SnapStream
M · E · D · I · A

Enterprise TV Server

SnapStream
ENTERPRISE TV LINK

User's Guide

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Table of Contents

SnapStream Enterprise TV Server User's Manual

I. General User Information

About the SnapStream Link client

What is it for?
- Watching video
- Searching
- Clipping
- Burning to DVD
- Creating TV Alerts
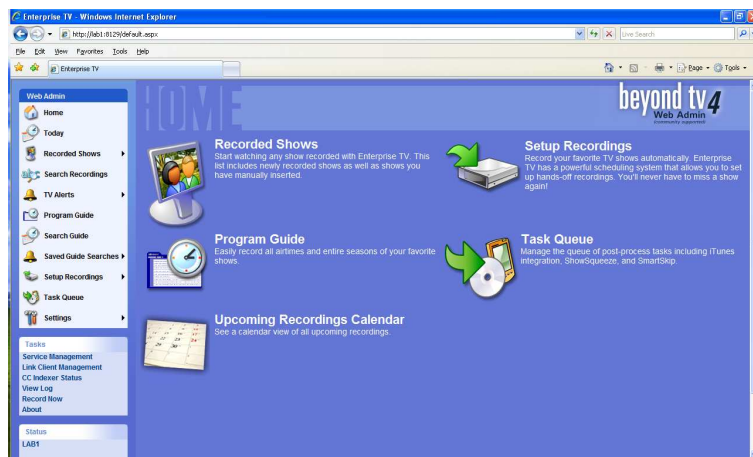- Scheduling Recordings
- Changing playback settings

To open the Link client:,
Click the Enterprise TV Link icon on your desktop
OR
Select Enterprise TV Link from All Programs=> SnapStream Media=> Enterprise TV Link.

About the Web Admin

The Web-based Administrative Interface, or Web Admin, is a webpage hosted by the SnapStream Server that provides access to system settings.

What is it for?
- Changing system settings
- Searching recordings
- Managing recorded shows
- Creating TV Alerts
- Scheduling recordings
- Managing user accounts
- Playing back WMV recordings

To open the web admin:

Open Internet Explorer and enter the name or IP address of your SnapStream Server. Some options in the Link client will also open the Web Admin

II. Scheduling recordings

Scheduling recordings can be accomplished in several different ways through Enterprise TV.

- Recording from the Program Guide

The Enterprise TV Server's scheduling is built on a simple DVR Program Guide. To access it, select Program Guide from the main menu.
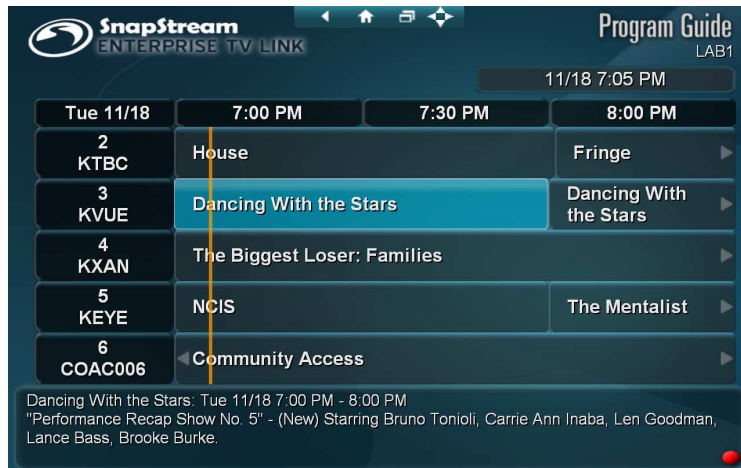

To select a show for recording while in the Program Guide, simply click on its entry in the grid, or highlight it and hit Enter. The following options will appear:

- **View upcoming episodes**: shows all upcoming airings of this title.
- **Record this episode**: Schedules a one-time recording of the highlighted airing of the show.
- **Record all episodes**: Schedules all upcoming episodes and all future episodes for recording.
- **Record all new episodes**: Schedules all episodes that are not marked as Repeats for recording.
    - **Note**: This option does not work well for news and some other non-episodic programming, because all airings are marked Repeat. To record a news show at a specific time every day, select Record All Episodes or Record all episodes at this time.
- **Record all episodes at this time**: This is a "timeslot" recording. This program will always be recorded at the time of the selected airing, and at no other times. This option is useful for news programs that are rebroadcast on the same day.

- **Record everything on this channel**: Schedules a recording job for every program on the channel on which this program appears. Use this option for **24-7 recording** with guide data.

Options for **browsing by category** or **searching the Program Guide** by Title or Keyword (in program description) are available in the Setup Recordings menu:
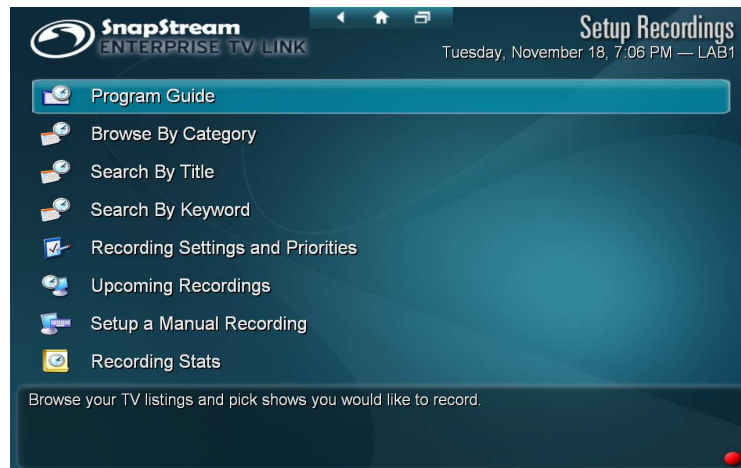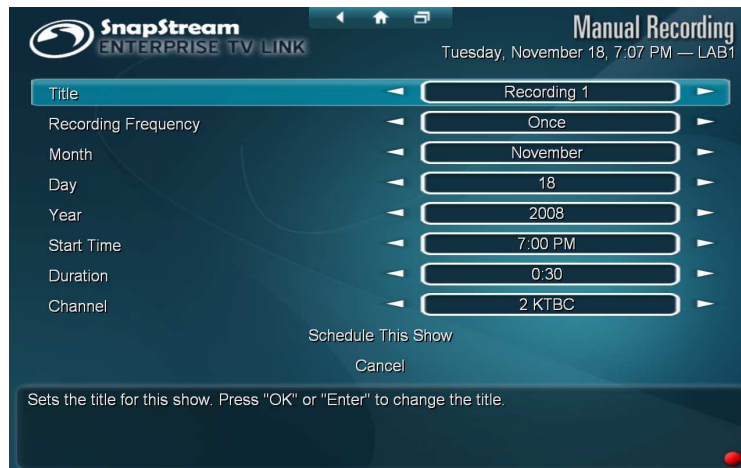

24-7 recording and manual recordings

- To record a channel 24-7 **with program guide data**, see **Record everything on this channel** under "Recording from the Program Guide" above.

- To record a channel 24-7 in blocks of time **without guide data**, select **Setup a Manual Recording** from the Setup Recordings menu and set Recording Frequency to 24 hours a day.
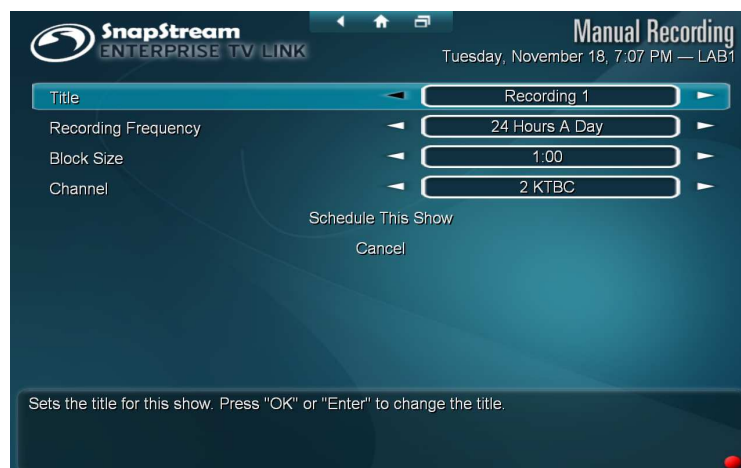
You will see an option labeled Block Size. 24-hour recordings are divided into a number of smaller recordings, and this option determines the size of those recording "blocks." For example, setting this option to 2:00 will result in 12 consecutive 2-hour recordings per day.

- The Manual Recording menu also allows you to program the server for manual recording by time, like a VCR. To set up a manual recording, select **Setup a Manual Recording** from the Setup Recordings menu.

All of the options for a manual, timed recording are available here. Click on the Title field to enter a title.

Note: Manual recordings lasting longer than 8 hours can cause the server's hardware to malfunction and should be avoided.

III. Finding and watching recorded shows

Navigating the Recorded Shows library
The Recorded Shows library provides access to recordings. There are several different options for locating recorded shows.

Views

Use the **right and left arrow keys** to switch between views of the library. Views include:

All: displays all full-length recordings, in all folders, in one list. User-created clips are excluded.

**By Series**: Lists the series names of recordings. Select a name to see the shows from that series

By Folder: Lists the video folders that are available to Enterprise TV. Select a folder to see its contents.
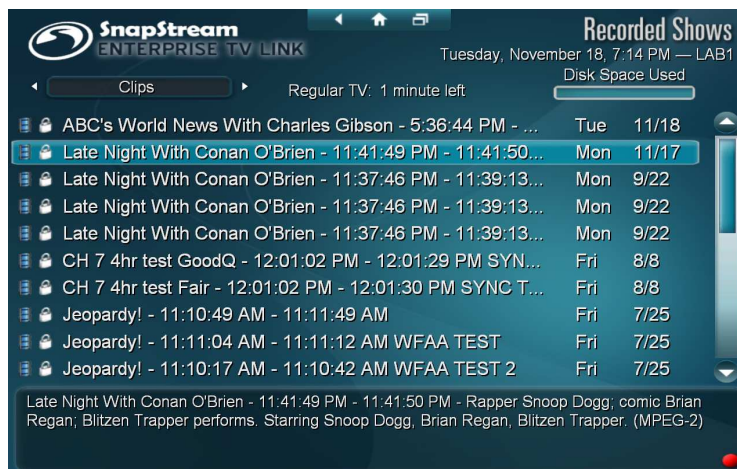

My Clips: Shows all clips created by the user who is currently logged in to Enterprise TV Link. Existing clips can be added to this view through the Recorded Shows menu in the web admin.
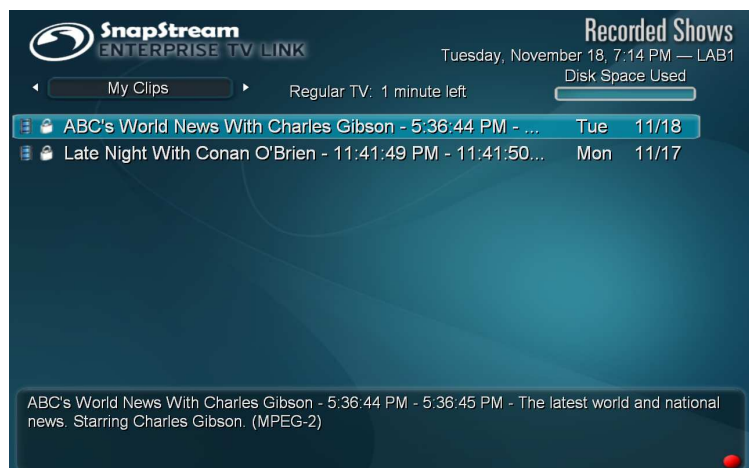
Clips: Shows all user-created clips from all folders.

View Options

From any screen in the Library, **hit the letter O key** to see view options.

- **Hide**: Options here include None, Original, ShowSqueezed, and Replace Originals. Replace Originals will hide originals only if a showsqueezed version of the same program is available.
- **Sort By**: Options here include Date Recorded, Original Air Date, and Name.
- **Sort Order**: Descending or Ascending.

Recorded Show Options

Once you've selected a recording from the library, a number of tasks are available.

- **Play**: Plays back the video.
- **Delete File**: Deletes the video.
- **ShowSqueeze & SmartSkip**: Allows you to queue the recording for ShowSqueeze (SnapStream's transcoding engine) or SmartSkip (SnapStream's commercial-detection utility).
- **Keep until**: Options are "Keep until I delete" or "Keep until space is needed." Recordings that are set to "Keep until space is needed" will be deleted automatically when the Enterprise TV server runs out of storage space.

About the Web Admin Library

Clicking on Recorded Shows in the Web Admin will open the Library.
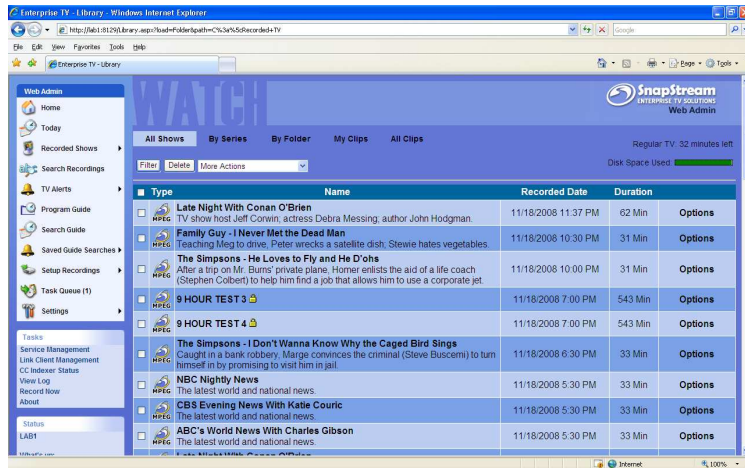
What can I do in the Web Admin library?

- Edit program metadata, such as title and description
- Move the program to a different video folder.
- Download closed-captioning transcripts
- E-mail clips
- Play back video

The first time you enter the web admin library, you will see the following dialog box:

This dialog allows you to choose how video will be played back in the web admin. The following options are available:

- **Play in Link**: When Play is selected from the web admin, Enterprise TV Link will open and the video will play back.
- **Placeshift**: When Play is selected, the video will play back within the web admin. This option can be used for playback over the Internet. For instructions on using placeshifting, see the following article from our knowledgebase:
  kb.snapstream.com/?id=1536
- **Format Specific Web Players**: When Play is selected, the video will play back in a player specific to its format. **NOTE**: This option is not available for H.264 files.
- **ASX Playlist:** When Play is selected, the video will play back in Windows Media Player. **NOTE**: This option is not available for H.264 files.

The basics of search
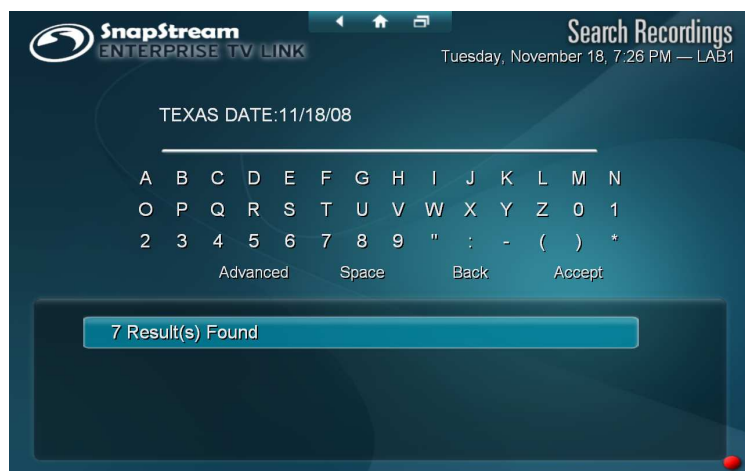
The Search Recordings feature in Enterprise TV Link functions like a search engine for recorded television. The SnapStream Enterprise TV Server indexes the closed-captioning data of all recordings, to make it possible to search within recordings for any word.

To perform a basic search of a word or group of words, simply enter them into the search field.
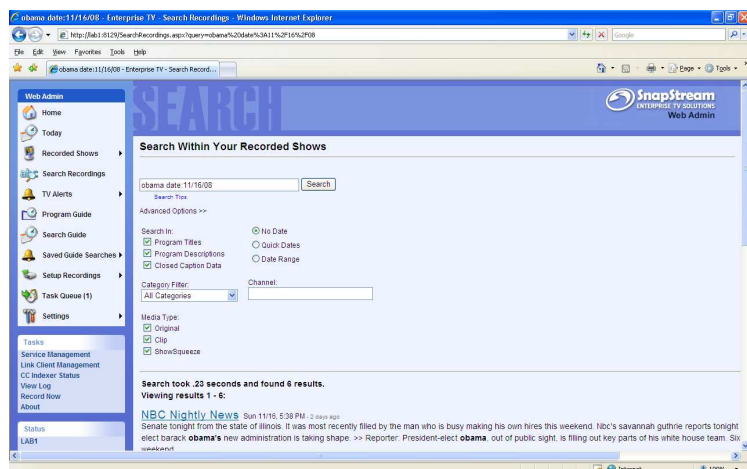
A number of different parameters are available for refining a search. These are entered in the search field along with the words that you are looking for. For example, to search for a mention of Houston on December 15, 2008, enter:
HOUSTON DATE:12/15/08
For a **description of available search terms and filters**, see the table at the end of this document.

Advanced search

Clicking on Advanced Search will open the Web Admin on the Search Recordings page. Basic searches can be performed here, just as in Enterprise TV Link. Clicking on Advanced Options will make additional search options available. Click on Search Tips for a full description of available search terms and filters.

How to receive saved search results by e-mail (SnapStream TV Alerts)

SnapStream TV Alerts work like a saved search. You will receive an e-mail whenever the search terms you enter appear in a recording.

1. Open Enterprise TV Link and select **SnapStream TV Alerts**. You will see the main TV Alerts menu, which lists all the alerts that have been created on this server. **Note**: If you see a message asking you to **Configure E-mail Alerts**, contact the administrator of your server.

2. Select Create a New TV Alert to open the TV Alerts creation menu

3. Enter the search terms you want to find. See "The Basics of Search" for more information on searching.

4. Enter your e-mail address and select the frequency with which you want to receive the alert.

5. Click "Create." You will be returned to the main Alerts screen. The frequency of your alert can be changed from this screen.

6. Click Advanced TV Alerts to open the Web Admin on the TV Alerts page. See Advanced TV Alerts for more information.

Advanced TV Alerts

TV Alerts creation through the Web Admin provides a number of options that are not available for alerts created through Enterprise TV Link. Click More Options on the TV Alert Options page to see these additional options:

- **Name**: This name will appear in the subject line of the alert e-mail.
- **To Email Address**: This is the recipient of the alert. Multiple recipients can be entered here. Addresses should be separated with commas.
- **From Email Address**: This address will appear in the From field of the alert e-mails.
- **Frequency**: Options include As It Happens, Hourly, Every Other Hour, Every Six Hours, Twice Daily, Daily, or Weekly.
- **Text Only**: When this option is Enabled, the e-mail alert will not include links to the Enterprise TV Server. This feature is useful if the recipient of the e-mail is located outside your organization and will not have access to the server.
- **Search Terms**: Search works the same here as in basic alerts. See The Basics of Search or click Search Tips for more information. Click Add to include multiple searches in a single alert. Different searches will appear in different sections of the e-mail.

12

IV. Sharing videos

How to create a clip

To create a clip:

1. Open SnapStream Enterprise TV Link and start playing back a recording

2. Click the Scissors icon (picture) in the toolbar or hit the C key to enter Clip mode

3. Using the mouse or the < > keys, skip through the video to find the start of the segment you want to clip. Then click Set Start or hit the Z key.

4. Find the end of the segment and click Set End or hit the X key

5. Click Clip or hit the C key

6. Enter a name for the clip. This name will appear in Recorded Shows menu and will also be exported to the clip's filename.
7. Hit Enter or click Accept to create the clip. The clipping process may take a few minutes, depending on the number of other activities the server is performing. When it is complete, the clip will appear under Clips in the Recorded Shows menu. **If you do not see your clip**, ask your administrator to check the Task Queue.
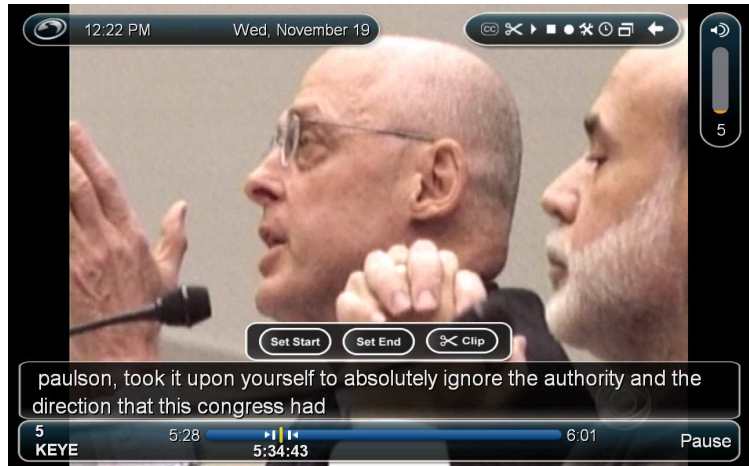
How to e-mail a clip

Although full-length videos are much too large to be shared via e-mail, Enterprise TV includes a built-in feature for e-mailing clips.

1. Open **Recorded Shows** and select a clip.

2. Select **E-mail Clip**. If you see the option **Configure E-mail Settings** instead of Email Clip, contact your administrator.

3. Enter the address of the person whom you want to receive the clip in the **To** field. For confirmation that the e-mail has been sent, enter your own address in the **Confirmation Email Address** field.

4. Enterprise TV will automatically ShowSqueeze the clip (this can take several minutes). When the ShowSqueeze process is complete, the e-mail will be sent.

How to burn a DVD

SnapStream Enterprise TV Link allows you to burn DVDs of content from the Enterprise TV Server to the DVD burner on your desktop computer.

1. Select **Burn to DVD** from the Main Menu in Enterprise TV Link. **Note:** Enterprise TV Link will check your computer for a DVD burner automatically, and if it does not detect one, the Burn to DVD option will not appear in the Main menu.

2. Click **Add Video** to select a video to add to the disc. The progress bar marked Disk Space Used indicates how much of the DVD is full so far. **Note:** You will not able to add videos successfully unless a blank, burnable disc is in your DVD burner.

3. To burn a data DVD instead of a video DVD, select Switch to Data Disc. **Note:** Data discs cannot be played in most consumer DVD players.

4. When you are finished adding videos, click **Burn DVD**. The burning process may take several hours.

How to add videos to iTunes

iTunes integration sets up podcasts on your local computer for scheduled recordings on the SnapStream Enterprise TV Server. To add a show to your Podcast list in iTunes:

1. Log in to the Web Admin and click on Setup iTunes.

2. You will see a list of shows. Each show will have a button marked "iTunes." Click on one of those buttons to add the podcast for that show to your iTunes.

3. There will also be a larger iTunes button at the top of the list. Clicking this button will add a combined podcast for all recordings made by the Enterprise TV Server.

4. iTunes podcasts can be Enabled or Disabled for each individual show, and for all scheduled recordings. If you wish to download a show that does not have iTunes integration enabled, consult your administrator.

About video formats

MPEG-2 is the native format in which the SnapStream Enterprise TV Server records. This setting cannot be changed. MPEG-2 files will have the highest relative video quality, but will also have the largest file sizes.

Windows Media Video (WMV) files take up less space than either MPEG-2 or H.264 files. WMV files can be played back through the Web Admin using Windows Media Player, whereas other file formats require Enterprise TV Link. This makes it possible for users without Enterprise TV Link to play back video from the Web Admin.

H.264/ MPEG-4 files take up less space than MPEG-2 files, but more than WMV files. H.264 files can be used with SnapStream iTunes integration. Files created using specific H.264 profiles and settings can be loaded onto an iPod, iPhone or Apple TV, or played back in iTunes or QuickTime.

SEARCH HELP

By default, if multiple search terms are entered together, the search engine will find all of the search terms within about 20 seconds of each other. The search will include closed-captioning data as well as program titles and descriptions.

For example, searching for:
    UNITED STATES PRESIDENTIAL ELECTION
will return results in which the words "united," "states," "presidential" and "election" all occur within about 20 seconds.

BASIC SEARCH: These are basic tools for combining search terms.

In order to	Use the syntax	Example
Search for multiple terms occurring together, or either separately.	OR	Searching for: SENATE OR CONGRESS will find the word "Senate" or "Congress,"

Exclude results containing certain terms	NOT or **-**(minus sign)	Searching for
		    APPLE IPOD -IPHONE or
		    APPLE IPOD NOT IPHONE
		will find the words "Apple" and "iPod" only where they appear without the word "iPhone."

Search for an exact sequence of words	**" "** (quotation marks)	Searching for "PARIS HILTON" will find only results in which the phrase "Paris Hilton" appears exactly as in the quotation marks, and not mentions of "Paris" or "Hilton" alone, or results such as "the Hilton in Paris"
Group words together in a search	**( )** (Parentheses)	Searching for HOUSTON (ROCKETS OR ASTROS) will find "Houston" together with "Rockets," or "Houston" together with "Astros,".

SEARCH FILTERS: These operators can be used with search terms to filter search results using metadata.
By default, searches in the Link client will search closed-captioning data (Text), Title, and Description.

In order to	Use the syntax	Example

Filter by date or date range	DATE:
	Dates must be entered as a month/day or as month/day/year.
	
	Terms can be entered as as date or as a time period. Allowed time period terms are:
	
	TODAY, YESTERDAY, THISWEEK, LASTWEEK, THISMONTH, LASTMONTH, THISYEAR, LASTYEAR
	
	AFTER and BEFORE can be used to find results made before or after a date or time.
	
	Times must be entered in 24-hour (military) format, and date and time must be separated with a space.
		Searching for
		    PRESIDENTIAL ELECTION DATE:01/13/08
		will return mentions of "presidential" and "election" together in recordings made on January 13, 2008.
		
		Searching for
		    DATE:THISWEEK
		will return results from the week that began at midnight on the most recent Sunday.
		
		Searching for
		    AFTER:01/13/08 13:30
		will return results from after January 13, 2008 at 1:30 PM.

Filter by channel number, callsign, or network	NETWORK:
	Will restrict the search to recordings made on a particular network.
	
	CALLSIGN:
	Will restrict the search to recordings made on a channel with a particular callsign.
	
	CHANNEL:
	Can be used to restrict the search to a particular network, callsign, or channel number.
		Searching for
		    "NEW ENGLAND PATRIOTS" NETWORK:SPORTSNET
		will return mentions of the exact phrase "New England Patriots" on Sportsnet.
		
		Searching for
		    CALLSIGN:WABC
		will return results from WABC.
		
		Searching for
		    CHANNEL:SPORTSNET
		will return results from Sportsnet.
		
		Searching for
		    CHANNEL:WABC
		will return results from WABC.

Filter by program genre/category, title, or description	TITLE:
	Returns only results from programs with this title.
	
	CATEGORY:
	Will restrict searches to programs listed in a particular category in the SnapStream Program Guide.
	
	DESCRIPTION:
	Search only within program descriptions, including general information about the program, names of actors, people appearing on the program, etc.
		Searching for
		  "SATELLITE RADIO" TITLE:"CNN NEWSROOM"
		could be used to find mentions of the phrase "satellite radio" during the program CNN Newsroom
		
		Searching for
		  OPRAH WINFREY CATEGORY:NEWS
		will return mentions of Oprah Winfrey from shows that are categorized as news, including live news broadcasts, interviews, newsmagazines, etc.
		
		Searching for
		  HEALTH CARE DESCRIPTION:DEBATE
		could be used to find mentions of health and care during programs that are described as debates.
		
		Searching for
		  DESCRIPTION:"KATIE COURIC"
		could be used to find results from shows hosted by or featuring Katie Couric

Filter by file type	IS:
	Will restrict searches to a particular type of file.
	
	To exclude a type of file, use NOT or -IS:
	
	The following can be used as search terms with this operator:
	ORIGINAL , CLIP
		Searching for
		  IS:CLIP
		will only return results that have been clipped..
		
		Searching for
		  -IS:CLIP
		will exclude clips made using the Enterprise Server from the search.

OTHER SEARCH OPERATORS: These operators provide a variety of different functions that can help you refine your search and locate hard-to-find results.

In order to	Use the syntax	Example

Search by prefix ("wildcard" search)	* (asterisk)
	
	An asterisk represents any number of unknown characters. This is known as a "wildcard" search.
	
	A wildcard cannot be used as the first character of a search term.
		Searching for
		  ENGL*
		will return results for "English," "England," etc.
		
		Searching for
		  CITY OF *
		will return no results.

Search for similar sounding words (useful for finding words with alternate spellings, or words that are frequently misspelled)	~ (tilde)
	
	A tilde searches for words that are similar, but not identical, to the search term. This is known as "fuzzy" search.
	
	This operator can be fine-tuned with a number between 0 and 1. Numbers closer to 1 will find more similar results. When no number is entered, the term will be searched with a value of 0.5.
		Searching for
		  JOHN~
		can be used to find the name "John" together with alternate spellings like "Jon."
		
		Searching for
		  ENVIRONMENT~
		will find the word "environment" along with misspellings like "envrioment" or "environemnt"

Find keywords that occur within a specified proximity of each other	" "~(number of words) Entering a phrase enclosed within quotation marks and followed by a tilde (~) and a number will search for the words in the phrase within that distance (in words) of each other. By default, the search engine will find terms as far apart as possible (about 20 seconds).	Searching for "SENATOR CLINTON"~10 will find the words "Senator" and "Clinton" within 10 words of each other.
Restrict results to closed captioning data	TEXT: Will search only within closed-captioning data, not program title or description. This can be useful when searching for mentions of search terms that are likely to appear in titles or descriptions, such as mentions of actors, TV personalities or TV shows.	Searching for TEXT:"The Daily Show" will return mentions of the phrase "The Daily Show" in closed-captioning data, but not programs titled The Daily Show