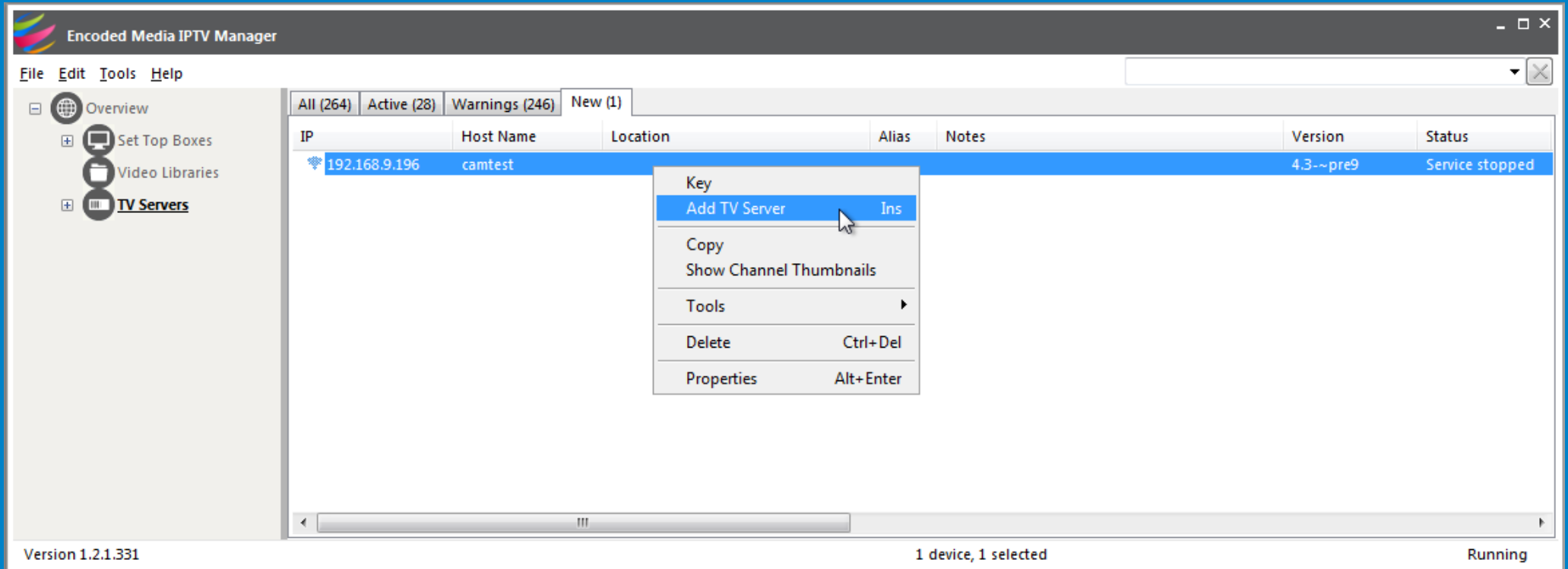# IPTV MANAGER PRO v1.2
QUICKSTART GUIDE

Installing a new TV Server or HD Encoder

Adding a hardware appliance to the IPTV Manager database
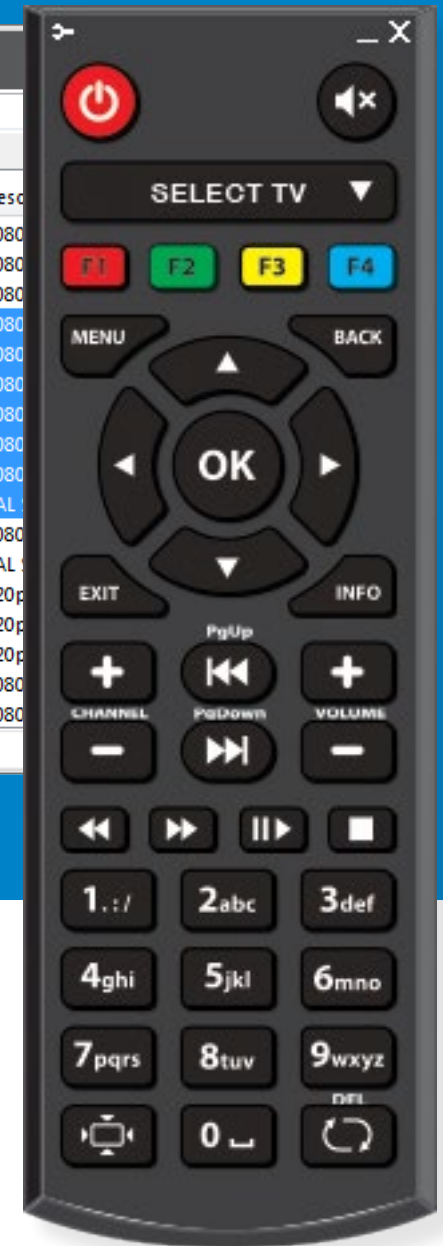
With the **TV Servers** node selected in the left navigation pane:

1. Press the **Insert** key on your keyboard, or choose **Add Server** from the **Tools** menu

2. Type or paste the address of the appliance in question into the **TV Server IP** field

3. Press the **Add** button

The TV Server or HD Encoder will then be added to the list of servers on the right.

Remote controlling your set top boxes

Using the virtual IR remote tool to control one or more devices remotely

With the **Set Top Boxes** node selected in the left navigation pane:

1. Highlight one or more target boxes individually, in a range, or by selection

2. Right-click any of the highlighted entries

3. Choose **Tools** from the pop-up menu that appears, then click **Remote Control**

The virtual remote tool will be displayed. Left click the virtual buttons on the remote with your mouse to trigger them and send the command to the target boxes you have selected.

Selecting boxes and changing channel

Changing the displayed TV channel on one or more set top boxes

With the **Set Top Boxes** node selected in the left navigation pane:

1. Highlight one or more target boxes individually, in a range, or by selection

2. Right-click any of the highlighted entries

3. Choose **Change Channel** from the pop-up menu, and select the new channel from the submenu that appears

In the image above, a range of seven boxes has been selected. When the menu entry is selected, each box in the selection will be changed to *CNN Europe*.

Adjusting volume levels

Setting the audio level on one or more set top boxes

With the **Set Top Boxes** node selected in the left navigation pane:

1. Highlight one or more target boxes individually, in a range, or by selection

2. Right-click any of the highlighted entries

3. Choose **Set Volume** from the pop-up menu, then select the desired volume level from the submenu that appears

Note. 100% is the maximum permissible audio level and mute is off.

In the image above, a range of seven boxes has been selected. When the menu entry is selected, each box in the selection will have its volume lowered to half (i.e. 50%).
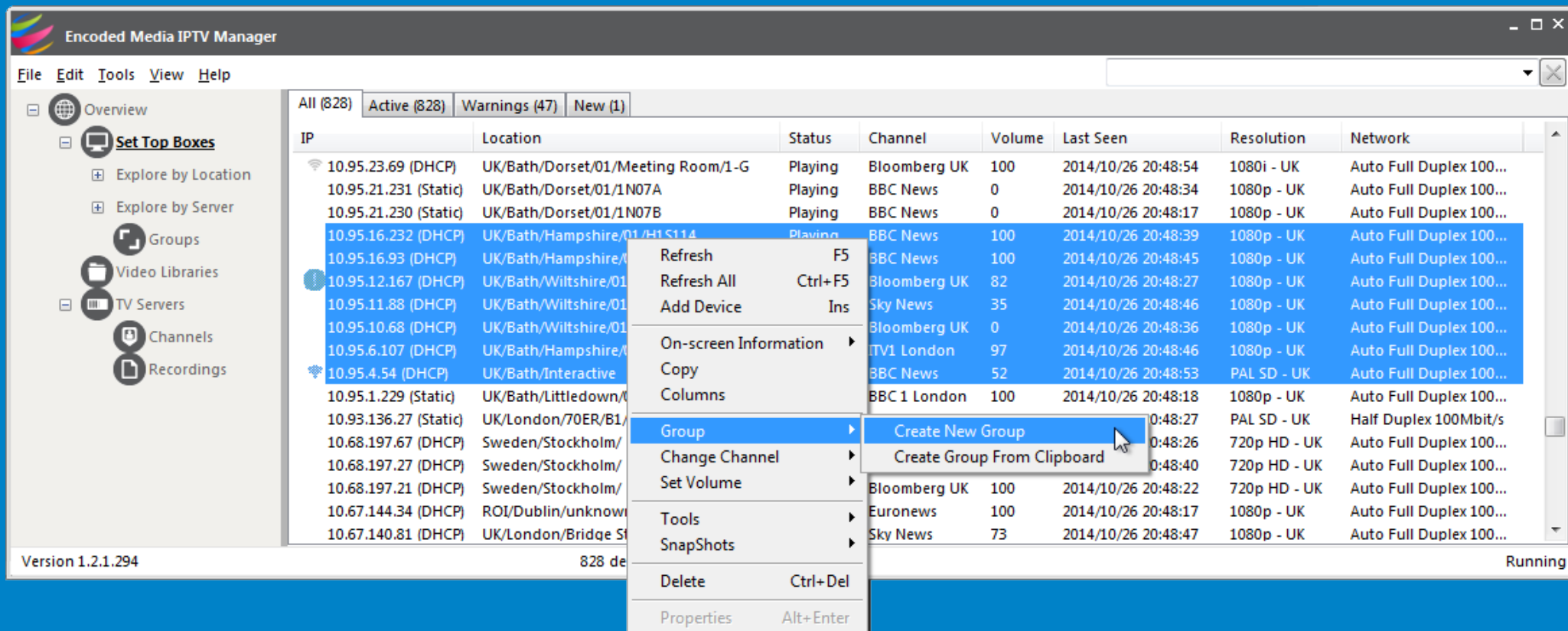
Working with groups

Organising boxes into groups for easier viewing and management

You can create any number of groups of set top boxes, enabling you to quickly focus in on smaller numbers of devices. Groups appear as quick selections in the Groups node of the left navigation pane. With the **Set Top Boxes** node selected in the left navigation pane:

1. Highlight one or more target boxes individually, in a range, or by selection

2. Right-click any of the highlighted entries

3. Choose **Group** from the pop-up menu that appears, then click **Create New Group**

Note. When creating a new group of devices, you'll be asked to name the group. This name has no effect on the items within the group and is merely a descriptive term for the IPTV Manager program interface.
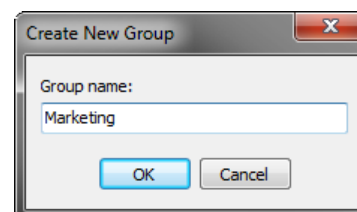
Once you have provided a name for the group and pressed OK, it is immediately accessible from the left navigation pane.

Working with groups

Selecting and managing groups of set-top boxes

With the **Set Top Boxes** node selected in the left navigation pane:

1.   Click and expand the **Groups** node

2.   Left-click select the name of the group you wish to view

3.   The boxes contained within the group will be displayed in the list pane on the right

Changing the displayed location

Make changes to the location of your set top box devices

The location of a set top box is a descriptive field which helps administrators identify individual devices. It is displayed within *IPTV Manager* and on various screens of the box in question (e.g. the Status screen, and the Connection screen). Although not a requirement, providing unique names for your boxes will make the management and troubleshooting of larger installs easier.

With the **Set Top Boxes** node selected in the left navigation pane:

1. Highlight one or more target boxes individually, in a range, or by selection

2. Right-click any of the highlighted entries

3. Choose **Tools** from the pop-up menu, then **Set Location**

4. Edit the **Location** field and press **OK** to save your changes or **Cancel** to discard them

Encoded Media IPTV Manager

File   Edit   Tools   View   Help

- Overview
  - Set Top Boxes
    - Explore by Location
    - Explore by Server
    - Groups
      - ✓ **Marketing**
  - Video Libraries
  - TV Servers
    - Channels
    - Recordings

Version 1.2.1.294

All (828) | Active (828) | Warnings (47) | New (1)

IP	Location	Status	Channel	Volume	Last Seen	Resolution	Network
10.95.16.232 (DHCP)	UK/Bath/Hampshire/01/H1S114	Playing	BBC News	100	2014/10/26 20:53:10	1080p - UK	Auto Full Duplex 100...
10.95.16.93 (DHCP)	UK/Bath/Hampshire/01/H1S064	Playing	BBC News	100	2014/10/26 20:53:17	1080p - UK	Auto Full Duplex 100...
10.95.12.167 (DHCP)	UK/Bath/Wiltshire/01/W11001	Transiti...	Bloomberg UK	82	2014/10/26 20:52:59	1080p - UK	Auto Full Duplex 100...
10.95.11.88 (DHCP)	UK/Bath/Wiltshire/01/W21030	Playing	Sky News	35	2014/10/26 20:53:18	1080p - UK	Auto Full Duplex 100...
10.95.10.68 (DHCP)	UK/Bath,	Playing	Bloomberg UK	0	2014/10/26 20:53:08	1080p - UK	Auto Full Duplex 100...
10.95.6.107 (DHCP)	UK/Bath,	Playing	ITV1 London	97	2014/10/26 20:53:18	1080p - UK	Auto Full Duplex 100...
10.95.4.54 (DHCP)	UK/Bath,	Playing	BBC News	52	2014/10/26 20:52:46	PAL SD - UK	Auto Full Duplex 100...

Running

Context menu:
- Refresh   F5
- Refresh All   Ctrl+F5
- Add Device   Ins
- On-screen Information ▶
- Copy
- Columns
- Group ▶
- Change Channel ▶
- Set Volume ▶
- Tools ▶
- SnapShots ▶
- Delete   Ctrl+Del
- Properties   Alt+Enter

Tools submenu:
- Query Now   Ctrl+Q
- Ping   Ctrl+P
- Generate Remote Key
- **Remote Control**   Ctrl+R
- Browse to Server
- Connect as Engineer   Ctrl+T
- Connect as Shell   Ctrl+H
- Run Command   Ctrl+N
- Test Stream
- Open Source URL
- Last Packet   Ctrl+L
- Set Location   Ctrl+Alt+L
- Set Network IP   Ctrl+Alt+I
- Set Server   Ctrl+Alt+S
- Reboot
- Upgrade

Changing the server

The server determines which channels are available to you

To allow your set-top box to display streams from a TV Server or HD Encoder appliance, you must configure it with the IP or hostname of up to three Encoded Media appliances on your network.
Once duly configured, the box will contact the first responsive appliance and download the available channel bouquet from it.

With the **Set Top Boxes** node selected in the left navigation pane:

1.   Highlight one or more target boxes individually, in a range, or by selection

2.   Right-click any of the highlighted entries

3.   Choose **Tools** from the pop-up menu, then **Set Server**

4.   Edit the three **Server** fields and press **OK** to save your changes or **Cancel** to discard them. At least one server must be defined.
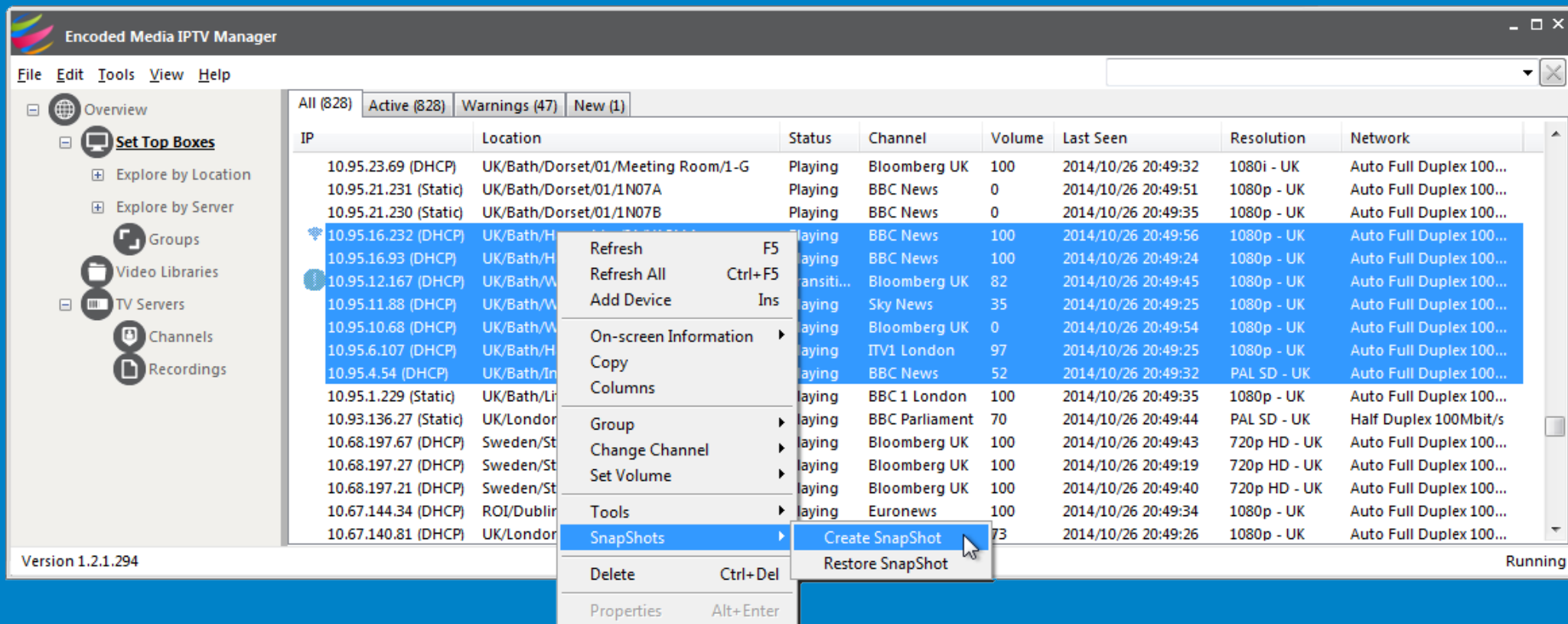
Set Top Box SnapShots

Save and restore the state of set top boxes

You're able to save the current state of one or more boxes by creating a SnapShot that can be saved to disk and loaded back in at a later date.

The SnapShot is plain text file and containing the following comma-separated values (.CSV):

• Unique device ID
• Volume level
• TV channel

These allows you to perform out-of-hours configuration tasks on any number of target boxes, and be certain that the devices in question can be easily returned to their original viewing state.

Step by step

To create a SnapShot for one or more boxes:
1. Highlight one or more target boxes individually, in a range, or by selection
2. Right-click any of the highlighted entries and choose **SnapSnots** followed by **Create SnapShot**
3. Select a destination folder and provide a filename for the new SnapShot file

To restore a SnapShot:
1. Highlight one or more target boxes individually, in a range, or by selection
2. Right-click any of the highlighted entries and choose **SnapSnots** followed by **Restore SnapShot**
3. Once the SnapShot file has been successfully restored, the relevant boxes will have their volume levels and active channel adjusted accordingly

Creating remote control keys

Remotely control any number of boxes with a dedicated desktop application

In addition to the Remote Control feature accessible to IPTV Manager users from the **Tools** menu, it is also possible to set up a virtual remote that can be configured to target a specific number of devices.

The Encoded Media Desktop Remote application can be provided to third party users, for example to floor managers, enabling them to control all boxes within their department with a single click.

To configure the Desktop Remote to target only certain boxes:
1. Highlight one or more target boxes individually, in a range, or by selection
2. Right-click any of the highlighted entries and choose **Tools** then **Generate Remote Key**
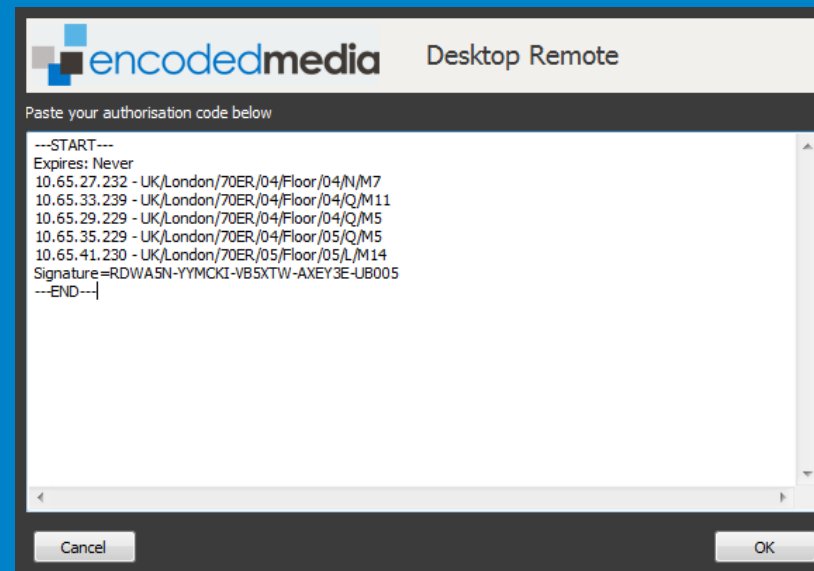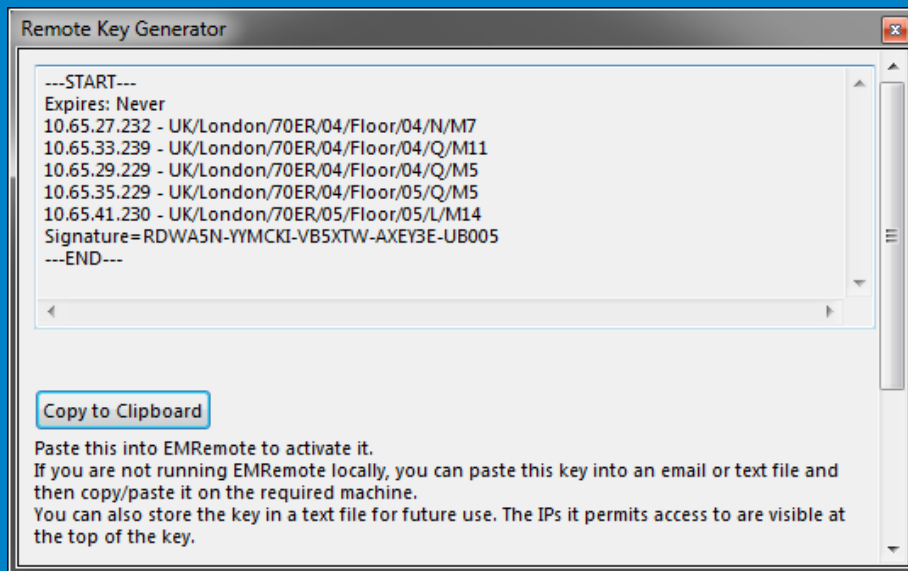
The code displayed is used by the Desktop Remote application to determine which boxes it is able to target when it is used. The code should be copied and pasted into an email or into a text file and provided to authorised Desktop Remote users.

To configure a new installation of Desktop Remote with the code:

1.   Open the Encoded Media Desktop Remote application
2.   Paste the code into the displayed dialog box

To reconfigure an existing installation:

1.   Open the Encoded Media Desktop Remote application
2.   Click the **Select TV** drop-down menu and choose **Settings** from the pop-up menu
3.   Tap the **Reset Authorisation** button at the top of the Settings dialog box
4.   Close and then reopen the Desktop Remote application

Diagnostic tools

Making sure your network can give users the optimum viewing experience

IPTV Manager integrates with Encoded Media's popular multicast testing tool, McTest. This enables network administrators to see a quality graph of any transmitted network streams.

To open McTest and check the stream quality of a channel:

1. Select a target box individually from the list
2. Right-click on the highlighted entry in question
3. Choose **Tools** from the pop-up menu, then **Test Stream**

McTest will be launched and the stream analysed.
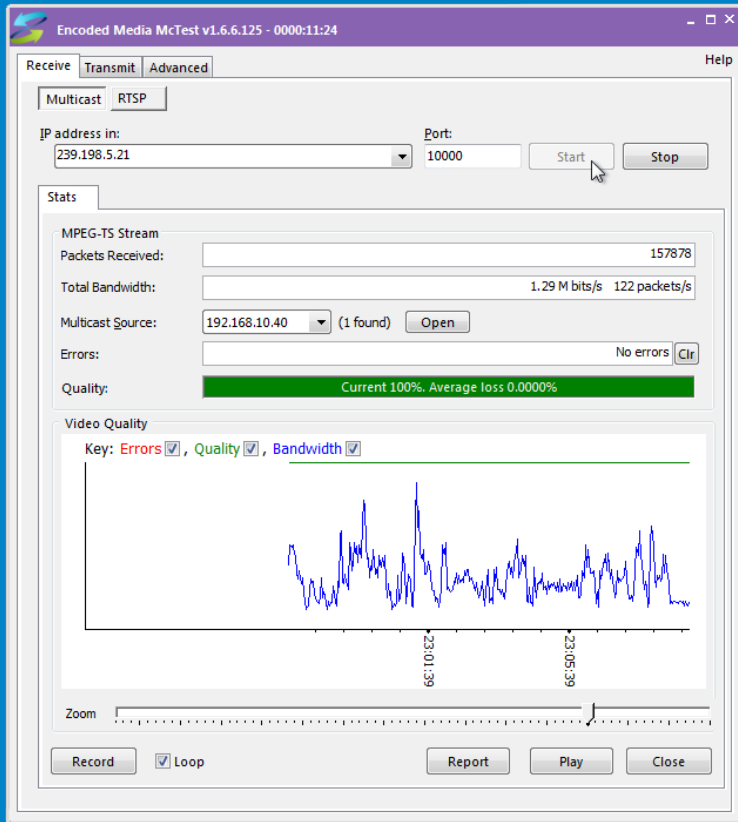
What you're hoping to see is that the green Quality bar in the centre of the screen reports 100%.

Problems with the stream will be highlighted on the graph and in the Errors field.

In the event you see errors, this is an indication that your network is either dropping packets or that the TV or satellite signal reception is poor (McTest monitors the MPEG-TS continuity counter and can see when source packets are missing).

For more information on how to use McTest to diagnose streaming problems on your network, please see Encoded Media Knowledge Base articles at support.encodedmedia.com

IP address

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Location

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Status

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Channel

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Encoded Media IPTV Manager

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10.95.16.93 (DHCP)	UK/Bath/Hampshire/01/H1S064	Playing	BBC News	100	2014/10/26 20:51:59	1080p - UK	Auto Full Duplex 100...
10.95.12.167 (DHCP)	UK/Bath/Wiltshire/01/W11001	Transiti...	Bloomberg UK	82	2014/10/26 20:52:20	1080p - UK	Auto Full Duplex 100...
10.95.11.88 (DHCP)	UK/Bath/Wiltshire/01/W21030	Playing	Sky News	35	2014/10/26 20:52:00	1080p - UK	Auto Full Duplex 100...
10.95.10.68 (DHCP)	UK/Bath/Wiltshire/01/W21110	Playing	Bloomberg UK	0	2014/10/26 20:51:50	1080p - UK	Auto Full Duplex 100...
10.95.6.107 (DHCP)	UK/Bath/Hampshire/00/Print Room	Playing	ITV1 London	97	2014/10/26 20:52:00	1080p - UK	Auto Full Duplex 100...
10.95.4.54 (DHCP)	UK/Bath/Interactive	Playing	BBC News	52	2014/10/26 20:52:07	PAL SD - UK	Auto Full Duplex 100...

Version 1.2.1.294   7 devices, 7 selected   Running

Volume

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