

First published 2003

This edition 2014

**Copyright © 2003-2014 Encoded Media**

Whilst every attempt has been made to ensure that the information contained in this document is both accurate and complete, Encoded Media Limited cannot be held responsible for any damage, whether direct or indirect, or the loss of any business that may be attributable to inaccuracies or omissions.

The specifications contained in this document are subject to change without notice.

Encoded Media Limited acknowledges all trademarks and registered trademarks contained in this document.

Desktop Client Manual Version 3.2

## Contents

Introduction	5
Minimum Specifications	4
Required information	5
Starting the installation	5
Installing the Desktop Client	6
Authentication Method	8
Proxy Server Settings	10

## Introduction

Encoded Media produces market-leading software in the fields of IPTV and content distribution.

Uses include streaming live TV news to corporate desktops, broadcasting messages from senior management to remote offices and home workers, and automatically distributing training material to external partners.

The Encoded Media Player is a desktop interface to our IP TV server products. It provides end users with instant access to live TV and to video on demand services.

Originally built to exceed the high standards demanded by the financial industry, the Encoded Media Player is designed to be a fast, reliable and flexible gateway to IP video services.



## Minimum Specifications

The Encoded Media Player does not require any specialist infrastructure or hardware.

To install the Player you will need:

- A PC with Microsoft® Windows NT, Windows 2000, Windows XP or better
- At least an Intel Pentium III or compatible processor
- 64MB RAM, 128MB recommended
- A DirectX compatible video card
- 25MB free disk space
- Sound card and speakers

Depending on which options you choose during the installation, you may require a username and password. You can obtain this from your IT department or helpdesk.

Administrator privileges may be required during the installation.

We recommend setting your video resolution to at least 1024x768 and 16-bit colour.

Service Pack 6 is required for Windows NT. For Windows 2000, Windows XP or better, ensure you use the most recent service pack.

## Starting the Installation

To open the setup program, follow the steps below:

1. Start your computer and make sure there are no other programs running.
2. Place the CD into your CD-ROM drive. The installation program should start to run automatically. If this does not happen, click **Start**, then **Run**, then type **D:\setup.exe** (where D: is your CD-ROM drive) and click **OK**.
3. The setup program will start. If at any stage you wish to cancel the process, you can come back to it again at any time by starting from step 1 above.

The set-up process continues over the page.

## Installing the Encoded Media Player

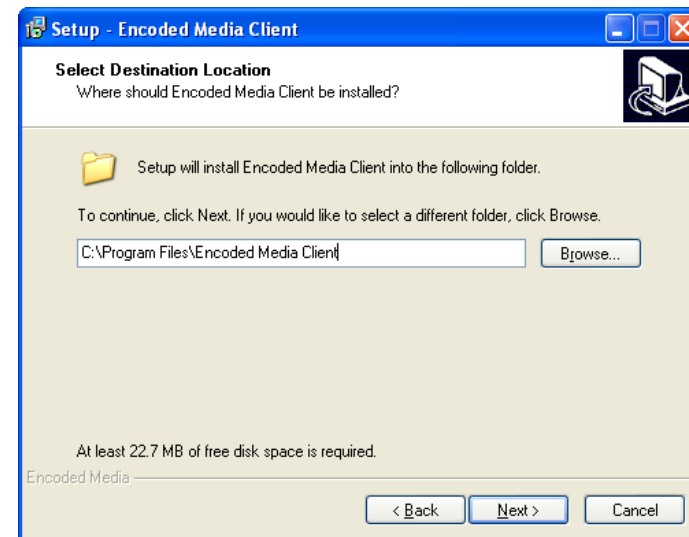
An introductory screen will provide instructions to start the installation:



When you have read the introduction, click **Next** to continue with the installation.

The screen which follows contains the License Agreement. You should only choose "I accept the agreement" if you have read and fully agree to its terms.

The next screen asks where, on your computer, you wish to install the Encoded Media Player.



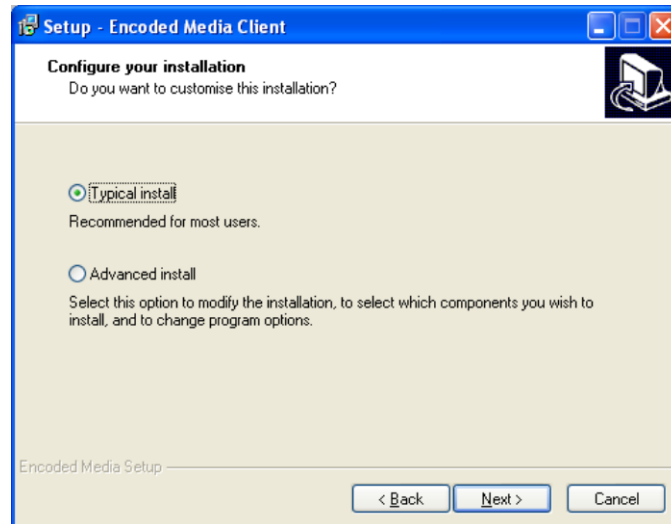
You can accept the default installation folder or choose a different folder either by clicking the **Browse** button or by typing the folder name directly into the text box. The folder will be automatically created if it doesn't already exist.

When done, click **Next** to continue with the installation.

## Typical or Advanced install

You will then be asked if you wish to perform a **Typical install** (default) or customise options with an **Advanced install**.

It is recommended that most users select **Typical install**.



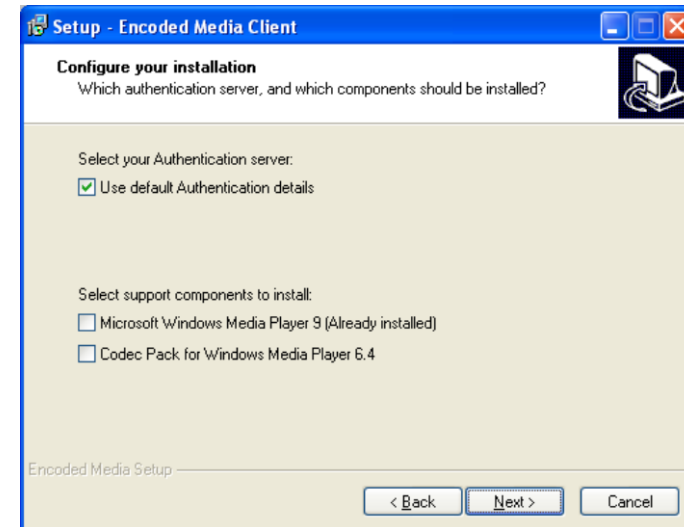
The **Typical install** will:

- Install Microsoft Windows Media Player 9 (if required)
- Use your system's existing proxy settings
- Use the default Authentication Server

If you need to customise any of these actions, please make sure you select **Advanced install**.

The **Advanced install** will ask a number of questions.

If you don't understand a particular option, please check with your IT department or helpdesk before proceeding further.



An Authentication Server checks your login details and automatically locates the programs which are available to you on your network.

If you have a Server on your LAN, you should enter its details by removing the check from the **Use default Authentication details** box.

Check the box to install **Microsoft Windows Media Player 9** if you don't already have it installed on your system.

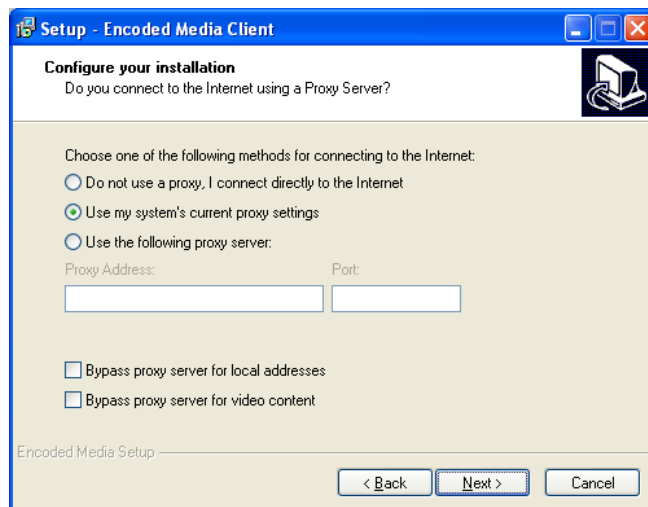
Check the box to install Microsoft's **Codec Pack for Windows Media Player 6.4** if you don't already have it installed on your system.

When finished, click **Next** to continue with the installation.

## Proxy Server Settings

If you select the **Advanced install**, the next step asks you for your proxy server settings.

The Encoded Media Player needs to be able to communicate with remote authentication and video on demand servers. If you access the internet via a proxy server, it is likely that it will need to use this proxy server too.



Choose **Do not use a proxy, I connect directly to the Internet** if you have a direct Internet connection.

**Use my system's current proxy settings** will import your existing proxy settings from Microsoft Internet Explorer (default).

**Use the following proxy server** will allow you to enter your settings manually.

If you are unsure, make sure you choose to use your current proxy settings.

Both checkboxes should be ticked if the connection to the proxy server is slow, for example if it is located at a different office.

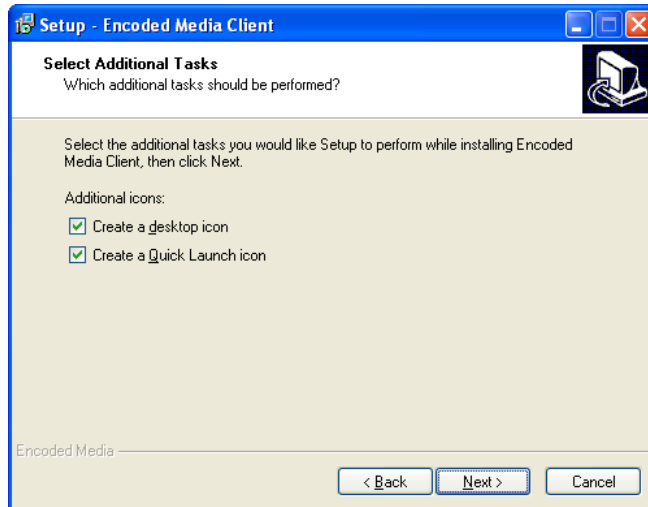
**Bypass proxy server for local addresses** will force the client to communicate directly with local servers rather than try and access them through your proxy server.

**Bypass proxy server for video content** will force Windows Media Player to communicate directly with server rather than use the proxy

Click **Next** to continue with the installation.

## Additional Tasks

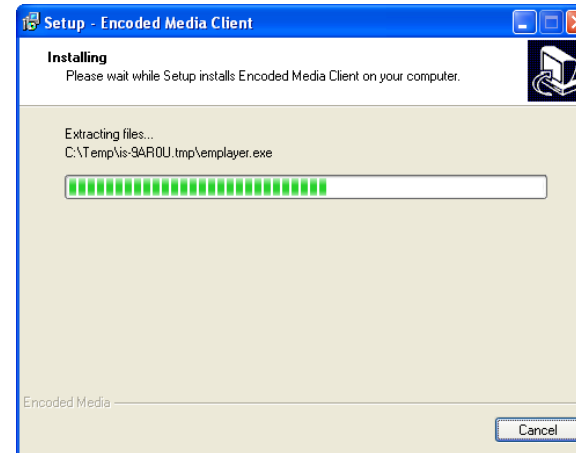
The last screen prior to copying files allows you to add an icon for the Encoded Media Player to your desktop and Quick Launch toolbar.



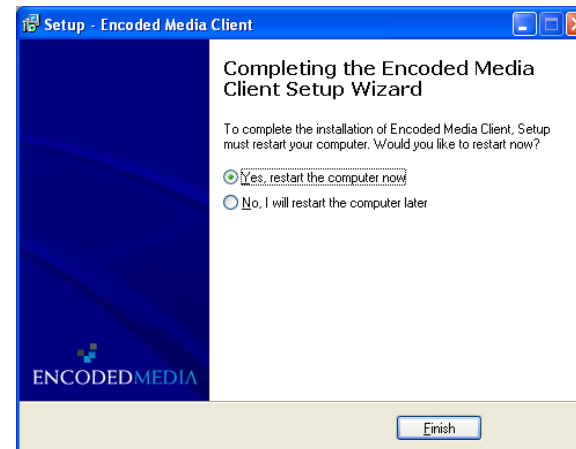
Click **Next** to begin installing the Encoded Media Player.

## Installing the Player

The status bar displays the progress of the installation.



Once the installation has completed, you may be prompted to restart the computer.



## Starting the Player

After the installation has finished, be sure to restart your computer if you were prompted to do so.

You are now ready to start the Encoded Media Player.

Click the **Start** button, then select **Programs**, then select **Encoded Media** and click the **Encoded Media Player** icon.

Alternatively, if you chose to install an icon on your desktop or Quick Launch toolbar, you may use that instead.



[[[ADD screenshot of Start menu]]]

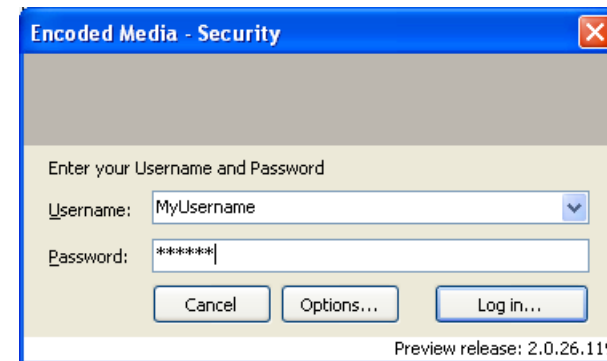
## Logging In

Once you start the Encoded Media Player, it will check that the Authorisation Server is running.

Depending on how the server has been set-up, you may be required to supply a username and password before gaining access to the programs on your network.

If there is a problem connecting to the Authorisation Server, an error message will be displayed in the status window. Please refer to the Troubleshooting section of this guide if this happens.

Type your username and password into the appropriate fields if you are asked for them.

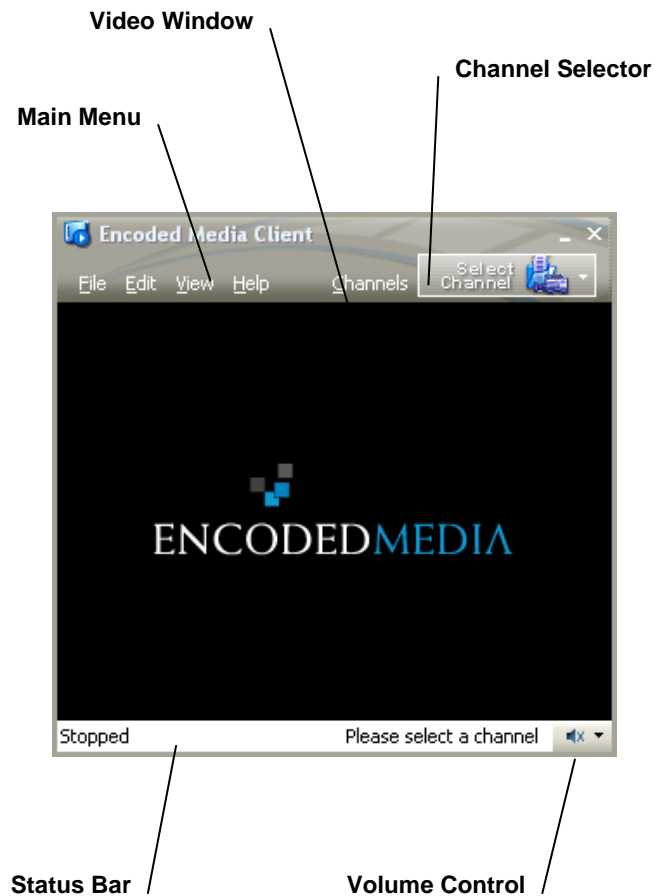


Click the **Log in** button to start the client and browse all available content sources.



## Navigating the Player

Once you have successfully logged in, the main screen will appear.



The **Main Menu** offers the first level of commands. Like most Windows applications, the Encoded Media Player organises commands in pull-down menus. These menu commands are described on the next page.

All the programs on your network and all available content is accessible via the **Channel Selector** button. To use it, simply click it. There are more details about this over the page.

Once you have requested some content, the **Video Window** will display it. You can resize the Player by clicking and dragging one of its edges.

Use the **Volume Control** to increase or decrease the volume.

The **Status Bar** gives you information about what tasks the Player is performing. If there is a problem, it will be shown here.

## The Main Menu

### File

Logout	login as another user
Stop	stop the video playing
Exit	close the Client

### Edit

Raise Volume	increase the volume
Lower Volume	decrease the volume
Mute	mute all sound

### View

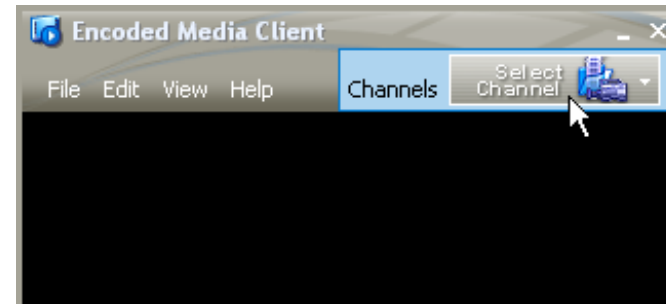
Always on Top	force the Client to remain visible
Zoom 100%	resize the Client to the video resolution
Zoom 200%	resize the Client to double the video resolution
Full Screen	resize the Client to fill the screen
Compact Mode	remove the menu and status bars
Channel Labels	show names in the Channel Selector
Show Statistics	display network information
Media Library	open the Media Library window

### Help

Contents	open the Help screen
On The Web	direct your web browser to more information
About	display version information

## Channel Selector

All available content sources are listed in the Channel Selector. To access it, simply click the box titled "Select Channel".



This will make the channel selector drop down from the toolbar.



To start a live channel, simply click on the appropriate channel button.

It is possible that your main menu may not look the same as shown in the pictures above. Menus can be specific to each user.

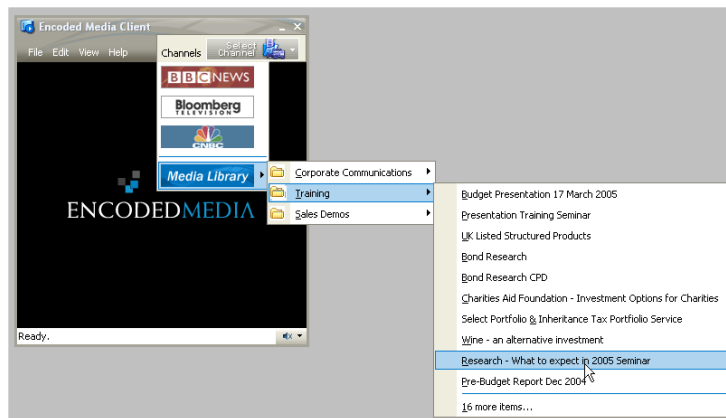
## Media Library\*

In addition to live channels, the Encoded Media Player can be used to view pre-recorded video-on-demand content.

Click the **Media Library** button at the bottom of the **Channel Selector**.



This will display all available content in a folder structure. Click an entry to see the latest ten recordings within that folder. To view a particular recording, simply click its name.

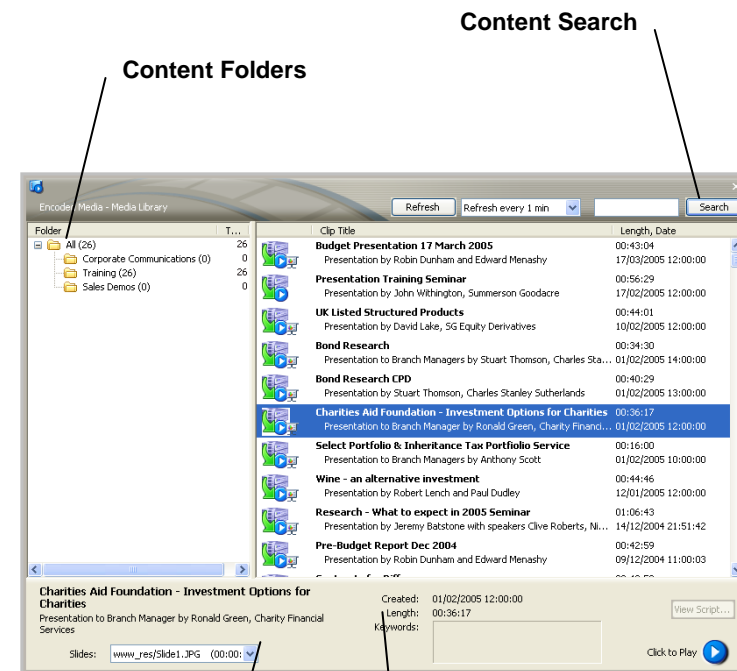


\* The Media Library button is only present if you have access to a video-on-demand server.

To access all available video on demand content, click on the **More Items** entry at the bottom of the listing. You can also double click the the **Media Library** button at the bottom of the **Channel Selector**. Both these actions will bring up the **Media Library** screen.

The Media Library window allows you to search and view all content available to you, along with a description, date and keywords.

To view content, either double click its title in the list or press the **Click to Play** button in the lower right corner of the screen.



Slide information

In-depth information about the content

## Video on Demand Controls

When playing pre-recorded content from the Media Library, the Encoded Media Player will automatically insert the **Video-on-demand toolbar** just below the Video Window.

The horizontal line at the top is the **Track bar**. Clicking anywhere on this line will skip forward and back within the content.

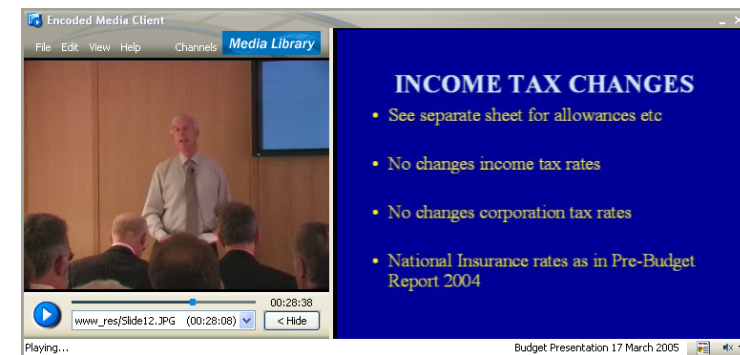
The button on the left operates as **Play or Pause**, and the timer display to the right of the indicates how much of the content has been played.



## Slide Viewer

Some forms of content, particularly training materials, use supporting visual aids such as PowerPoint slides. The Encoded Media Player has a sophisticated slide viewer built in, allowing you to watch the presenter and his or her slides at the same time.

When the Player views content with slides, it will automatically open the **Slide Viewer** as shown below:



Often, the video you are watching will be split into distinct sections. You can jump to a different section of the content by clicking the dropdown box in the Video-on-demand toolbar.

Click the **Hide** button to close the slide viewer and return the Player to its original smaller size.

## Compact Mode and Full Screen

The Encoded Media Player can be shrunk down to the size of a postage stamp, or enlarged to fill the whole screen.

**Compact mode** will remove all the toolbars from around the Video window and allow you to resize the screen to whatever size you wish. Simply click and drag any edge.



**Full screen mode** will resize the Encoded Media Player to fill the entire screen. You can return to the default size again by double clicking anywhere in the Video window.

While in Full screen mode, you can access Player functions by right-clicking on the Video window, or by moving your mouse to the bottom portion of the screen.

## Options Screen

Most options will globally set to their optimum values by your IT department.

However, if you wish to customise the Encoded Media Player to your liking, there is an **Options screen** in the **Edit menu**.

<b>Automatic Login</b>	begins the login process as soon as you start the application, removing the Login stage
<b>Media Library Refresh</b>	how often the Client will check for new content
<b>Media Player Version</b>	manually sets which Windows Media Player to use, in case of a bad install or other problems
<b>Proxy Server Settings</b>	change proxy name or IP Address and port

*Network Timeouts increase these if you are on a slow connection*

## Quick install guide

It is recommended that you follow the Encoded Media Player's install guide at the start of this manual.

However, if you are confident about the installation procedure, please read the steps outlined below.

### Installation

- 1) Installation location, requires 25MB of space
- 2) Authentication method
  - a. Local
  - b. Remote
- 3) Proxy Settings

### Testing

- 1) Log in with username and password
- 2) Play a Live channel
- 3) Test Compact and Full screen modes
- 4) Play a video from Media Library and move the Track bar
- 5) Play a video with slides if possible

If you experience difficulties, see the Troubleshooting guide.

## Troubleshooting

### Problems starting up

When logging in, the Encoded Media Player must communicate with an Authentication Server. The Server is located locally or remotely, often via a web proxy server.

### Problems playing content

Live channels can be both multicast and unicast streams. Unicast streams may be being directed via a proxy server that doesn't support streaming.

### Invalid username or password

Double check the username and password you were supplied. Ensure you don't have Caps Lock set accidentally on your keyboard.

### Could not contact login server

If you use an proxy server, check that it is working correctly by launching a web browser and visiting any page on the Internet. If your Internet access is down, you will need to contact your IT department. If you have access to the Internet, check that your proxy settings in the Options screen are correct.

### Video is jerky

Live video may appear jerky if the multicast stream loses packets. Packet loss can be due to network congestion. Inform your IT department of the problem, and give them the information from the Player's Network Statistics screen. If recorded content from the Media Library appears jerky, this could be due to your proxy server.

### Player fails to play recorded videos

Make sure the Video Library server is accessible (try pinging its IP address). Copy and paste the video's URL into Windows Media Player. Make sure you've turned off the Proxy checkbox. Reinstall Media Player, or try switching to an earlier version of the Media Player on the Advanced tab of the Options dialog.

## Setup Parameters

The application's setup program accepts optional command line parameters.

These can be useful to system administrators, and to other programs calling the Setup program.

`/silent` or `/verysilent`

Run the installation silently.

`/norestart`

Do not restart once the installation is complete.

`/dir="path"`

Use the supplied path name as the install directory.

`/key="program licence key"`

Causes the installation to use the provided application key.

`/authserver="IP Address or hostname"`

Use the given address as the Player authentication server.

`/authtype="integrated|standard"`

Set integrated (Active Directory) or standard authentication.

`/proxytype="none|current|custom"`

Use no proxy, current proxy, or a custom one (see below).

`/proxyserver="IP Address or hostname"`

Set the given address as a proxy (use with *custom* above).

`/proxyport="port number"`

Set the given port number as your proxy port.

`/noproxyinternal="yes/no"`

Do not use the proxy when connecting to internal servers.

`/desktopicon="yes/no"`

Create an icon for the application on your desktop.

`/quicklaunchicon="yes/no"`

Create an icon for the application in your quicklaunch bar.