



TripleNVoD User Guide



Version 4.2

Revision 3

July 2019

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1 Introduction

This guide describes how to use Tripleplay's TripleNVoD system. It needs to be used in conjunction with the ***Tripleplay Applications General User Guide*** which describes the common features of Tripleplay systems. This can be downloaded from Tripleplay Services' support portal,

<https://www.tripleplay.tv/portals/>

or by telephoning Tripleplay Support on +44 (0) 845 094 3357. To register for access to the support portal, follow the instructions on page 36.

1.1 About this guide

Throughout 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. Please note: throughout this guide screen shots have been captured using Mozilla Firefox: other browsers may give slightly different results. Screen appearances may also vary depending on how a product has been configured.

Tripleplay applications are web based systems so providing users have access to the internet or their local 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 you click or selection you have to make.
- Errors are shown in red with guidance as to what the problem is.

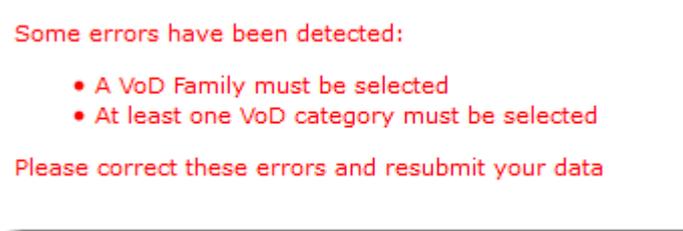


Figure 1.1: a typical error message

- Links to electronic resources are shown in blue underlined text e.g. <https://www.tripleplay.tv/es/portals/support/>

1.2 Complimentary Tripleplay documentation

A number of Tripleplay applications share common elements which are described in the *Tripleplay General Applications User Guide* which can be downloaded from this location:

<https://www.tripleplay.tv/es/portals/support/>

1.3 Tripleplay document hierarchy

Tripleplay Services produce a number of different types of documents as follows:

- **Product Descriptions** – these give a general overview of the product and how it can be used.
- **Technical Notes** – these give detailed technical explanations of particular features or details of how to configure a product. Technical notes are intended for use by experienced technical staff.
- **Product User Guides** – these give instructions on how to use the product on a day-to-day basis.
- **System Administrator's Guides** – these give detailed instructions on how to set up and maintain Tripleplay systems. They are intended for use by experienced technical staff.
- **Case Studies** – these give detailed descriptions of how a Tripleplay product has been installed and is used by a customer.

All published documents are available on the Tripleplay support portal:

<https://www.tripleplay.tv/portals/>

2 About Tripleplay TripleNVoD

TripleNVoD is used to take video from various MPEG-2 and other video file sources for streaming out from static playlists or schedules from the VoD server on an Internet Protocol (IP) network.

The TripleNVoD application can provide one or more channels of streaming video over IP where each channel can be composed of the following:

- A **default** or background playlist which consists of one or more short (less than 60 seconds if schedules are used) segments. The default playlist will be played continuously unless there are scheduled content items.
- Zero or more **scheduled** items. When a scheduled item is specified in a channel, it will be played out starting at the time specified in the schedule and overwrite any default playlist.

Figure 2.1 shows an overview of a TripleNVoD content management system.

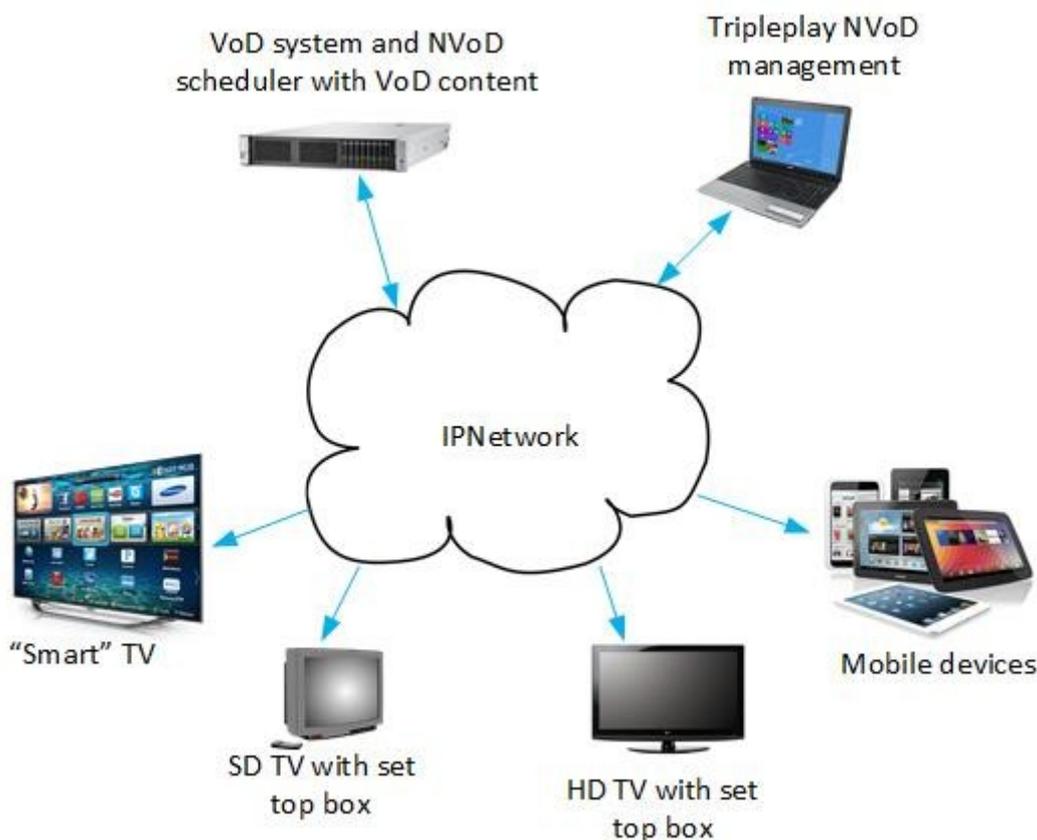


Figure 2.1: overview of a typical NVoD system

2.1 How TripleNVoD fits into a Tripleplay system

TripleNVoD fits into a Tripleplay system as shown in figure 2.2.

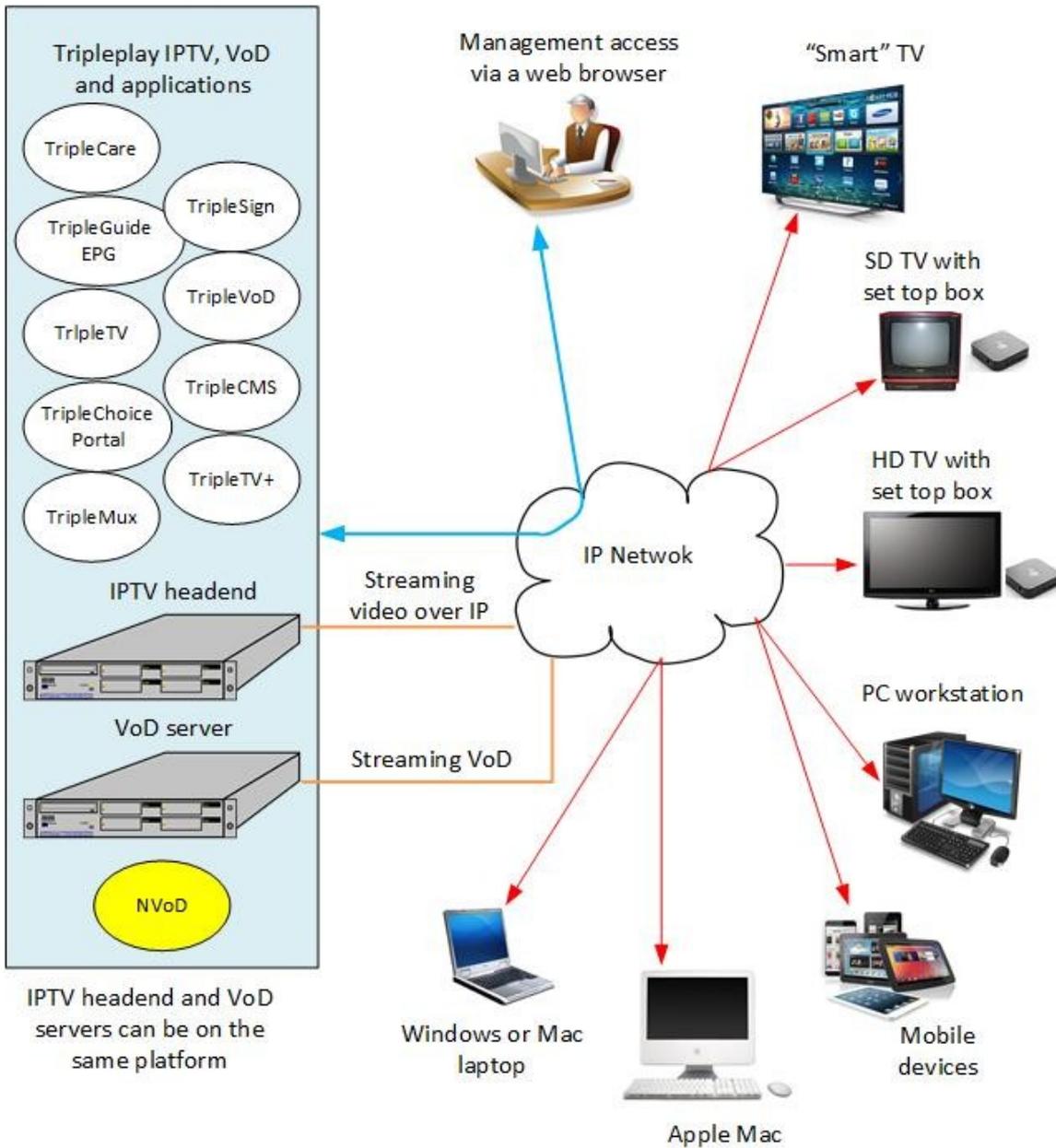


Figure 2.2: a typical Tripleplay system

Here you can see how the different Tripleplay products interact with each other to provide a total video distribution service. The functionality of each product is explained briefly below.

TripleCMS is a Tripleplay product which is a **Content Distribution and Management** system. This is used with the **Video on Demand** (VoD) service to allow a user to upload content to the VoD server, manage the associated metadata and to convert and/or edit content.

TripleCare is a **management platform** allowing users to manage many aspects of Tripleplay products. It provides a common point for managing services, client devices, users and platform functions. In addition, it enables managing the behaviour and appearance of the user portal.

TripleGuide provides **electronic programme guide** (EPG) data for use in IPTV portal applications. It performs data capture from live broadcast streams (DVB-T, DVB-S and DVB-C) where available and allows uploading of .xml based EPG data. It also provides an application programming interface (API) allowing applications like the portal to retrieve EPG data.

TripleTV is an **IPTV head end** product designed to acquire content from a range of input devices and stream audio/video content over IPTV networks.

TripleChoice provides a **graphical user interface** (GUI) commonly referred to as a “portal” that can be accessed using set top boxes (STB) or PC devices. It provides the user with access to the services provided by the service provider.

TripleMux is a system that can form part of a **complete IPTV system** by extending the capabilities of the standard IPTV head end. TripleMux allows audio and video streams to be multiplexed in a number of ways with the following capabilities.

- Creating a video stream from a graphic file.
- Audio and video multiplexing.
- Scheduled stream switching.

TripleSign is a **digital signage** product which enables a wide range of visual content to be combined in groups and displayed on display devices on an IP network.

TripleVOD is a **video on demand** application.

TripleTV+ is a network based **personal video recorder** (PVR).

Tripleplay systems can be managed using a supported web browser on any machine running Windows, Mac OS or Linux.

3 Logging in to TripleNVoD

Open a web browser and enter the IP address or name of the NVoD server. **Note: you are accessing a secure server so make sure you use [https://](#).**



Figure 3.1: the login is secure

In the window that opens enter the username and password that your System Administrator has set up for you.

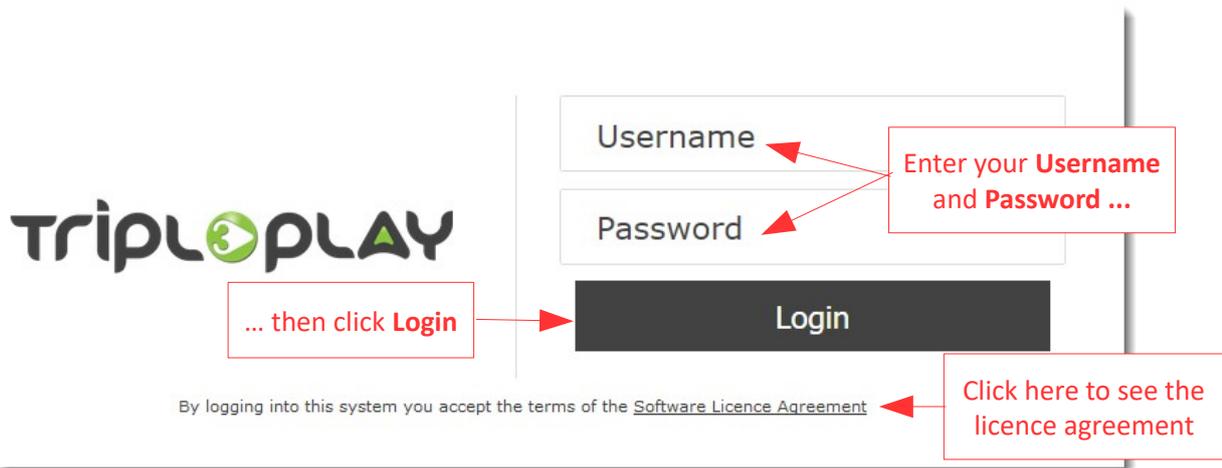


Figure 3.2: enter your username and password

Note for System Administrators. The first time you log in the username and password are **admin**. It is recommended you change this as soon as possible. See the *Tripleplay General Applications User Guide* for details of how to do this.

To view the software licence agreement, click [Software Licence Agreement](#) beneath the login button.

SOFTWARE LICENCE AGREEMENT

PLEASE READ CAREFULLY BEFORE INSTALLING OR OPERATING ANY COMPUTER SOFTWARE MADE AVAILABLE FROM OR BY TRIPLEPLAY:

This licence agreement (Licence) is a legal agreement between you, the user (you) and Tripleplay Services Ltd of 11 Staple Inn, London, WC1V 7QH.

- The computer software and diagnostics (in object code form only) excluding Open Source Software and Third Party Software, the data supplied with the software, and the associated media as set out in each Order (**Software**); and
- Printed materials and electronic documents (**Documentation**).

We license use of the Software and Documentation to you on the basis of this Licence. We do not sell the Software or Documentation to you. We remain the owners of the Software and Documentation at all times.

IMPORTANT NOTICE TO ALL USERS:

- BY CLICKING ON THE "ACCEPT" BUTTON IN THE ORDER FOR THE SOFTWARE OR ON INSTALLATION OR USE OF THE SOFTWARE YOU AGREE TO THE TERMS OF THIS LICENCE WHICH WILL BIND YOU AND YOUR EMPLOYEES. THE TERMS OF THIS LICENCE INCLUDE, IN PARTICULAR, LIMITATIONS ON LIABILITY IN CONDITION 8.
- IF YOU DO NOT AGREE TO THE TERMS OF THIS LICENCE, WE WILL NOT LICENSE THE SOFTWARE AND DOCUMENTS TO YOU AND YOU MUST DISCONTINUE THE ORDERING PROCESS OR USE NOW AND YOU WILL NOT BE PERMITTED TO USE THE SOFTWARE. IN THIS CASE ORDERING PROCESS, WILL TERMINATE.

Figure 3.3: the software licence (not visible in some regions)

When you login, you are taken to the Tripleplay management screen where you will see icons for each Tripleplay product in your system. What you see depends on what Tripleplay products have been purchased. Figure 3.3 shows a typical management screen for a full system.

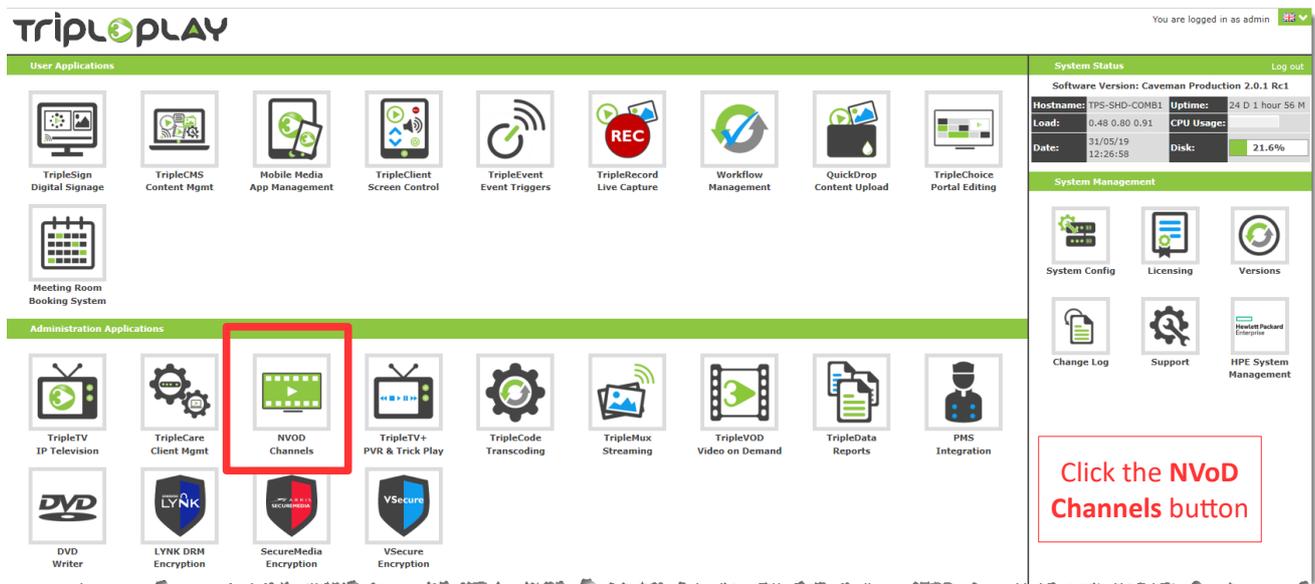


Figure 3.4: click the NVoD Channels button on the management screen

Click the **NVoD Channels** button to start the application.

This takes you to the TripleNVoD home screen where there are two ways of accessing TripleNVoD's menus.

- You can use the buttons on the home screen. Clicking these will take you to any sub menus beneath them.
- You can click the tabs at the top of any screen: this will reveal drop down menus allowing you to drill down in the selection. This is the preferred method because you can access the menus from any screen.

Whatever method you use, your position in the menu tree is shown at the top of the screen.



Figure 3.5: use the tabs or buttons to navigate the menus

4 The Server menu

This section allows you to see and change the TripleNVod server status.

4.1 The Manage Server option

Click the **Server** tab or button on the home page and select the **Manage Server** option. This will open the **Server Status** screen where you can see the server's status. There will be a server status window for each configured channel. Figure 4.1 shows server status for a system with three channels.

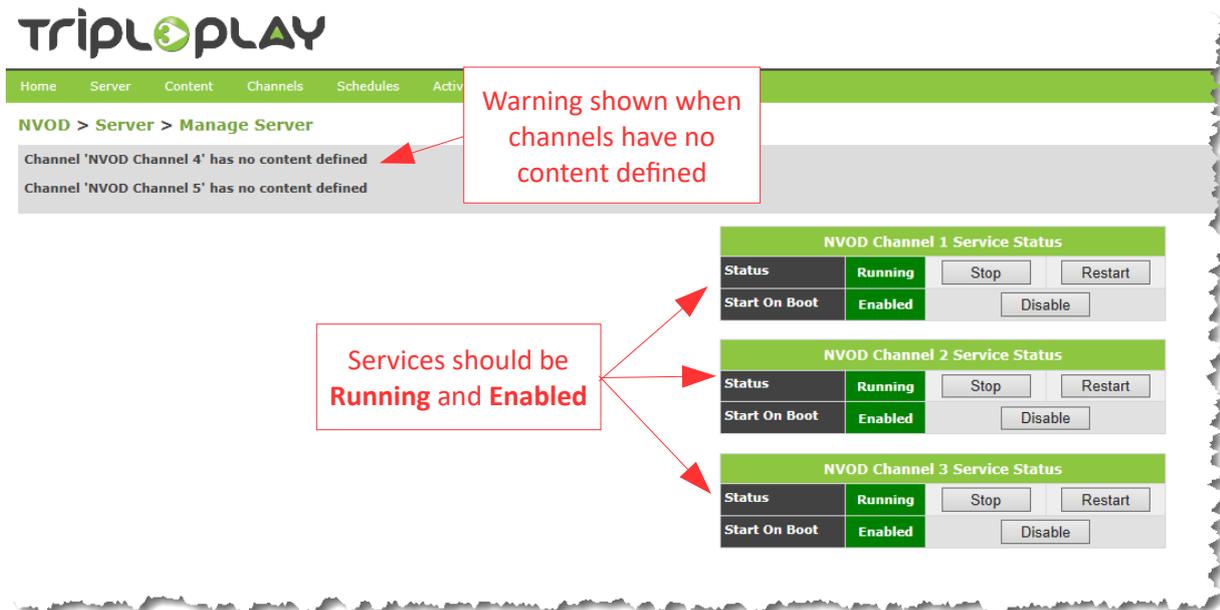


Figure 4.1: server service status

Both the **Status** and **Start on Boot** cells should be green and show **Running** and **Enabled** respectively. If either are red, click **Restart** or **Enable** as required.

Note: when new content has been uploaded to the NVod server, click the **Restart button to make the content available.** See section 5.2 on page 16 for instructions on how to upload videos to the VoD server.

If no content has been defined for a channel, a warning message is displayed across the screen in the grey information bar.

4.2 Server configuration

This option allows you to change the server used by **TripleCare**.

Click the **Server** button or tab and select **Configuration**. This opens the **Update Configuration** screen.

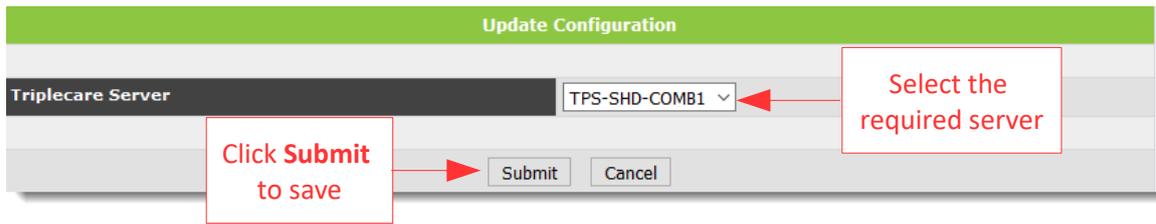


Figure 4.2: the update configuration window

Select the required server and click **Submit** to save the configuration.

5 The Content menu

The content menu has two options:

- **Managing** the content where you can see all the content loaded on the server. You can also search for content using the search function. The screen is read only.
- **Uploading** new content.

5.1 Managing the content

Click the **Content** tab at the top of any screen or the **Content** button on the home screen and select **Manage Content** from the options presented: this will take you to the **Content** home screen where all the content loaded on the server is listed in alphabetical order.

The screen has a columnar structure with columns as follows working from the left of the screen:

- **Title** – this shows the title of the video item and if captured from off-air television, will show the date and time of the programme as well as its title.
- **Family** – this shows the family the video belongs to.
- **Category** – this shows the category that has been assigned to the video.
- **Owner** – this shows who uploaded the video.

Fifty items are displayed on the screen. If there are multiple screens of information, use the tabs at the bottom right of the screen to move between the screens.

At the top left of the screen is the **Add Video** button which is used to add new items.

At the right of the screen is a **filter** or **search** tool which can be used to select videos for display on the screen. Click the down arrow to open the tool.

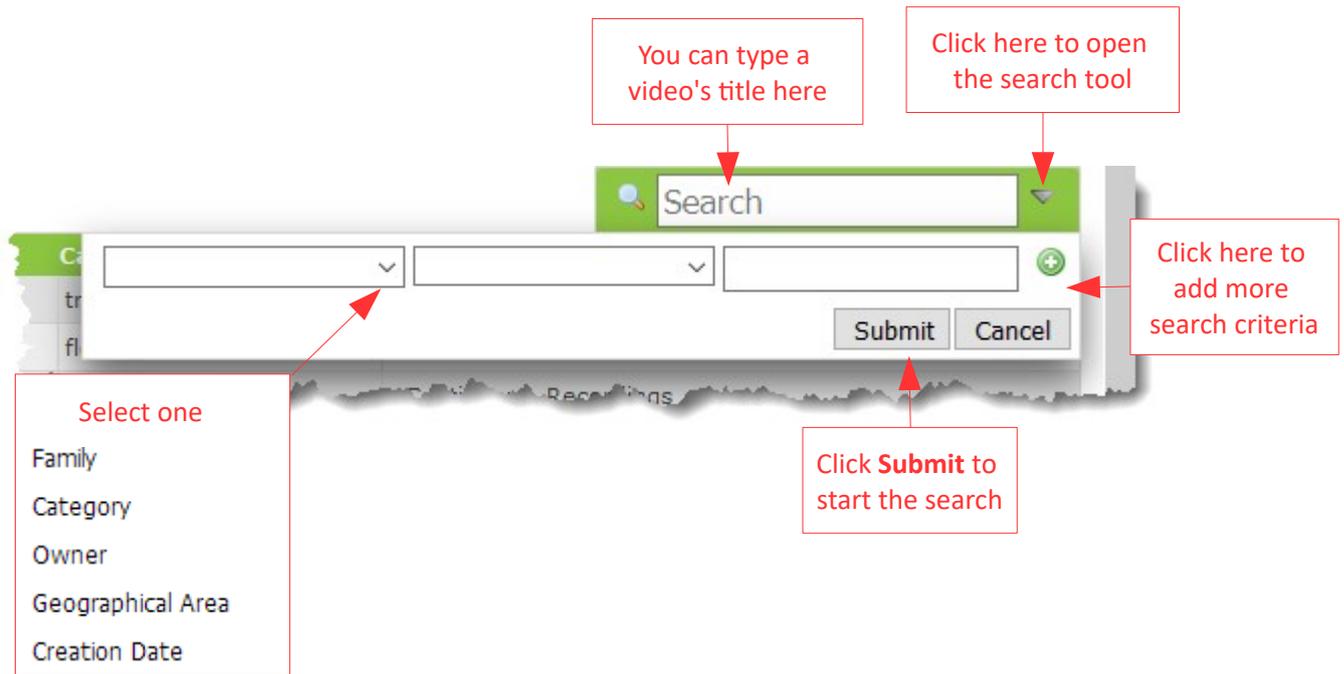


Figure 5.1: the search or filter tool

Table 5.1 shows the criteria that can be used for searching.

Left cell	Centre cell	Right cell
Family	is	Select from the list. What is shown depends on what is set up in TripleCare but typically will be General, Education, Enterprise etc.
Category	is	Select from the list. What is shown depends on what is set up in TripleCare but typically will be Action, Adult, Adventure etc.
Owner	is	Free text entry. Enter a user's name .
Geographical area	is	Select from On-Site, World Wide or European Outposts .
Creation date	on	Free text entry. Enter a date .

Table 5.1: possible search criteria

Select the required criteria and click **Submit** to start the search.

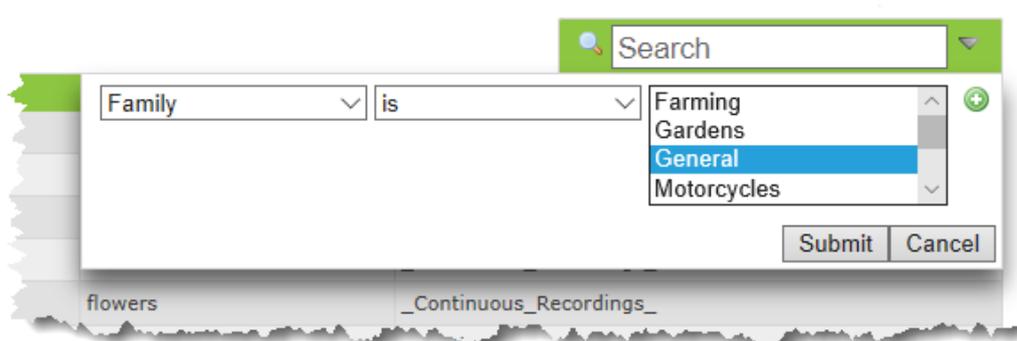


Figure 5.2: a typical search where the family is general

You can also type a video's name directly into the search window: after a short while, any matches found will be displayed on the screen.



Figure 5.3: a typical search by name result

You can refine the search by clicking the **green +** (plus) sign. This opens further cells where additional criteria can be entered.

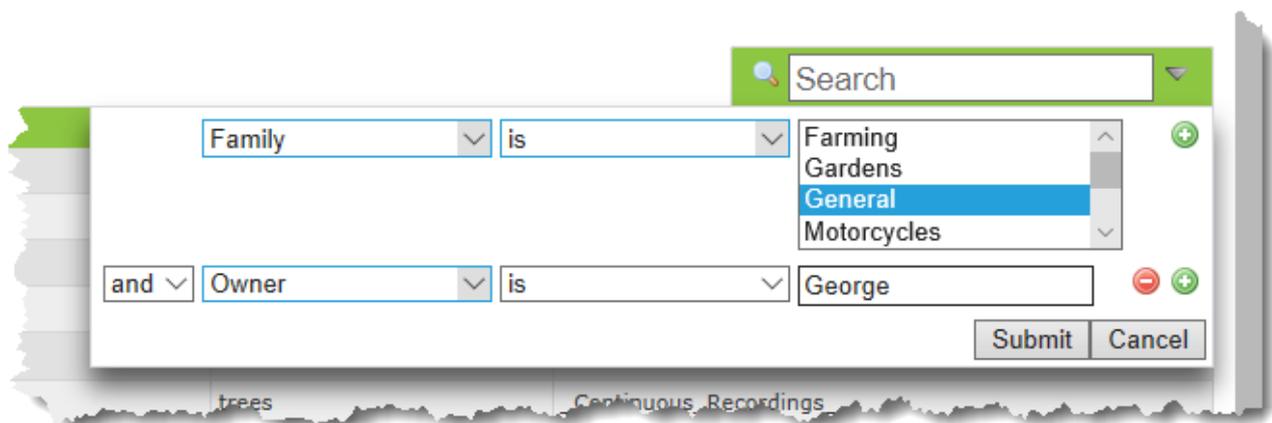


Figure 5.4: an example of an extended search

5.2 Adding a video to the NVod server

Click the **Content** tab and select **Upload Content** from the options: this will take you to the **Content** home screen.

On the **Content** home screen, click the **Add Content** button at the top left of the screen: this will take you to the **Upload Video** screen where you upload video content to the TripleNVod System. Media and supporting metadata will be copied to the **/tpmedia** directory.

Enter a **Name** in the **name** cell and use the **Browse** button to navigate to where the file is stored and select it: the filename is automatically entered. Select a **Family** and **Category** from the lists presented when the down arrows are clicked, and optionally, enter a synopsis of the video.

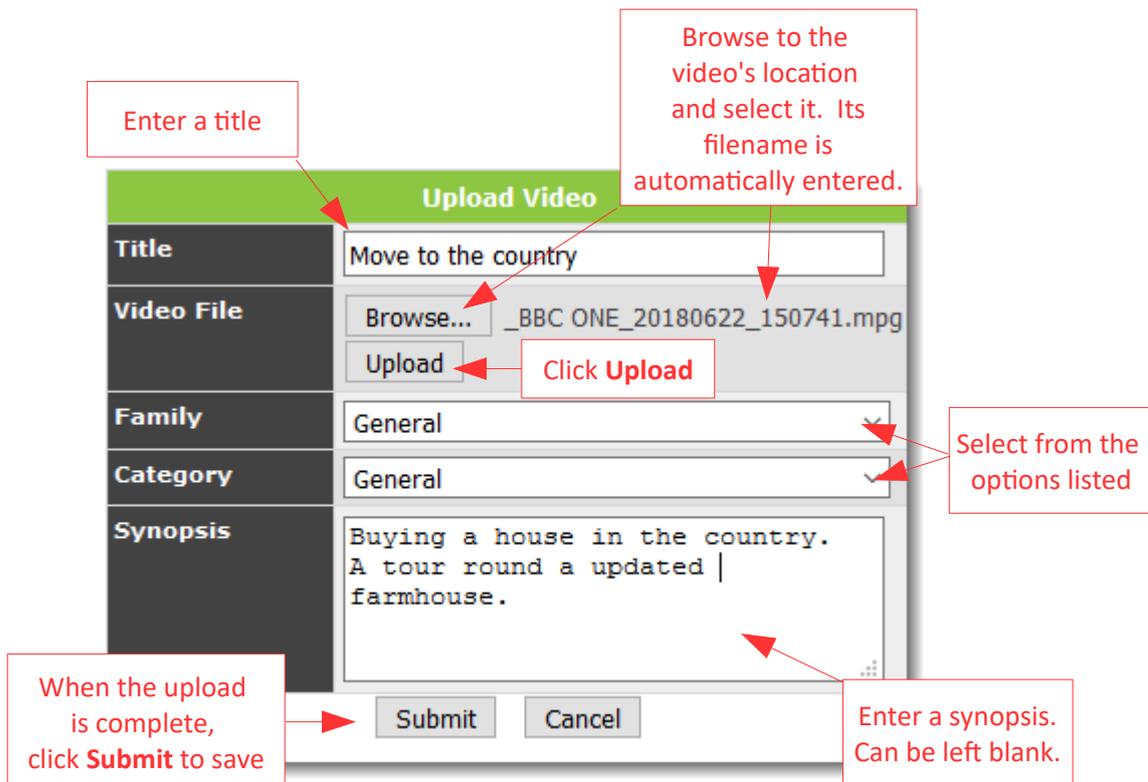


Figure 5.5: the upload video window

Then click **Upload** to start the upload process: depending on the file size and network speed, this may take quite a long time. A progress bar indicates how the upload is going.

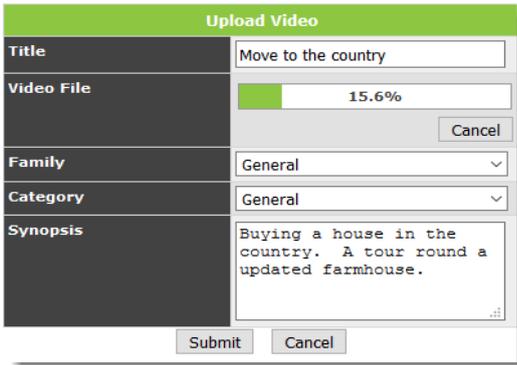


Figure 5.6: upload in progress

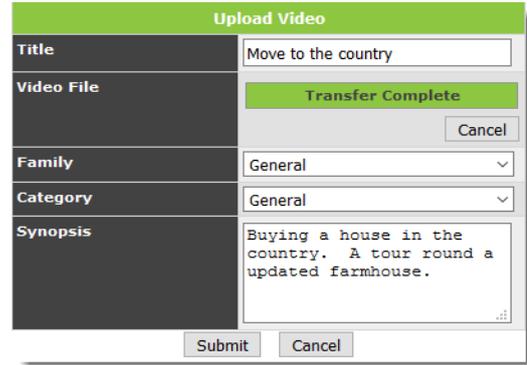


Figure 5.7: upload complete

When the upload is complete, click **Submit** to save.

After you click **Submit**, you are returned to the **Content** home screen and a message confirming the upload is shown at the top left of the screen.

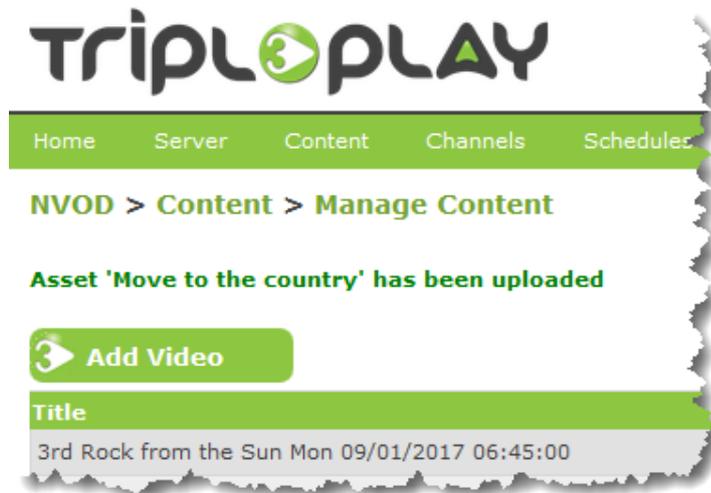


Figure 5.8: confirming the upload was successful

6 The Channel menu

The Channel menu is where you can see all the configured NVoD channels and their status. **Default playlists** and **schedules** for the play-out of video are set up here.

The maximum number of channels is limited only by the capacity of the underlying VoD server. NVoD can schedule any media type supported by the underlying VoD server. Each channel is transmitted to the network as an IP multicast stream.

The NVoD scheduler communicates with the underlying VoD server using the **Real Time Streaming Protocol** (RTSP) standard. Information on this can be found in Tripleplay's **VoD product literature** or by visiting http://en.wikipedia.org/wiki/Real_Time_Streaming_Protocol.

The Channel menu can be accessed in two ways. On the home page, click the **Channels** button and this will take you to the **Channels** home screen. The screen is columnar in structure with the following channels starting from the left:

- **Channel** – this shows the order in which the channel was created. The number increments each time a channel is added.
- **Name** – this shows the name that has been given to the channel.
- **Default Playlist** – this shows whether a default playlist has been set up or not. Where a default playlist exists, its name is shown with an icon against it.



The default playlist is composed of video items.



The default playlist is composed of live TV items.

If a default playlist has not be set up, the caption **No Default Content Added** is shown in place of a name.

- **Action** – this column has five buttons in it as follows:
 - **Default playlist** – when you click this button you can view an existing default playlist or create a new default playlist.
 - **Update schedule** – when you click this button you can view an existing schedule or create a new schedule.
 - **Delete schedule** – when you click this button the schedule will be deleted. You are asked to confirm your selection.
 - **Configure** – when you click this button you can change the settings for the channel that were entered when the channel was created.
 - **Delete** – clicking this will remove the channel. You will be asked to confirm your selection. Click **OK** to delete: **Cancel** to back out.

You can also access the Channels menu by clicking the **Channels** tab and selecting **Manage Channels**. Each channel is shown with three options as shown in figure 6.1 which can be selected as required.

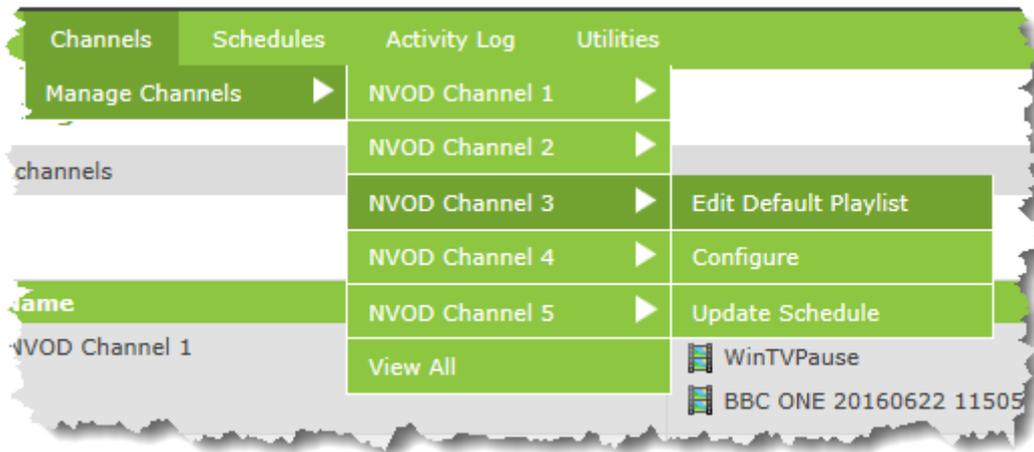


Figure 6.1: using the channels tab to access each channel's options

6.1 Adding a new channel

Note: adding channels is normally an administrator function. If in doubt, seek advice from Tripleplay's support team.

Click the **Add** button at the top left of the **Channels** home page: this will take you to the **Update Channel** screen.

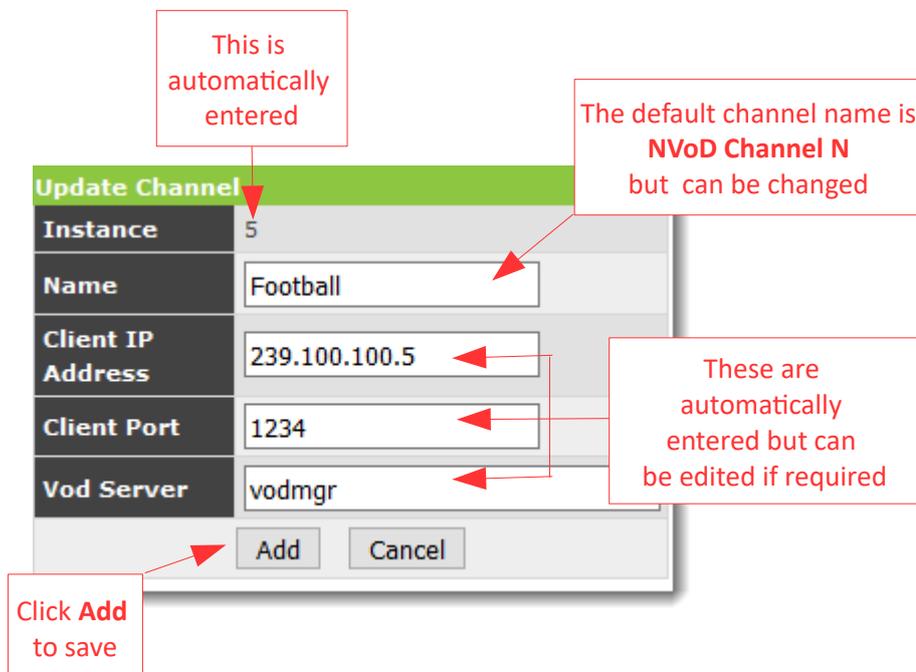


Figure 6.2: adding a new channel

The **Instance** cell will be automatically completed: it increments by one each time a channel is added. In the **Name** cell, the system will name the channel **TripleNVoD Channel N** where N is the same as the instance number. This cell is editable so enter a name for the channel: this should be easily recognised for what it is. The **Client IP Address**, the **Client Port** and the **VoD Server** will be automatically entered as shown in figure 6.2 but these can be changed if required. In a Tripleplay system the VoD server will typically be **vodmgr** and will normally reside on the same machine as TripleVoD.

When all the details are complete, click the **Add** button at the bottom of the **Update Channel** window to save: you will be returned to the **Channels** home screen

Note: the NVoD server must be restarted before the new channel is available. See section 4.1 on page 11 for details.

6.2 Using the buttons in the Action column

6.2.1 The Default Playlist button

A default playlist is used to keep screens alive when there is no scheduled playlist running. It can consist of a number of items, video or live TV, which are played out as a sequence which loops back to the beginning when the last item is played out.

Note: due to the way the timing of scheduled playlists works, no item in the default playlist should be longer than 60 seconds. A scheduled playlist looks for the boundary between items in the default playlist. If the items are longer than one minute, the scheduled playlist may not be able to interrupt the default playlist in the TripleNVoD system. Live TV items can be as long as you like because there is no end point defined so the stream can be interrupted to start a scheduled playlist

On the **Channels** home page click the **Default Playlist** button in the **Action** column: this takes you to the **Edit Default Playlist** screen. If no default playlist has been set up, a big red banner spans the screen telling you to click either the **Add Video** or **Add Live TV** button to start adding content.

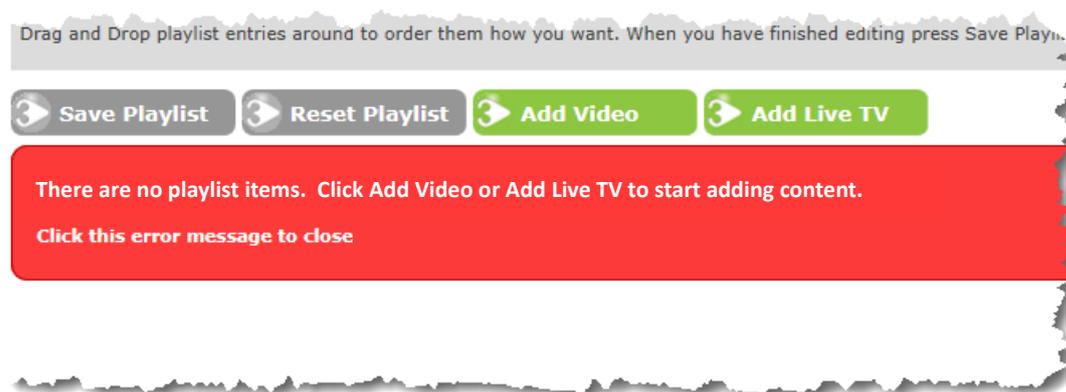


Figure 6.3: warning message when no default playlist exists

Click the red banner to dismiss it.

There are four buttons on the **Edit Default Playlist** screen:

- **Save Playlist** – when a playlist has been constructed you click this button to save it. It will be greyed out unless there is information to save.
- **Reset Playlist** – clicking this button resets the playlist back to the last saved state. It will be greyed out unless some unsaved changes to the playlist have been made.
- **Add Video** – click this button to add a video to the playlist.
- **Add Live TV** – click this button to add live television to the playlist.

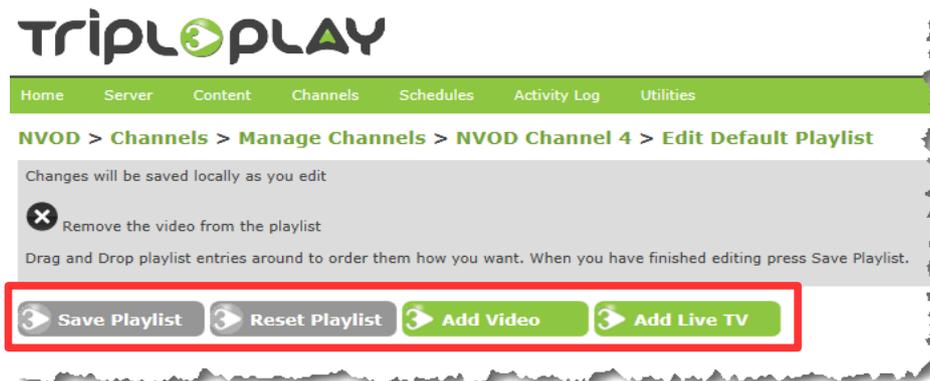


Figure 6.4: the four buttons

6.2.1.1 Using the Add Video button

When you click the [Add Video](#) button, a blank window opens in the centre of the screen as shown in figure 6.5.

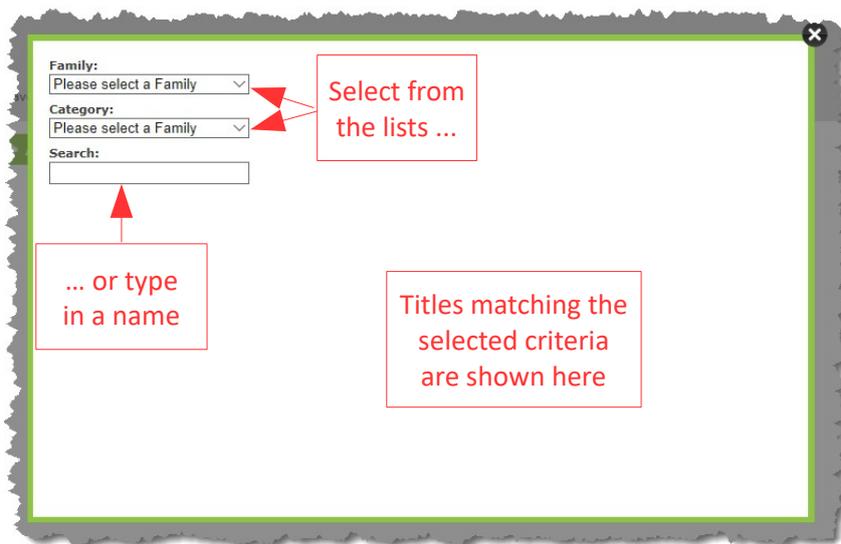


Figure 6.5: selecting a video to add

You have the option to select a **Family** and **Category** from the lists presented when the down arrows are clicked. The main window will show a list of videos conforming to your selection. Click the **Select** button in the video list to add it to the default playlist.



Figure 6.6: search results and selecting a video

You can also make a selection by typing the name of a video in the **Search** cell and pressing **return** on the keyboard. Any video matching the name will be shown in the large window.

When you have made your selection(s), click the black cross at the top right corner: the selection window closes and you are returned to the **Edit Default Playlist** screen where your selection will be shown in the line-up. Repeat the process to build up a playlist: each time you click **Select** a new item will be added to the playlist.

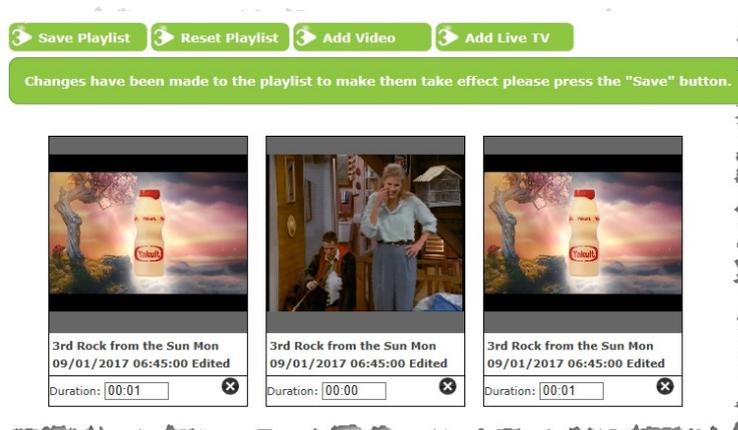


Figure 6.7: three videos in the playlist

6.2.1.2 Adding live TV to a default playlist

To add live TV to a default playlist, click the **Add Live TV** button. The **Add Live TV** window opens.

Select a **TV channel** from the list presented when the down arrow is clicked and enter a **duration** in hours and minutes the **Duration** cell. Click **Add** to place it in the playlist.

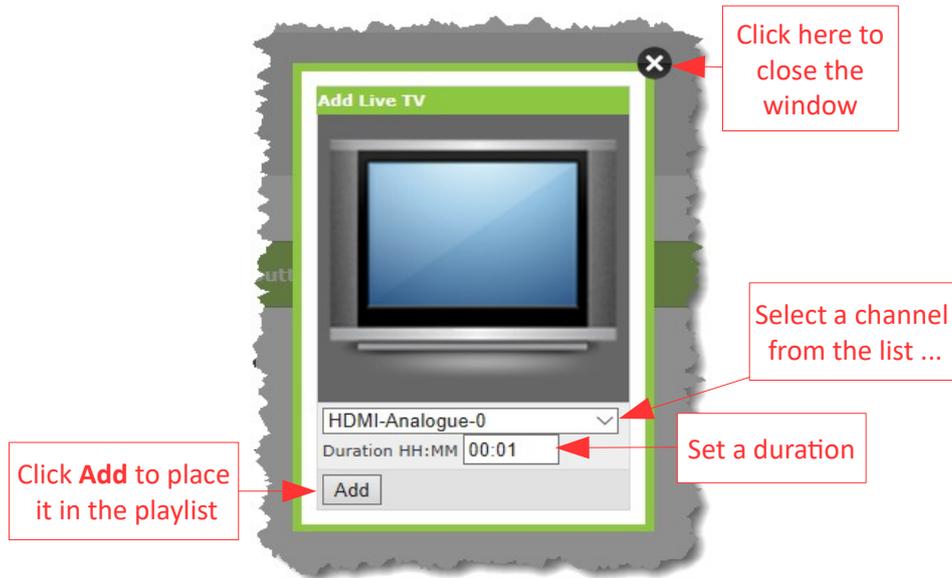


Figure 6.8: adding live TV to the playlist

6.2.1.3 Build up the playlist

Continue to add items as described in sections 6.2.1.1 and 6.2.1.2 until you have built up the required playlist.

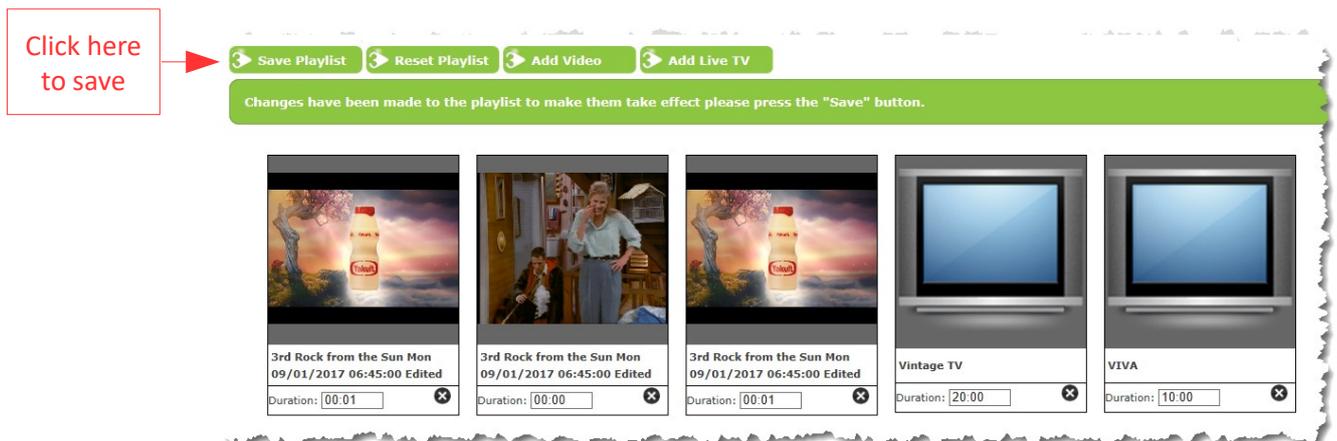


Figure 6.9: saving the playlist

Once the playlist has been assembled, there are two things you can do before you save it.

- You can **change the order** of the items by left clicking an item, holding the mouse button down and then dragging it to a new location. If the playlist has been saved, you will be prompted to save it again as changes have been made.

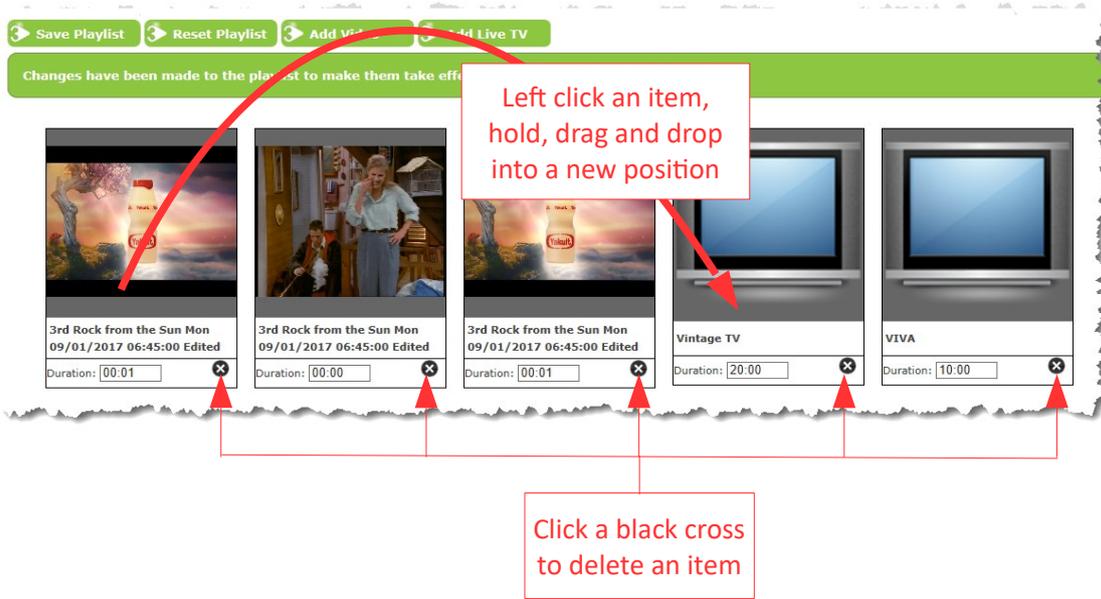


Figure 6.10: changing the running order and deleting an item

- You can **delete** an item by clicking the icon which has a **black circle with a white cross** in it at the bottom right of the thumbnail. **Note: you are not prompted to confirm your action. The item is deleted immediately.**

Click the **Save Playlist** button to save the playlist and you will be returned to the **Channels** home screen where a thumbnail of each item in the playlist is shown in the **Default Playlist** column.

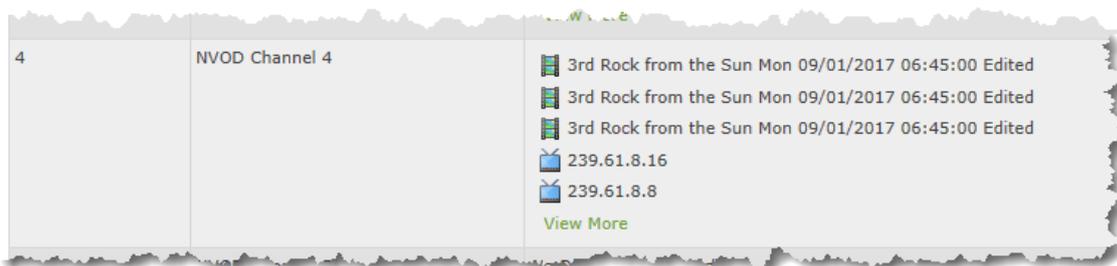


Figure 6.11: default playlist contents

Once a default playlist has been set up it can be edited by clicking the [Default Playlist](#) button in the **Action** column. This opens the **Edit Default Playlist** screen where each item in the playlist is shown. The **Add Video** and the **Add Live TV** buttons are active; the other two buttons are greyed out and inactive.

Using the two **Add** buttons, you can add further items in the playlist. You can also **delete** an item and change the running **order** as described above.

If you change your mind and want to keep the original playlist, click the [Reset](#) button and any changes made to the playlist are discarded. **Note: once the edited playlist has been saved, it cannot be reset.**

Remember to make sure all items, with the exception of Live TV, in a default playlist have a duration of 60 seconds or less!

Remember to start or restart the service. See section 4.1 on page 11 for details.

6.2.2 The Update Schedule button

A scheduled playlist is a playlist of items that are played out at specific time/date and for a set duration. If there is a default playlist running it will stop and the schedule will be played out. **Note: the scheduled playlist starts at the boundary of an item in the default playlist. If the default playlist items are longer than one minute (excluding live TV), the scheduled playlist may not interrupt the default playlist and will therefore not run.**

To set up a schedule, click the [Update Schedule](#) button in the **Action** column: this will take you to the **Update Schedule** screen. At the top left are two buttons, **Save** and **Back** used to save the schedule or return to the **Channels** home screen.

Below the buttons, the screen is divided into three sections: at the top is a **time line** showing the schedule against time. There is a calendar icon for selecting the date on which the schedule will run.

In the middle of the screen is the **Add Content** section which has two tabs, **Live TV** and **Video** used to select the source material and the start time. For live TV items you specify the **durations** as well.

At the bottom of the screen is the **Manage Schedule** section where the **start** and end **dates** are set up and any **repeats**, if required, defined.

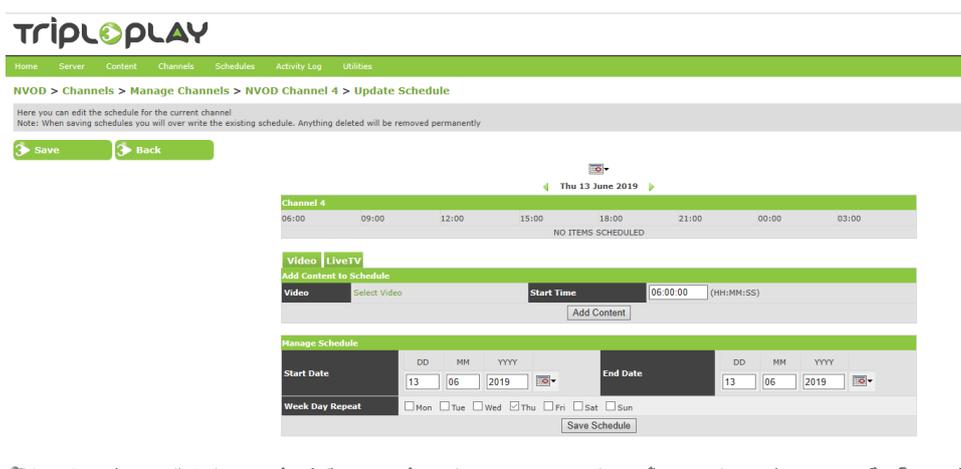


Figure 6.12: the update schedule screen

6.2.2.1 Setting the playlist run date

Start by setting the date the playlist will run on by clicking the [calendar icon](#) at the top centre of the screen. Select the date and if necessary use the arrows to select different months or years. You can also move forward or backwards one day at a time by clicking the respective arrows (see figure 6.13).



Figure 6.13: opening the calendar and moving backwards or forwards one day

6.2.2.2 Adding a video to the schedule

In the **Add Content to Schedule** section, click the [Video](#) tab and the words **Select Video** are shown in the video cell. Click [Select Video](#) and a window opens which is used as shown in figure 6.14. Either enter a [Family](#) and [Category](#), or type in a [video's name](#). Any matches found are displayed in the main part of the window. Click the required asset's [Select](#) button to put it into the schedule. Its name is shown with the date it was recorded and its duration. You have the option to change the selection by clicking [Change](#). This reopens the selection window where you can make another choice.

Finally, set up the [start time](#) when the video will be played and click [Add Content](#). The video will be placed at the appropriate time in the timeline.

Note: remember to set the start time relative to the preceding item in the schedule to avoid any gaps or overlap. You cannot have the same time for finish of an item and the item that follows it: they must be 1 minute different. The actual payout will not contain any gaps.

Add further videos to the schedule as required.

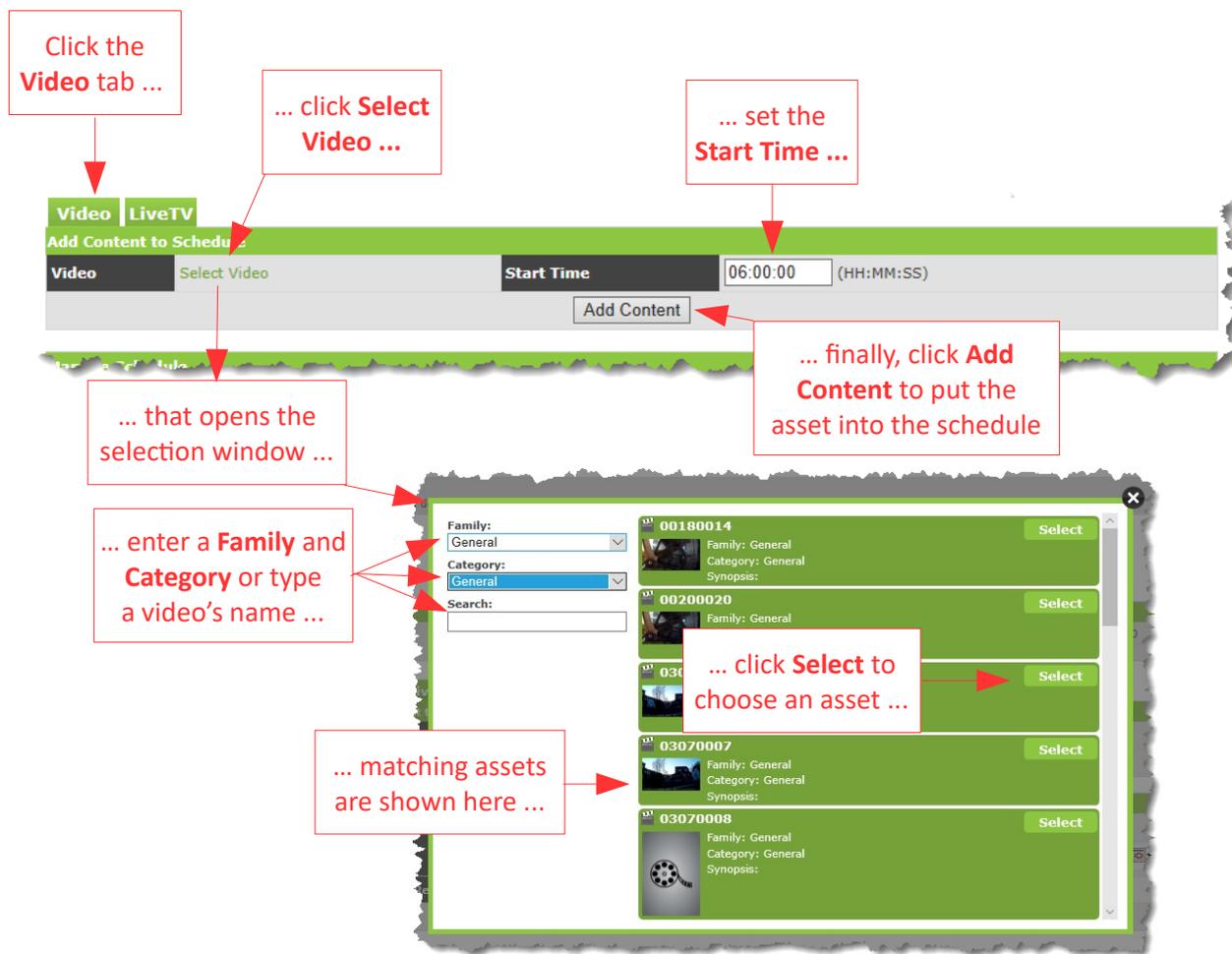


Figure 6.14: adding a video to the schedule

6.2.2.3 Adding live TV to the schedule

In the **Add Content to Schedule** section, click on the **Live TV** tab. Click the **down arrow** to reveal a list of available TV channels: click the **required channel** to highlight it. Next, set the **Start** and **Duration** times and finally, click **Add Content** to place the channel into the schedule.

Note: remember to set the start time relative to the preceding item in the schedule to avoid any gaps or overlap. You cannot have the same time for finish of an item and the item that follows it: they must be 1 minute different. The actual playback will not contain any gaps.

Add further TV channels to the schedule as required.

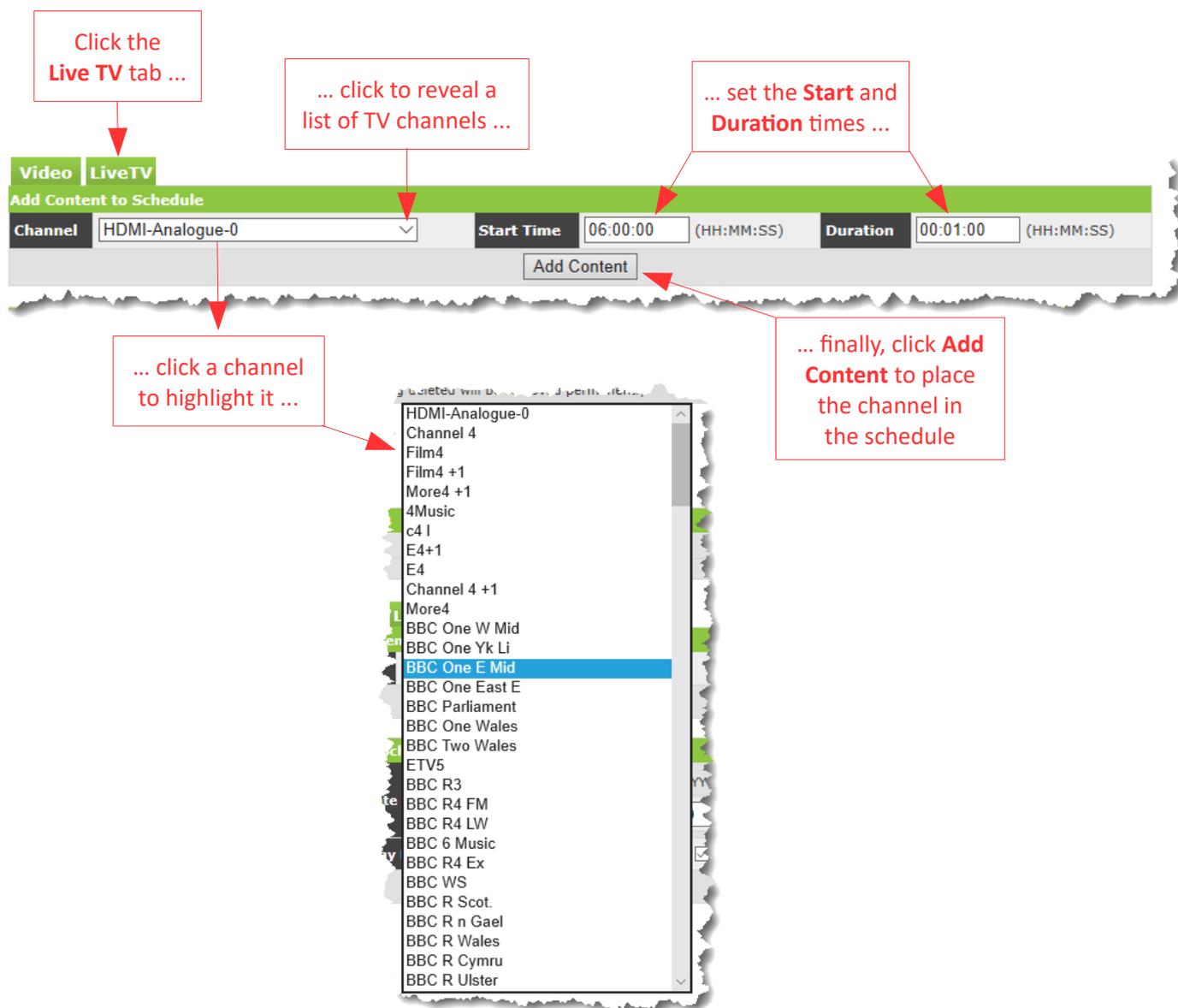


Figure 6.15: adding a live TV channel to the schedule

6.2.2.4 Managing the schedule

This is the section of the screen you set up the period the schedule is valid for and which day(s) it will run. If you used the calendar function at the top of the screen to select a date, this will be entered as the start date for the schedule, but it can be changed if desired. Then set the last date the schedule will run on. Finally select the day(s) of the week the schedule will be run and the click **Save Schedule**.

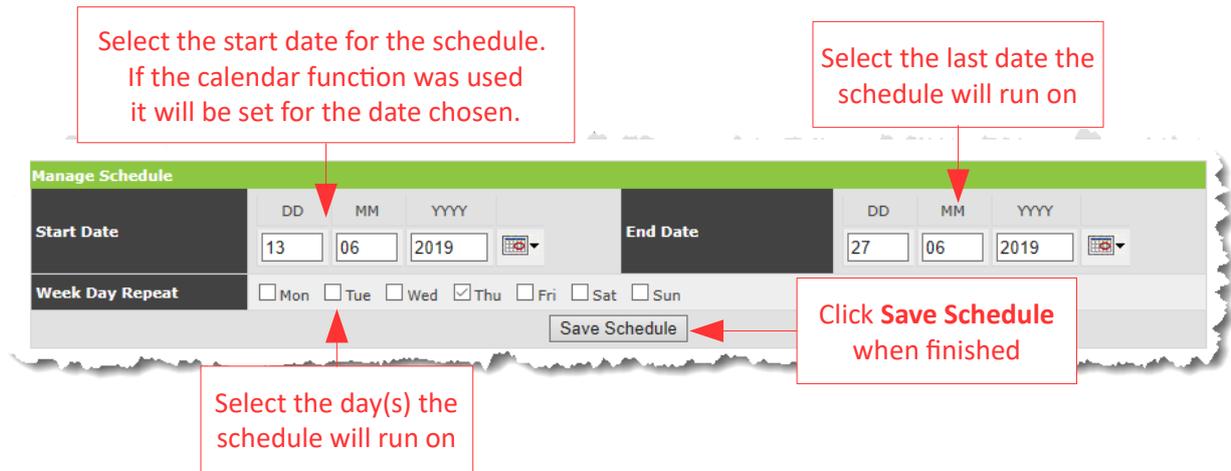


Figure 6.16: setting the schedule's start and end dates and the day(s) it will run

Before saving, the finished schedule will look something like figure 6.17.

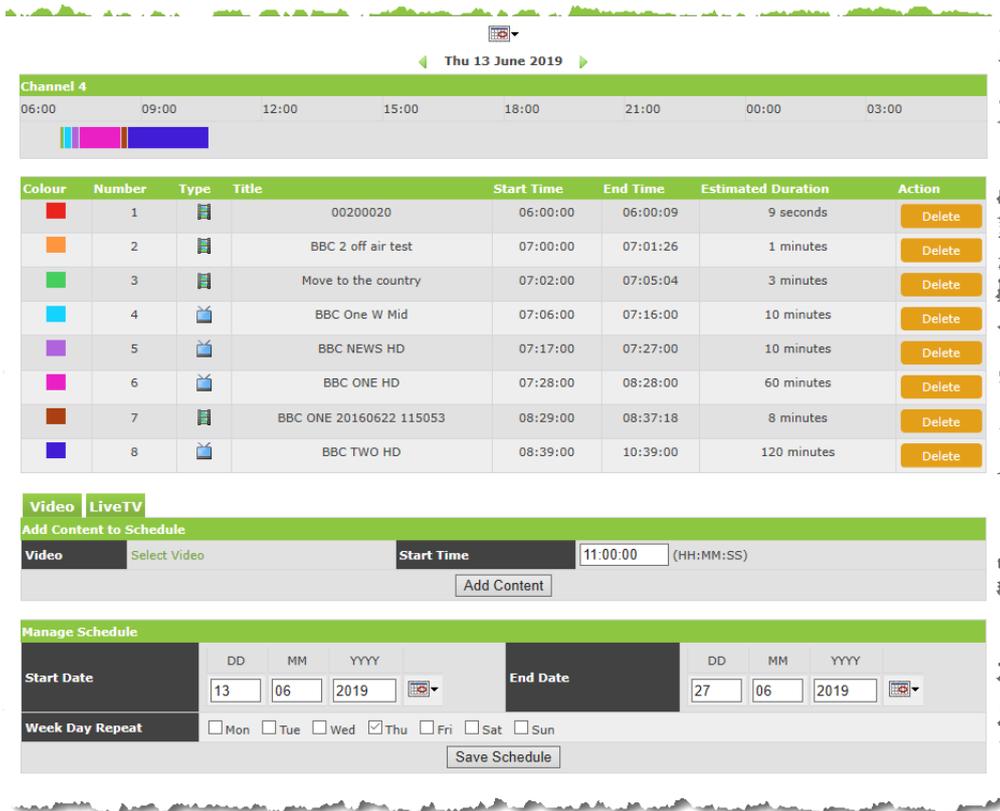


Figure 6.17: the finished schedule before saving

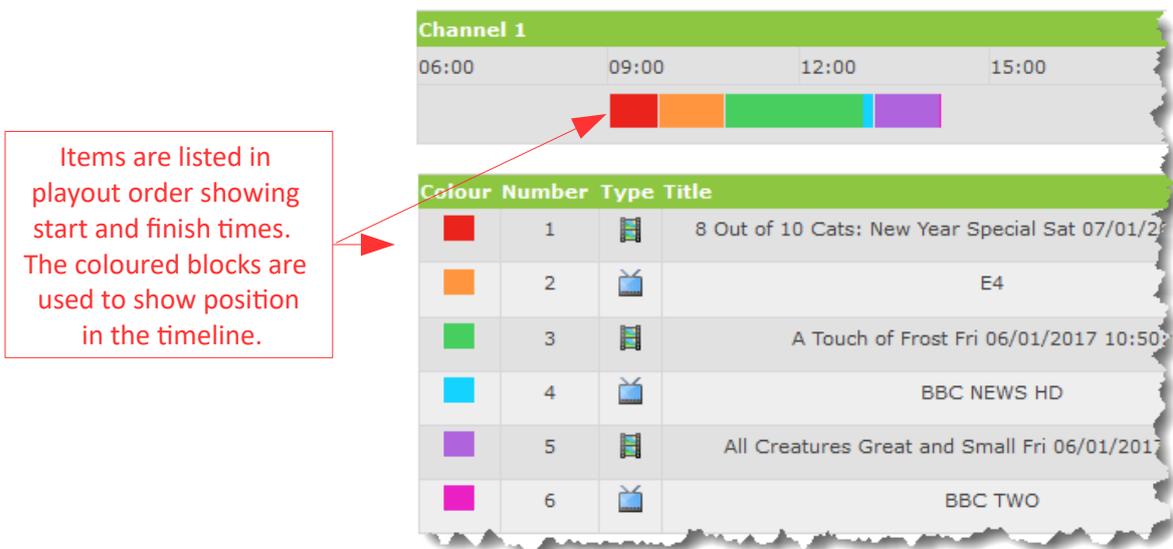


Figure 6.18: identifying items in the timeline

In the example shown in figure 6.17, the start date for the schedule is **13th June 2019** and it will finish on **27th June 2019**. The schedule will be shown each **Thursday** between these dates.

6.2.2.5 Deleting an item from the schedule

To delete an item in the schedule, click its **Delete** button in the action column.

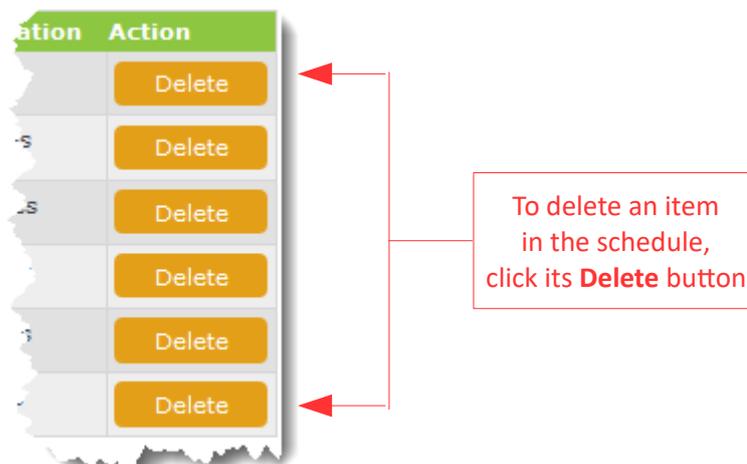


Figure 6.19: deleting an item in the schedule

6.2.3 Saving the finished schedule

To return to the **Channels** home page, click the [Save](#) button at the top left of the screen.

Note: when you save a schedule it will overwrite any previously saved schedule for the same date/time on that channel.

Note: you must restart the NVoD service for the saved schedule to take effect, see section 4 on page 11 for details of how to do this.

6.2.4 Editing a saved schedule

If you wish to edit a saved scheduled playlist, click the [Update Schedule](#) button in the **Action** column: this will take you to the schedule as it was saved. You can now **add** more items, **delete** items and change the **schedule management** as required. A large green banner will appear across the top of the screen prompting you to click the [Save](#) button to save the changes.

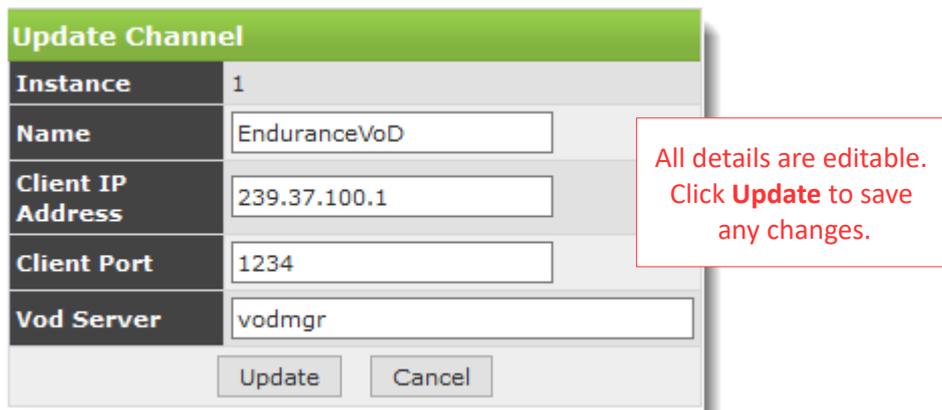
6.2.5 The Delete Schedule button

To delete a schedule, click the [Delete Schedule](#) button in the **Action** column: you will be asked to confirm your action. Click [OK](#) to delete or [Cancel](#) to back out.

Note: this action cannot be undone. You will have to rebuild the schedule if you change your mind after deleting a schedule.

6.2.6 The Configure button

This is normally done as part of the initial installation, but if details change, the channel can be updated by clicking the [Configure](#) button in the **Action** column which takes you to the **Update Channel** screen which will look similar to figure 6.20.



Update Channel	
Instance	1
Name	EnduranceVoD
Client IP Address	239.37.100.1
Client Port	1234
Vod Server	vodmgr
<input type="button" value="Update"/> <input type="button" value="Cancel"/>	

Figure 6.20: the update channel configuration screen

See section 6.1 on page 19 for details of how to use the **Update Channel** screen.

Note: changes should not be made to channel configuration without the advice of Tripleplay's support

team.

Note: if any changes are made to the channel line-up, the TripleNVoD server must be restarted to make the changes take effect. See section 4.1 on page 11 for details.

6.2.7 The Delete button

To delete a channel, click its **Delete** button in the **Action** column: you will be asked to confirm your selection. Click **OK** to delete or **Cancel** to back out.

6.3 Using the Manage Channels option

Click the **Channels** tab at the top of the screen and select the **Manage Channels** option. This presents you with a list of all the configured channels. For each channel there are three further options:

- **Edit Default playlist** – see section 6.2.1 on page 20.
- **Configure** – see section 6.1 and 6.2.4 on pages 19 and 31.
- **Update Schedule** – see section 6.2.2 on page 25.

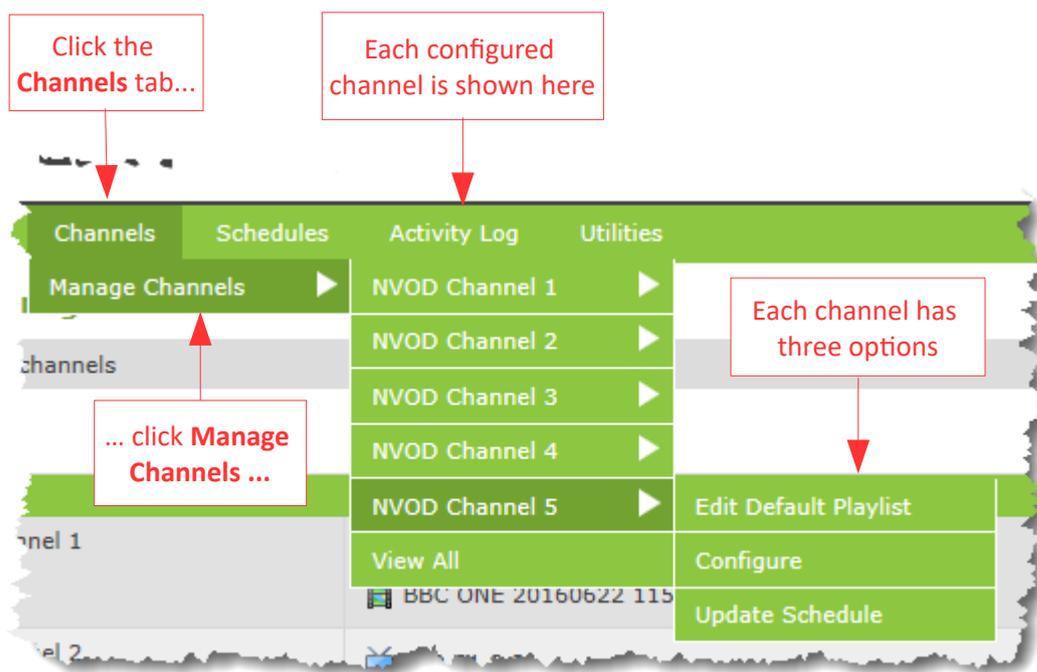


Figure 6.21: using the channels tab

7 The Schedules option

Click the [Schedules](#) tab at the top of any screen or the [Schedules](#) button on the home page: this will take you to the **Schedules** home screen where you can see all the schedules that have been set up.

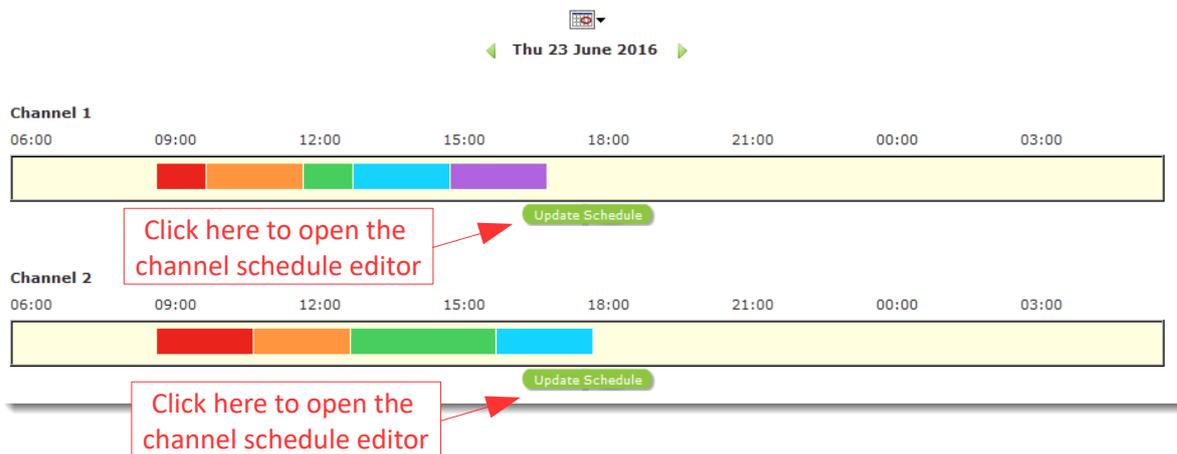


Figure 7.1: the schedules screen

To change the date you are viewing, either use the green left and right arrows or the calendar icon.

To **Update** a schedule, click the [Update Schedule](#) button for the required channel. This will take you to the **Update Schedule** screen where you can manage the schedule. See section 6.2.2 on page 25 for details.

8 The Activity log

To view the **Activity Log** either click the **Activity Log** tab on any screen or the **Activity Log** button on the home screen: this will take you to the log home screen where the system's activity is recorded with the newest entries at the top of the screen. By default the last 1000 lines are shown, but this can be changed by entering a number in the cell to the right of "**Enter number of lines to show**" and clicking **Go**. The screen will immediately update to the new number.



The log is particularly useful when talking to Tripleplay's support team.

9 The TripleNVOD Utilities menu

This menu selection is common to several Tripleplay applications. Details of how to use this section are given in the *Tripleplay General Applications User Guide* which can be downloaded from:

<https://www.tripleplay.tv/portals/>

You will need to register before you can access the support portals. See section 10.2 on page 36 for details.

10 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.

10.1 Contacting Tripleplay Support

You can contact Tripleplay support by telephone on 0845 094 3357 during UK office hours or e-mail support@tripleplay.tv. Contact details for other regions can be found 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 telephone calls regarding this fault.

10.2 Registering with Tripleplay for support

Log in to support by clicking on the **Support** button on the Tripleplay management screen (see figure 3.3) when you log in.



Figure 10.1: the support button

This takes you to the Tripleplay Support portal. A wealth of information is shown here, but to get the best support, you need to register. Click **Register** on the left of the screen and you will be taken to the registration screen.

Enter the requested detail: if you need more information about any section, click the icon to the right of each section.

11 Revision history

Date	Version no	Revision no	Comments	Author
17/6/2019	4.2	3	Document fully revised.	Stephen Harding

Table 11.1 - document revision history

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