

User Guide TANDBERG Content Server

Thank you for choosing TANDBERG!

The TANDBERG Content Server provides you with a quick and easy way to record video meetings and view them live or on demand from your computer.

This user guide has been divided into several chapters that you can access by clicking on the chapter titles in menu bar at the top of this page.

The manual is intended for use by two groups of Users:

- Users who have access to the Interface to view Live and On Demand conferences and also download recorded content to view on their computer or portable player.
- Owners who have their own Recording Alias to edit, can make calls and manage their recorded conferences.

Our main objective with this user guide was to address the goals and needs of these two groups of users.

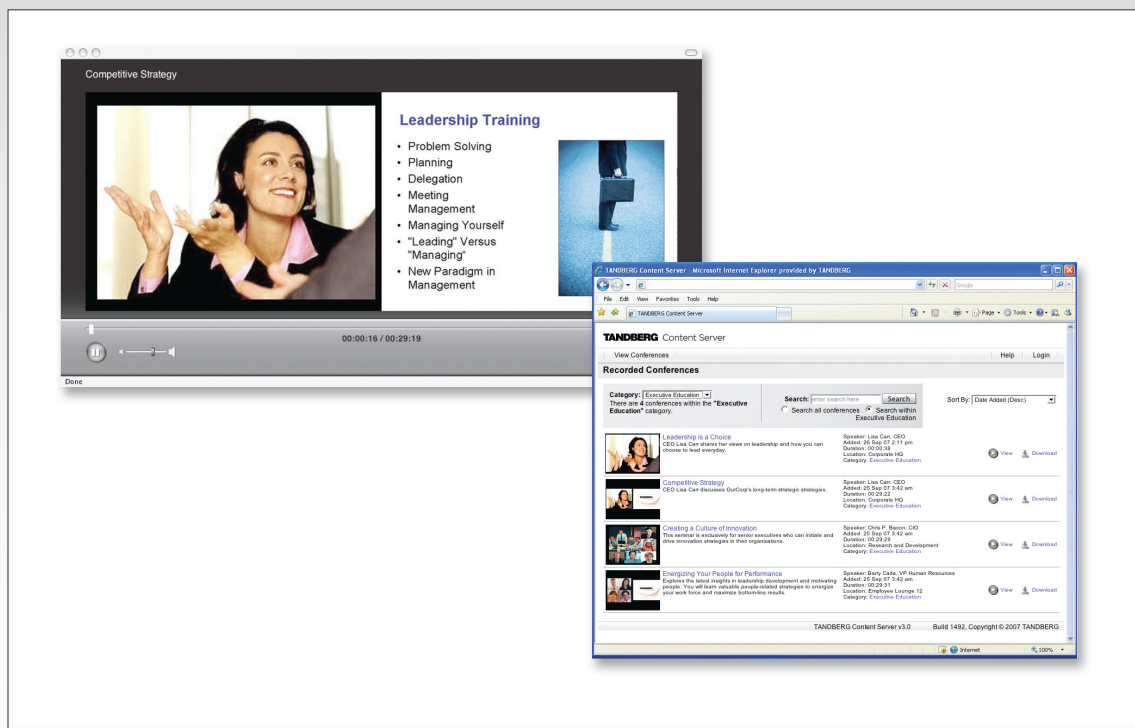
Please let us know how well we succeeded!



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See: green 

What's in this user guide?



This User Guide is divided into four chapters:

1. **Login** to the TANDBERG Content Server.
2. **Viewing Conferences**: Users have the ability to view the Conference listings, watch Conferences in the Content Viewer and download movies for their Portable Players or download to watch them on their Computers.
3. **Creating Conferences**: Owners can have their own Recording Aliases to manage the Conference Metadata, create ad hoc Conferences from the interface using their own Recording Aliases and System Aliases, Edit Conferences, add other outputs after they have completed, and also delete old conferences that they no longer want.
4. **Frequently Asked Questions** providing answers to questions often asked when using the Content Server.

Before you start

You need to know the URL or Address (IP address or DNS name) of your TANDBERG Content Server.

e.g. mycontentserver/tcs/

You will also need a user name and a password to log in to your TANDBERG Content Server.

Ask your administrator for these.

Supported Browsers

On your **Windows** Personal Computer, use either:

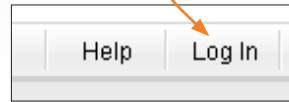
- Internet Explorer 6 or 7
- Mozilla Firefox 2.

On your **Macintosh** use either:

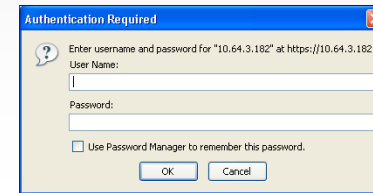
- Mozilla Firefox 2
- Safari 2 or higher.

The Content Server web page will be displayed in your browser once you have entered its URL or Address.

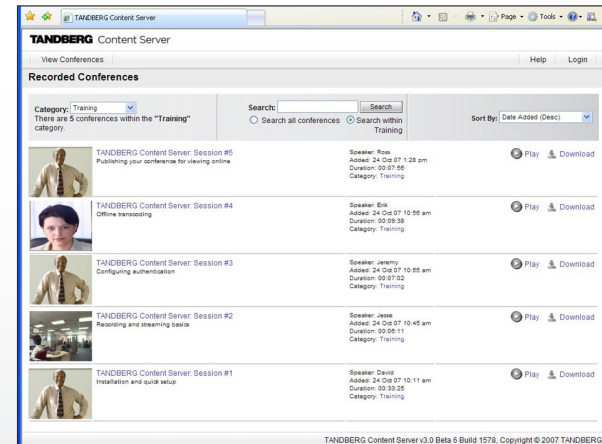
Look for the **Log In** button in the upper right corner. Click on this button to log in.



You will normally be asked for a **user name** and a **password**. These may or may not, be the same as you use to log in to other applications in your company, like e-mail. If in doubt, ask your administrator.



Once successfully logged in, you will see a list of **Conferences** that you have access to.



In this chapter...

- ▶ Screen options
- ▶ Conference lists
- ▶ Setting preferences
- ▶ Viewing conferences

The display after you have successfully logged in.

The screen options let you customize what you see on the screen

Category Search Sort by

Recorded Conferences

Category: Training
There are 5 conferences within the "Training" category.

Search: [] Search
 Search all conferences Search within Training

Sort By: Date Added (Desc)

	TANDBERG Content Server: Session #5 Publishing your conference for viewing online	Speaker: Ross Added: 24 Oct 07 1:28 pm Duration: 00:07:56 Category: Training	Play Download
	TANDBERG Content Server: Session #4 Offline transcoding	Speaker: Erik Added: 24 Oct 07 10:56 am Duration: 00:09:38 Category: Training	Play Download
	TANDBERG Content Server: Session #3 Configuring authentication	Speaker: Jeremy Added: 24 Oct 07 10:55 am Duration: 00:07:02 Category: Training	Play Download
		Speaker: Jesse	

Conference thumbnail

Conference name

Play icon and link

Download icon and link

Ways to watch a conference

Screen options

You can customize what you see on the screen by means of the three sorting options:

Category: Conferences can be grouped according to category. Selecting **All** will list every conference you have access to. The conference information also shows what category a conference belongs to.

Search: You can enter words or phrases to find the conference you are looking for. You can search on conference name, description, speaker, location and keywords.

Sort By: By default, conferences are sorted by date, with the newest one at the top. You can change the order that the conferences are displayed.

Downloading conferences

If a conference has a download option available, clicking the option will allow you to download files for playing on your portable device or on the computer using Windows Media Player, QuickTime Player or RealPlayer.

This way, you can watch the conferences over again without being connected to the Internet or viewing them using the Content Server Viewer.

Playing back conferences in the Content Viewer

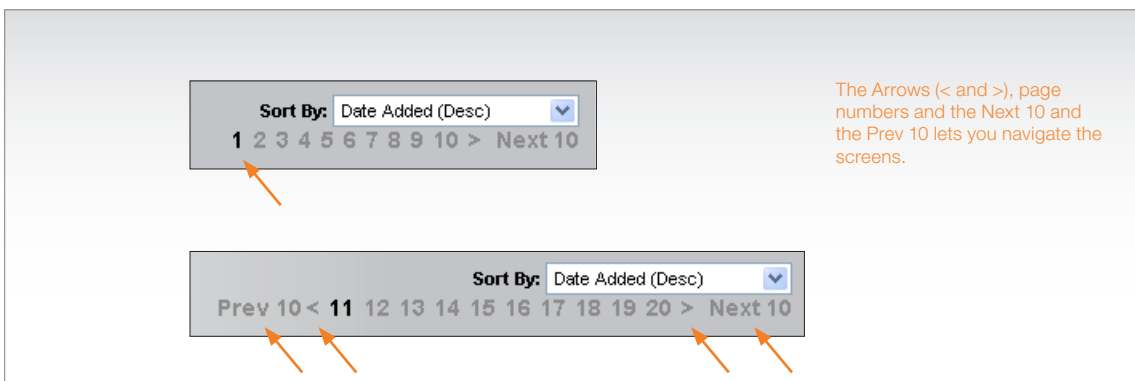
There are four options to click for playing back conferences:

1. Conference thumbnail
2. Conference name
3. Play icon
4. Play link

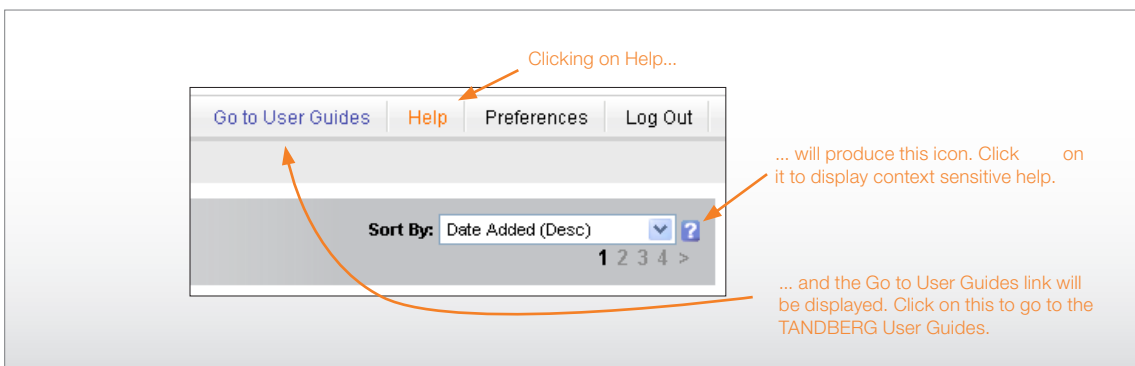
Any of these will launch the viewer so you can watch the conference.

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The Arrows (< and >), page numbers and the Next 10 and the Prev 10 lets you navigate the screens.



Clicking on Help...

... will produce this icon. Click on it to display context sensitive help.

... and the Go to User Guides link will be displayed. Click on this to go to the TANDBERG User Guides.

Navigating the screens

Note: You will only see conferences that you have access to.

Navigation. If you have lots of available conferences, you can navigate the screens by clicking on the page numbers or the forward arrow to advance one page at a time.


When there are more than 10 pages of information, the next 10 pages link will appear after the Next arrow. Click on the Next 10 and Prev 10 links to move between the pages in groups of 10.

Help: Click on Help to switch on Online Help and you will see ? icons next to items on the page. Click the icons to get additional assistance on these items.

When Help is turned on, the Go to User Guides link will be displayed. Click this to take you to the TANDBERG User Guides. You can download user documentation from this page.

Conference lists

There are two conference lists that you have access to:

1. **Recorded Conferences**—these conferences have completed and are ready to play and download. If you see the icon , it means that the conference is still being processed, so not all of the outputs are available just yet.
2. **Live Conferences**—these are happening now and can be watched live if there is a Play icon. If not, you will have to wait until after the conference has finished and processed to watch the conference from the Recorded Conferences List.

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Edit User Preferences

User Details

User Name: User1
Role: User
Display Name: John Smith

User Preferences

Items Per Page: 20
Category: All
Automatically determine my optimum conference size:
Size: Medium

Save Return

Setting Preferences

Click this to change some of your own display options, such as your display name, number of items shown per page, categories and the viewing size of the conference to watch.

Preferences

You can change the following:

Display Name—displayed at the bottom left of the screen

Items Per Page—the number of conferences on a page. Can be 5, 10, 20, 50 or 100, with the default set to 20.

Category—when you login, only conferences belonging to this category will be displayed.

Automatically determine my optimum conference size—the Content Server will automatically play the largest available conference size you will be able to watch - this is based on your Internet connection speed detected at login.

Size—you can override the automatic detection setting by deselecting Automatic above and selecting the size of conferences you want to watch. Choose Audio or Small if you have a modem connection to the Internet—choose Medium or Large if you are on a fast network.

Note: If a conference is not available in the size you selected or which has been automatically detected, the Content Viewer will pick the size which will give you the best viewing experience.

If your Internet connection is too slow, or a conference is not available in the size specified in your preferences, you will see a bandwidth warning in the interface Play , warning you that your Internet connection may be too slow to display the video properly.

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Why Are We Here Today?

- **Video – A strategic tool for collaboration**
 - Driving productivity through better communication
 - Demonstrated return
 - Most clients achieve ROI in under one year
- **The technology is ready for prime time**
 - High-quality, reliable tools
 - High Definition
 - Bandwidth more available
 - The ongoing cost of communication is decreasing
 - Everyone in an organization can engage

TANDBERG
See: **performance**

00:03:40 / 00:07:54

Viewer items

Indexes—displayed in a window if there are any. Use them to advance to a section of the conference you want to view. Conference editors can add indexes to help users find specific content in the conference.

Slide List—displays the still images taken of the dual stream for an Audio or a Small Video sized Conference. For other video sizes you will see the video stream of the presentation instead.

Next Layout—clicking will toggle through the different layouts available for the conference.

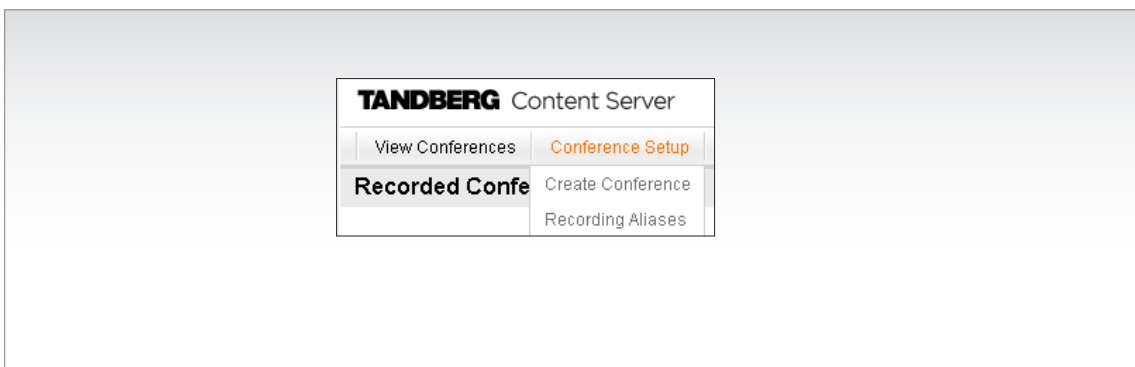
Closing the Window—Click the  at the top right of the window to close it.

Viewing conferences

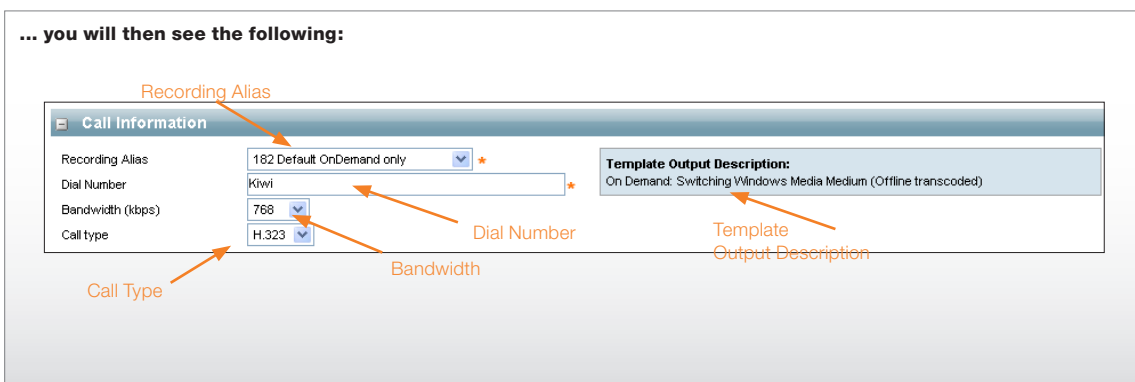
When you click on a conference to view, the viewer will be displayed. It will look something like the example shown here.

In this chapter...

- ▶ Call Information
- ▶ Permissions
- ▶ Metadata
- ▶ Adding extra outputs
- ▶ Editing viewer



... you will then see the following:



Creating conferences on the TANDBERG Content Server

If you have Owner Privileges, you can make ad hoc recordings from the interface.

Call information

Recording Alias. Choose the recording alias to use. Your Administrator will have given you your own Personal Recording Alias to use or will advise you which System Recording Alias to use.

Select an "alias for live streaming" if the conference is to be viewable live, or immediately after it has finished. Conferences recorded with 'non-live streaming' aliases will not be available for viewing until their outputs have been processed. How soon your recorded-only calls will be available for viewing will depend on how many other conferences the Content Server is processing at the time. You can see if your conference is being processed by choosing **Pending** from the **View Conferences** menu.

Template Output Description. Shows the outputs the Recording Alias will create.

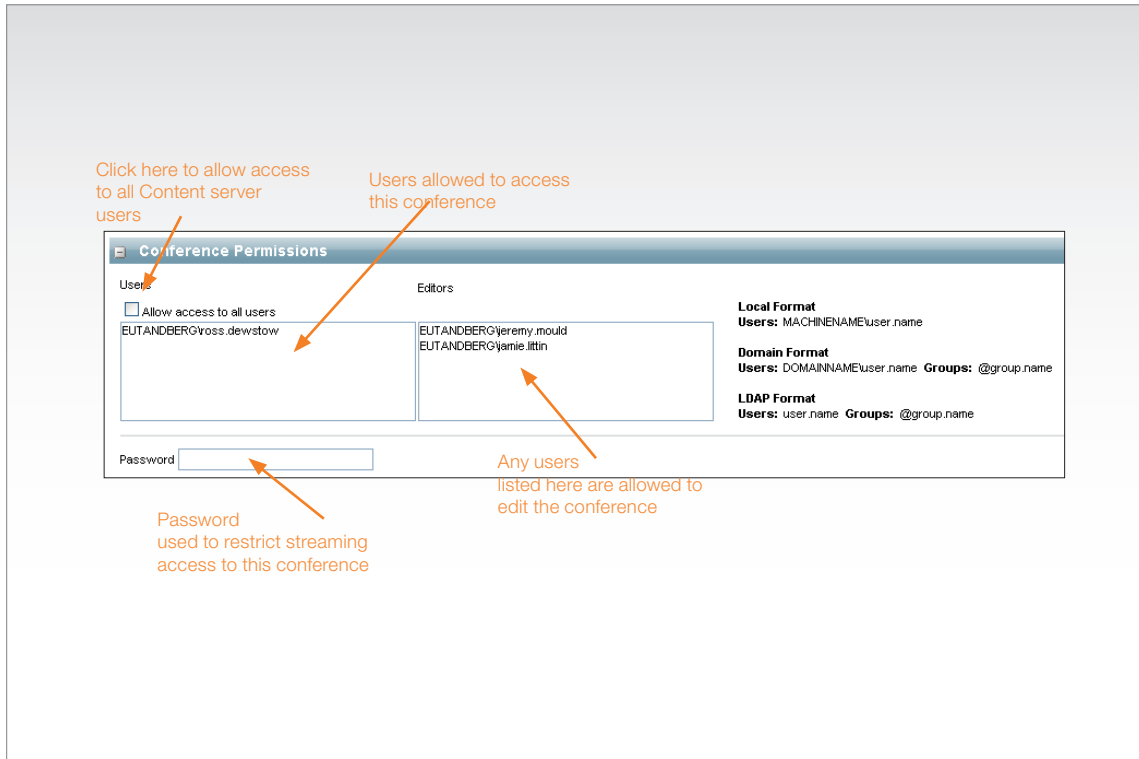
Dial Number. The number of the endpoint you want to call.

Bandwidth. Connection speed for recording the call.

Call Type. H.323 or SIP.

In this chapter...

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Permissions

Allow access to all users. Select to give all Content Server users permission to view this conference.

Users. If **Allow access to all users** is not selected, and you want to restrict access to your conference, enter user names, or group names one per line in the Users text box.

Editors. To allow users to edit as well as view your conference, enter their user names in the **Editors** text box.

Password. Enter a password to further restrict streaming access to this conference.

All users specified above will be able to see the conference listing, but only those that know the password will be able to view it.

Conference permissions

Here you define and list who is allowed to edit a conference and who is allowed to just watch a conference.

Observe that you may also grant watching access to all users who have access to the Content Server by checking the **Allow access to all users** check box.

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The screenshot shows a web form titled "Conference Metadata". It contains several input fields: "Name" (a single-line text box), "Description" (a larger multi-line text area), "Speaker" (a single-line text box), "Location" (a single-line text box), "Copyright" (a single-line text box), "Keywords" (a single-line text box), and "Category" (a dropdown menu currently showing "-- No Category Selected --").

Conference metadata

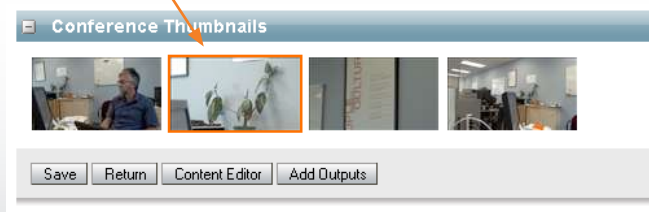
Users can display conferences belonging to a particular **Category** and can search on text entered into the **Name**, **Description**, **Speaker** and **Keywords**.

If you have your own **Personal Recording Alias**, you can set up the **Permissions** and **Metadata**, and when the **Alias** is used, the information will be copied into the conference. This is very important for Live Calls as the permissions cannot be changed once a Call is live.

You may also choose between the thumbnails available for the conference.

Changing thumbnail

To change the thumbnail, select another one by clicking on it and then save the conference

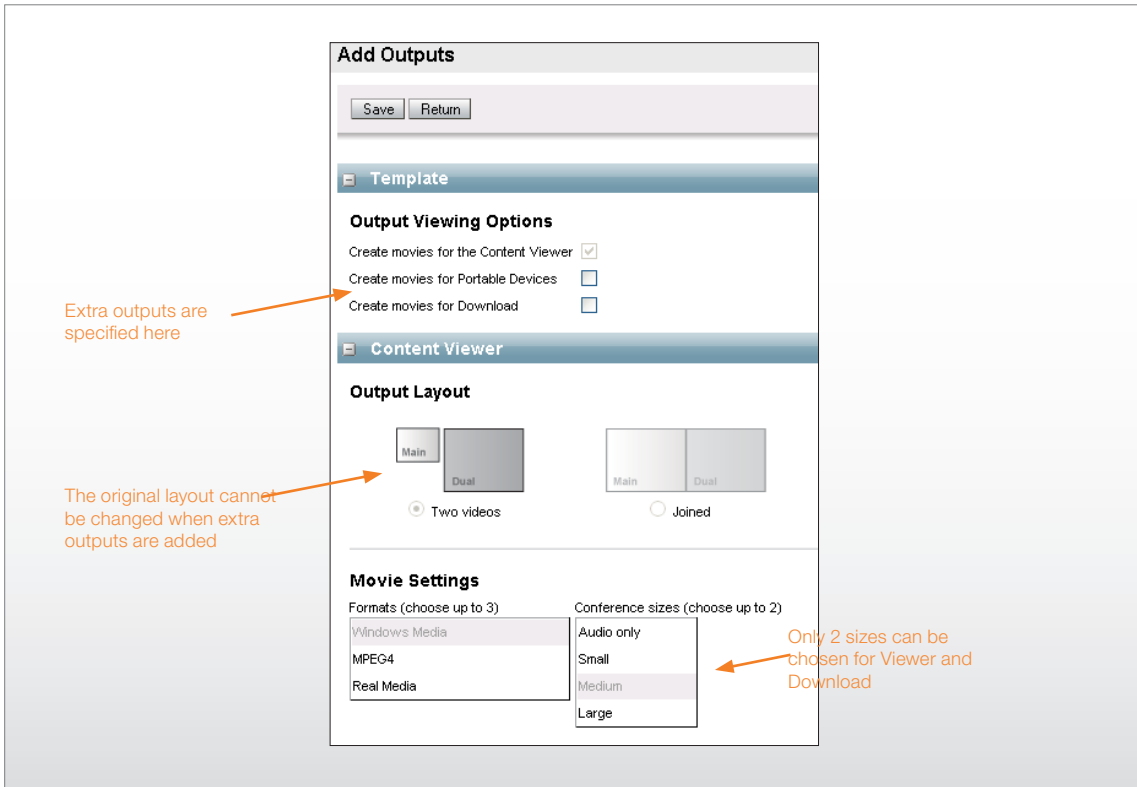
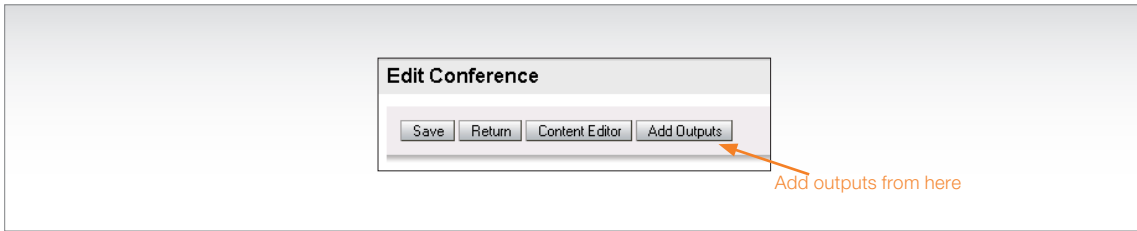


Adding metadata to make the conference easier to locate

Entering metadata makes it easier for users to find the conference.

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Add extra outputs. Editors can also add extra outputs once the conference has completed, i.e. they may want to add outputs for playing on portable devices or on the user's computer, if they were not in the original conference call.

Click the **Add Outputs** button in the **Edit Conference** screen.

Select the options from the **Output Viewing Options** for more outputs.

Then select to create other movies for viewing in the Content Viewer, for portable devices or for download to playback on your Computer.

Tip! Some things to note when Adding Outputs:

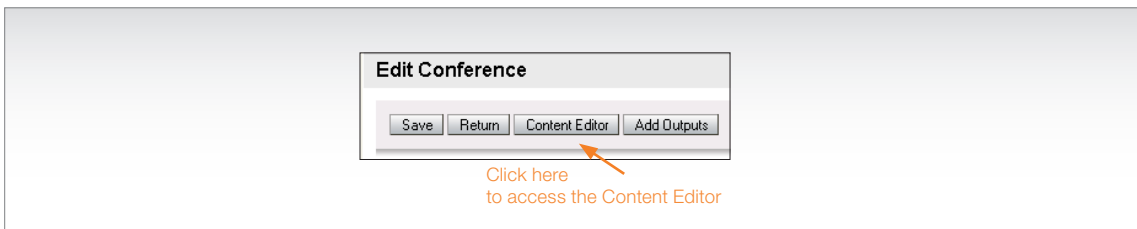
- The original Layout cannot be changed
- Only 2 sizes can be chosen for Viewer and Download
- Only on-demand outputs will be created
- The total number of outputs once a conference has been recorded can exceed the limit of 6 imposed on new templates
- Adding Outputs will put an added load on the TANDBERG Content Server
- The Conference Outputs will be added into the Pending Queue for processing and will start when all the preceding Conferences have been processed.

Adding extra outputs

Editors can also add extra outputs once the conference has completed, i.e. they may want to add outputs for playing on portable devices or on the user's computer, if they were not in the original conference call.

In this chapter...

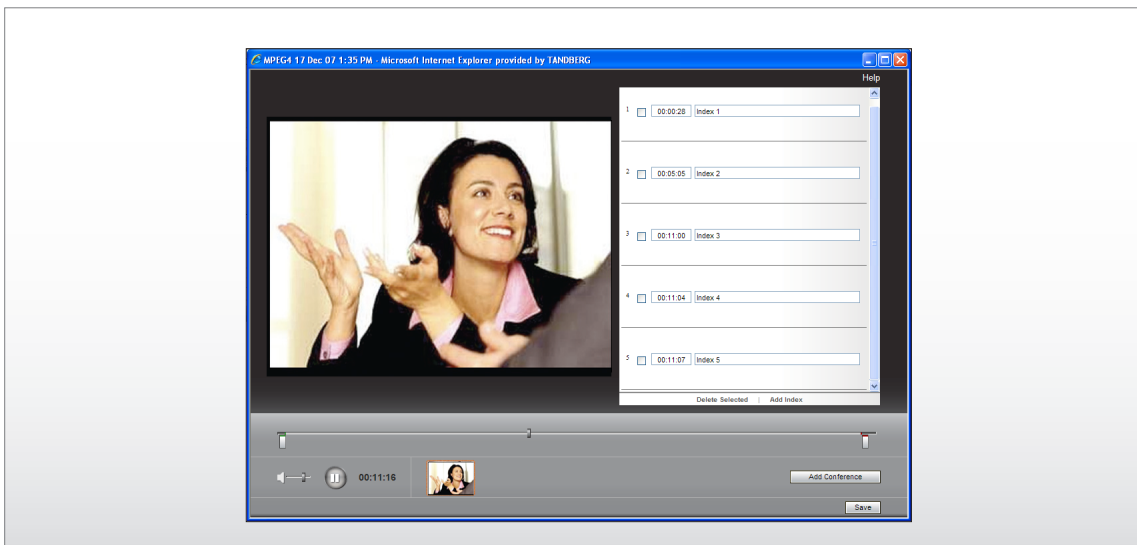
- ▶ Call Information
- ▶ Permissions
- ▶ Metadata
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Use the Content Editor to do the following:

- Change the Start or End time of a Conference.
- Add Index points in the Conference to make it easier for Users to find the content they want.
- Add another Conference to the currently edited one.

Note: Help is also available in the Content Editor.



Editing Viewer Conferences

You can also change start and end times of a conference, add indexes and even merge conferences by adding another conference to the current conference.

Do I need to log in before I start using the TCS?

If the Content Server has **Guest Access** enabled, no registration is necessary. Conferences that are available for all users when Guest Access is enabled can be viewed by anyone with access to the URL.

If **Guest Access** is not enabled, users need a user name and password to access the Content Server.

What are the differences between Users, Owners and Editors?

Users are only able to view Live and On Demand Conferences that they have access to as well as download any files for these conferences, when they are ready.

Owners can make ad hoc calls from the Interface and can also have their own Personal Recording Aliases so they can edit the Conference Permissions and Metadata for a call.

Editors (and Owners) can edit a conference after it has completed. They can change Conference Permissions, Metadata, and Thumbnails, the content through the Content Editor, and add additional Outputs. They can also delete Conferences from the Recorded Conference listing.

How can I find it? Is it in the phonebook?

If your Content Server has been added to TANDBERG Management Suite (TMS) you can book your conference in TMS and select a recording alias to record the conference. TMS will also provide a link to view the Live and Recorded Conference.

Must things be set up in advance?

It is best to have your Personal Recording Alias setup in advance so Live viewers can watch the recorded conference and also your users can view the conference after it has completed and the data has been processed.

Can I / How do I do ad hoc recordings?

Any User who is also an Owner, whether they have a Personal Recording Alias or not, can make ad hoc calls from the interface using the available System Recording Aliases. From an endpoint users can dial the TANDBERG Content Server if they have been given a Personal Alias number to dial. If they are not using their own personal alias and if they are not in the Edit list for the Conference, they will not be able to see or edit it once the conference has started.

How can everyone involved be informed that this meeting is being recorded? Does the system tell us?

The endpoint in the recorded call will display a poster to tell users that the call is being recorded. In a multisite call, the poster will be displayed as one of the participants in the conference.

How can we inform users to watch a Live or recorded Conference?

An e-mail can be sent from the Interface once the conference has started recording. If the call has been scheduled using TMS, it will be listed and the link will take users to the Live or Recorded Conference in the Viewer.

How do I stop an ongoing recording?

A recording can be stopped from the interface or by ending the call from the endpoint in the call.

What editing options do I have for the recorded material?

Editors can change the start or end time of a conference, add Index points in the conference to make it easier for users to find the content they want and add another conference to the currently edited one.

How do I make the recorded material available to other people? Password protection etc.

Use the **Permissions** section of the Recording Alias or Conference to make conferences available to others. If it is password protected, they need to know the password.

How do I erase recorded material?

Editors can delete conferences and all associated data but individual outputs cannot be deleted. i.e. if an iPod download has been created, it cannot be deleted except by deleting the whole conference.

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