

Information Metadata

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	—	(Optional) Information that describes the session.
Distribution Policy	None	<p>(Optional, Distribution Policies must be defined by your system administrator) Select the distribution policy for the session from the drop-down menu.</p> <div style="border: 1px solid #ccc; padding: 5px; margin-bottom: 5px;"> <p>⚠ Note</p> <p>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.</p> </div> <div style="border: 1px solid #ccc; padding: 5px;"> <p>⚠ Note</p> <p>Only a single policy can be attached to a session.</p> </div>

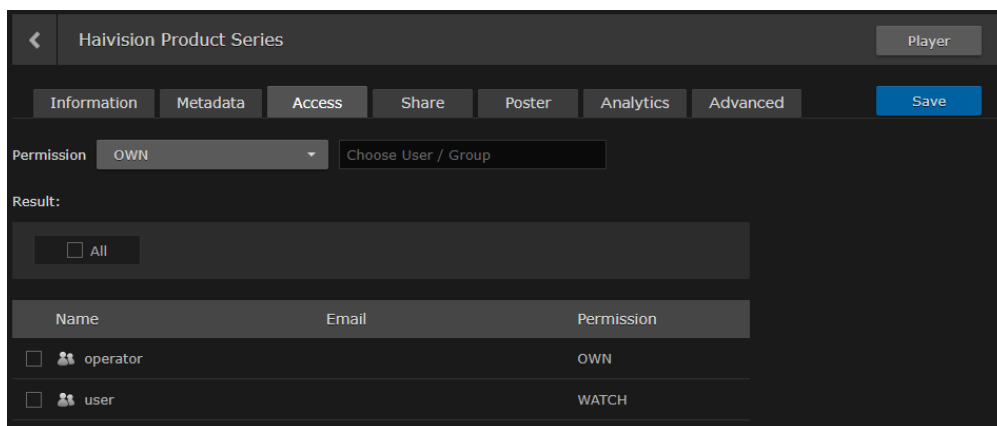
Information Metadata

Setting	Default	Description/Values
Metadata	—	<p>(Optional) To assign metadata to the session, select a metadata key and select one or more values or (where allowed) type in custom values.</p> <div style="border: 1px solid #ccc; padding: 5px;"> <p>⚠ Note</p> <p>Metadata must be pre-defined by your system administrator. For information on bulk editing metadata for multiple sessions, see Editing Multiple Items.</p> </div>


Setting	Default	Description/Values
System Default Metadata	creator	<p>Allows you to remove the default metadata that is added by the system when a session is created. For example, when the creator metadata is enabled, the name of the user who created the session appears below the player:</p>  <p>After removing creator, the user no longer appears:</p> 

Changing Permissions of Sessions

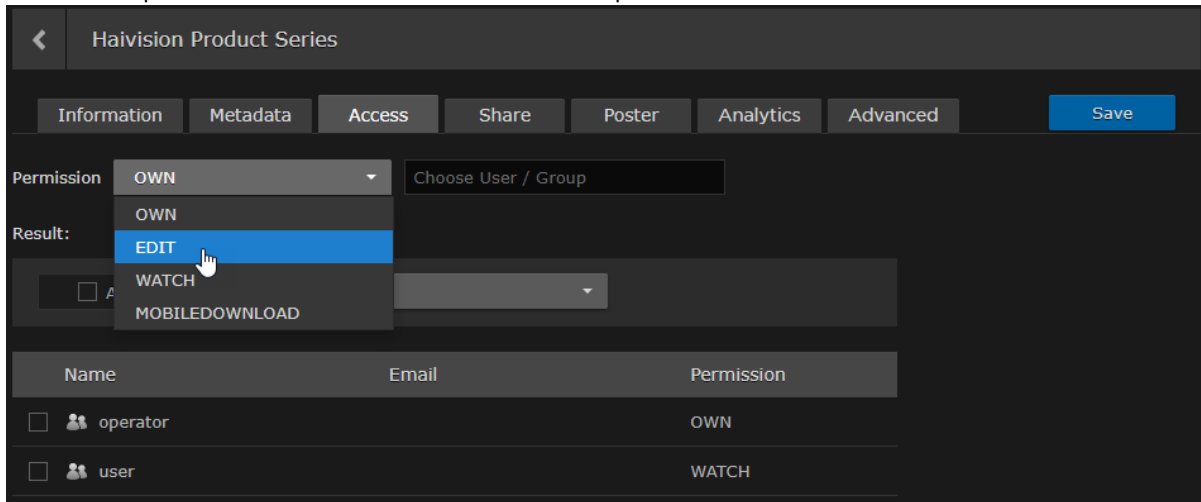
Depending on your account Role and Access Permissions, you can change the permissions of sessions for other users or groups allowing them to view the session (live or recorded) and metadata, to edit the metadata, and to start their own recordings. You can specify permissions for each user or group that you invite.



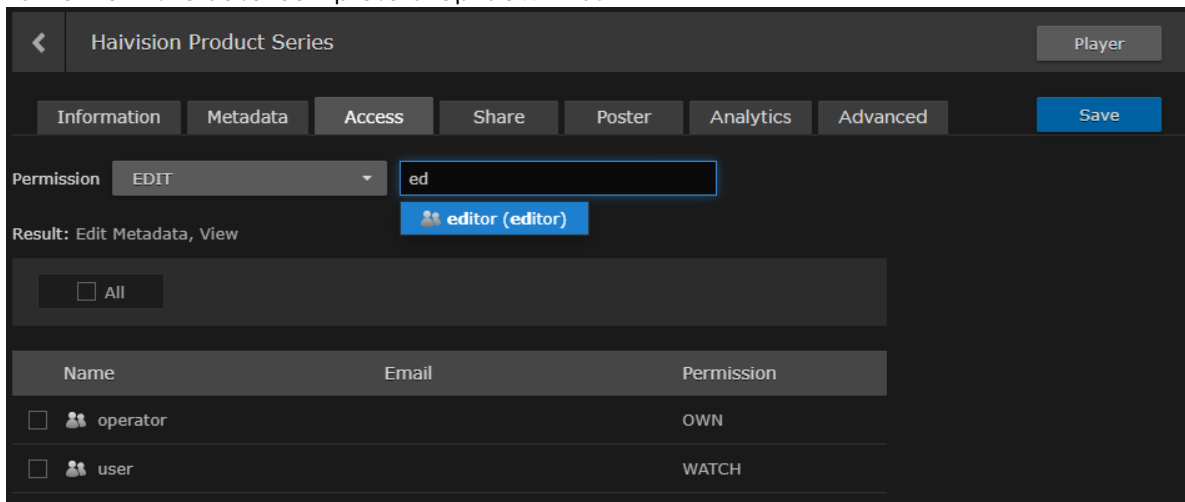
To change the permissions of a session:

1. On a list, such as the Videos, Sessions, Sources or Feeds list, select one or more items to change the permissions. 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 **Access** tab.

3. Select the permission from the Permission 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

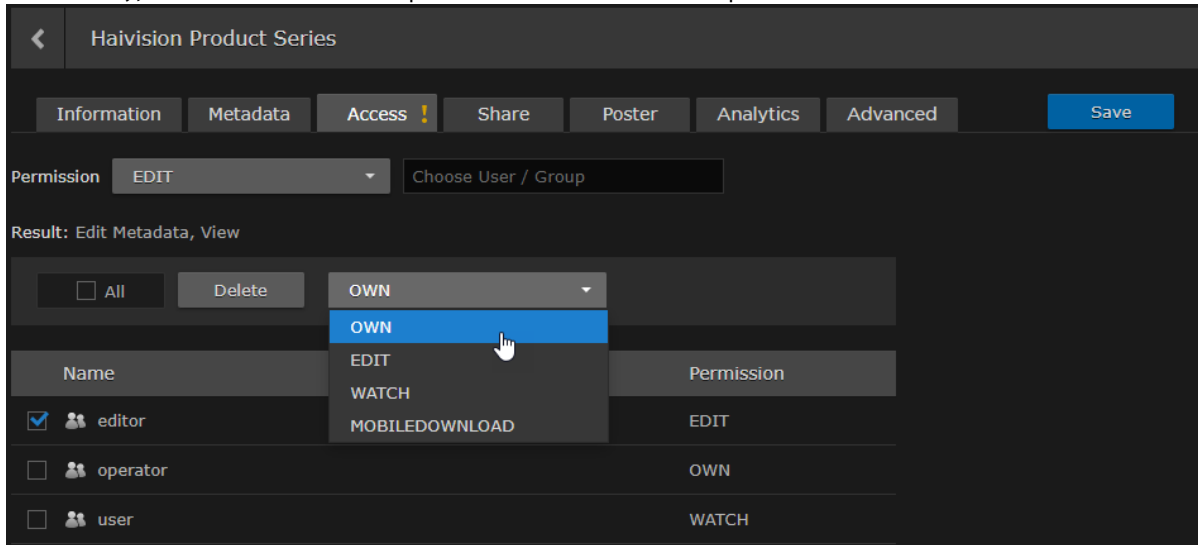
Only users and groups that have been assigned roles appear in the autocomplete list.

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

Name	Email	Permission
<input type="checkbox"/> editor	editor@haivision.com	EDIT

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

- To modify 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.



- To delete user's or group's access, check the checkbox next to one or more names in the list (or check **All**), and click **Delete**.
- Click the **Save** button.
- 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 Access Permissions](#)

Using Public Links to Share Sessions

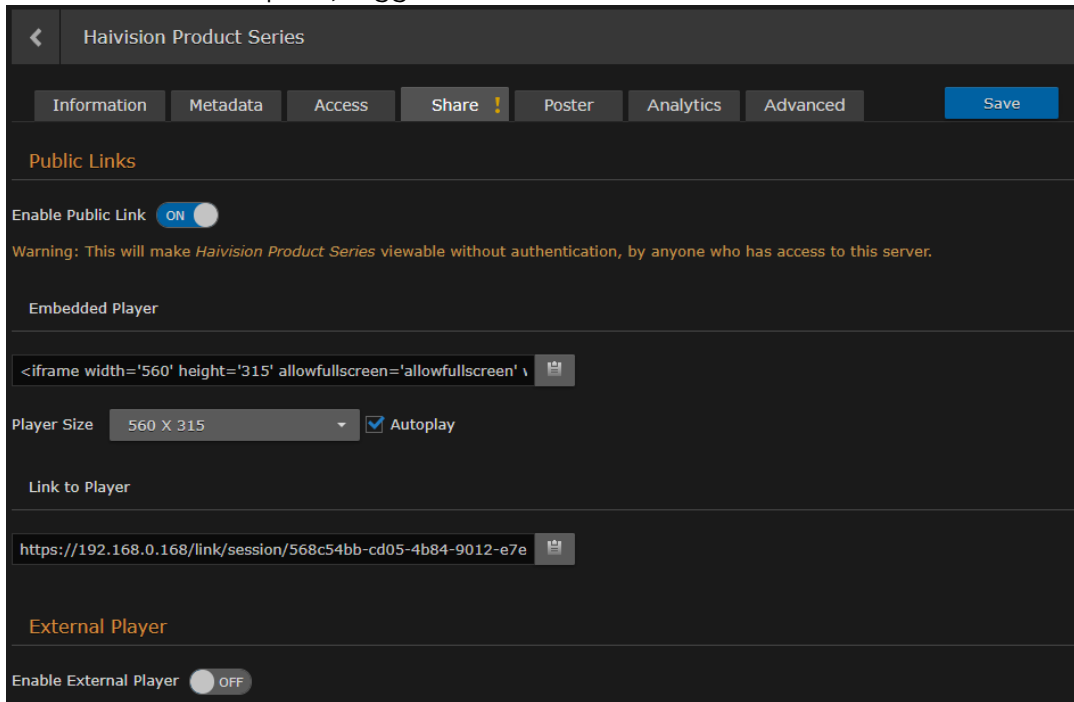
Depending on your account Role and Access Permissions, you can share sessions by embedding the Haivision video player as an iframe within an internal Website, intranet portal, or enterprise social media platform, such as Microsoft SharePoint.

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

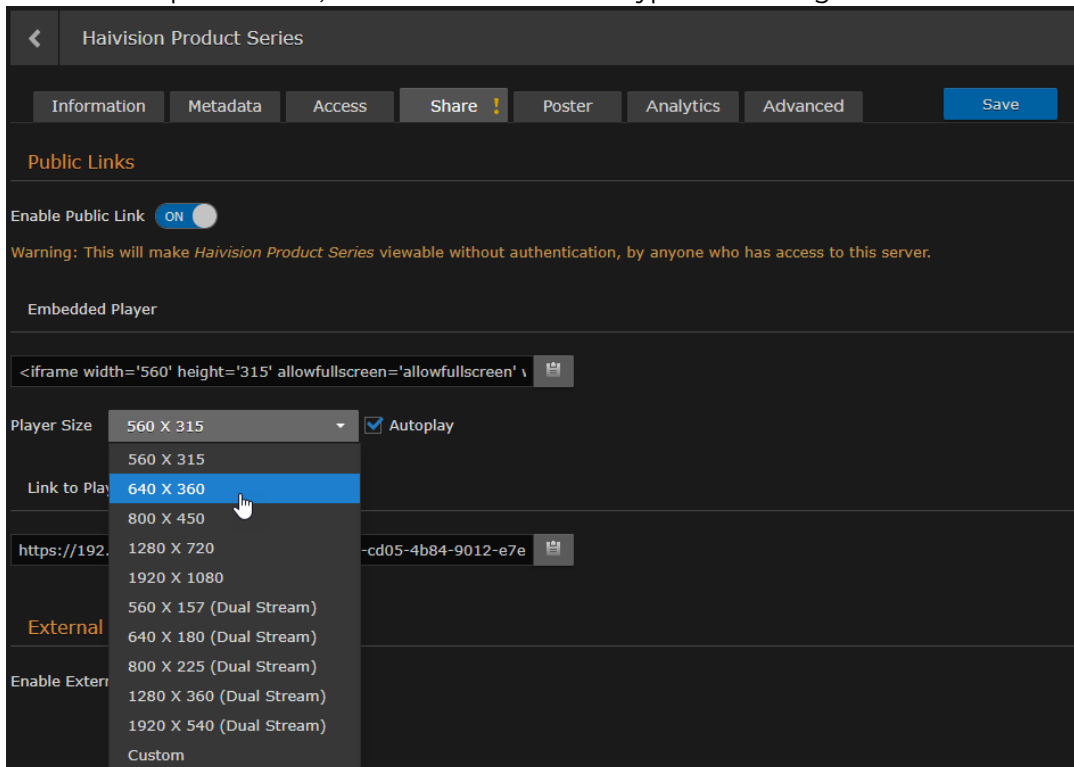
To enable a public link:

- On the Videos or Sessions list click icon on the video or session you want to share to open the Information pane.
- Click the **Share** tab.


3. On the Public Links pane, toggle the **Enable Public Link** button to **On**.





4. To embed the Haivision video player as an iframe, 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.



5. (Optional) To disable Autoplay, uncheck the checkbox beside Autoplay. By default, Autoplay is enabled, which means that the video plays automatically after the player loads.

6. To copy the iframe code to the clipboard, click the  icon and paste it into your application program.

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

Related Topics

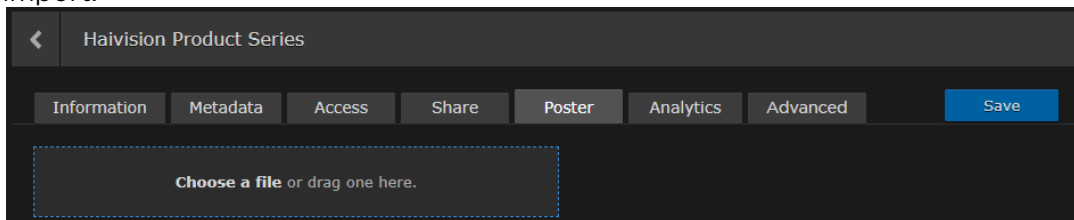
- [Uploading Custom \(Session\) Poster Images](#)

Uploading Custom (Session) Poster Images

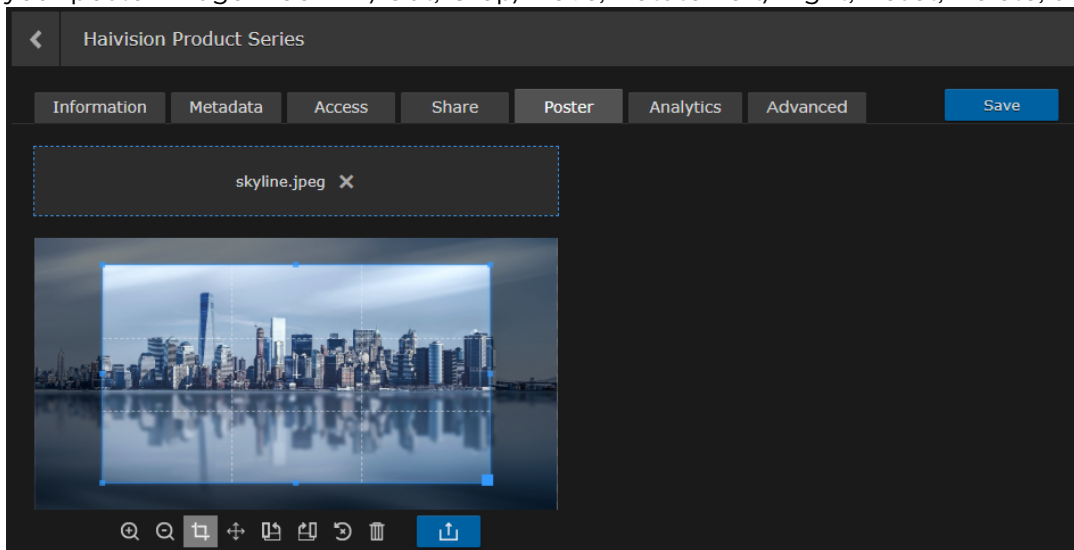
Depending on your account Role and Access Permissions, you can upload a custom poster image for a session that appears in the Library. Image files of the supported file types (JPEG, PNG, GIF, BMP, and TIFF) can be imported, cropped, and uploaded. The crop area has a 16x9 ratio with the uploaded image 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.

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.
4. Use the size handles and tools to resize and reposition the image. Various tools are available to edit your poster image: Zoom In/Out, Crop/Move, Rotate Left/Right, Reset, Delete, and Upload.



Tip

- With the Crop tool selected, clicking inside the crop area moves the crop area. Clicking outside the crop area, draws a new crop area.
- With the Move tool selected, clicking inside the crop area moves the crop area. Clicking outside the crop area, moves the uploaded image.

5. When you are satisfied with the poster image, click the **Upload** button.

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

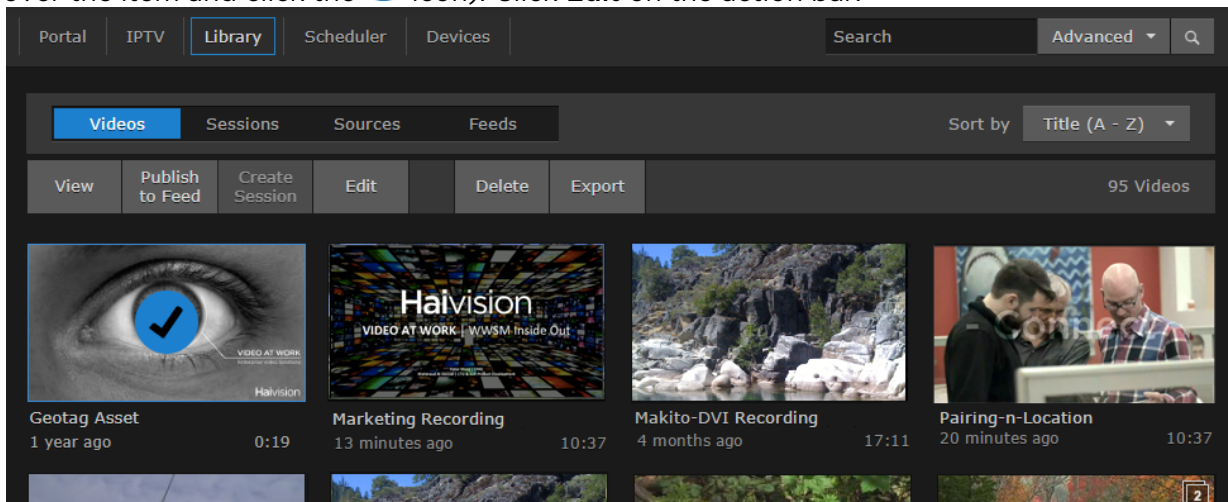
Contact your system administrator to have the proper permissions assigned to view analytics.

Available metrics include the following:

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

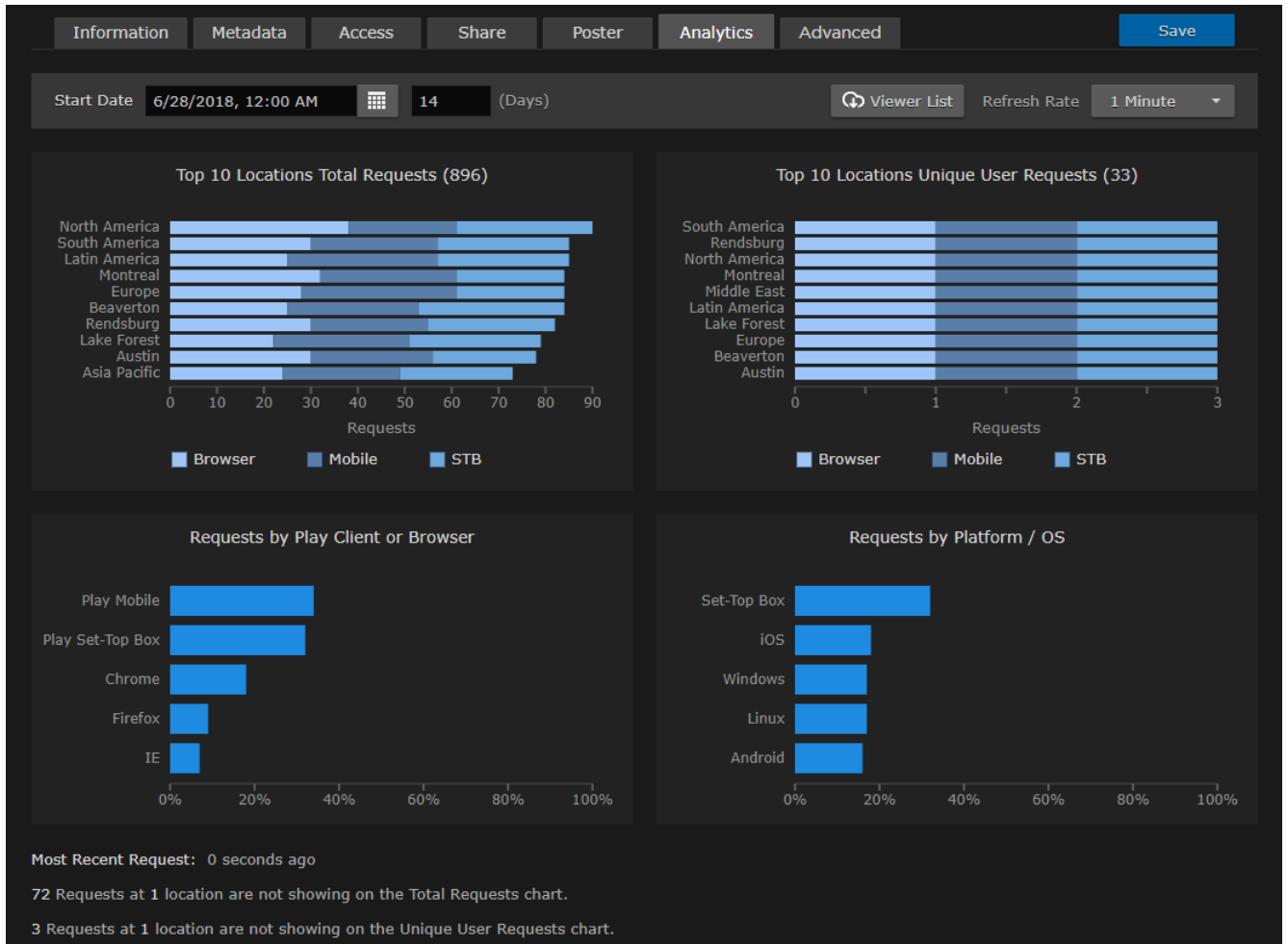
To view analytics for a session, video or source:

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.

- 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).
- 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.



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.


Creating a Watermark for a Session

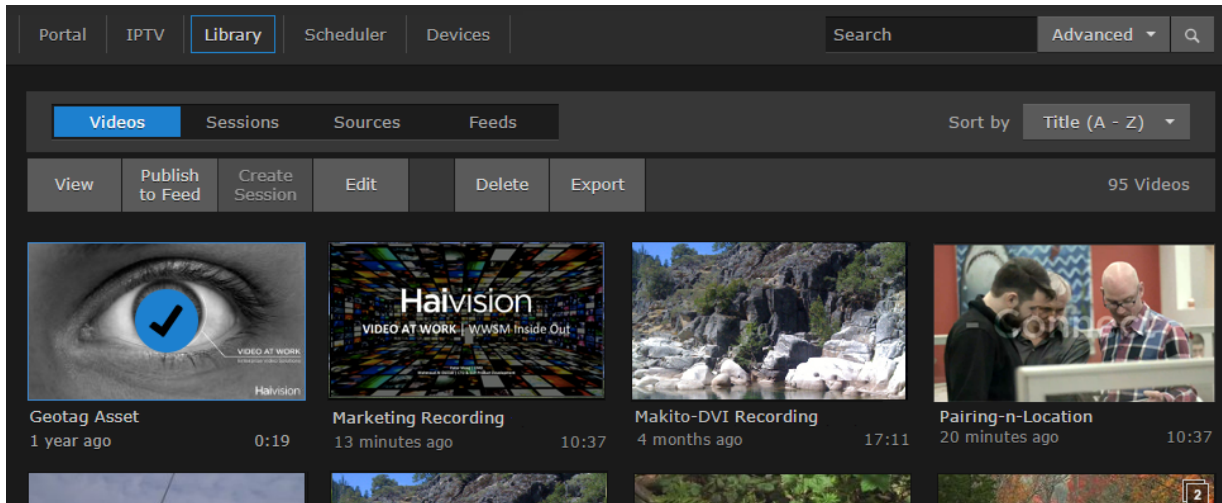
Depending on your role permissions, you can create a watermark for your content to appear in the player.

Note

- Watermarks do not appear in Layouts sent to Haivision Play 2000/4000 STBs.
- Watermarks do not appear on Haivision Play 1000 STBs or Apple iPad browser.

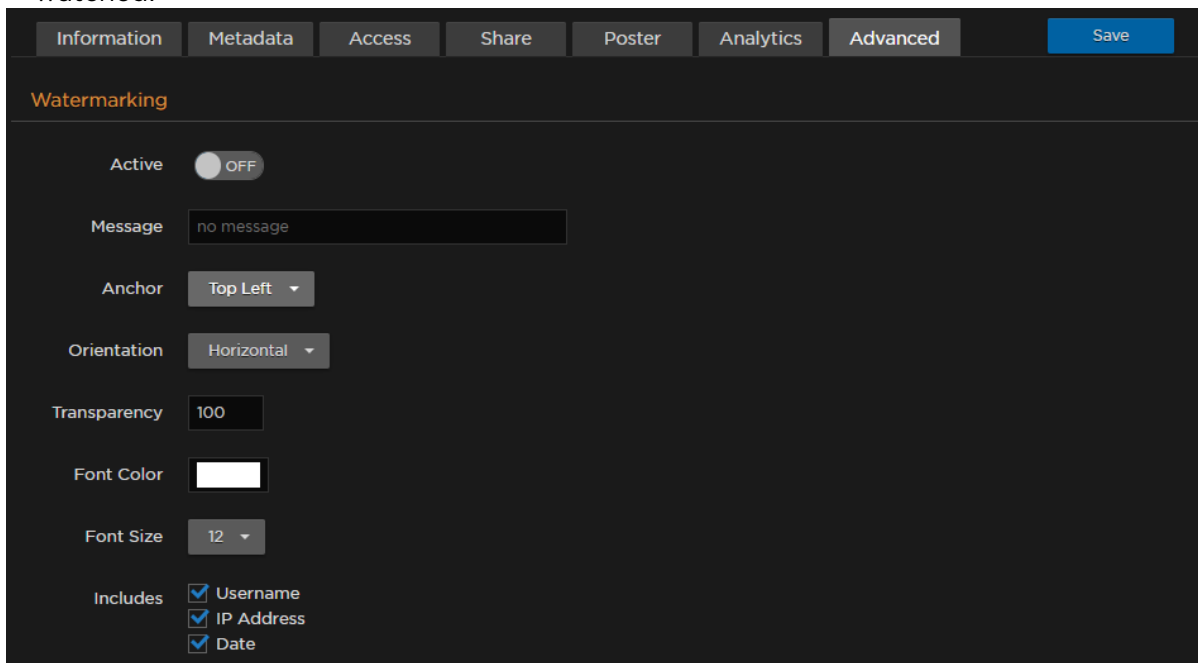
To create a watermark for a session, video, or source:

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.

- On the Information pane, click the **Advanced** tab. From here you can:
 - Enable, add, position, and format the watermark.
 - Append the username, IP address, or data/timestamp that the session/video/source starts to be watched.



- Click the **Save** button.

When viewing the content in the browser, your watermarks appear depending on your chosen settings. Sample watermark options are shown in the following images.

Note

- The message text is forced to one line. Therefore, if your message text is too long, the chosen font size may not be used.
- The watermark is not embedded in the content. Therefore, if a watermark is defined for a source, it is not reflected in the session that uses that source or a video recording from that source.

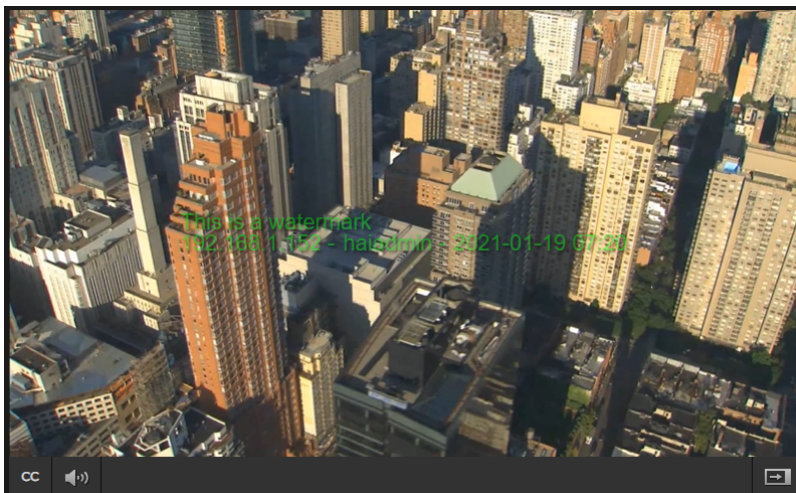
[Top Left](#) [Center](#) [Center Diagonal](#) [Bottom Right](#)

This watermark shows green text, IP address, username, and date in the top left of the video.



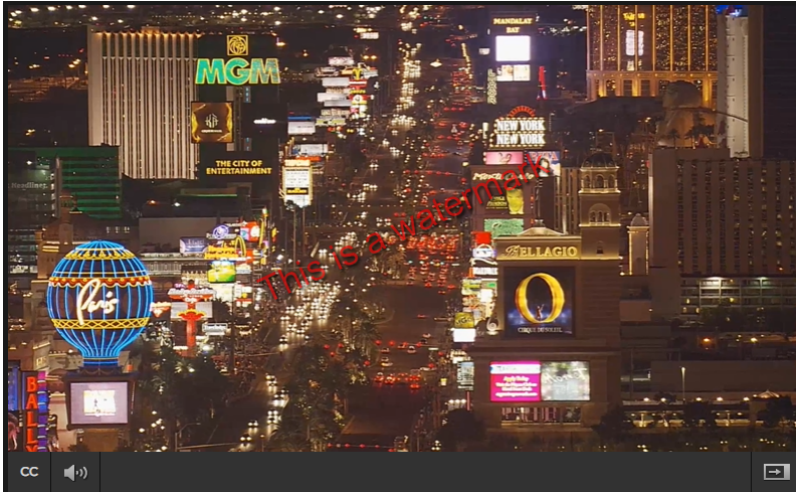
[Top Left](#) [Center](#) [Center Diagonal](#) [Bottom Right](#)

This watermark shows green text, IP address, username, and date in the center of the video with 50% transparency.



[Top Left](#) [Center](#) [Center Diagonal](#) [Bottom Right](#)

This watermark shows red text in the center of the video with 70% transparency and rotated diagonally.



Top Left Center Center Diagonal Bottom Right

This watermark shows red text and date in the bottom right of the video with 70% transparency.



Recording and Sharing Videos

This section describes how to record sessions, as well as manage and share videos using the HMP Library.

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 edit metadata and change the permissions for other users or groups.

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

- 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.
- Download videos as MP4 or TS files.

Users can also access and view videos from the Portal (if activated).

Note

When multi-stream sessions are recorded, the sources are synchronized, meaning that recording operations (start, stop, and pause) operate on all sources simultaneously.

Topics Discussed

- [Recording a Session \(Manually\)](#)
- [Playing Back Videos](#)
- [Editing Video Information and Metadata](#)
- [Changing Permissions of Videos](#)
- [Using Public Links to Share Videos](#)
- [Uploading Custom \(Video\) Poster Images](#)
- [Collecting User Data Analytics for a Video](#)
- [Creating a Watermark for a Video](#)
- [Exporting Videos](#)
- [Interacting with Recordings via Live Review](#)

Recording a Session (Manually)

This section describes how to manually record a session from the Session Player.

Note

The typical Enterprise Video workflow is to schedule sessions and recordings from the Scheduling screen. For details, see [Scheduling an Event](#).

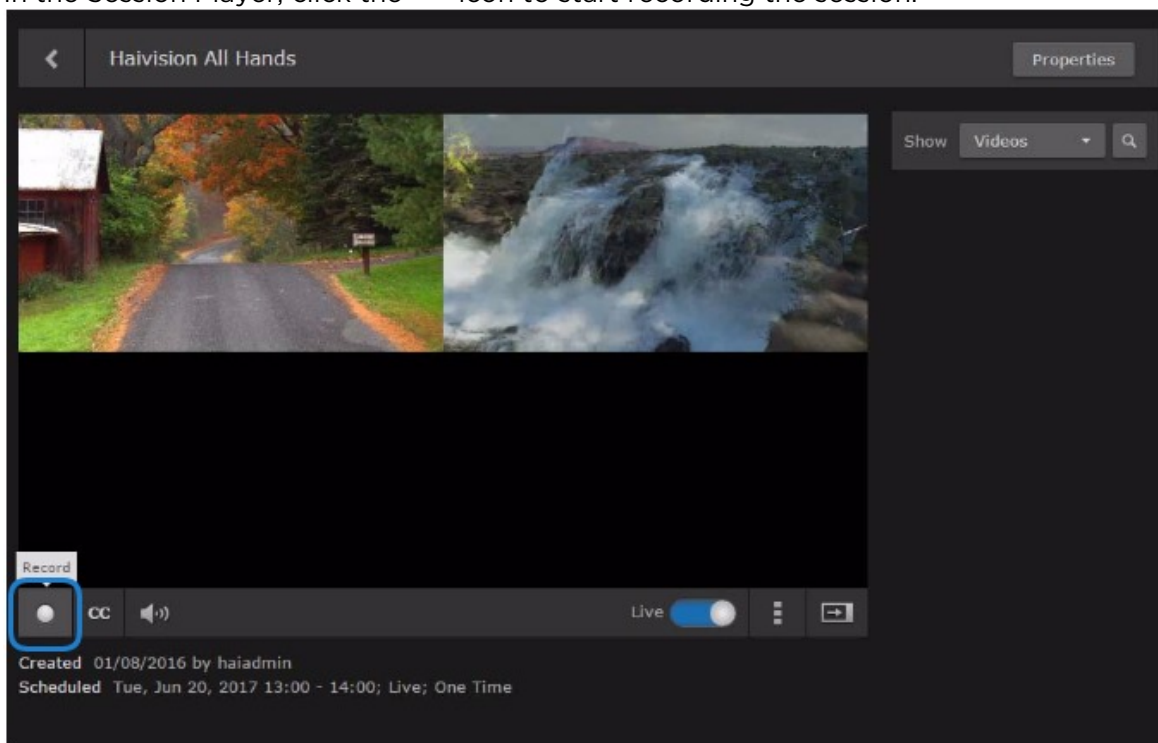
To manually record a session:

1. Open a session. (See [Viewing Sessions](#).)

Note

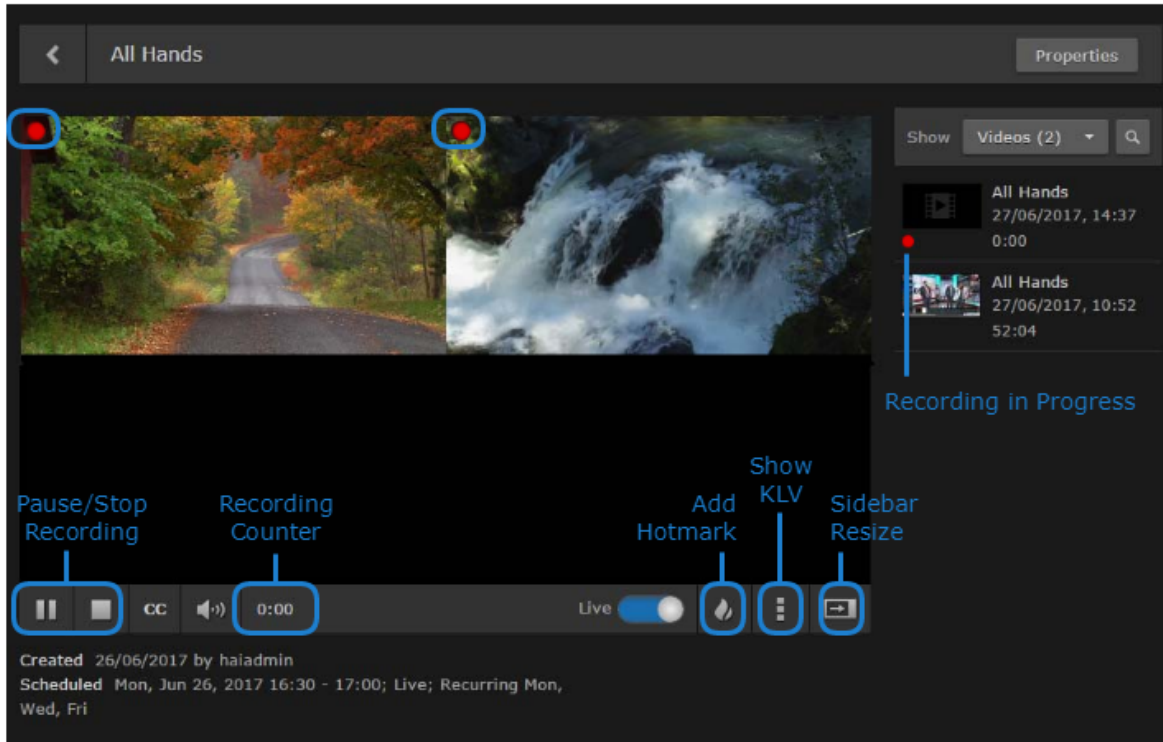
Sessions with HEVC sources are not viewable in the browser. However, they can be recorded.

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 Library's Videos list.

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.



- To insert a HotMark at the current time, click the 🔥 icon. For information on creating and managing HotMarks, see [Managing HotMarks](#).
- 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.

- To pause recording, click the ⏸ icon.

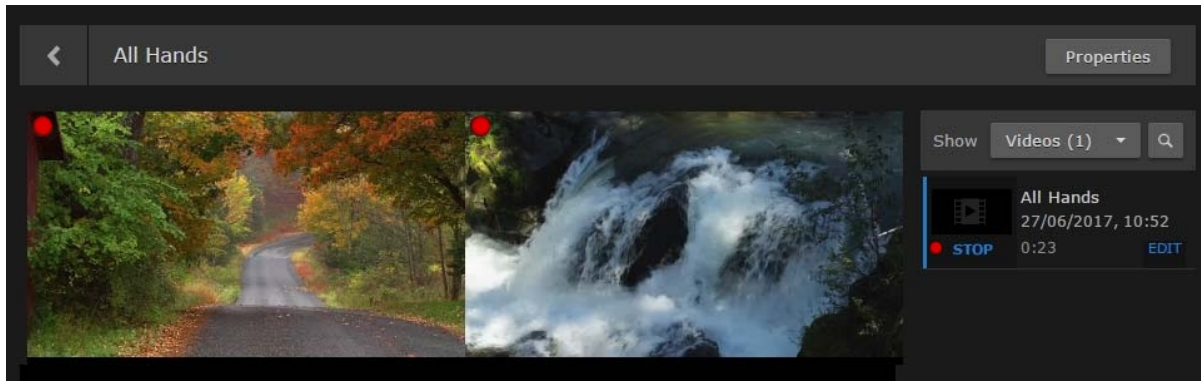
⚠ Note

A paused recording remains active.

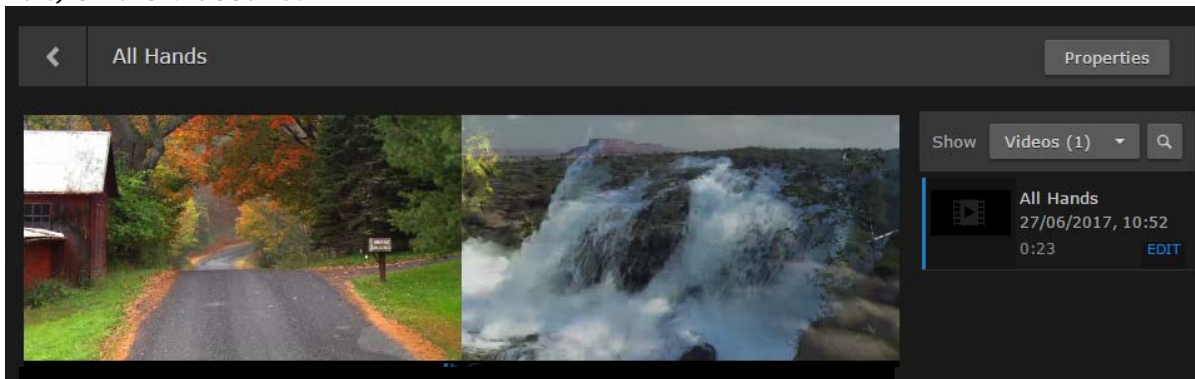
- To stop recording, click the ■ icon.

⚠ Note

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



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

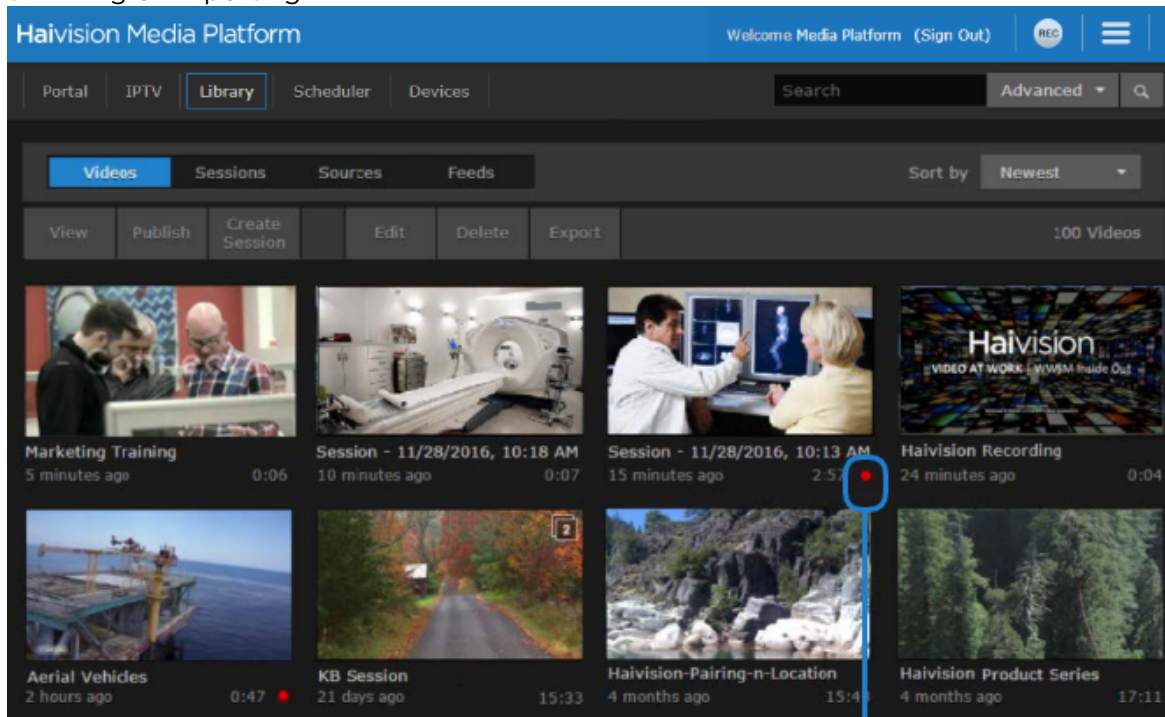
The general recording viewer controls are the same as in the Session Player, including adjusting the volume, resizing the viewer, and switching to full-screen mode. For details, see [Viewing Sessions](#). If HMP restarts or reboots while recording a program, the recording will be interrupted. The recording 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 Library's Videos list. To do this, follow these steps.

To play a video:

1. On the 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.



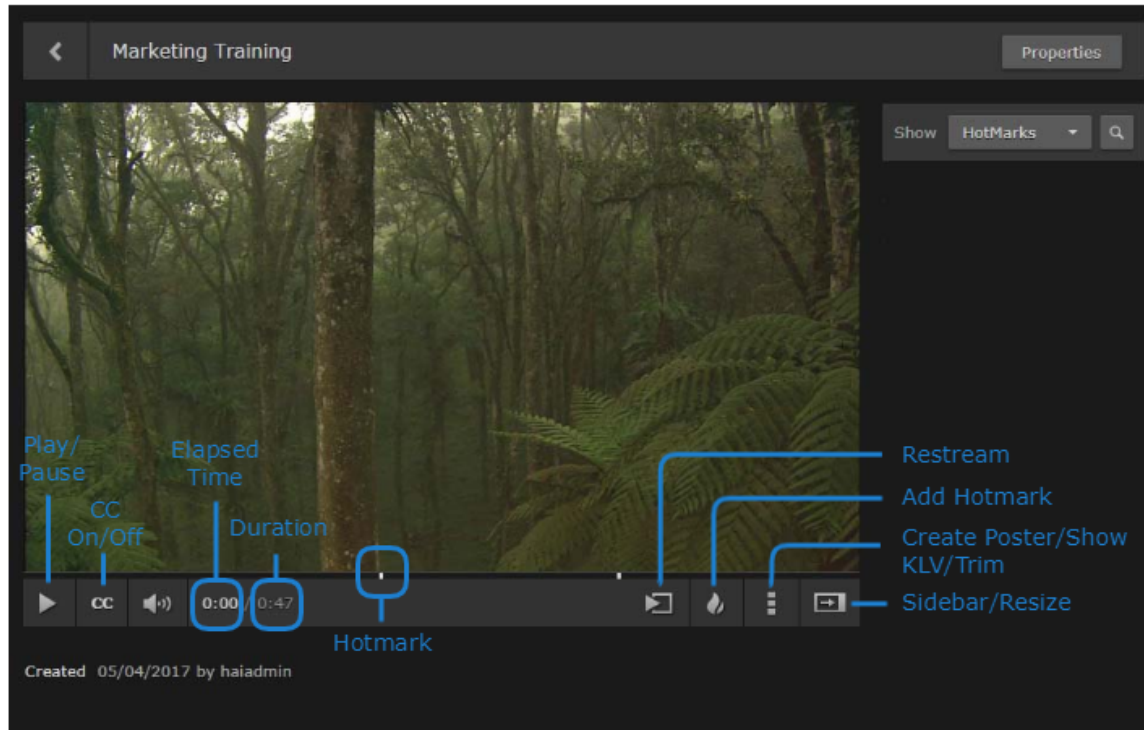
Recording in Progress

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

If your system administrator has not selected the HTML5 "Modern" player for desktop browser playback, your browser may block the video from playing, as Adobe Flash is no longer supported in the latest version of modern web browsers.

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



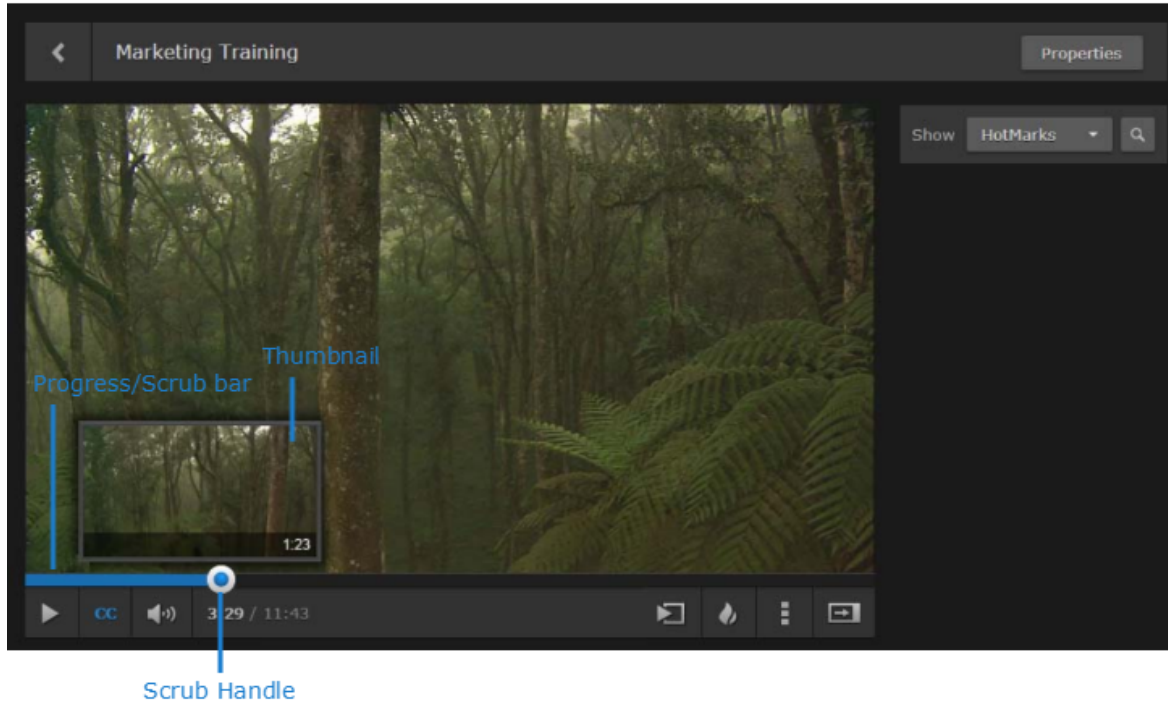
⚠ Important

- HEVC videos are not viewable in the browser.
- For proper operation, ensure that auto-play is enabled in your browser for the HMP IP address.
- The Picture-in-Picture capability supported in some browsers and browser plug-ins is not officially supported at this time and may result in unpredictable system or player performance.

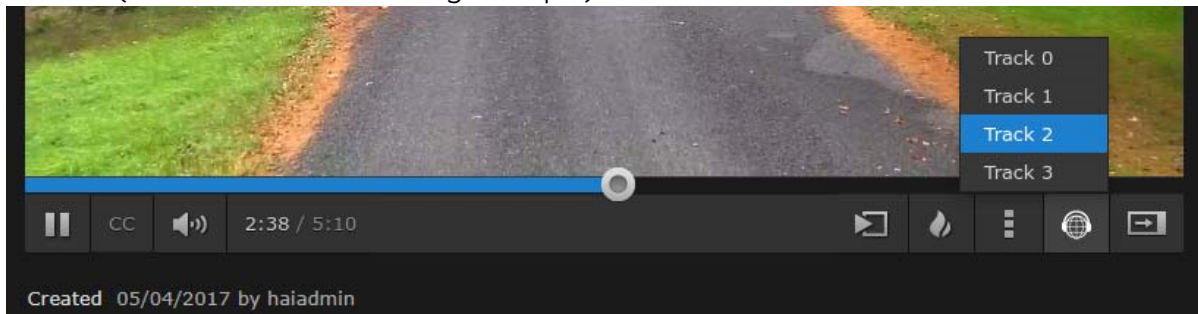
- To select the starting point for playback, drag the scrub handle or click the position on the progress/scrub bar.

✔ Tip

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









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



Note

Multi-audio videos are only supported by the Modern player with either HLS streams from HMG, View Direct sources, or VOD.

- If your account permissions allow editing, changing permissions, downloading, and publishing to feeds, the **Properties** button appears 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 **Access** or **Share** tab. For details, see [Changing Permissions of 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](#).
- 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.

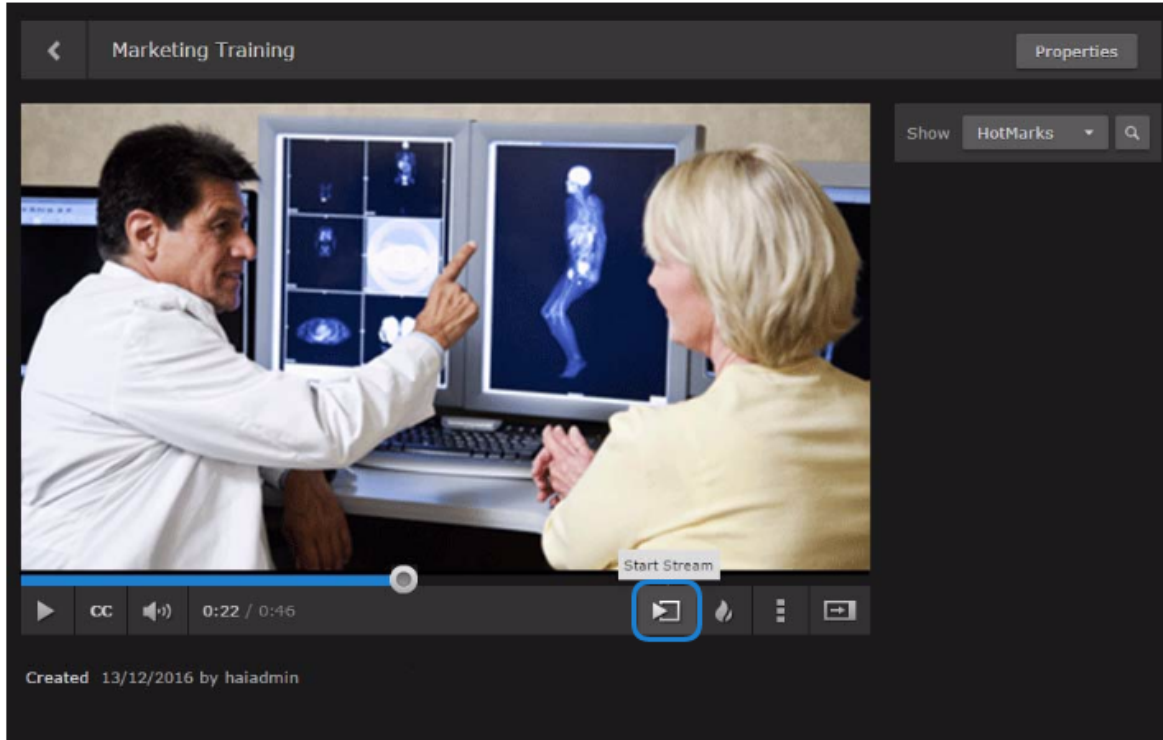
Re-Streaming Videos

You can re-stream a video to a known multicast or unicast address 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 tracks to re-stream and then choose the streaming output for each track.

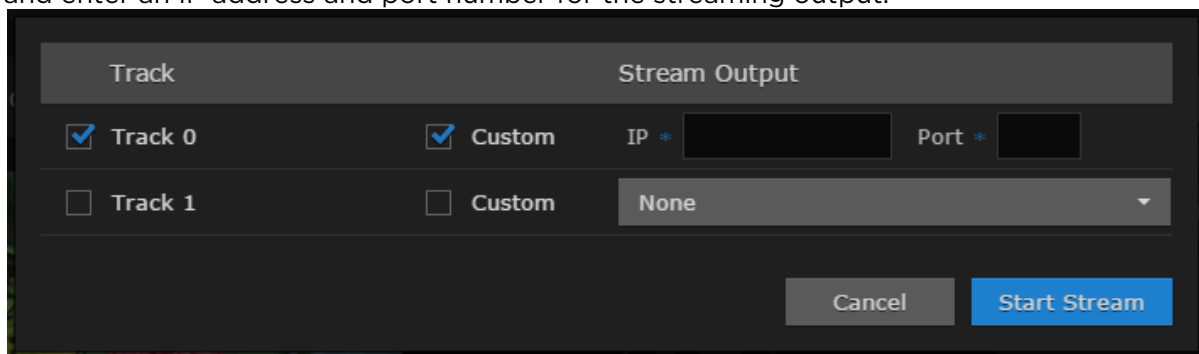
You can also continue to control the re-streamed video using the HMP player controls (Play, Pause, and Scrub).

To re-stream a video:

1. While viewing a video, click the  icon.



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




- Click **Start Stream**.

Note

If the unicast/multicast address and port are already in use, an error message appears.

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.

- 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.

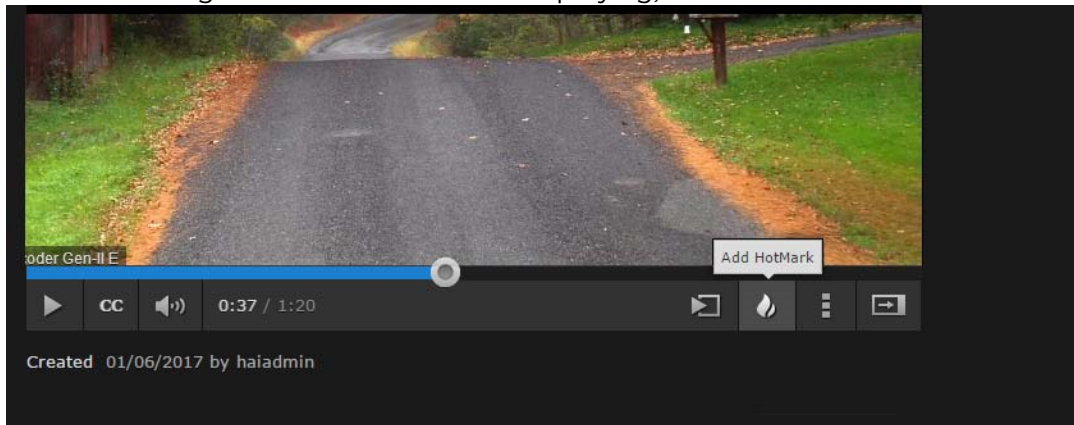
Multiple users can insert HotMarks, so color coding and user tagging allows you to quickly and accurately identify who made each entry. If HotMark Metadata is available for your system, you can also select Metadata values for the HotMark. You can also search for HotMark Metadata. (Metadata defined to be used for HotMarks is not available on the Metadata pane for the video, session or source.)

Tip

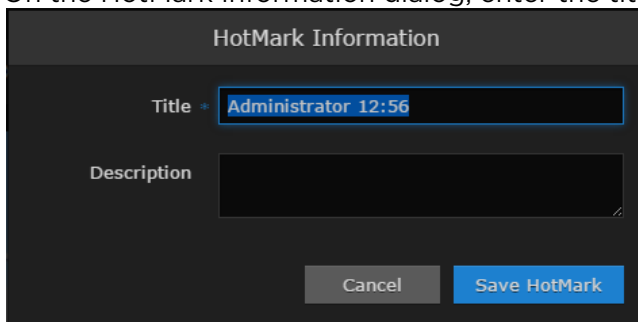
You can search for videos by entering keywords from HotMark titles, descriptions, or metadata.

To insert a HotMark:

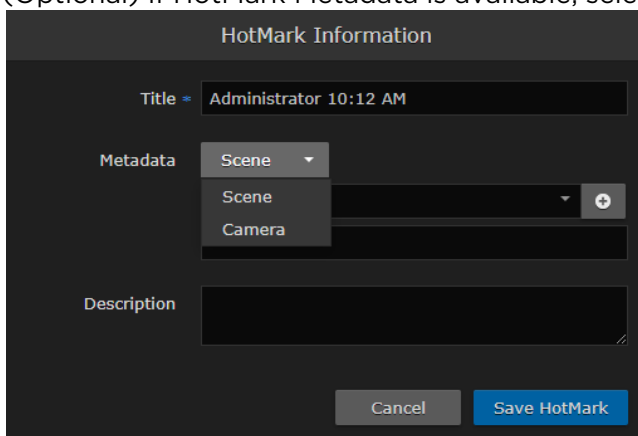
1. While recording a session or with a video playing, click the  icon.




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



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

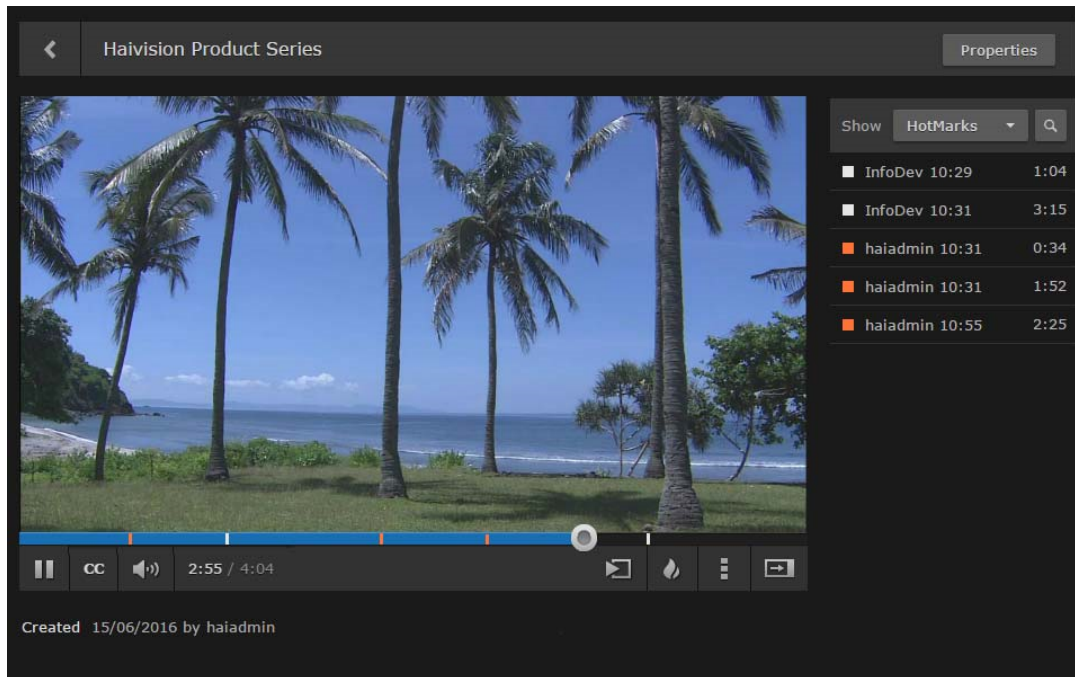


4. Click **Save HotMark**.

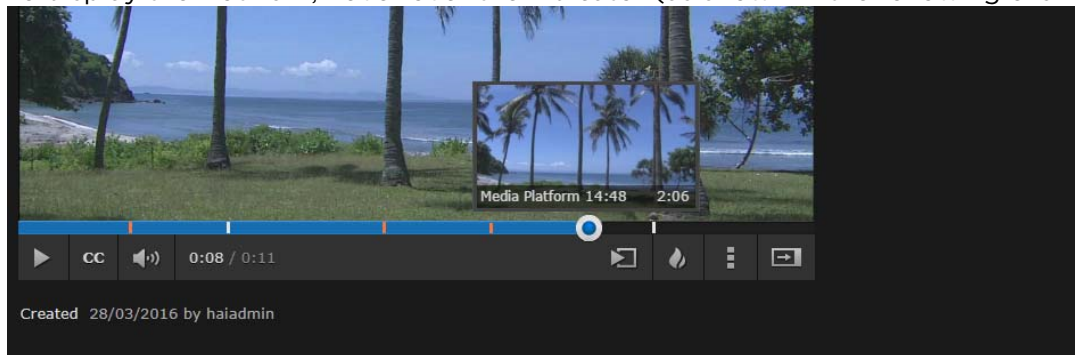
This inserts a HotMark in the video in the current position and places an indicator along the progress/scrub bar. You can also pause the video, drag the scrub handle to the desired position, and then click the  icon.

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).



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



- On the HotMark Information dialog, edit the Title and Description fields as necessary and click **Save HotMark**.
- To delete a HotMark, click **Delete** on the HotMark Information dialog.

Generating Thumbnails (Poster Images)

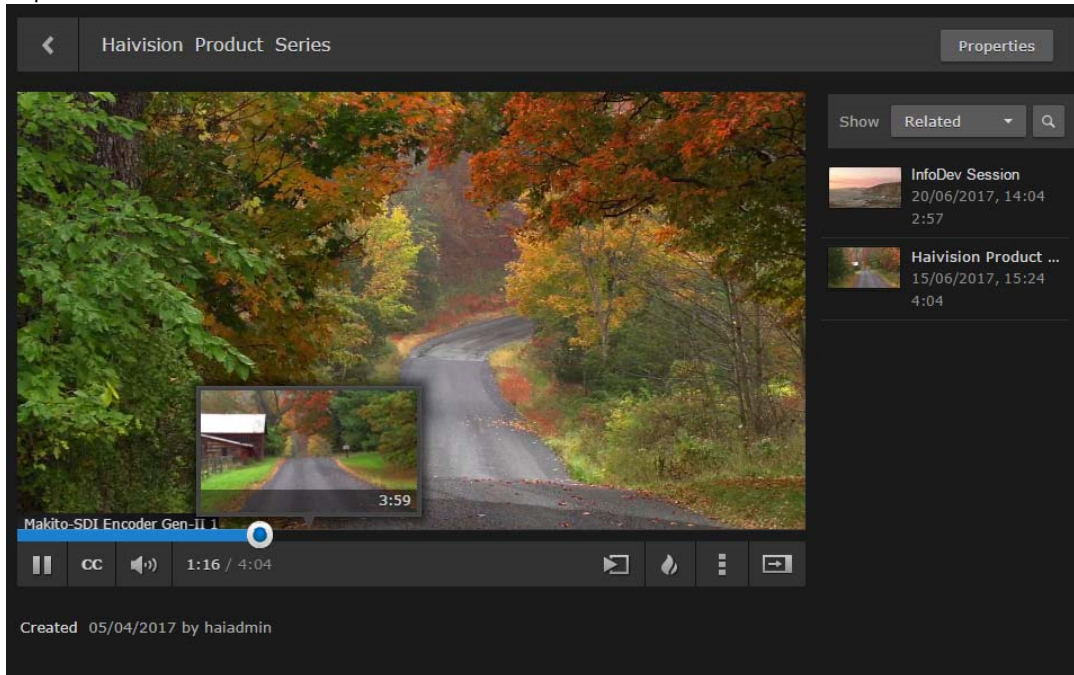
On the Library screen, each video is represented as a thumbnail image. This image is auto-generated by HMP; you can also select a frame from a video and generate a custom thumbnail to serve as your video’s preview or poster image. This is useful if you wish to change the default auto-generated thumbnail image.

Tip

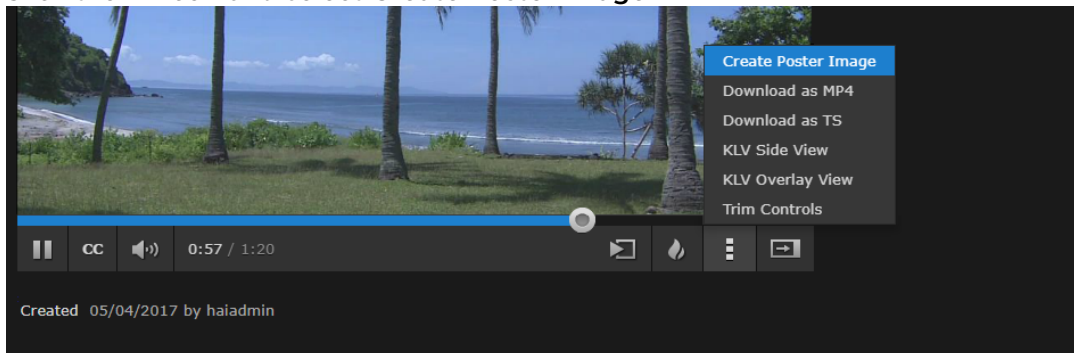
On a multi-track video, you can only generate a new thumbnail of the top left video (first quadrant). If the desired video is in another quadrant, you have to move it (drag) so it is now in the first quadrant. Then when you generate the thumbnail, *only* that video track will be affected and a new thumbnail 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) own the video; existing access permissions are not carried over, but existing metadata is copied.

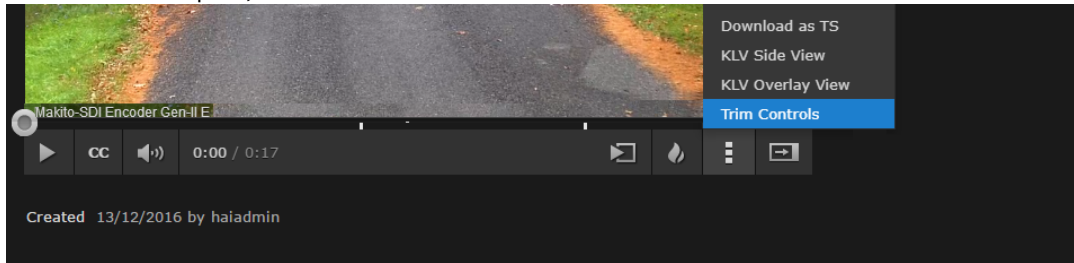
Thumbnail previews are shown as you move the trim handles.

 **Note**

The scrub handle and trim handles can be positioned independently and do not affect each other.

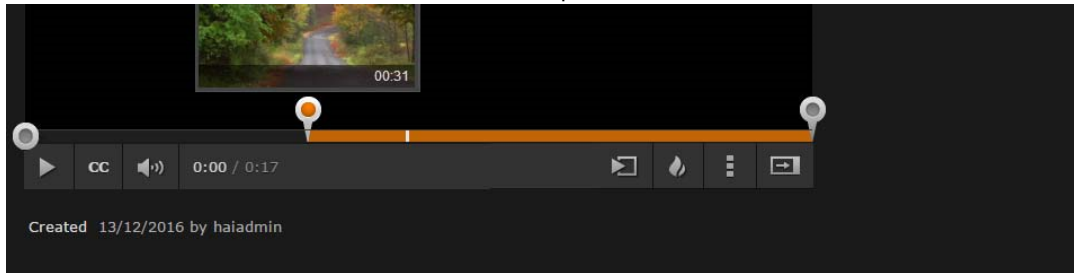
To trim a video:

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

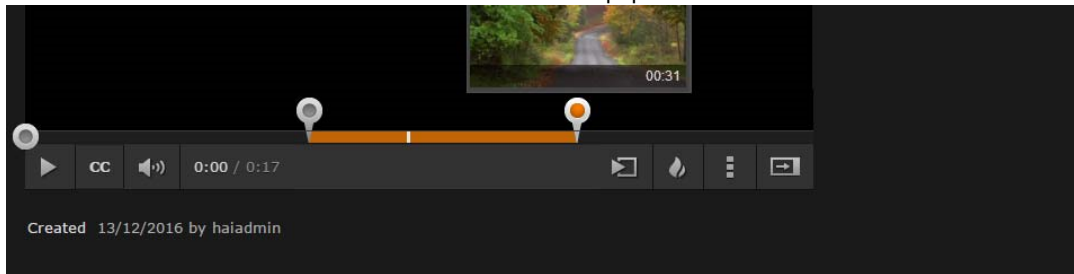



The progress bar switches to Trim mode.

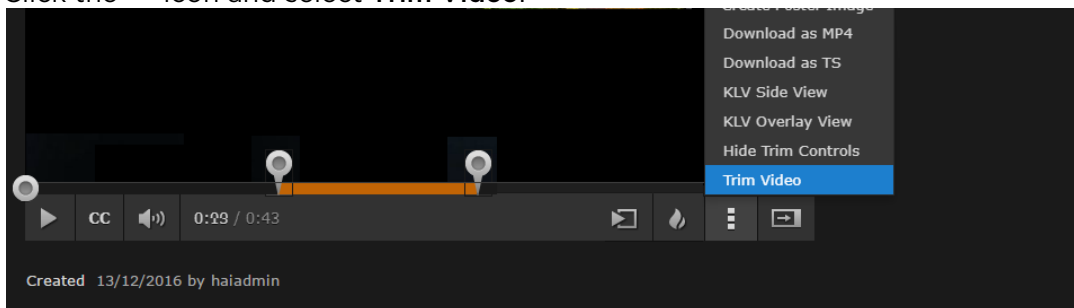
2. Move one trim handle to the desired start point.



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



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




The new trimmed video is added to the Videos list.

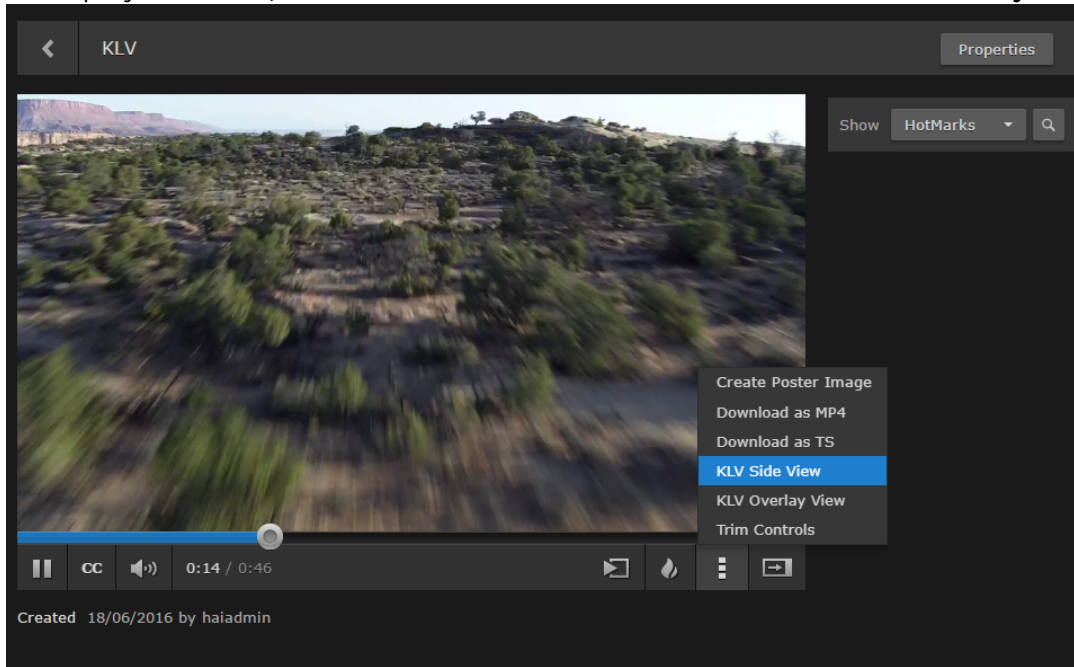
Viewing KLV Data

HMP supports KLV data parsing and display as a licensable option per system. On 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.

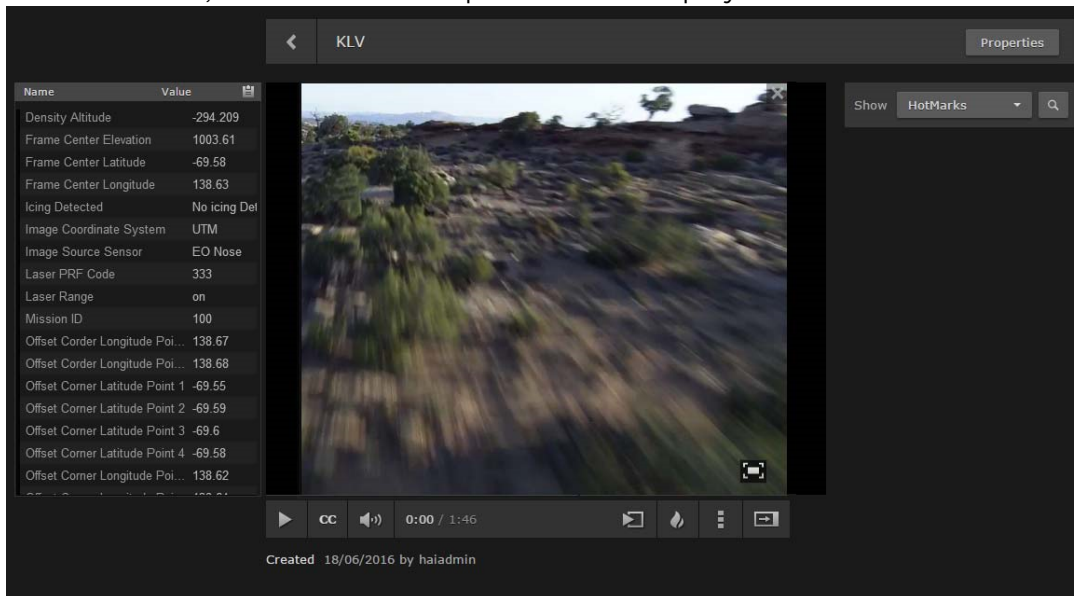
To view KLV data in a viewer window:

1. On the 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:



With Overlay View, the KLV data opens inside the player pane. The format of the displayed KLV data depends on if you are using the legacy player or the low-latency player.

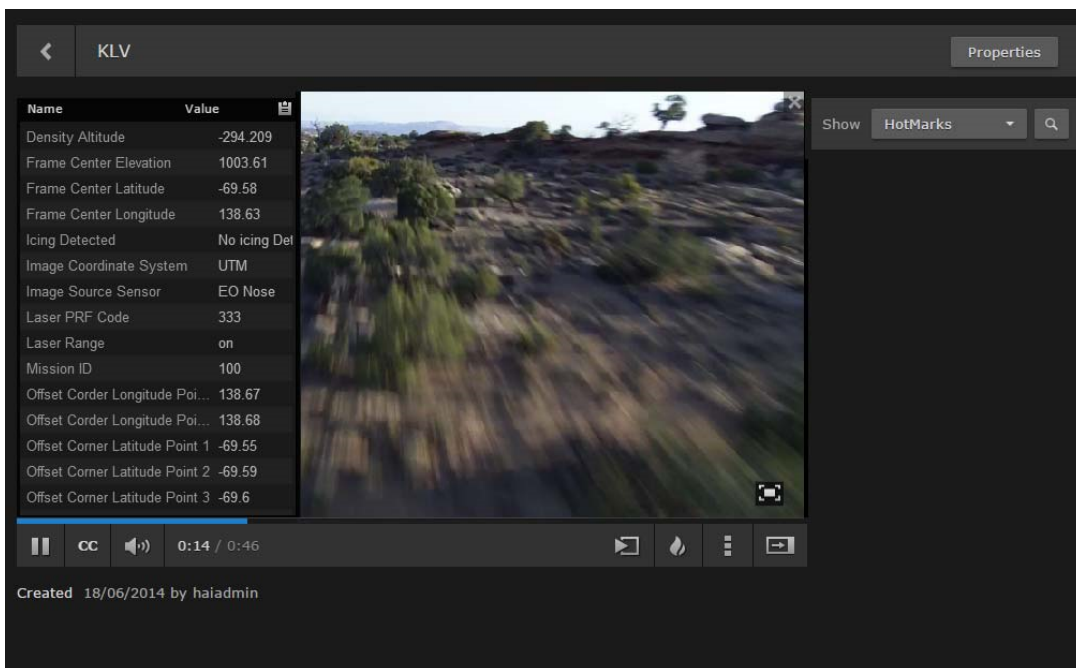
[Low-latency Player](#) Legacy Player


In the low-latency player, the KLV data is positioned within the video as defined by the KLV data in accordance with [MISB ST 1909.1: Metadata Overlay for Visualization](#).



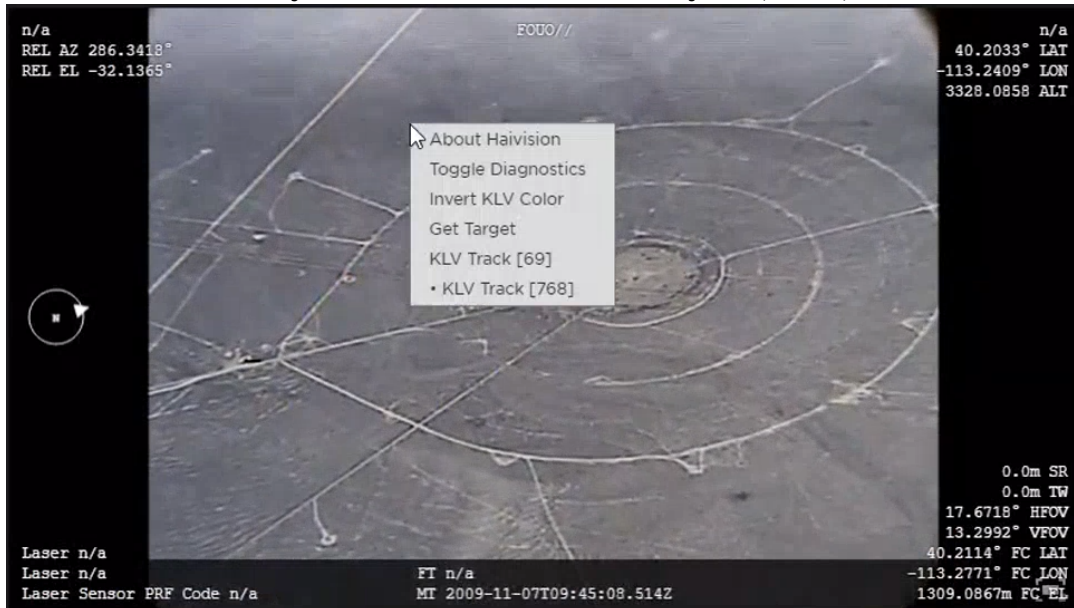
Low-latency Player [Legacy Player](#)

In the legacy player, the KLV data list from the Side View simply appears on top of the video.



- To copy the KLV data to your clipboard, click the  icon in the KLV title bar (for the low-latency player, this icon only appears in KLV Side View). You can then paste the data into a text editor for viewing.
- In the low-latency player, when viewing KLV data additional KLV options are available by right clicking on the player:

- To invert the font color of the KLV data, right click on the player and select **Invert KLV Color**. The color options are white text with black background (default) and black text with white background.
- To copy the current latitude/longitude (frame-center metadata) to your clipboard, right click on the player and select **Get Target**.
- If you have multiple KLV data tracks, right click on the player and select the track name to switch tracks. The currently selected track is identified by a • (bullet) next to its track name.



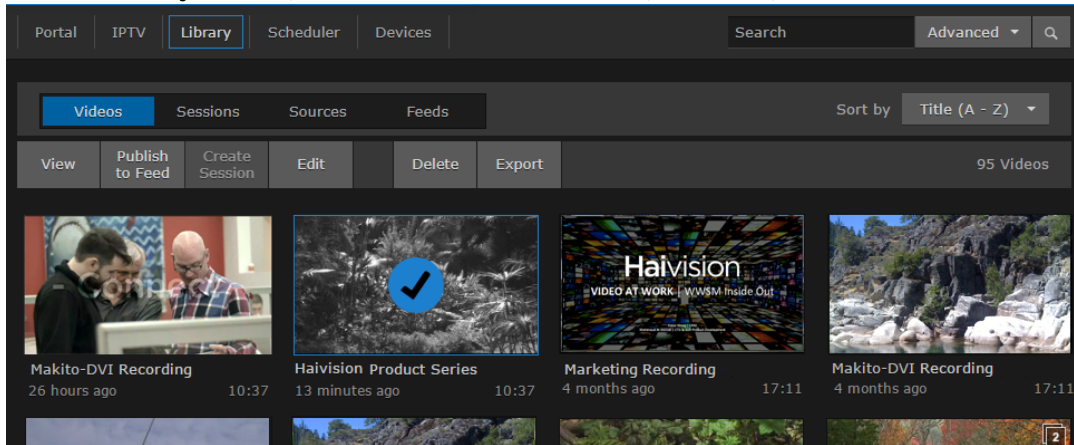
5. To stop displaying KLV data, click the  icon and select **Hide KLV**.

Publishing to Feeds

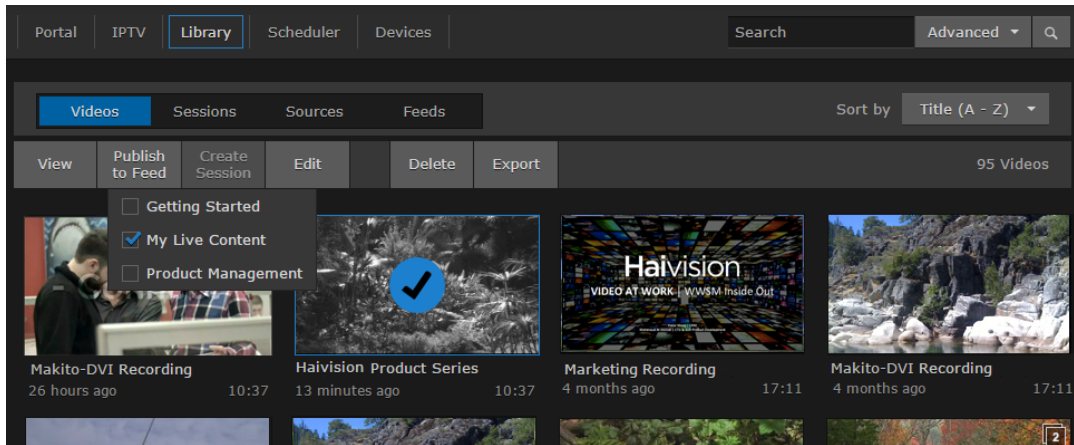
You can publish videos, sessions, or sources to one or more Portal feeds. If you "own" a video and your access permissions allow changing feed content, you can publish directly from the viewer. For details on the default access permissions, see [Sharing Items](#).

To publish a video:

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



2. Click **Publish to Feed** on the action bar and select the feeds to publish to from the drop-down menu.



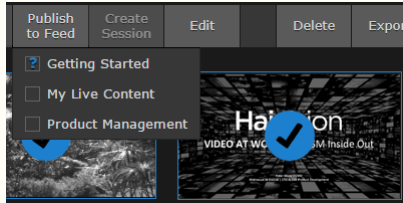
The video is added to the selected feeds. To promote it to "Featured" or "Suggested", open the Library's Feeds Editor. For details, see [Managing Feed Content](#).

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

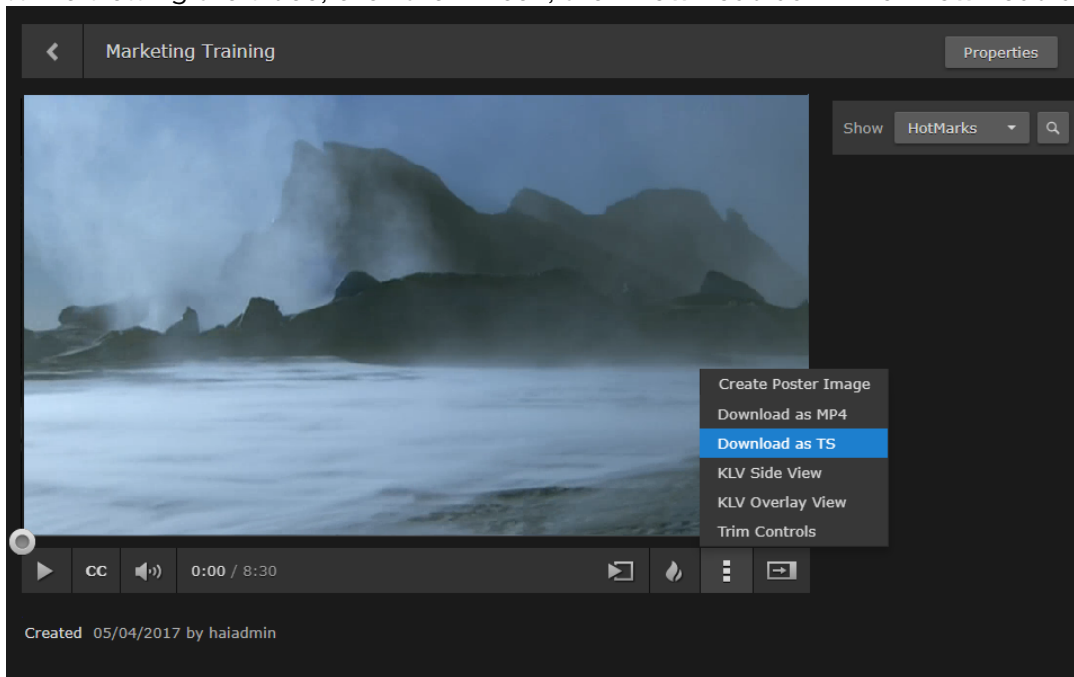
You can download a video as either an MP4 or TS (Transport Stream) file onto your local computer.

Note

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

To download a video:

1. While viewing the video, click the  icon, then **Download as MP4** or **Download as TS**.



2. The video is downloaded to your local computer.

Note

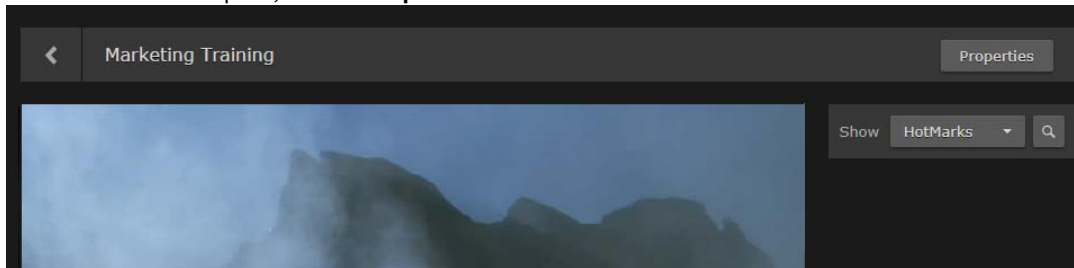
For multitrack video, the download is delivered in a (64-bit) .zip file that contains a file for each track. Windows 7 and up have built-in support for 64-bit zip files. However, Windows XP and Mac OSX require a third-party zip application with 64-bit support to unzip the download.

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 Library's 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:

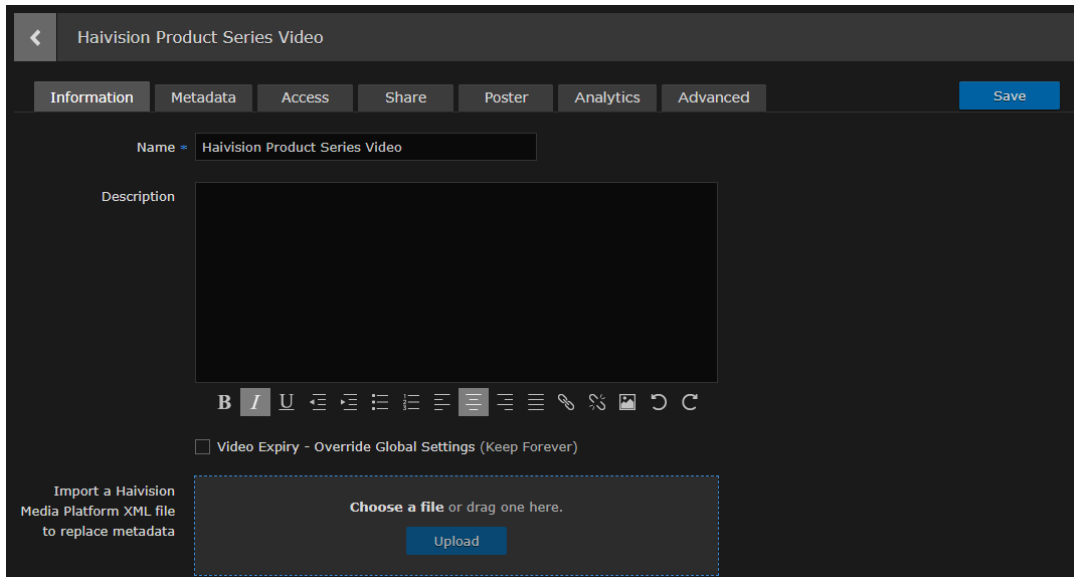
1. With the video open, click **Properties**.



-or-

On the Library's Videos list, 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](#).

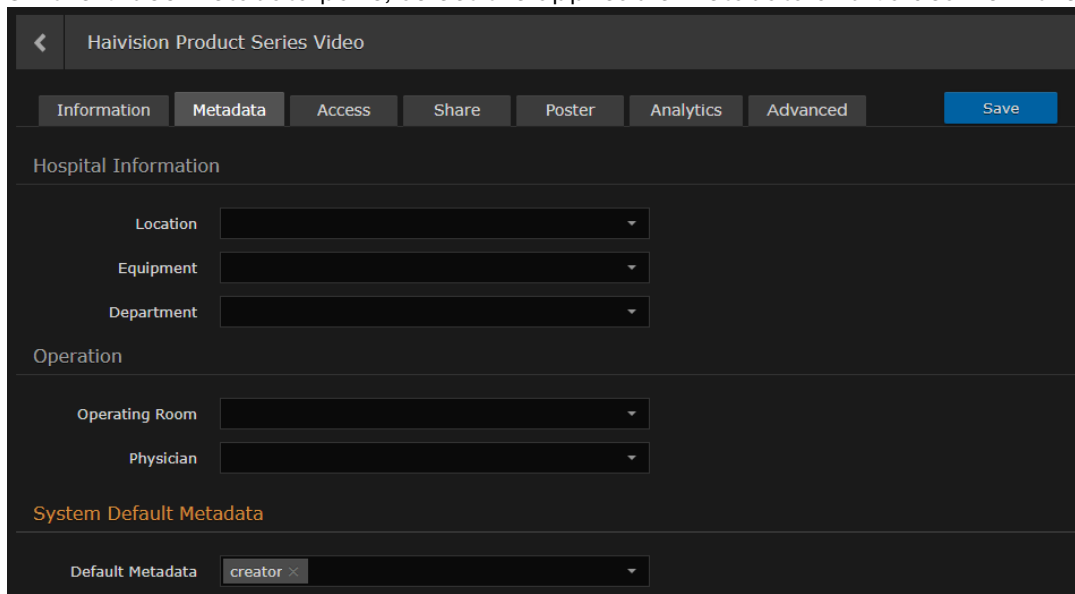



 **Tip**

If you select multiple videos, you can only edit the Description field on the Information pane.

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

5. On the Video Metadata pane, select the applicable metadata and values from the drop-down lists.



 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

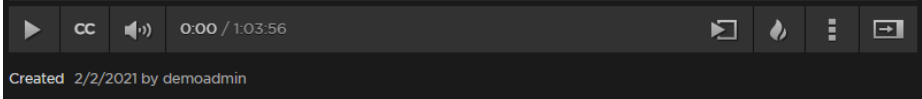

The following table lists the properties you can view and modify in the Video information dialog:

Information Metadata

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	<p>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).</p> <ul style="list-style-type: none"> • 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. <div style="border: 1px solid #ccc; padding: 5px; margin-top: 10px;"> <p> Note For details on the Default Video Expiry, refer to Configuring Video and Session Settings (in the Administrator's Guide).</p> </div>

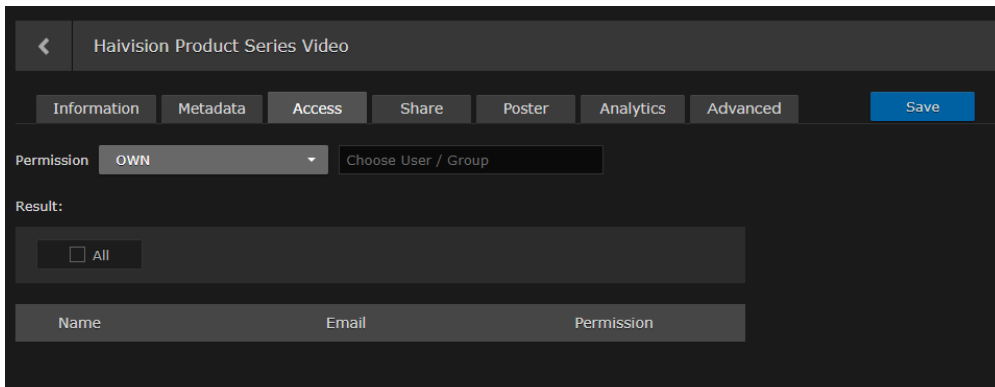
Setting	Default	Description/Values
Import Metadata		Click Browse to choose an XML file (from an HMP Export) to replace the video information and metadata.

Information Metadata


Setting	Default	Description/Values
Metadata	N/A	<p>(Optional) To assign metadata to the video, select a metadata key and select one or more values or (where allowed) type in custom values.</p> <div style="border: 1px solid #ccc; padding: 5px; background-color: #fff9c4;"> <p>Note Metadata must be pre-defined by your system administrator.</p> </div> <p>For information on bulk editing metadata for multiple videos, see Editing Multiple Items.</p>
System Default Metadata	creator	<p>Allows you to remove the default metadata that is added by the system when a video is created. For example, when the creator metadata is enabled, the name of the user who created the video appears below the player:</p>  <p>After removing creator, the user no longer appears:</p> 

Changing Permissions of Videos

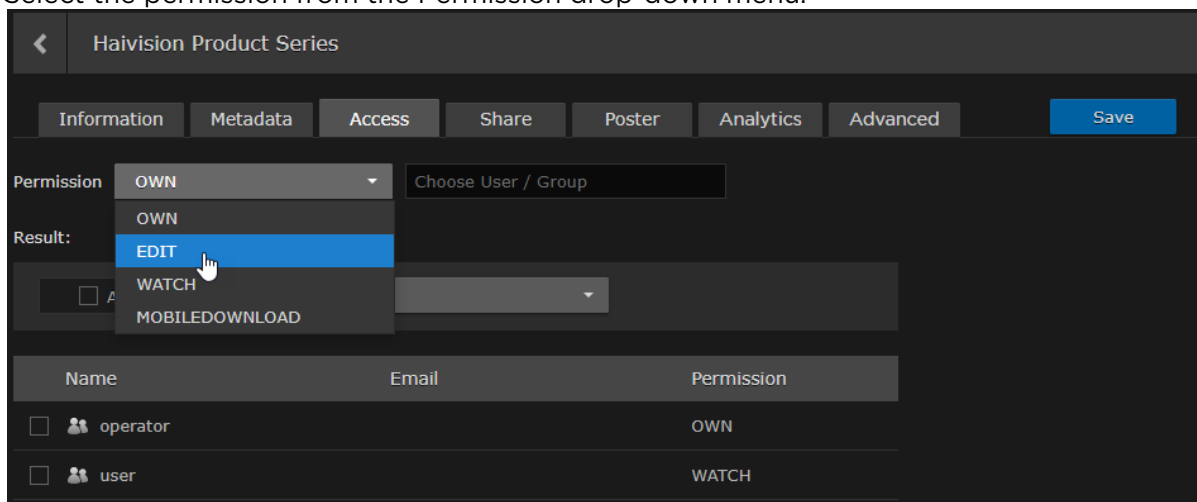
Depending on your account Role and Access Permissions, you can change the permissions for videos for other users or groups, allowing them to view the video (live or recorded) and metadata and to edit the metadata. You can specify permissions for each user or group that you invite.



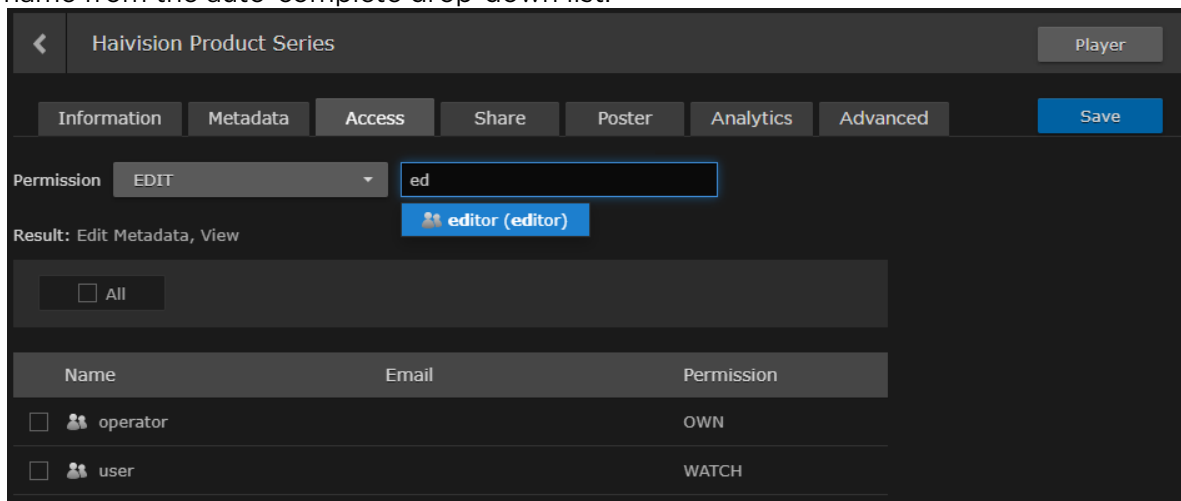
To change the permissions of a video:

1. On a list, such as the Videos, Sessions, Sources or Feeds list, select one or more items to change the permissions. 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 **Access** tab.
3. Select the permission from the Permission 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

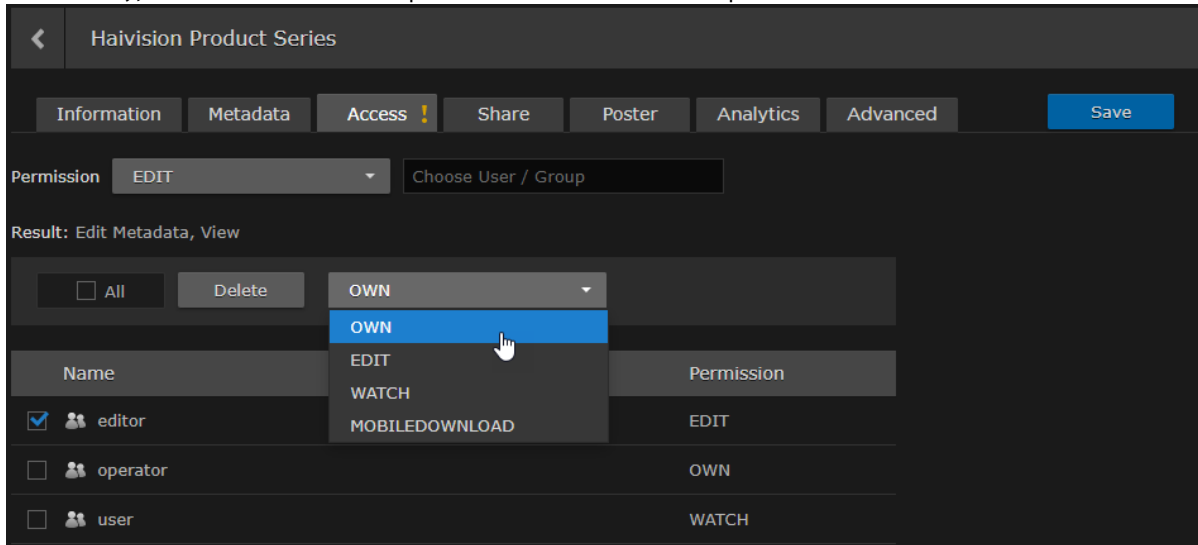
Only users and groups that have been assigned roles appear in the autocomplete list.

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

Name	Email	Permission
<input type="checkbox"/> editor	editor@haivision.com	EDIT

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

- To modify 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.



- To delete user's or group's access, check the checkbox next to one or more names in the list (or check **All**), and click **Delete**.
- Click the **Save** button.
- 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 Access Permissions](#)

Using Public Links to Share Videos

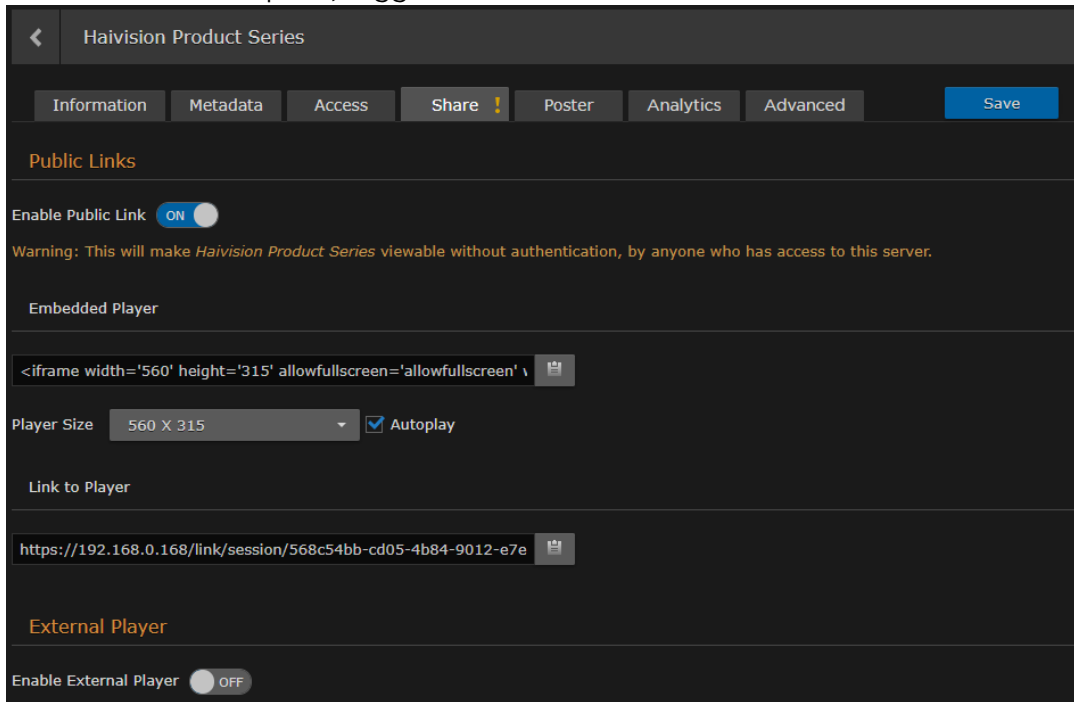
Depending on your account Role and Access Permissions, you can share videos by embedding the Haivision video player as an iframe within an internal Website, intranet portal, or enterprise social media platform, such as Microsoft SharePoint.

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.

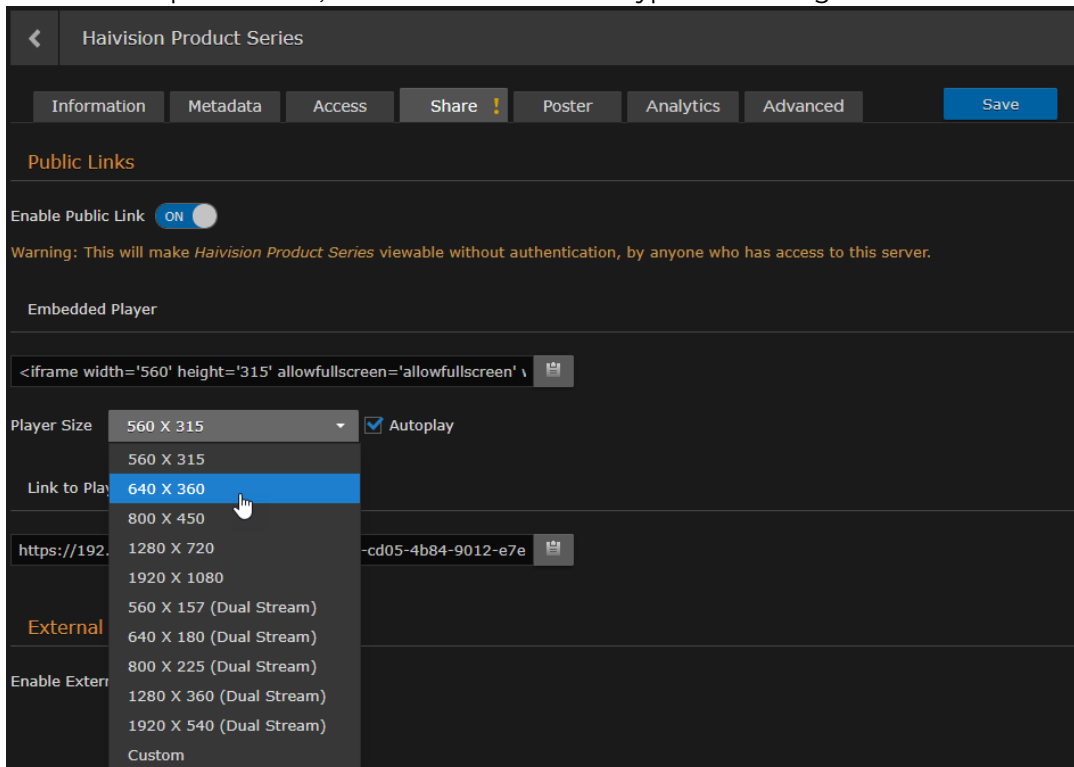
To enable public links for a video:

- On the Videos or Sessions list click icon on the video or session you want to share to open the Information pane.
- Click the **Share** tab.


3. On the Public Links pane, toggle the **Enable Public Link** button to **On**.





4. To embed the Haivision video player as an iframe, 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.



5. (Optional) To disable Autoplay, uncheck the checkbox beside Autoplay. By default, Autoplay is enabled, which means that the video plays automatically after the player loads.

6. To copy the iframe code to the clipboard, click the  icon and paste it into your application program.

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

Related Topics

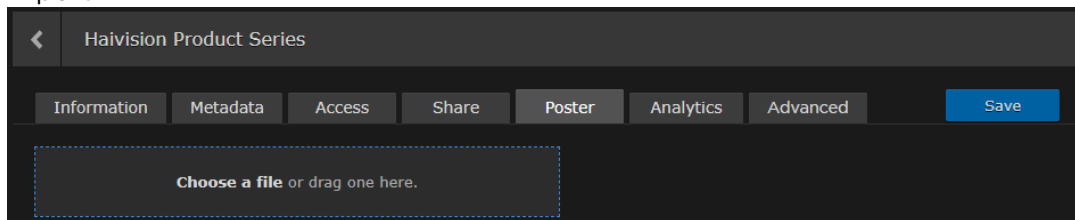
- [Uploading Custom \(Session\) Poster Images](#)

Uploading Custom (Video) Poster Images

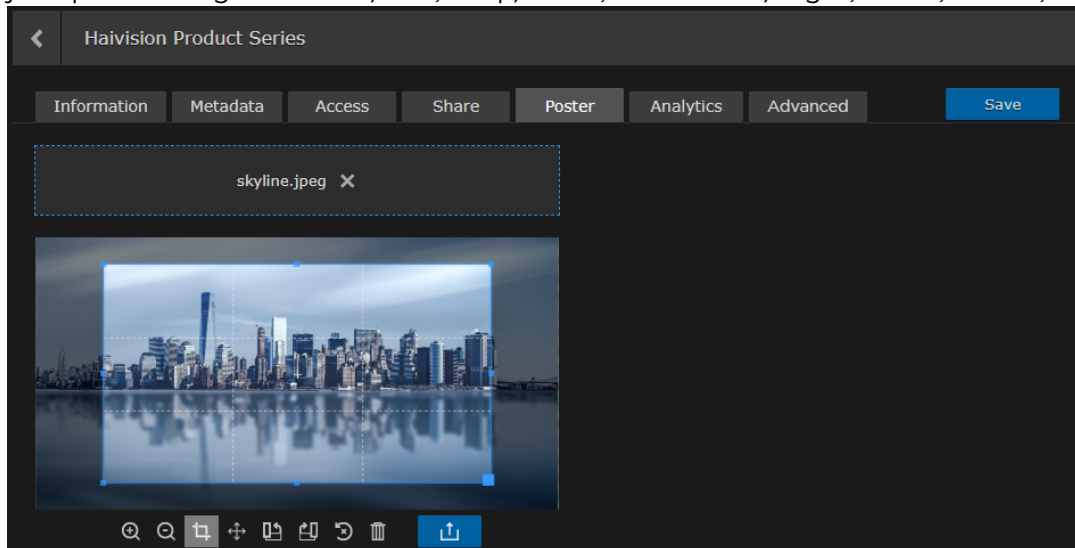
Depending on your account Role and Access Permissions, you can upload a custom poster image for a video that appears in the Library. Image files of the supported file types (JPEG, PNG, GIF, and TIFF) can be imported, cropped, and uploaded. The crop area has a 16x9 ratio with the uploaded image having 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.

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.
4. Use the size handles and tools to resize and reposition the image. Various tools are available to edit your poster image: Zoom In/Out, Crop/Move, Rotate Left/Right, Reset, Delete, and Upload.



 **Tip**

- With the Crop tool selected, clicking inside the crop area moves the crop area. Clicking outside the crop area, draws a new crop area.
- With the Move tool selected, clicking inside the crop area moves the crop area. Clicking outside the crop area, moves the uploaded image.

5. When you are satisfied with the poster image, click the **Upload** button.

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

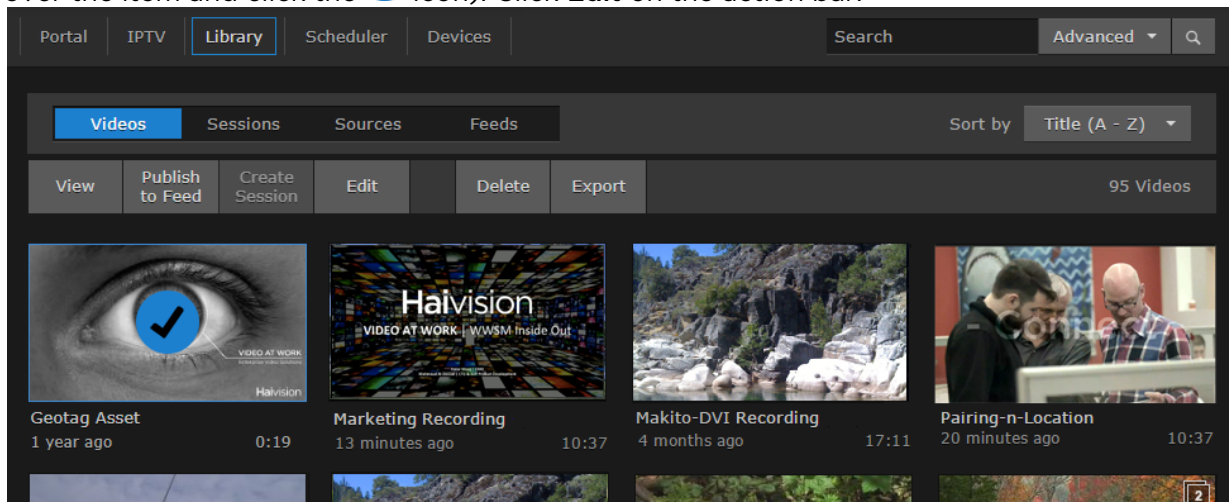
Contact your system administrator to have the proper permissions assigned to view analytics.


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.

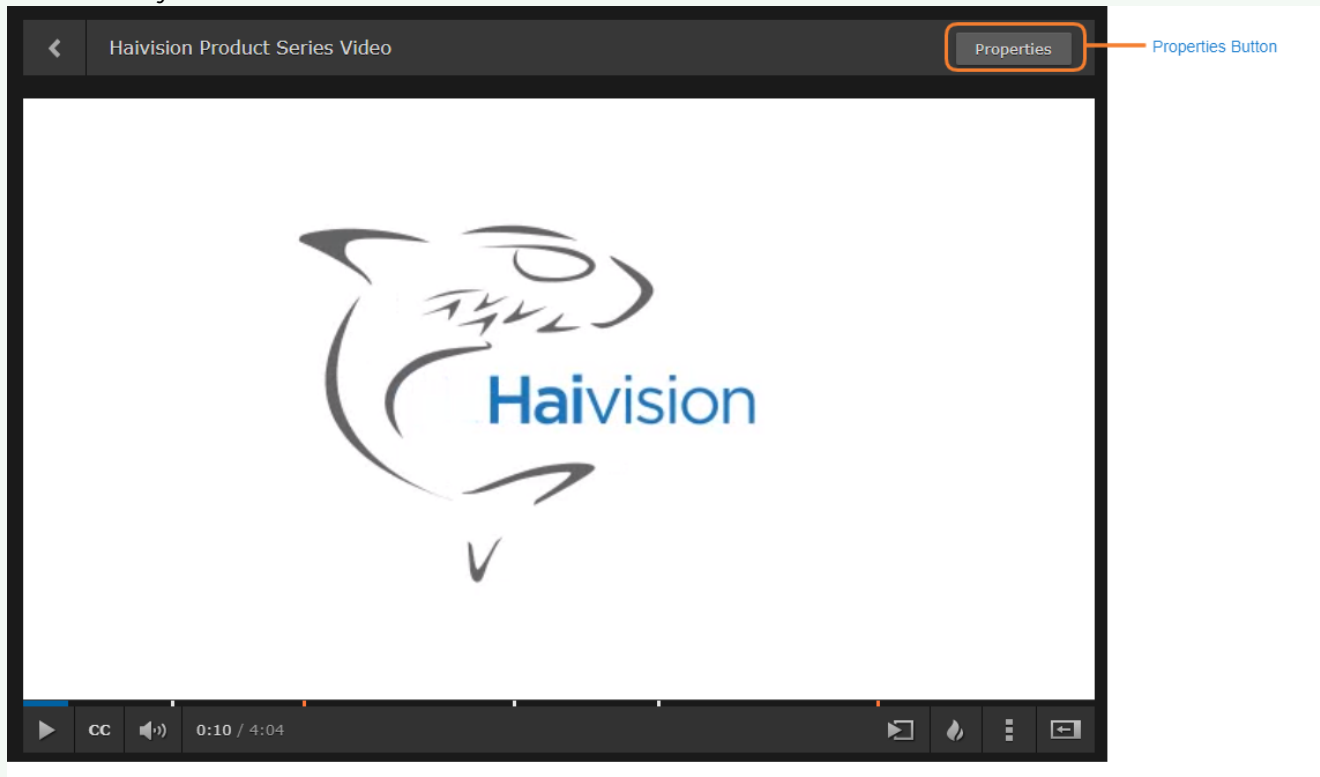


The two charts at the top of the screen show the total requests and unique user requests by location (up to ten locations). If there are more than ten, a note appears at the bottom of the screen indicating the number of requests and locations not depicted.

- 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).
- 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.



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.


Creating a Watermark for a Video

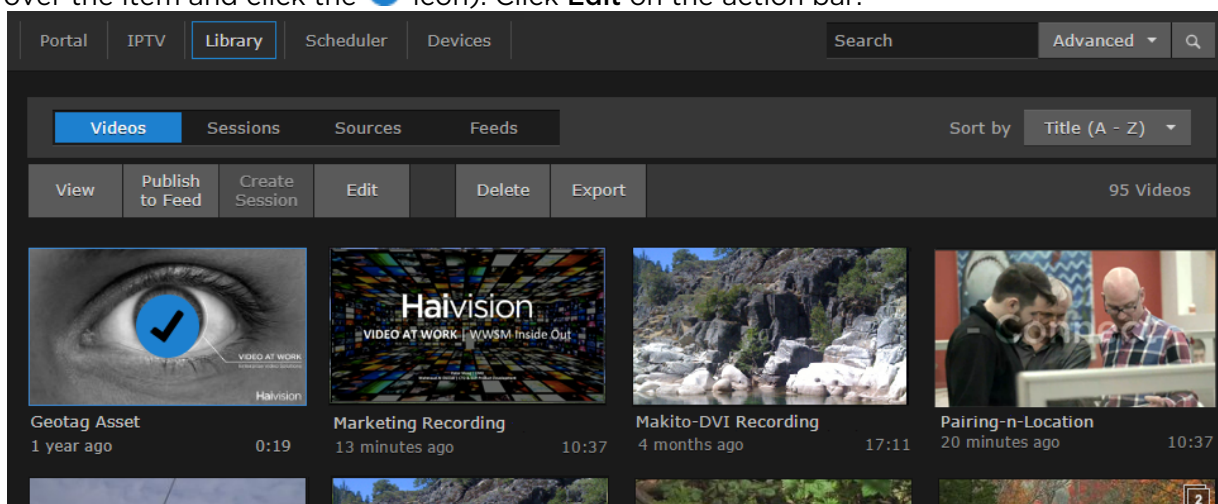
Depending on your role permissions, you can create a watermark for your content to appear in the player.

Note

- Watermarks do not appear in Layouts sent to Haivision Play 2000/4000 STBs.
- Watermarks do not appear on Haivision Play 1000 STBs or Apple iPad browser.

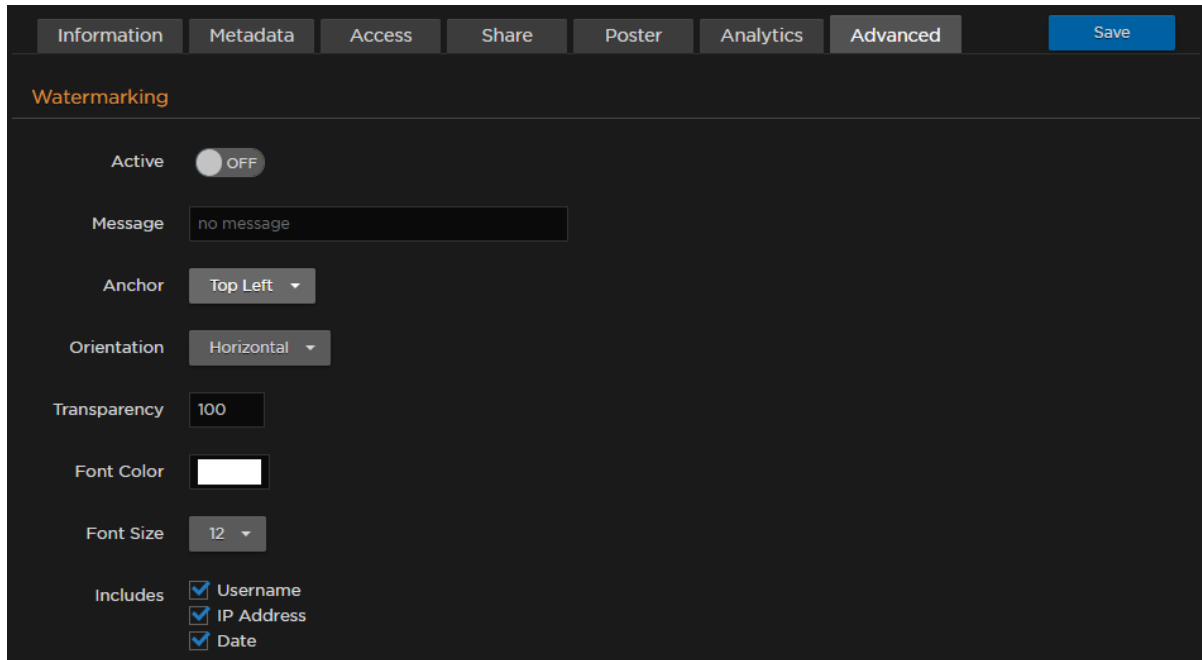
To create a watermark for a session, video, or source:

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 **Advanced** tab. From here you can:
 - Enable, add, position, and format the watermark.
 - Append the username, IP address, or data/timestamp that the session/video/source starts to be watched.



3. Click the **Save** button.

When viewing the content in the browser, your watermarks appear depending on your chosen settings. Sample watermark options are shown in the following images.

Note

- The message text is forced to one line. Therefore, if your message text is too long, the chosen font size may not be used.
- The watermark is not embedded in the content. Therefore, if a watermark is defined for a source, it is not reflected in the session that uses that source or a video recording from that source.

Top Left Center Center Diagonal Bottom Right

This watermark shows green text, IP address, username, and date in the top left of the video.



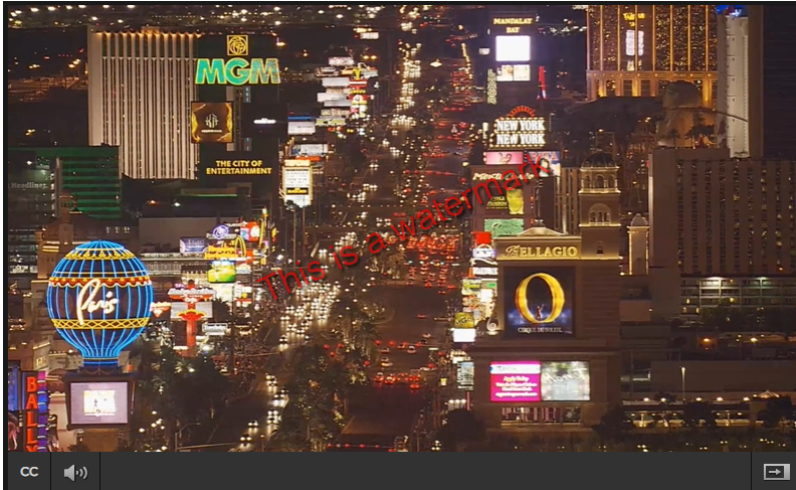
[Top Left](#)
[Center](#)
[Center Diagonal](#)
[Bottom Right](#)

This watermark shows green text, IP address, username, and date in the center of the video with 50% transparency.



[Top Left](#)
[Center](#)
[Center Diagonal](#)
[Bottom Right](#)

This watermark shows red text in the center of the video with 70% transparency and rotated diagonally.



Top Left Center Center Diagonal Bottom Right

This watermark shows red text and date in the bottom right of the video with 70% transparency.



Exporting Videos

If you have Export permissions, you can export videos as either MP4 or TS files to an FTP/FTPS server or the Haivision Video Cloud (HVC) platform. You can select and queue several videos to be exported.

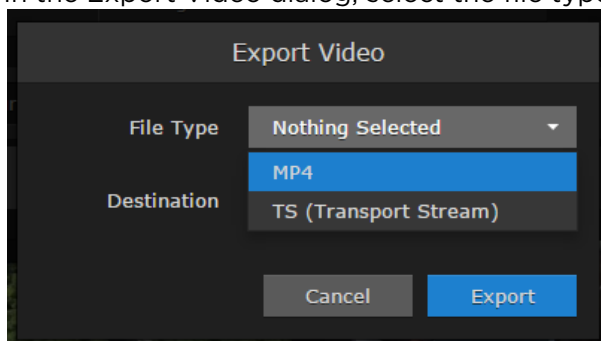
Note

Export destinations must be pre-defined by your system administrator. See [Adding Export Destinations](#) for details.

To export videos:

1. From the Library's Videos list, 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-specific 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.

⚠ Important

If you want to download both the MP4 and TS video formats, the first job must be cleared from the Import/Export screen before starting the second. Else, the second export is skipped. See [Managing Exports](#) for more details.

Interacting with Recordings via Live Review

The Live Review licensed option allows you to interact directly with sessions while they are actively recording. Available interactivity includes:


- Viewing past recorded content of the current Session using trick play controls (i.e., jump to beginning, skip forward/backward 10 seconds, slow motion, fast forward, and jump to live).
- Setting hotmarks at any point in time within the recording video.
- Trimming the recording video to create clips.
- Downloading still image snapshots of the current player position in the video.

⚠ Note

Live Review is currently in Preview Mode.


⚠ Important

The permissions given to recordings created by Live Review depend on the "Videos Inherit Permissions" setting to ensure that the current user can interact with the past recorded content within the Live Review session. When enabled, the permissions of the session are given to the recorded video. When disabled, only the recording creator is granted OWN permission. To change this setting, as an administrator:

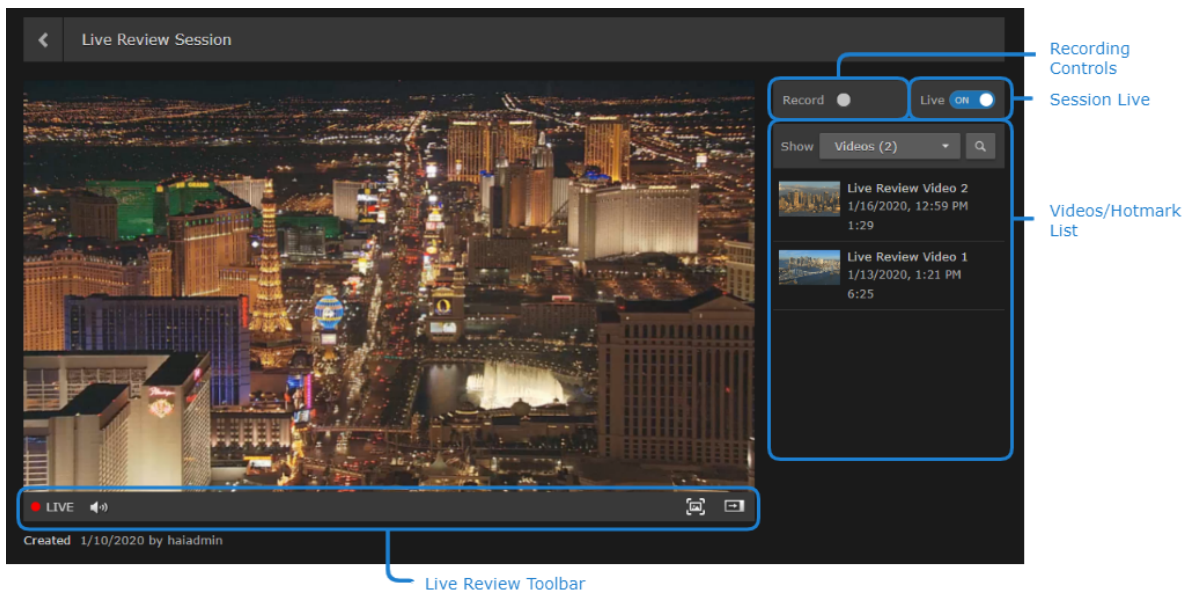
1. Click the  icon and select **Administration** from the navigation drop-down menu.
2. Click **Configuration** on the toolbar and then click **Videos/Sessions** on the sidebar.
3. Enable the Videos Inherit Permissions checkbox.

Accessing the Live Review Player

If your system is licensed for Live Review and your account role has the Record Session permission, to access the Live Review player:

1. Click **Live Review** in the navigation toolbar.
2. Hover over the session you wish to view and click the  icon.

Your session opens in the Live Review player. A sample screenshot is shown below. Each labeled section is discussed further in subsequent sections.



Using the Live Review Player

As shown in [Accessing the Live Review Player](#), the Live Review player contains multiple sections:


- Recording controls
- Session Live button
- Videos/Hotmarks list
- Live Review toolbar

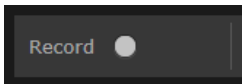
They are each described in the following sections.

Recording Controls

Use the recording controls to start, pause, resume, and stop recording of the session. The available buttons shown depend on the current recording status:




Not recording Recording Paused

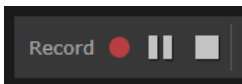
While a session is not recording, only the record button is shown. Click the  icon to start recording.



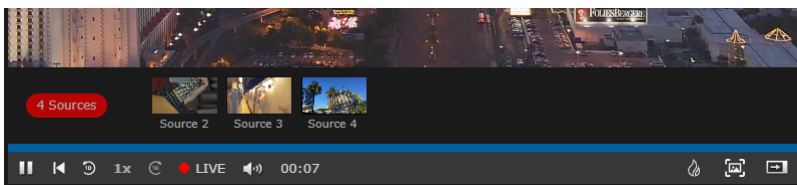
Not recording Recording Paused

While a session is recording, three icons appear: a red recording status icon, a pause button, and a stop button:

- The  icon pulses to indicate that the session is currently recording.
- Click the  icon to pause the session recording.
- Click the  icon to stop the recording. A confirmation button appears, which must be clicked to stop the recording.






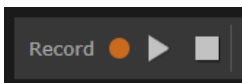
If the session contains multiple sources, the recording status also appears on the source strip, indicating that all four sources are recording:



Not recording Recording Paused

When a recording is paused, three icons appear: an orange recording status icon, a resume recording button, and a stop button:

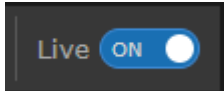
- The  icon pulses to indicate that the session recording is currently paused.
- Click the  icon to resume recording.
- Click the  icon to stop the recording. A confirmation button appears, which must be clicked to stop the recording.



Session Live Button

The session live button allows you to toggle whether the current session is hidden from non-owners.

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



Note

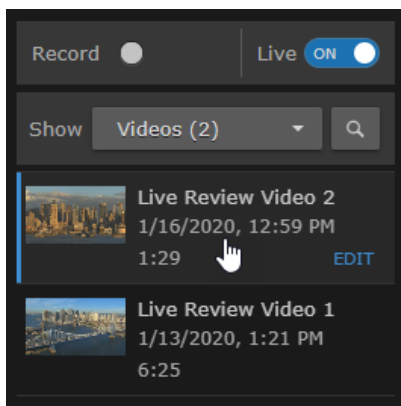
A session that is not "Live" is only visible to the owners of that content. This allows you to restrict viewing capabilities to one or many viewers in real time to protect sensitive content. For example, if you have allowed viewers access to a session or active recordings on a session but then toggle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

Videos/Hotmarks List

A dropdown list is available to show any videos recorded from the session or any hotmarks from the currently recording video.

[Videos List](#) [Hotmarks List](#)

When viewing the videos list, hovering over each video shows an Edit button. Clicking the **Edit** button opens the Information pane for the selected video.

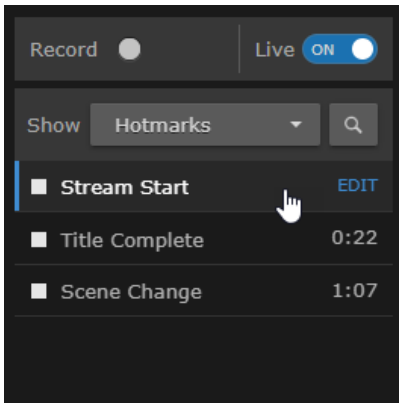


Depending on your account role and permissions, from the video information pane you can:

- Add Information and metadata to the video. See [Editing Video Information and Metadata](#).
- Change the permissions of the video for users and groups. See [Changing Permissions of Videos](#).
- Share the video using public links. See [Using Public Links to Share Videos](#).
- Add a custom poster image to the video. See [Uploading Custom \(Video\) Poster Images](#).
- View user data analytics for the vide. See [Collecting User Data Analytics for a Video](#).

[Videos List](#) [Hotmarks List](#)

When viewing the hotmarks list, hovering over each hotmark shows an Edit button. Clicking the **Edit** button opens the Hotmark Information dialog, which allows you to update the title, time, and description of the hotmark. See [Managing HotMarks](#) for more information.



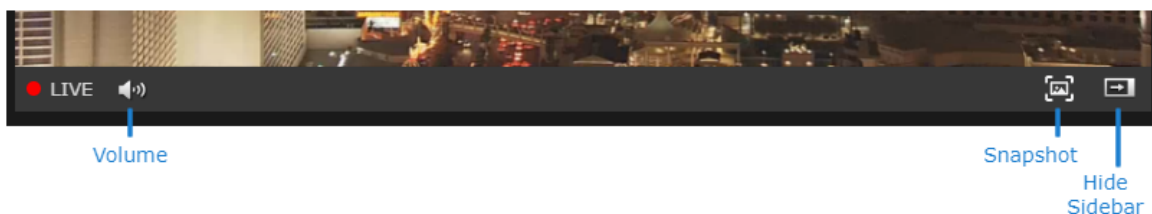
Live Review Toolbar

The Live Review Toolbar changes depending on the status of the session.

Not Recording Recording - Live Recording - Not Live

When a session is not being recorded, the live review toolbar allows you to:





- Adjust the playback volume by hovering over the icon. Clicking the icon mutes/unmutes playback.
- Download a snapshot image of the current position in the video by clicking the icon. For multi-source sessions, an image is downloaded for each source being viewed in the player.
- Resize the viewer and hide the sidebar by clicking the icon. This toggles the window between full-size (no sidebar) and compact size (with sidebar).

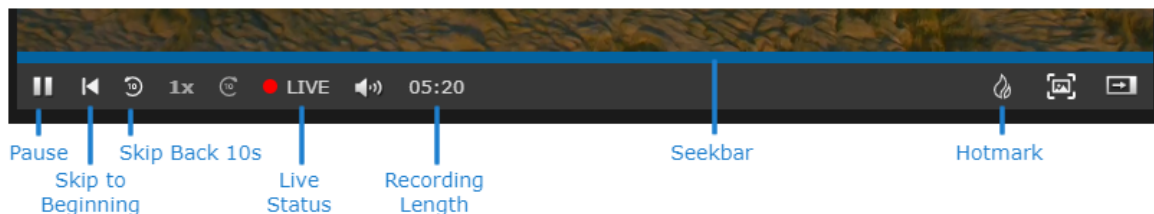


Not Recording Recording - Live Recording - Not Live

While a session is recording and you are at the current playback position of the session, the toolbar appears as shown below. The icons labeled are those that are different than shown in the previous figure when the toolbar is not recording mode.

- Click the button to pause playback of the session. The toolbar changes to show the other features as shown in the Recording - Not Live tab.

- Click the  button to move the player position to the start of the recording. The toolbar changes to show the other features as shown in the Recording - Not Live tab.
- Click the  button to move the player position back 10 seconds. The toolbar changes to show the other features as shown in the Recording - Not Live tab.
- The  **LIVE** status indicates the player position is at the current position of the session source.
- The recording length shows the current running length of the recording.
- Clicking within the seekbar moves the player position to where you clicked. The toolbar changes to show the other features as shown in the Recording - Not Live tab. If any hotmarks are present, they are shown at their locations within the seekbar.
- Click the  button to insert a hotmark at the current player position. The Hotmark Information dialog opens to name the hotmark and add a description. Any added hotmarks are shown in the seekbar and the hotmarks list in the sidebar.



Note

The scrubbing functions are not available for HEVC sources.



Not Recording Recording - Live Recording - Not Live

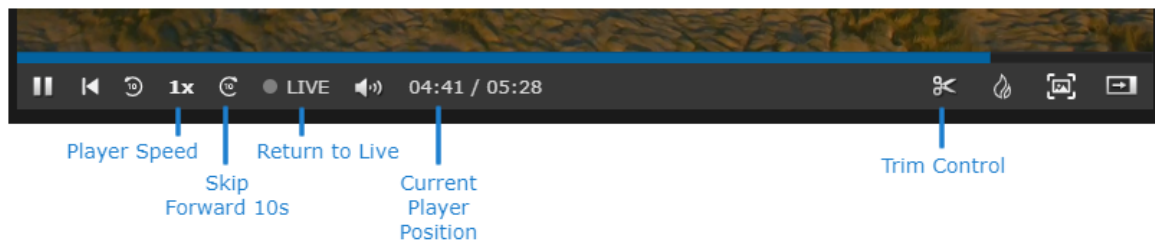
While a session is recording and the player is not at the current position of the session source, the toolbar appears as shown below. The icons labeled and described below are those that are different than shown in the previous figure when the toolbar is not in the live recording mode.

- Click the **1x** button to select the desired playback speed: **1/4x**, **1/2x**, **1x**, **2x**, **4x**, or **8x**. When using the 2x, 4x, or 8x speeds, if the player position reaches the current position of the session source, the playback speed reverts to 1x.

Note

8x playback may cause buffering issues within the player.

- Click the  button to move the player position forward 10 seconds.
- Click the  **LIVE** button to return the player position to the current position of the session source. The toolbar changes to that shown in the Recording - Live tab.
- The current player position shows the running timestamp next to the recording length.
- Click the  button to open the trim controls. See [Trimming Live Review Recordings](#) for how to use the trim controls.

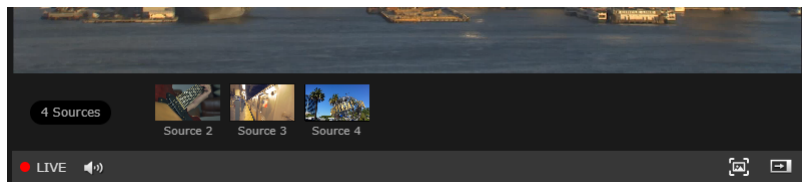


Note
The scrubbing functions are not available for HEVC sources.

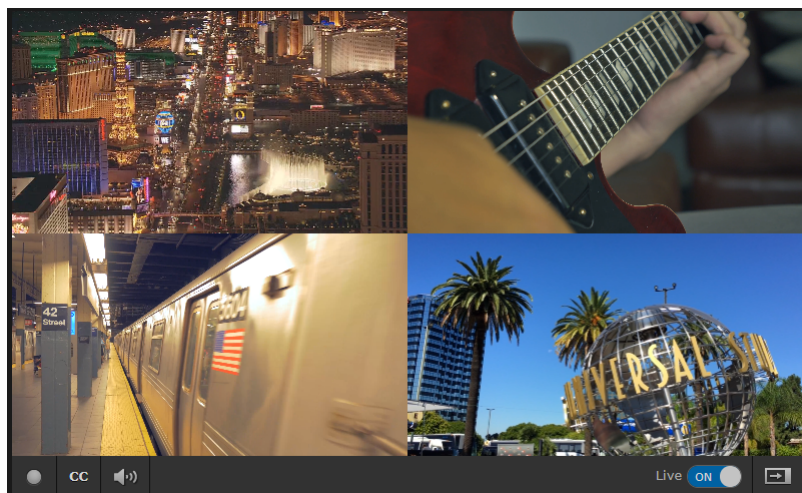
Tip
Keyboard shortcuts are also available for using most toolbar functions. To see the list of available shortcuts click > **Keyboard Shortcuts**.

Viewing a Multi-Source Session in the Live Review Player

If the session you are viewing contains multiple sources, the sources not currently playing appear on the source strip at the bottom of the player window. Click the source thumbnails to add them to the player.



Up to four sources can be added to the player:



After adding multiple sources to the player, the following icons are available when hovering over each source:

- Click and drag the source's icon to arrange the sources in the player.

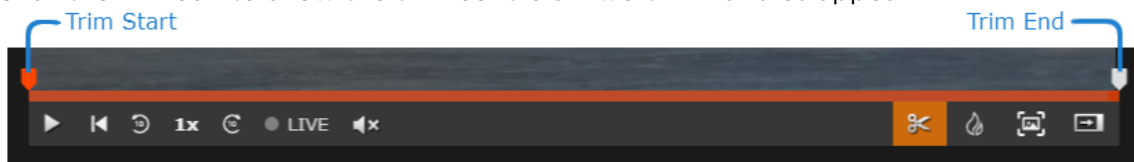
- Click the source's **X** icon to remove the source from the player. The source returns to the source strip.
- Click the source's **🔊** or **🔊x** icons to mute/unmute the source.
- Click the source's **🖥️** icon to show the source in full-screen mode. Click the **🖥️** icon or the **Esc** key to exit full-screen mode.



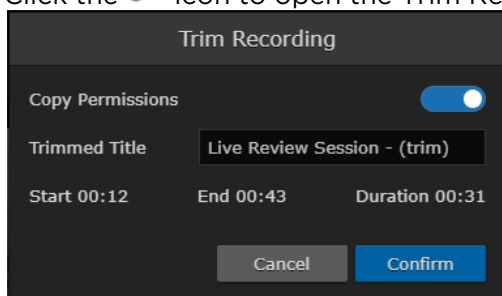
Trimming Live Review Recordings

The Live Review player allows you to trim and save portions from your recording:

1. While your session is recording, click the **⏸**, **⏮**, or **⏪** buttons in the Live Review toolbar to exit the player from **● Live** status.
2. Click the **✂️** icon to show the trim controls. Two trim handles appear:



3. Click and drag the trim handles to the start and end points of the video you want to create.
4. Click the **✂️** icon to open the Trim Recording dialog.



5. Edit the options in the Trim Recording dialog:
 - Select whether to copy the permissions from the session to the trimmed video.
 - Edit the title for the trimmed video.
6. Click the **Confirm** button.

The trimmed video appears in the sidebar Videos list and is saved to the Library.

Note

It may take a few moments for the trimming to complete. A **●** icon appears in the Library list indicating that the trimming is in progress.

Managing Feeds

This section is directed toward content managers and describes how to manage Portal feed content using the Library's Feeds Editor.

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 Access Permissions must be set to enable Change (Feeds) Content.

Please contact your system administrator to have the proper permissions assigned. Or refer to [Managing Access Permissions](#) (in the [Administrator's Guide](#)).

Topics Discussed

- [Feed Management Basics](#)
- [Managing Feed Content](#)

Feed Management Basics

Using the Feeds Editor, content managers can select from the list of available videos, sessions, and sources to "publish" in the Portal, and can promote selected items to "Suggested" or "Featured". This allows you to organize content within custom feeds as well as feature and suggest important videos relevant to a viewer's role and administrative permissions.

Tip


For a walk-through of the Portal user workflow, please see [Portal](#).

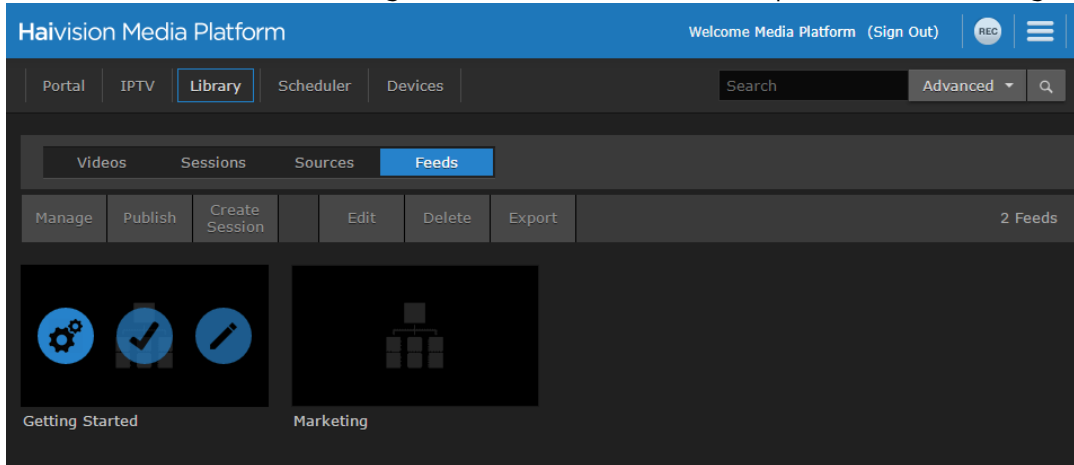
The Portal is an optional feature that your organization may use to create a custom landing (home) page. It displays thumbnails of selected videos, sessions, and sources – grouped by feed. When enabled, the Portal is the first thing users see when they sign into HMP.

- 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.

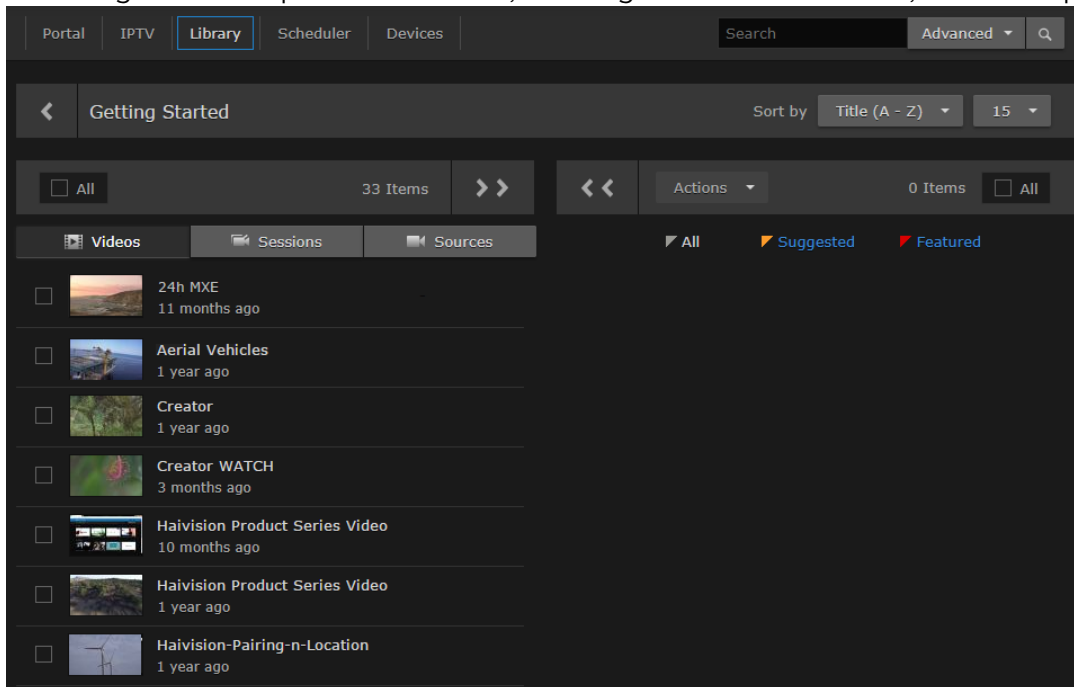
Managing Feed Content



To view and manage feed content:

1. On the 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.

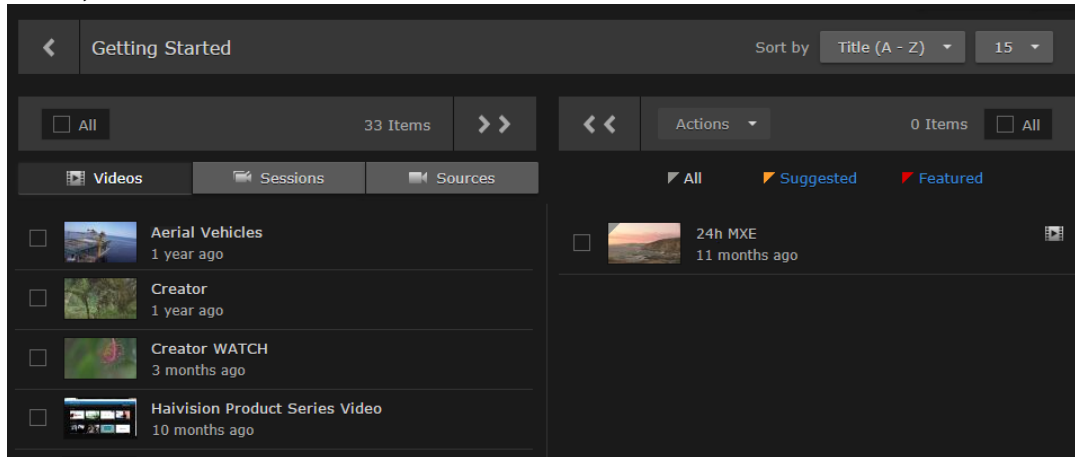


The Feed Management screen opens, showing the lists of available items (either Videos, Sessions, or Sources) in the left panel and the items selected/published for the feed (if any) in the right panel. By default, the Feed Management screen opens in List view, sorted by title (A-Z). Following is an example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



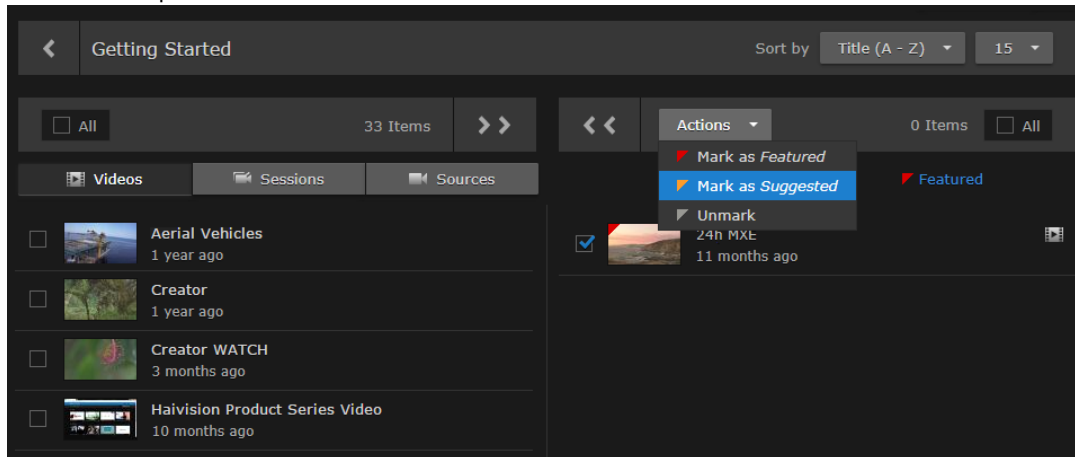
- To display a different list of available items, click either  **Sessions** or  **Sources**.
3. To select an item for the feed, hover the mouse over the item and click **Add**.




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.

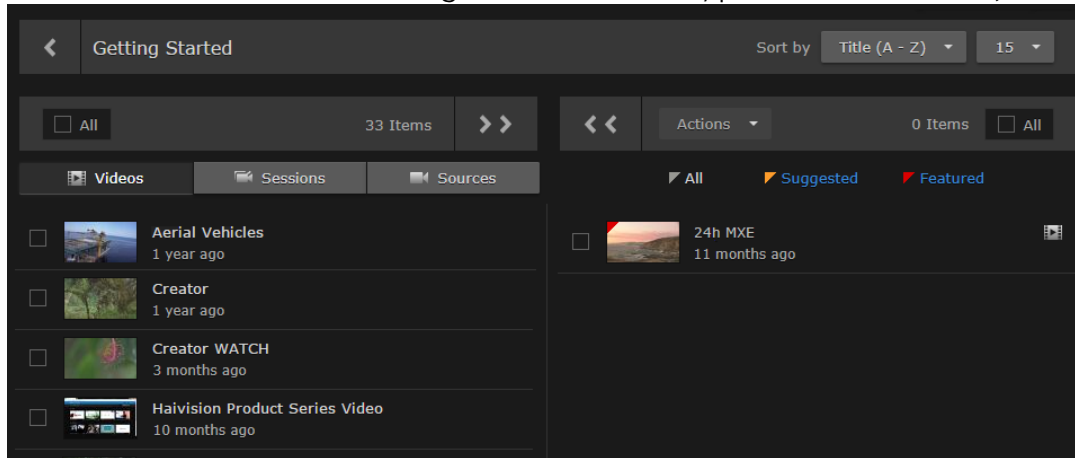


- To remove an item from the feed, hover over the item and click **Remove**.
- To add or remove multiple items from the feed, select the items (or click **All**) and click either the **»** or **«** icon.

4. After 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. To check your results, open the Portal to view the scrolling strip and Feed Details screen.

 **Important**

By default, viewing permissions are enforced from the video asset itself, and users are prevented from watching content that they do not have access to. However, administrators can reverse this to allow feed permissions to take precedence over the permissions assigned to the individual videos, sessions, or sources.

This setting saves content managers (who are managing the content in each feed) from having to change the permissions for all the individual items in the feed. Instead, they simply change the permission of 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 several videos to be exported.

Topics Discussed

- [Importing Videos](#)
- [Managing Exports](#)


Importing Videos

From the Import screen, you can import HMP-compatible MP4 and TS (Transport Stream) video files into HMP and thereby create new videos to view or share.

Note

HMP supports H.264/HEVC/4K 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. The filename appears 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 is imported and a progress message appears.

4. Remain on the page until the import completes, and a confirmation message appears. For example:



The video file is added to the Library's Videos list.

5. To edit the video information such as the name or description, enter your changes and click **Save**. See [Editing Video Information and Metadata](#) for more details.
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, enter your changes, and click **Save**.

Tip

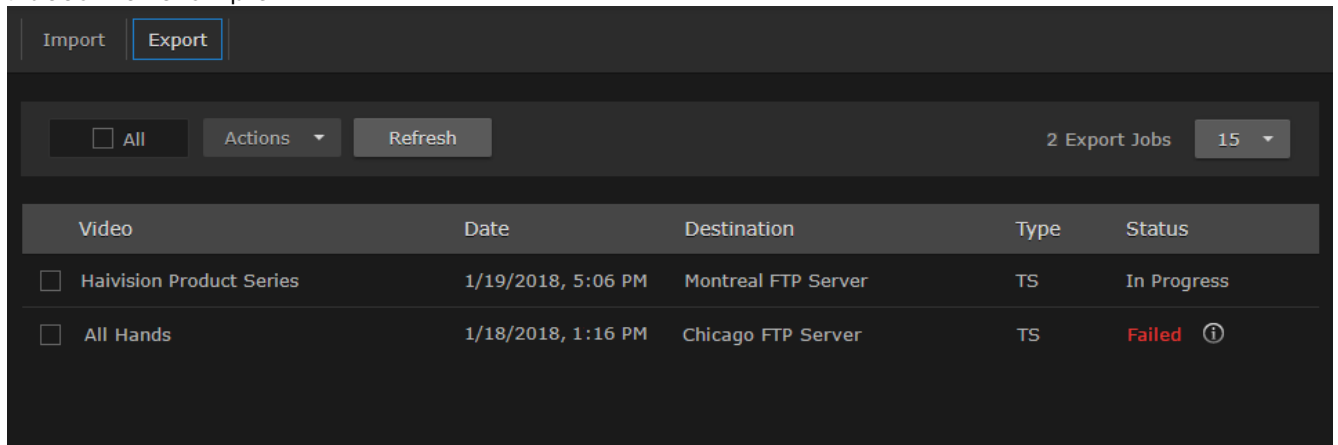
The metadata can be saved at any time and does not have to wait for the upload to finish.

Managing Exports

From the Export screen, you can view and manage video export jobs. Videos are selected and queued for export from the 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:



The Export list displays the title, creation date and time, destination, file type, and status for each video to be exported. The status can be either Queued, In Progress, Done, Cancelled, Failed, or Skipped (i.e., already exported).

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.
- You can click **Refresh** to update the status column.

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

When you connect a Haivision Play Set-Top Box (STB) to your network, you need to register it as a device in the Haivision Media Platform domain. This is done from the set-top box using the STB Settings application.

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 the [Haivision InfoCenter](#)).

After establishing the connection, 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 provisioned system.

You can then manage the set-top box along with other STBs from the Devices screen on HMP web interface. From here you can select one or more devices (STBs) and edit device settings, send commands to control devices, and schedule control command events. You can manage devices individually, as well as in bulk via customizable tags or device type. Filtering by tags or by device type makes it easy to find and select devices for actions or bulk editing.

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 [Setting Default Set-Top Box Values](#) (in the Administrator's Guide).

Topics Discussed

- [Viewing and Managing Devices](#)
- [Editing Device Settings](#)
- [Removing Devices](#)
- [Controlling Devices](#)
- [Sending Text Messages to Devices](#)





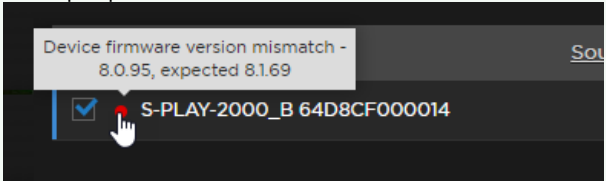



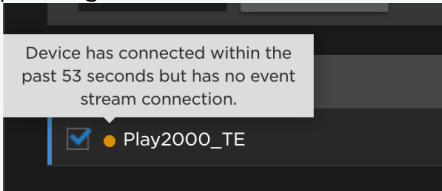
Viewing and Managing Devices

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

To view and manage devices registered in this domain:

1. Click **Devices** on the navigation bar. The Devices screen opens listing 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, device type, IP address, MAC address, HEVC/4K-support status, and assigned tags. Four colors indicate the device's connection status:

Color	Description
	The device is powered on, connected, and displaying video.
	Play 1000 STB: The device is locked, awaiting PIN entry. Play 2000/4000 STBs: The device's diagnostic web server (DWS) is enabled.
	The device is disconnected, or there is a firmware version mismatch. <div style="border: 1px solid green; padding: 5px;">  Tip Typically, a firmware mismatch is caused by expired or untrusted SSL certificates on the STB. Load proper certificates for the firmware to automatically update.  </div>
	The device is powered off. <div style="border: 1px solid green; padding: 5px;">  Tip If your STB shows a "no event stream connection" error, exit the STB Settings screen by pressing the  icon on the STB remote.  </div>

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 source in ascending order.

Portal IPTV Library Layouts Scheduler **Devices** Live Review

Search Devices

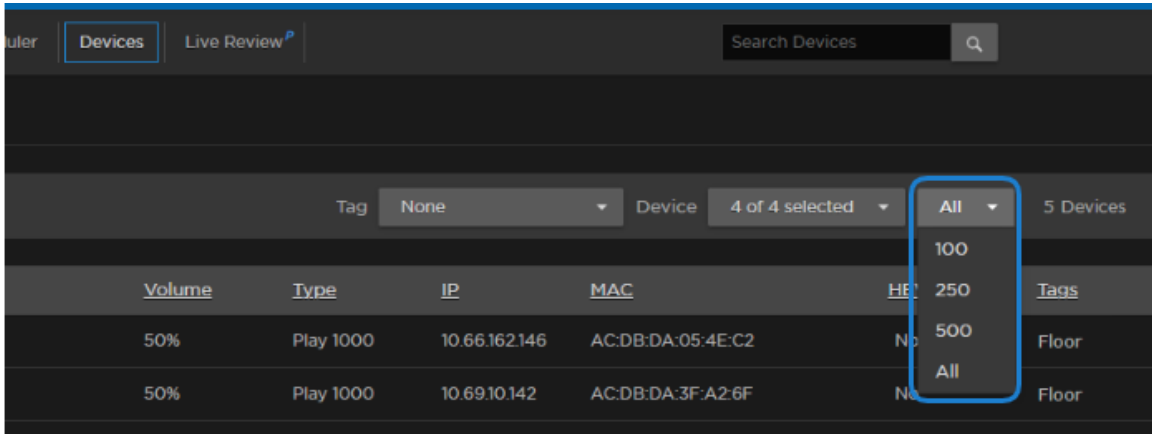
Devices Schedule

All Actions Tag None Device 4 of 4 selected All 5 Devices


Name	Source	Volume	Type	IP	MAC	HEVC/4K	Tags
<input type="checkbox"/> First Floor STB	Channel 1	50%	Play 1000	10.66.162.146	AC:DB:DA:05:4E:C2	No	Floor
<input type="checkbox"/> Second Floor STB	Channel 2	50%	Play 1000	10.69.10.142	AC:DB:DA:3F:A2:6F	No	Floor
<input type="checkbox"/> Break Room STB	Channel 3	50%	Play 2000A	192.168.1.5	cd.ca.3f:25.43.bc	No	
<input type="checkbox"/> Lobby STB	Channel 4	50%	Play 2000B	10.65.11.233	90.ac.3f:13:47:d0	Yes	
<input type="checkbox"/> Waiting Room STB	Channel 5	50%	Play 4000	10.69.10.134	90.ac.3f:10:6b:73	Yes	

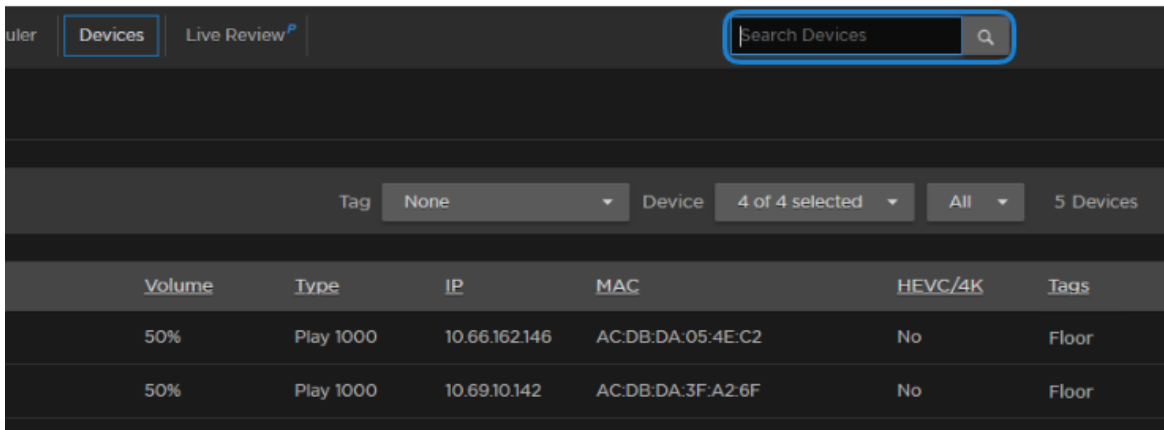
Items per Page

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

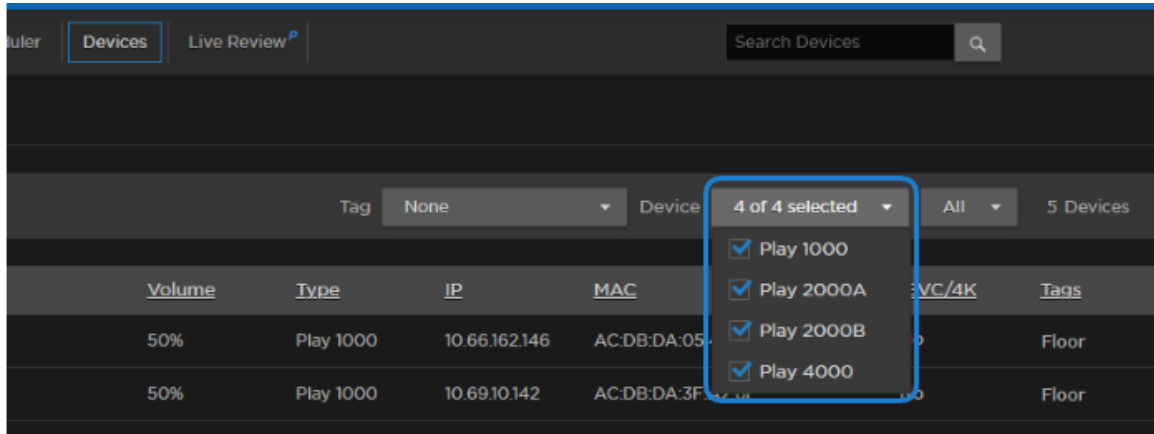
To search for devices, enter the name or IP address in the Search field and click the  icon or press **Enter**.



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

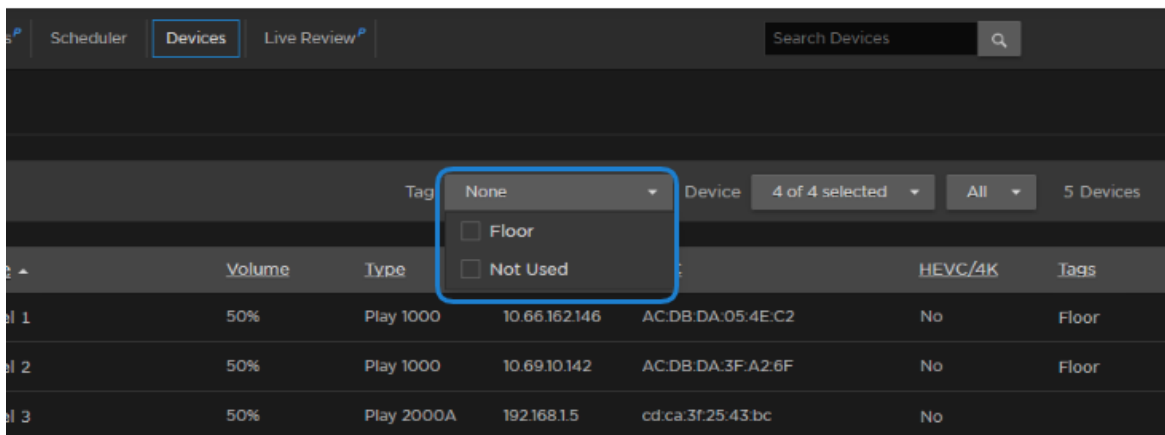
Filter by Device Type

You can filter the displayed list by the device type. Click the **Device** dropdown and select which device type to filter by.



Filter by Tags

You can also filter the displayed list by tags (if defined on your system). Simply click in the **Tag** dropdown 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](#).

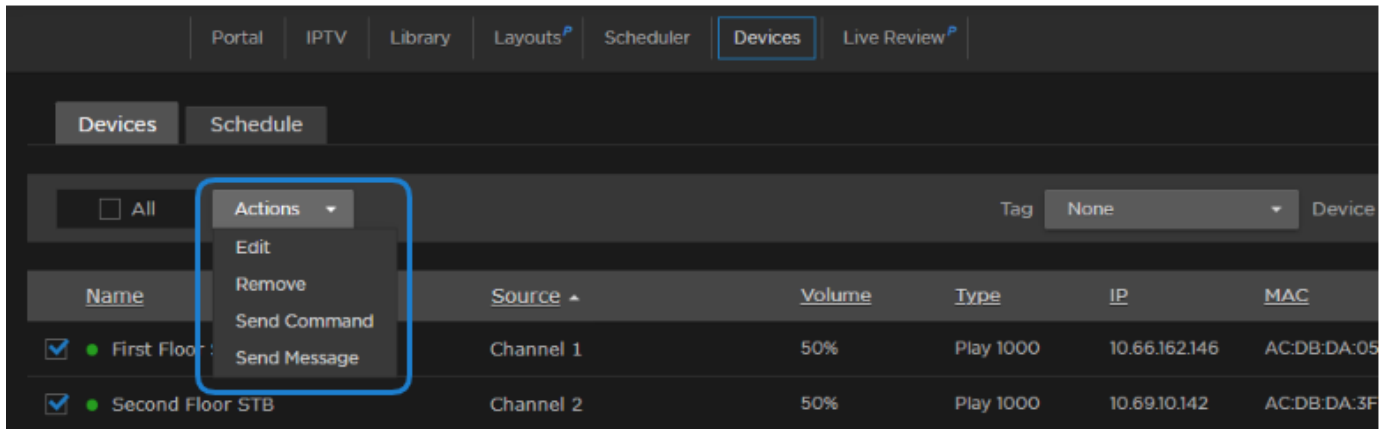


Selecting Multiple Devices

Multiple devices can be selected by clicking the checkbox next to each device in the list. Holding the **Shift** key on your keyboard can also be used to bulk select items in the list. For example, click the first STB's checkbox in the list, press and hold the **Shift** key, and click the tenth STB's checkbox. All 10 STBs are selected.

Actions

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 devices. See [Controlling Devices](#).
- Schedule control command events, either one-time or recurring, on devices. See [Scheduling Devices](#).

To specify the default settings assigned to new devices, as well as create tags for tag-based configuration of devices, see [Setting Default Set-Top Box Values](#) in the *Administrator's Guide*.

Tip

If no tags are defined on your system, the Tag 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 [Setting Default Set-Top Box Values](#) in the Administrator's Guide.)

From the Devices list, you can select a device and enter unique information such as the name and hostname, as well as adjust the settings assigned by default. You can also select multiple devices and bulk-edit some but not all device settings.

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 devices to edit: either click the device name, check the checkbox next to the device, or check **All**.

Tip

- Clicking a device name selects it; while clicking the volume in the device row opens the Send Command dialog.
- Use the Shift key on your keyboard to bulk select multiple STBs.

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 values to modify the device. See [Device Settings](#). The MAC Address, Device Type, Firmware, Extension, Channel, and Volume are read-only.

Edit Device

Name S-PLAY-2000 37D78G000721

Hostname 37D78G000721

Timezone Canada/Eastern ▼

NTP Server time.apple.com

IGMP Version Auto ▼

Admin PIN

Users & Groups stb ×

Tags ▼

MAC Address 90:ac:3f:0d:87:2e

Device Type PLAY STB 2000

Firmware 8.0.95

Extension 507904

Channel

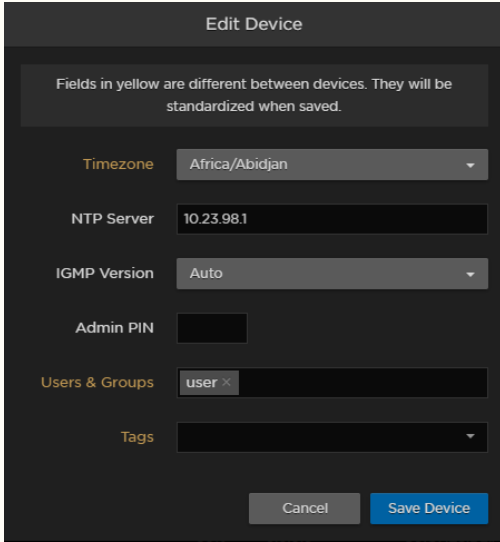
Volume 50%

Cancel
Save Device

⚠ 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	Enter a unique name for the device. <div style="border: 1px solid yellow; padding: 5px; margin-top: 10px;"> <p>⚠ Note</p> <p>The Device Name, Hostname, Timezone and NTP Server settings are also stored in STB Flash memory.</p> </div>
Hostname	Enter a unique hostname for the device. <div style="border: 1px solid green; padding: 5px; margin-top: 10px;"> <p>✔ Tip</p> <p>This is an additional label that can be used to further identify the physical location of the device in the HMP domain.</p> </div>
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.
IGMP Version	To modify, select the desired IGMP version: <ul style="list-style-type: none"> • Auto • IGMPv2 • IGMPv3

Device Setting	Description/Values
Admin PIN	<p>(Play 1000 STB only.) To set the Admin PIN code, type in a 4-8 digit PIN. When this is set, users must enter this PIN to access the Settings application on the STB.</p> <div style="border: 1px solid yellow; padding: 5px;"> <p>⚠ 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.</p> </div>
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	(Read-only) The MAC address for the device.
Device Type	(Read-only) Lists the STB model.
Firmware	(Read-only) The firmware version for the device.
Extension	(Read-only) The firmware extension value for the device. When requesting support for STB workflows, provide both the firmware and extension value to Haivision Support for debugging purposes.
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 powers on/reboots, 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 HMP Server if the STB is already registered.
- Device settings stored on the STB device flash.
- Set-Top-Box Default Settings on the HMP Administration screen (global default settings for all STBs). See [Setting Default Set-Top Box Values](#) for details.

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 Server settings vs. the STB device's IR remote by user actions are applied differently:

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

Device name and hostname may only be changed from the HMP Edit Device dialog.

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**.

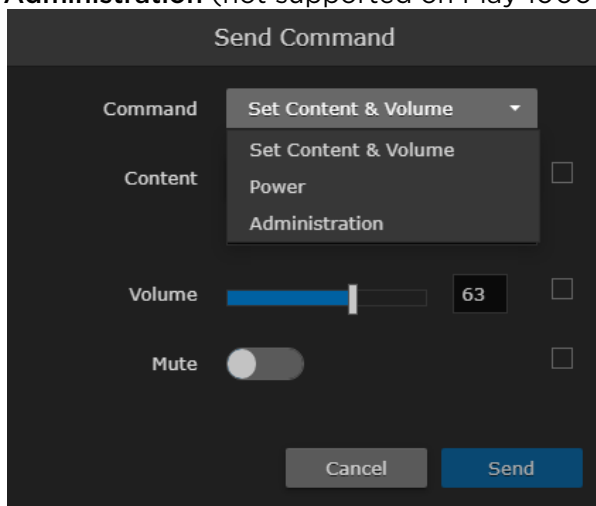
Inactive devices (i.e., not online or active) will be removed from the Devices list and the HMP domain. Active devices will be removed from the Devices list but will eventually reappear in the Devices list.

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**, **Power**, or **Administration** (not supported on Play 1000 STBs).

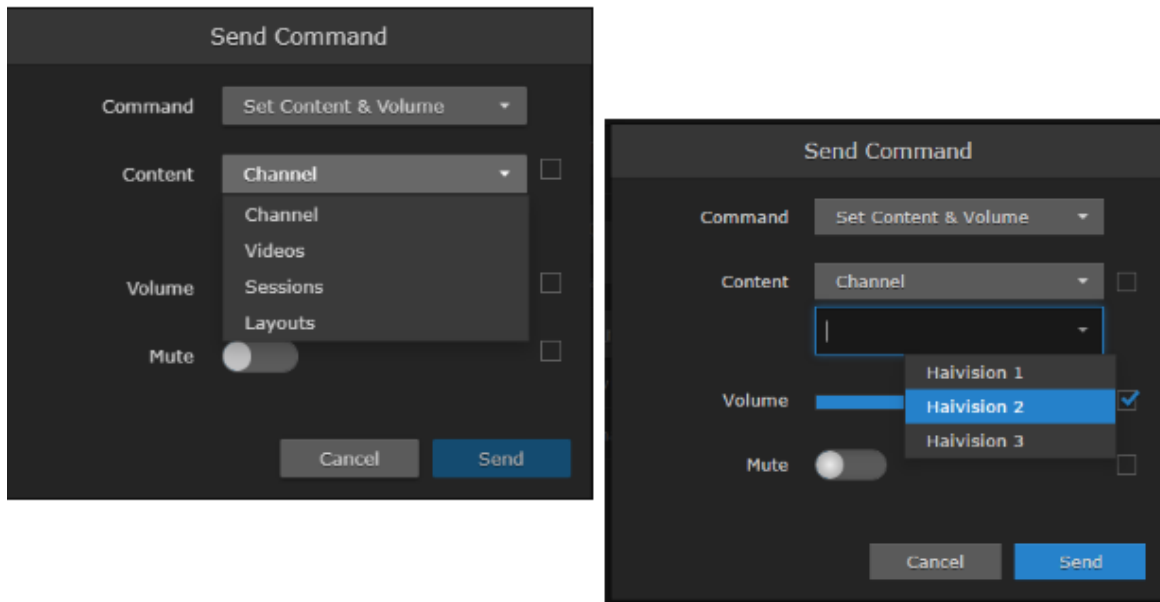


Tip

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).
2. To change the tuned content, select **Channel**, **Videos**, **Sessions**, or **Layouts** from the Content drop-down list, and then select the channel, video, session, or layout.

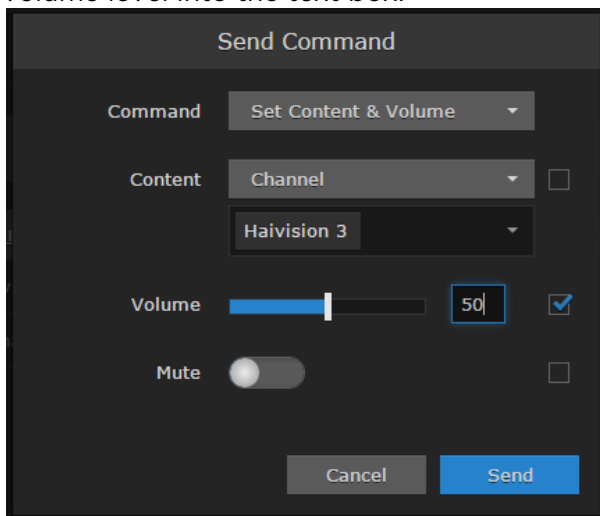


When you adjust the content or volume, or mute/unmute the volume, the checkbox beside the selector is automatically checked to indicate which settings are affected.

Note

Since they do not support the Layouts feature, when a Haivision Play 1000 STB is selected, Layouts is not available in the Content drop-down list.

- 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.

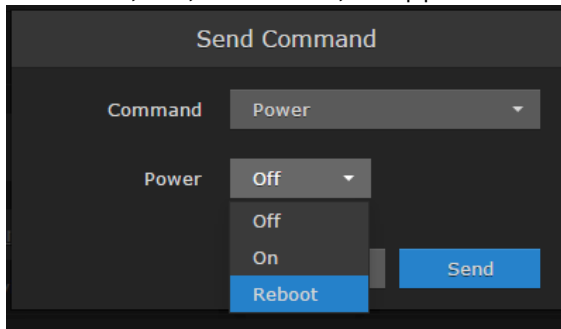


- To mute or unmute the volume, toggle the **Mute** button On or Off.
- Click **Send**.

Power

- 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**.

Note

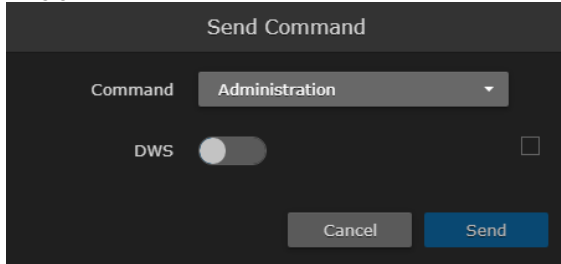
If reboot is selected, after the reboot completes the STB resumes playing the content it previously played, as long as that content previously played for longer than 30 seconds.

Administration

Note

Not supported on Haivision Play 1000 STBs.

1. To enable/disable the STB diagnostic web server, select **Administration** from the Command drop-down menu.
2. Toggle the DWS slider on or off.



3. Click **Send**.

Tip

To disable the web server, reboot the STB or send a disable DWS command.

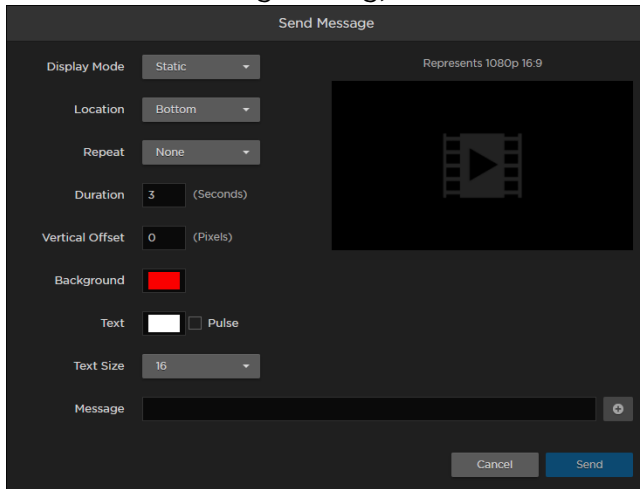
Sending Text Messages to Devices


From the Devices list, you can configure and schedule text messages to send to devices. While you are configuring the message, a preview screen shows you 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

From the Devices screen’s Schedule pane, you can schedule control command events for selected STBs. Command events are either one-time or recurring and are the same as the (unscheduled) commands available when you select Send Command from the Devices list.

 **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.

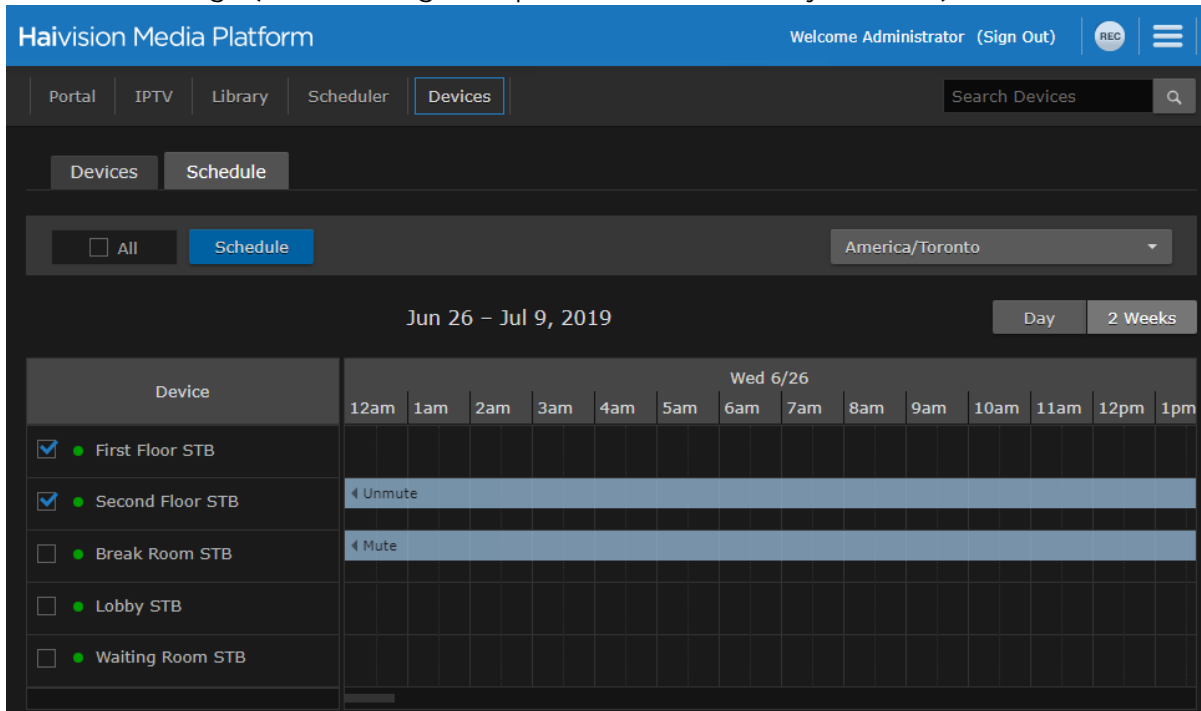
If a VOD (video-on-demand) recording is scheduled on a STB for a particular time slot, it only plays once and does not recur. When the recording finishes, the STB returns to the live channel it was last on.

The Devices screen shows the last command until the end of the current day. However, STBs do not automatically switch off or go into low-power standby mode. These events must be scheduled by customers.

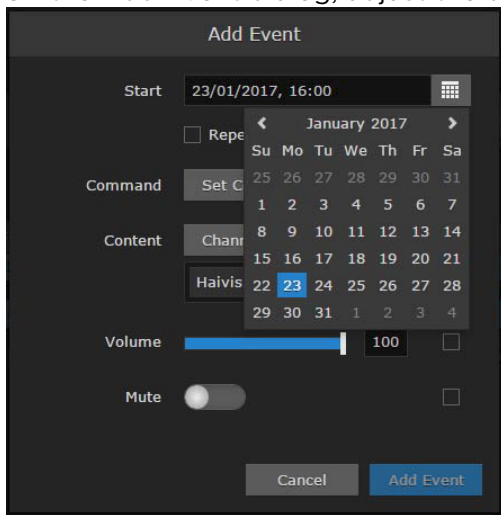
To schedule STBs:

1. On the 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

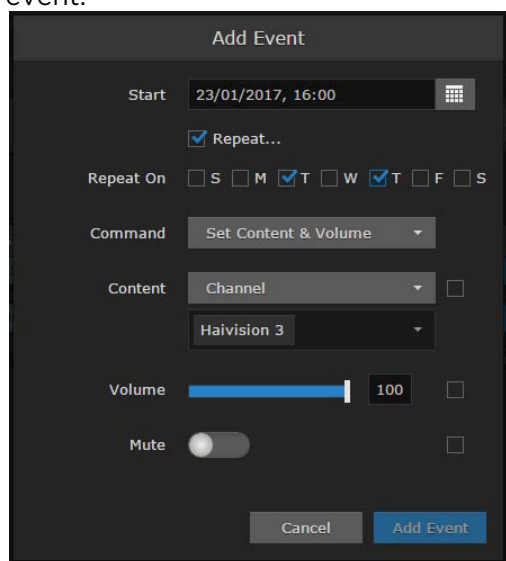
or a 2-week range (the following example has the current day selected).



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).



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



- Select the command settings. For information, see [Controlling Devices](#).
- Click the **Add Event** button.

The events are added to the schedule grid for the selected devices.

To delete or edit the event, click in the event slot and click **Delete** or **Edit**.

Managing Layouts

This section describes how to use the Layouts editor to customize the output sent to your connected Haivision Play Set-Top Boxes (STBs).

Note

Layouts is currently in Preview Mode. We will be adding new functionality to this feature in subsequent releases.

Important

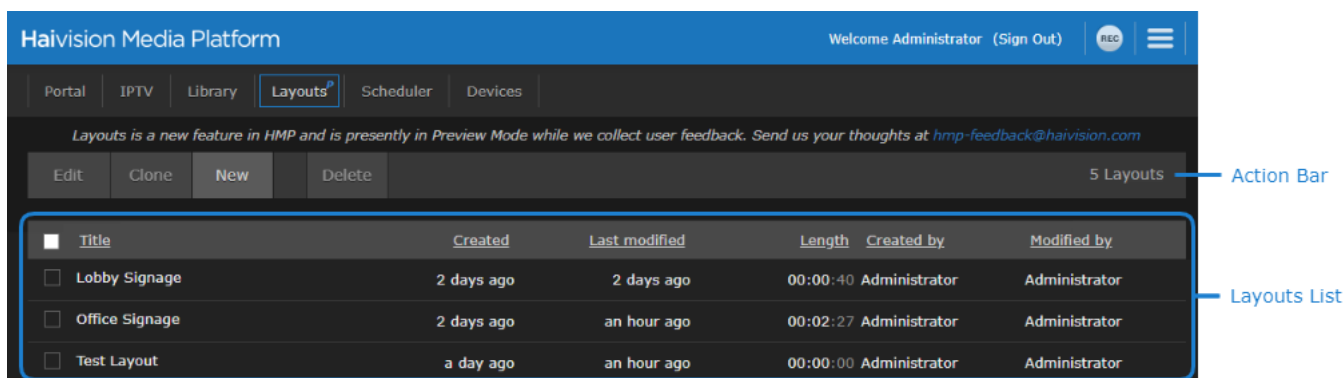
For the best results, we recommend using the Google Chrome browser to edit Layouts.

Topics Discussed

- [Using the Layouts Screen](#)
- [Sending a Layout to Connected Set Top Boxes](#)
- [Using the Layout Editor](#)
 - [Adding Objects to a Region](#)
 - [Editing Layout and Object Properties](#)

Using the Layouts Screen

To view existing layouts, click **Layouts** in the navigation bar. The Layouts screen opens, which displays summary information for each layout, including the title, creation and last-modified dates, length, owner, and user who last modified.



The Layouts screen also allows you to perform various functions with the layouts described below.

Creating a Layout

To create a layout:

1. Click the **New** button.

2. Enter a name for the layout in the dialog box and click **Create**.

The layout editor opens. See [Using the Layout Editor](#) for more details.

Editing a Layout

To edit a layout:

1. Check the checkbox next to the layout you wish to edit.
2. Click the **Edit** button.

The layout editor opens. See [Using the Layout Editor](#) for more details.

Important

Any modifications made to a layout that has previously been sent to an STB are not automatically applied on the STB. For the changes to appear, either the Set Content and Volume command must be resent or the STB must be rebooted.

Cloning a Layout

To copy/clone a layout:

1. Check the checkbox next to the desired layout.
2. Click the **Clone** button.
3. In the New Layout dialog box, enter the name of the copied layout and click the **Create** button.

The Layouts editor opens the copied layout for you to make any desired changes. See [Using the Layout Editor](#) for more details.

Deleting Layouts

To delete a layout:

1. Check the checkbox next to each layout you wish to delete.
2. Click the **Delete** button and click **Confirm**.

All selected layouts are deleted.

Sorting the List

Sort the list of layouts by clicking a column heading to sort the list by that column. Clicking again toggles the sort order between ascending and descending.

Sending a Layout to Connected Set Top Boxes

To send a layout to your connected Haivision Play 2000 and 4000 STBs, see the instructions for using the Set Content and Volume command at [Controlling Devices](#).

Important

Any modifications made to a layout that has previously been sent to an STB are not automatically applied on the STB. For the changes to appear, either the Set Content and Volume command must be re-sent or the STB must be rebooted.

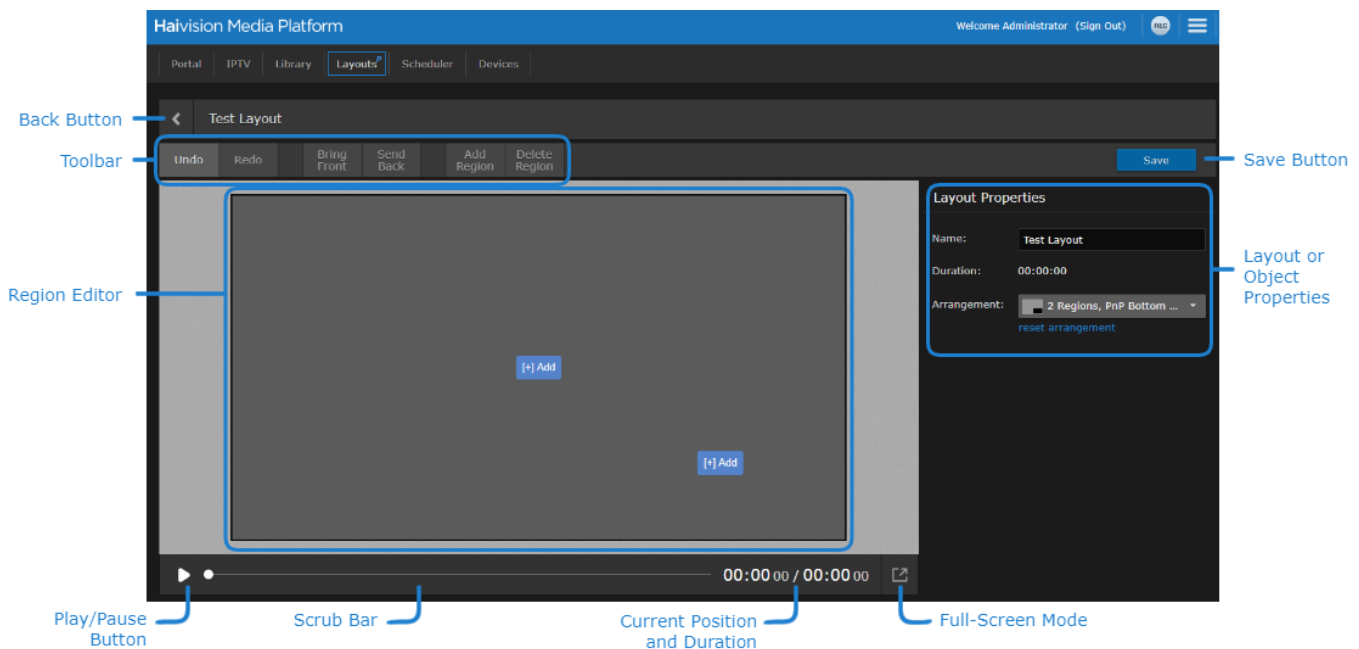
Note

The layout contents loop indefinitely when sent to an STB. A new Set Content and Volume command must be sent to stop the layout from appearing.

Using the Layout Editor

The Layout Editor allows you to fully customize the layout of the content sent to your connected Haivision Play Set-Top Boxes. You can define multiple regions, with each region able to contain any videos, sessions, and sources that are created on your HMP system. You may also add static images or custom HTML hosted outside of your HMP system.

After creating a new layout, the Layout Editor opens. The following figure and sections define the various elements within the editor:



Back Button

Click the Back button to close the Layout Editor and return to the Layouts list without saving. If changes have been made to the layout a confirmation dialog appears prior to leaving the Layout Editor.

Toolbar

The toolbar contains various buttons for interacting with the editor:

- Undo: Undo the last action.
- Redo: Redo an undone action.

Only available using the Freeform arrangement:

- Bring Front: Bring the selected region in front of all other regions.
- Send Back: Send the selected region behind all other regions.
- Add Region: Add a region to the layout.

Note

A maximum of 3 regions is currently supported.

- Delete Region: Delete the selected region from the layout.

Save Button

Click the Save button to save any changes you have made to your layout.

Region Editor

The region editor area allows you to:

- Add objects to each region.
- Resize each region.
- In Freeform arrangement, move each region and or change its layering relative to other regions.
- Select the region to delete it or edit its properties.

Play/Pause Button

Click the play button to preview the content in the layout. Click the pause button to pause the content.

Note

Videos, sources, and sessions are not played inside the Layouts editor. Only a thumbnail image of the content is shown.

Scrub Bar

The scrub bar allows you to jump to a different position in the layout's timeline.

Full-Screen Mode

Click to preview the layout in full-screen mode. When viewing in full-screen mode, press the Esc key to return to the Layout editor.

Tip

It is recommended to preview the layout at the same resolution as the monitors connected to the Haivision Play Set-Top Boxes.

Current Position and Duration

Indicates the current scrub bar time of the preview and the total duration of the layout.

Layout or Object Properties

When creating a new layout, this area of the editor contains the layout properties. The layout properties can also be opened by clicking on the background of the Region Editor. See [Layout Properties](#) for details on the layout properties.

After an object is added to a region, clicking on it in the region or the region's playlist opens its object properties. See [Videos, Sessions, and Sources Properties](#), [Image Properties](#), and [Widget Properties](#) for details on the available object properties.

Region's Playlist

Not seen in the previous Layouts Screen image is the region playlist. When a region is selected in the Region Editor, its playlist appears below the Scrub Bar as shown below. The region playlist allows you to organize multiple objects for a particular region.

- To add an object to the region, click **+Add object**.
- To remove an object from the region's playlist, click the **X** icon in the top-left corner of the object.
- To re-arrange objects, simply drag and drop them to their desired location in the playlist.

⚠ Important

When adding multiple video or sources to a region's playlist, insert an image or empty widget between each to ensure proper STB and browser playback.

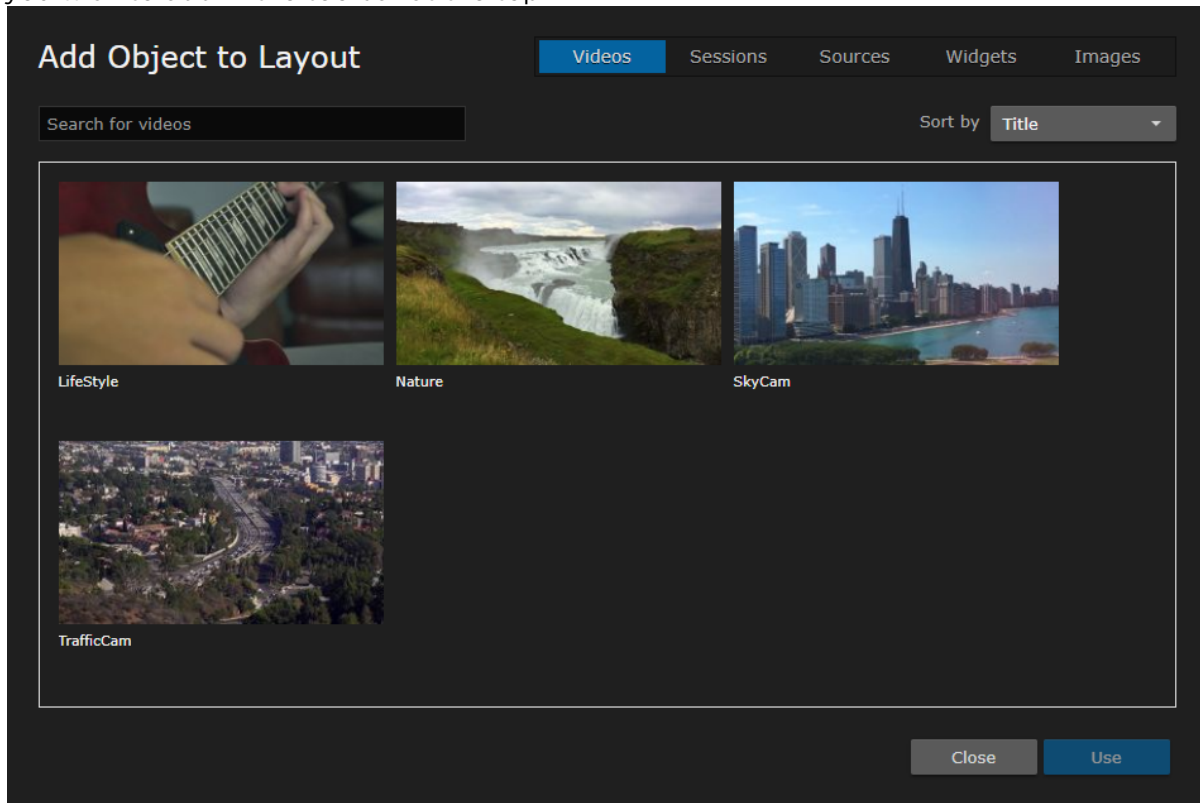


Adding Objects to a Region

To add an object to a region:

1. If the region is empty, click the **+Add** button in the Region Editor.
If the region contains other objects, select the desired region in the Region Editor and click **+Add object** in the Playlist.

- In the dialog box that opens, click the type of object (videos, sessions, sources, widgets, or images) you wish to add in the toolbar at the top.



- Select the desired object in the object browser and click the **Use** button.

⚠ Important

Only one region may have a video, source, or session. If desired, that region may have multiple videos, sources, or sessions in its playlist. However, when adding multiple video or sources to a region's playlist, insert an image or empty widget between each to ensure proper STB and browser playback.

✔ Tip

- For images, if the desired image is not already available, click the **Upload** button and drag/drop the image onto the area or click the area to open the file browser.
- To delete an image from the object browser, ensure the image is not being used in any other layouts and click the **Delete** button.

The object is added to the region's playlist and you can change its properties as desired. See [Videos, Sessions, and Sources Properties](#), [Widget Properties](#), or [Image Properties](#) for definitions of the available properties.

Editing Layout and Object Properties

To edit the properties of a layout, click the background in the region editor. See [Layout Properties](#) for definition of each available property.

To edit the properties of an object, click the desired object in the region's playlist. See [Videos, Sessions, and Sources Properties](#), [Image Properties](#), and [Widget Properties](#) for the available object properties.

Layout Properties

The following settings are available in the Layout Properties:

Setting	Description
Name	Name of the layout.
Duration	<i>Not editable.</i> Duration of the layout.
Arrangement	To help with layout creation, various region arrangements are available. <div style="border: 1px solid #f0e68c; padding: 10px; margin-top: 10px;"> <p>Note</p> <ul style="list-style-type: none"> • Only the Freeform arrangement allows you to move, add, delete, and arrange the layering of regions. • The Freeform arrangement only supports up to three regions. • Currently, the Reset Arrangement button has no effect. </div>

Videos, Sessions, and Sources Properties

The following settings are available for videos, sessions, and sources:

Setting	Description
Name	Customized name of the widget. Used for labeling the object in the region playlist.
Closed Captions	Toggle to enable/disable closed captions.
Duration	Duration of the object in seconds. Not editable for videos. For sessions and sources, an Auto checkbox is shown (default enabled).

Image Properties


The following settings are available for images:

Setting	Description
Name	Customized name of the image. Used for labeling the object in the region playlist.
Duration	Duration of the object in seconds. Indicates how long to show the image in the region.
Sizing	Configures how the image is sized in the region. <ul style="list-style-type: none"> • Letter-box: Image is sized so that the entire image is always shown. If the aspect ratio of the image does not match the region's, a letterbox or pillarbox colored with the Back color value appears around the image. • Fill: Image fills the entire region, regardless of the aspect ratios. If the aspect ratios are different, the image is cropped.
Back color	Background color of the image. Also, if Sizing is set to Letter-box, color of the image's letterbox or pillarbox if necessary. <div style="border: 1px solid #90ee90; padding: 10px; margin-top: 10px;"> <p>Tip</p> <p>Set the alpha (A) value to 0 for a transparent background</p> </div>

Widget Properties

The following sections describe the available Widget Properties.

HTML Element Properties

Setting	Description
Name	Customized name of the widget. Used for labeling the object in the region playlist.
Duration	Duration of the widget in seconds.
Source	<p>URL of the HTML element, which must use HTTPS and must contain a filename within its path. For example: <code>https://www.example.com/file.html</code></p> <div style="border: 1px solid green; padding: 5px; margin-top: 10px;"> <p> Tip This is useful if the Layouts Editor does not support a necessary feature. The desired content can be added to an available web server and added to the Layout.</p> </div>

Empty Properties

Setting	Description
Name	Customized name of the widget. Used for labeling the object in the region playlist.
Duration	Duration of the widget in seconds.

Warranties

1-Year Limited Hardware Warranty

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

EXCLUSIONS AND LIMITATIONS

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

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

This warranty does not apply:

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

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

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

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

OBTAINING WARRANTY SERVICE

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

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

APPLICABLE LAW

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

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

EULA - End User License Agreement

READ BEFORE USING

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

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

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

SLA - Service Level Agreement

1. Introduction

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

2. Definitions

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

3. Service Levels for the Video Content Management System

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

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

4. Exceptions to Availability for the VCMS

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

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

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

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

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

5. Credits for Downtime for the VCMS

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

6. Support Services for the VCMS

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

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

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

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

7. Service Levels for Haivision Streaming Media Service

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

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

Agents and Polling Frequency

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

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

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

8. Credits for Outages of Haivision Streaming Media Service

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

9. No Secondary End User Support

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

Getting Help

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

