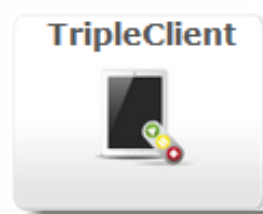




How to use TripleClient



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1 Introduction

This guide describes how to use Tripleplay's TripleClient application which is a simple application allowing you to quickly manage and schedule clients in Tripleplay applications.

1.1 About this guide

Every effort has been made to make the instructions as clear as possible. Screen-shots have been included to give confidence to the user in that what they are seeing is correct. Throughout this guide screen-shots have been captured using Mozilla Firefox: other browsers may give slightly different results. Screen appearances may also differ depending on how Tripleplay applications have been configured.

Tripleplay applications are web based systems so providing users have access to the internet or local area network and the appropriate rights, they can be administered from virtually anywhere using any type of computer platform with a suitable web browser.

Coloured text is used as follows.

- ***Bold italicised text*** is used for items of note.
- **Green Italicised Underlined Text** shows you have to do something. It usually refers to a button or selection that you have to make.
- Errors are shown in red with guidance as to what the problem is as shown in figure 1 below.

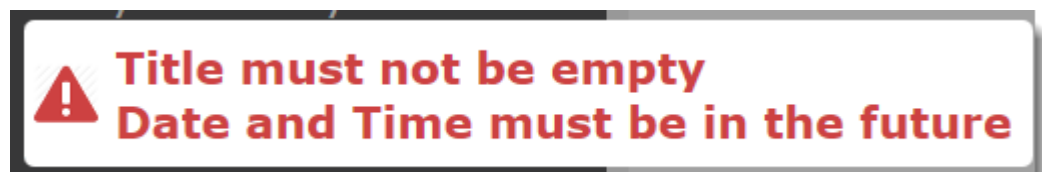


Figure 1: a typical error message

- Links to electronic resources are shown in blue underlined text e.g. <http://www.tripleplay-services.com/Documents/Support-Documents/Products>

If you do find errors, omissions or think something has been poorly explained, please contact Tripleplay Support with details.

2 Starting TripleClient

First, log in to the Tripleplay server with your **username** and **password** using either an **IP address** or the **server name**. The log in is secure so you must use **https://.....**

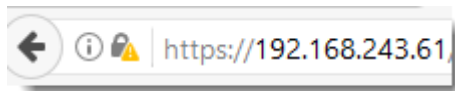


Figure 2: secure log in using IP address

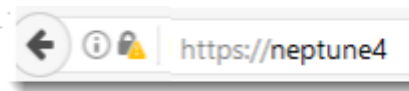


Figure 3: secure log in using the server name

This will take you to the Tripleplay management screen whose appearance will depend on what Tripleplay applications have been licensed.

Find the **TripleClient** button and click on it to start TripleClient.

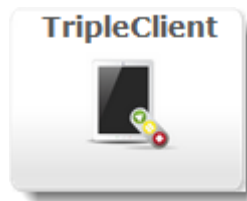


Figure 4: the TripleClient button

The screen that opens will depend on what has been set up in other Tripleplay applications, but figure 5 shows a typical example.

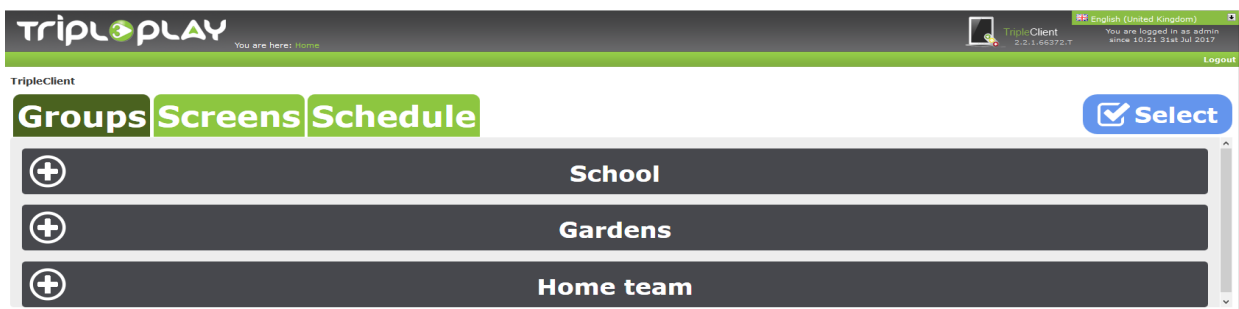


Figure 5: a typical TripleClient home screen

3 Using the Groups tab

By default, TripleClient starts up with the **Groups** tab highlighted (see figure 6).

Only user groups available to you are shown unless you are an administrator, in which case, all user groups will be shown.

To see the clients in a user group, click the white circle with the plus sign (+). Heading two

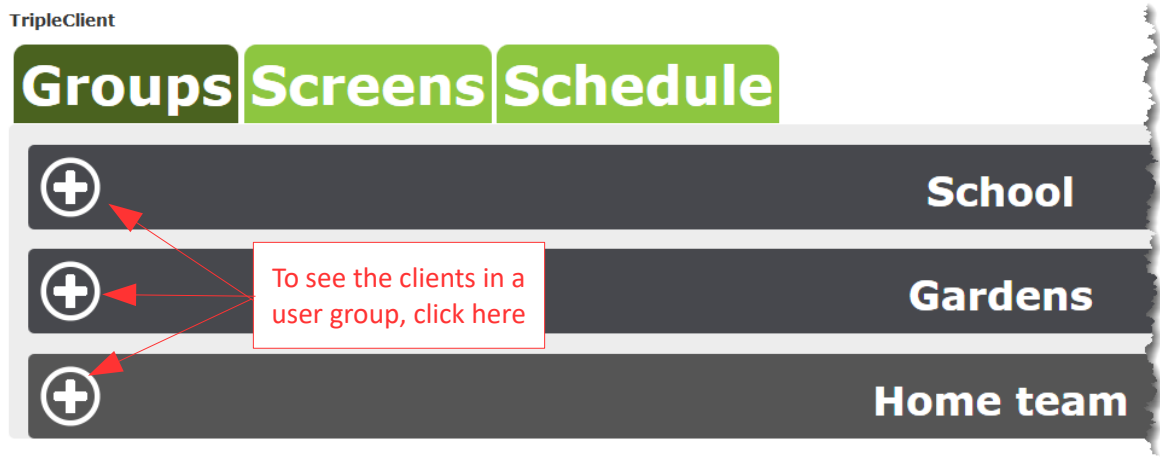


Figure 6: click the white circle with the + sign to see the clients in the user group

The clients in the selected user group will be shown.

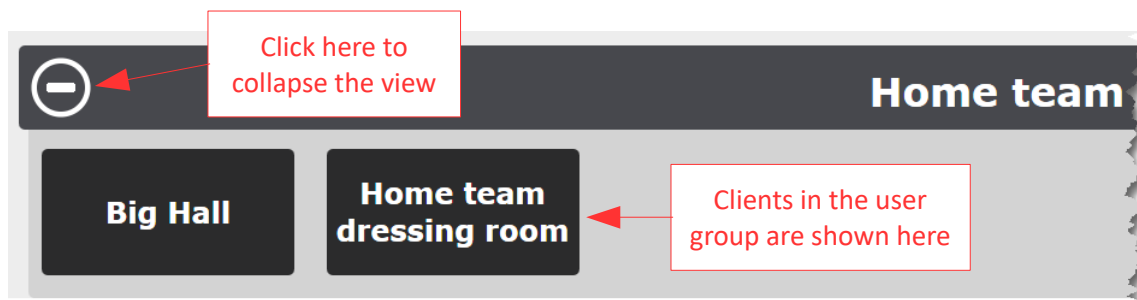


Figure 7: showing the clients in a user group

3.1 Controlling a client

To control a client, click on it. This will open a screen showing all the **services** available to that client.

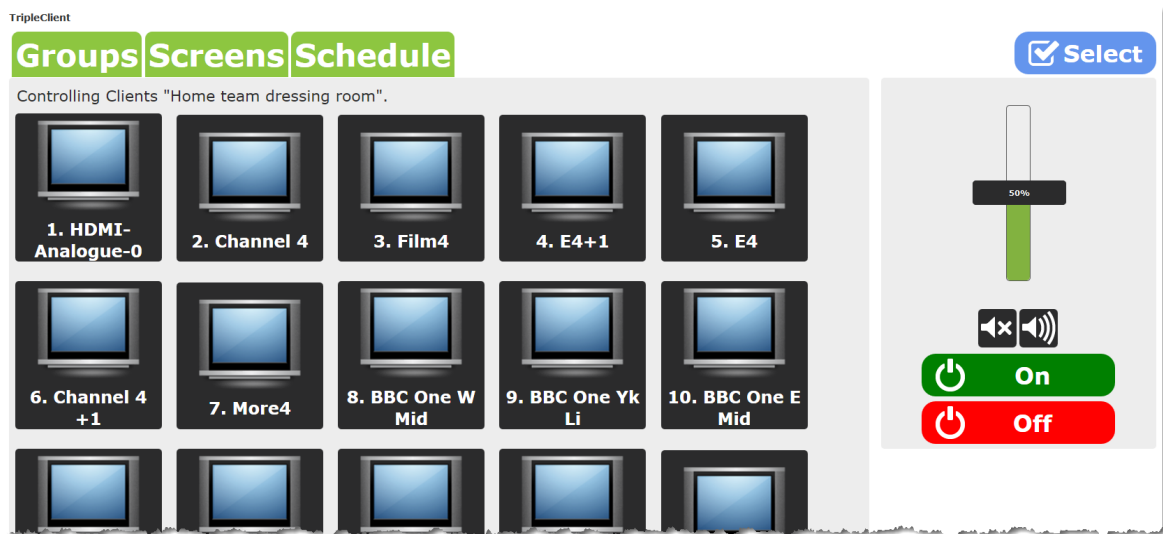


Figure 8: a typical client screen with the control panel on the right

3.2 Using the control panel

On the right of the screen is a control panel which you use to change the settings of a service as shown in figure 9.

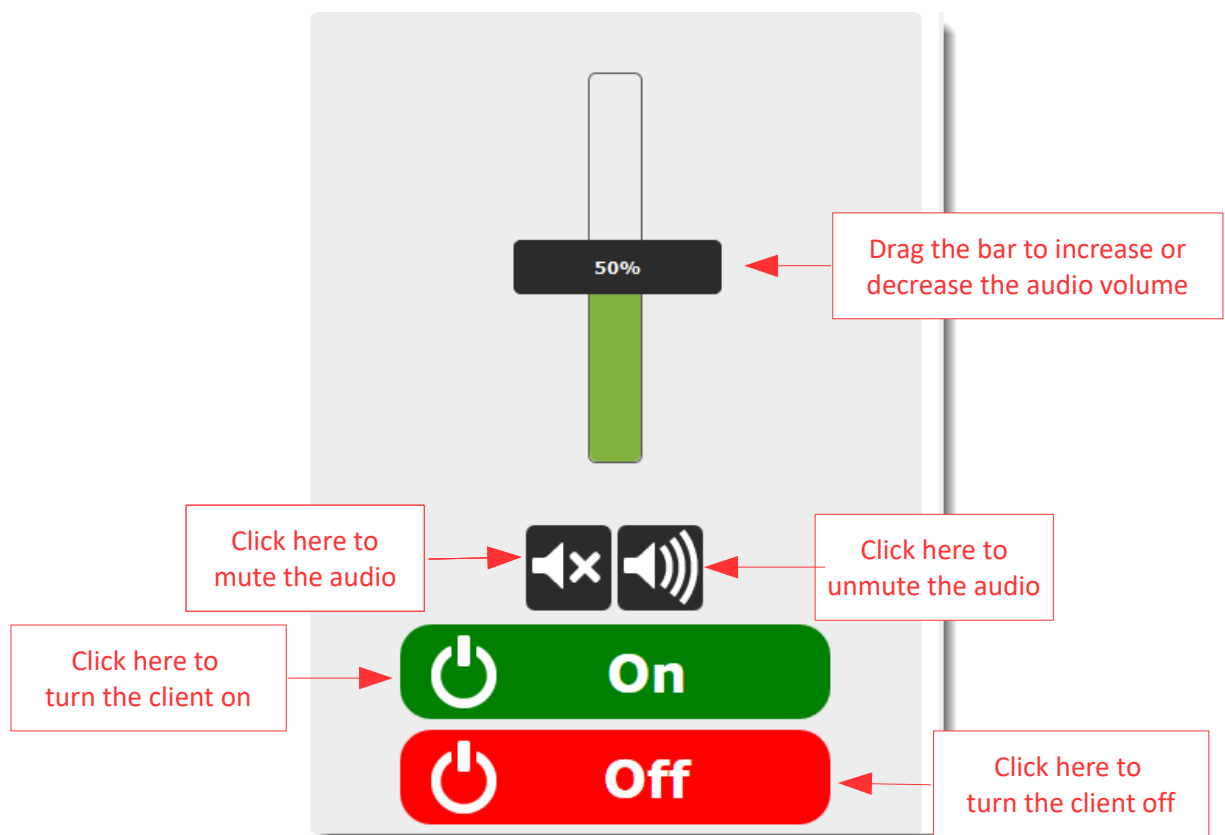


Figure 9: the control panel

Adjust the control panel to the required settings and then click on the client you wish to apply them to. After a few seconds a message confirming the settings have been changed is shown in the middle of the screen.



Figure 10: settings successfully changed

3.3 Setting up a schedule for a client

To set up a schedule for a client, click on the [Select](#) button at the top right of the screen.



Figure 11: click the select button

The screen will grey out as shown in figure 12.

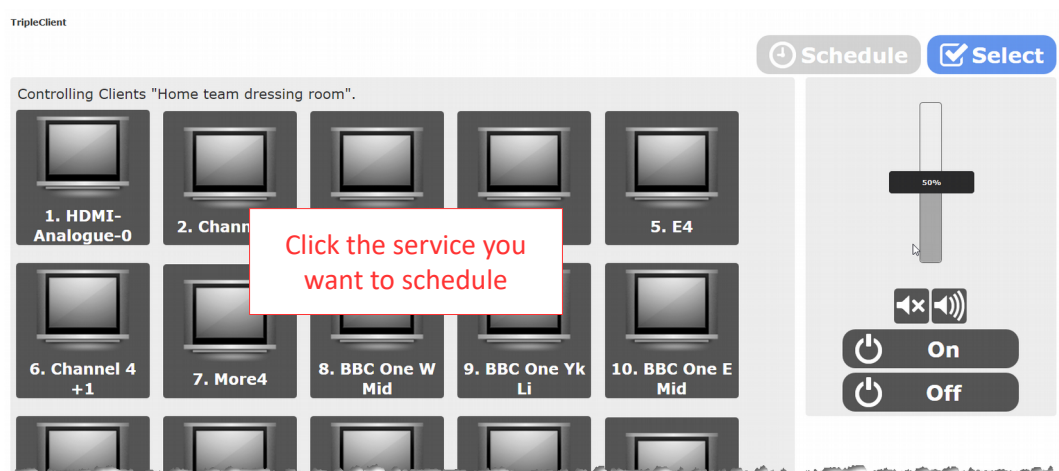


Figure 12: click the service you want to schedule

Click the service you want to schedule: it will turn blue.

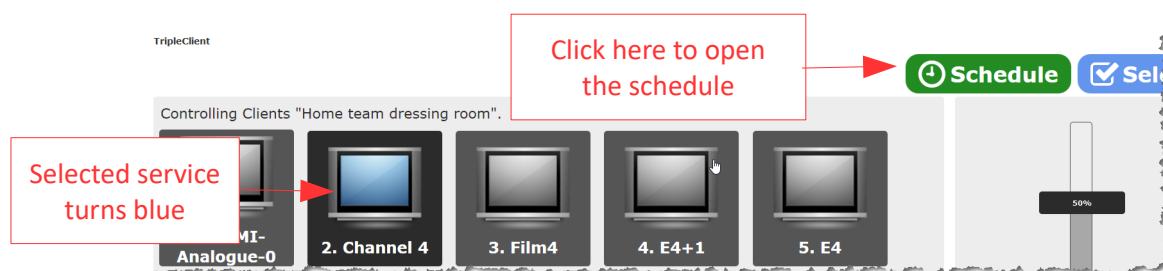


Figure 13: selected service turns blue. Click the schedule button.

Click the Schedule button to open the scheduling screen which will look something like figure 14.

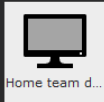
TripleClient

Groups

Screens

Schedule

Screens



This tells you which client is being scheduled

Actions

1. Change to Service 'Channel 4'

This tells you what service is being scheduled

Schedule

Title: Posh Pawn

When: 2017-07-31 13:30

Repeat: ☒ Never ☐ Every Hour ☐ Every Week Day ☐ Every Day ☐ Every Week

Click **Submit** to save

Submit

Enter a name

Set date and time

Select as required

Figure 14: setting up the schedule

The screen is divided into three sections:

- The **Screens** section tells you which client is being scheduled.
- The **Actions** section tells you which service is being scheduled.
- The **Schedule** section is where you set up what, when and how often the recording will be made.

Enter a name for the recording: this would usually be the title of the programme, but can be anything appropriate.

To set the date and time, click in the appropriate cell and select from the pop-up window that opens.

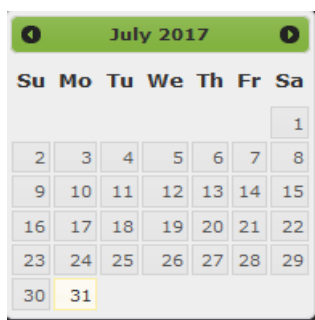


Figure 15: selecting the date



Figure 16: selecting the time

Finally, select whether the recording is to be **repeated** or not: if it is to be repeated, set the **repeat frequency**.

When all is as you want it, click **Submit** to save the schedule. You are taken to the **Schedule** screen where the details of the recording are listed.

TripleClient

Groups			Screens			Schedule				
Title	When	User	Groups	Repeat	Devices	Power Status	Mute Status	Volume	Service	Actions
Posh Pawn	Mon 31st July 2017 13:30	admin		Never	1 Client	No Change	No Change	No Change	Channel 4	Delete
Items 1 - 1 of 1										

Figure 17: details of the scheduled recording

If you want to delete the scheduled recording, click on its **Delete** button in its **Action** column. A pop-up window will ask you to confirm your selection.

4 Using the Screens tab

If you click on the **Screens** tab, you are taken to a screen showing all the clients in the system. Figure 18 shows a typical example.

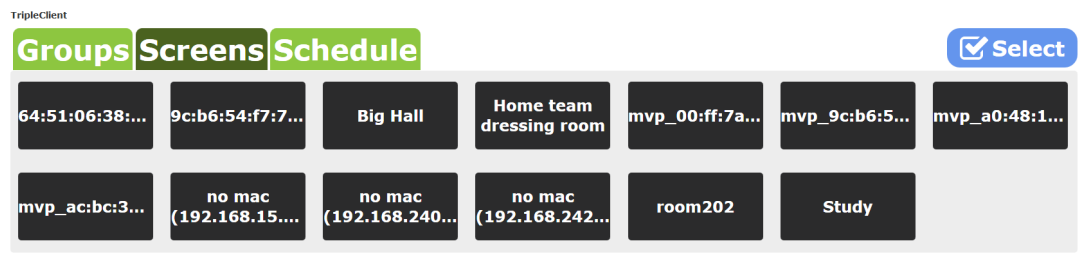


Figure 18: a typical screens display

To select a client, click on it: this will take you to a screen showing all the services available to that client and a control panel.

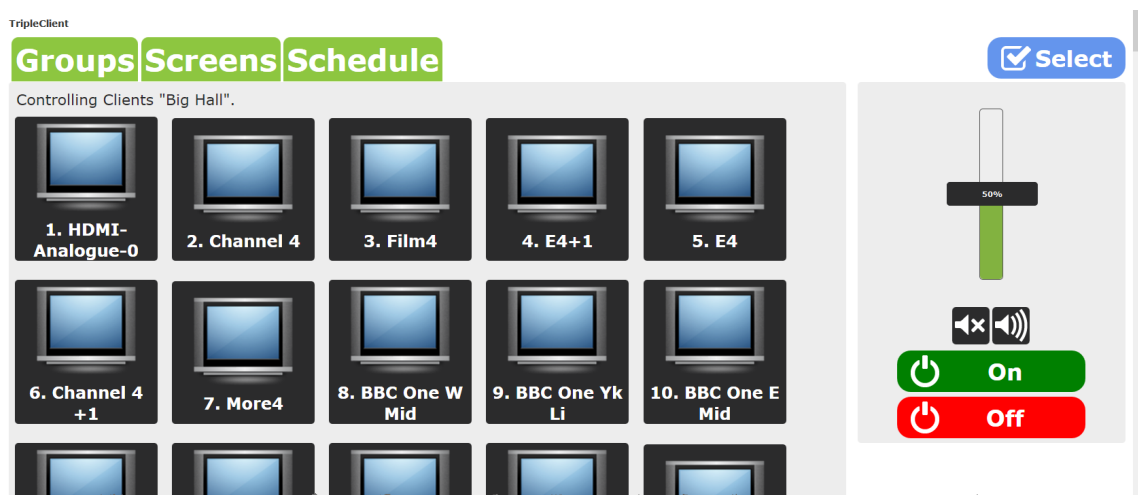


Figure 19: services available to the client and the control panel on the right

See section 3.2 for details of how to use the control panel.

See section 3.3 for details of how to set up a scheduled recording.

5 Using the Schedule tab

When you click on the [Schedule](#) tab, you are taken to a screen where you can see recordings that are scheduled. You will only see recordings applicable to your user group unless you are an administrator, in which case you will see all scheduled recordings.

TripleClient

Groups

Screens

Schedule

Title	When	User	Groups	Repeat	Devices	Power Status	Mute Status	Volume	Service	Actions
Posh Pawn	Mon 31st July 2017 13:30	admin		Never	1 Client	No Change	No Change	No Change	Channel 4	Delete
Red Rock	Mon 31st July 2017 14:00	Herbert	Electricians, Mobile clients	Never	1 Client	No Change	No Change	No Change	BBC One W Mid	Delete
The Big Bang Theory	Mon 31st July 2017 14:30	Geoff	Electricians, Mobile clients	Every Week	1 Client	No Change	No Change	No Change	E4+1	Delete

Items 1 - 3 of 3

Figure 20: a typical administrator's view of a schedule screen

If you want to delete a scheduled recording, click on the [Delete](#) button in its **Action** column. A pop-up window will ask you to confirm your selection.

6 Getting support from Tripleplay

Tripleplay has an extensive support service which is designed to help users make the most of their system and resolve any issues they may have.

Before you contact Tripleplay Support, please make sure you have the following information available:

- The name of the server hosting the Tripleplay application(s).
- The name of the site where the server is located.
- The full address of the site where the server is located.
- The name and contact details of someone who will act as liaison with Tripleplay's support team.

6.1 Contacting Tripleplay Support

You can contact Tripleplay support by telephone on **0845 094 3357** during office hours or e-mail support@tripleplay.tv. For other regions, see the information inside the front cover of this document.

If you are requesting help with a fault, you will be given a ticket number. Please make sure you quote this in the subject line of all subsequent e-mails or phone calls regarding this fault.

6.2 Registering with Tripleplay for support

Log in to support by clicking on the Support button on the Tripleplay management screen when you log in.



Figure 21: the Tripleplay support icon

This takes you to the Tripleplay support portal. Registered users can access wealth of information is shown here. To get access you must register. Click on [Access](#) in a portal option: on the screen that opens click on [Register](#) and follow the on-screen instructions.

7 Revision history

Date	Version no	Revision no	Comments	Author
1/8/2017	V2.2	R1	Initial draft.	Stephen Harding
2/8/2017	V2.2	R2	Contact details corrected.	Stephen Harding

Table 7.1 - document revision history

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