USER GUIDE

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HARMAN Media Suite

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Customer Support

You can obtain technical support by contacting Customer Support by telephone or e-mail. We are available 24/7/365.
Please send an e-mail to: HCS-CustomerSupport@harman.com OR
Call us at +1 214 396 0493 or US Toll Free Number +1 855 394 1543

Before contacting Harman International support

Please gather the following information and have it ready. This will help us service your request immediately:

- Harman Media Suite Product Activation page screenshot
- Details about the problem
- Sequence of events leading to the issue
- Error messages / alarms received along with the time and date
- Environment details (CPU type of VMware host, vCPU and RAM assigned to Media Suite, Gatekeeper name with version, SIP server name with version, VMware version on which Media Suite is installed, number of endpoints involved, etc.)
- Screenshots of errors and relevant Media Suite settings
- Relevant Media Suite logs, Browser Console and Browser Network logs, recording mp4/raw file

Customer Feedback

We are striving to improve our documentation quality and we appreciate your feedback. Email your opinions and comments to HCS-CustomerSupport@harman.com.

HARMAN Support

Visit the HARMAN Support Center for End User License Agreements, software downloads, product documents, product licenses, troubleshooting tips, service requests, and more.

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Regulatory Notices for HARMAN Media Suite Appliance Edition

Topics:

- Important Safeguards
- Regulatory Notices

This section introduces the important safeguards and regulatory notices.

Important Safeguards

Read and understand the following instructions before using the system:

- Close supervision is necessary when the system is used by or near children. Do not leave unattended while in use.
- Only use electrical extension cords with a current rating at least equal to that of the system.
- Always disconnect the system from power before cleaning and servicing and when not in use.
- Do not spray liquids directly onto the system when cleaning. Always apply the liquid first to a static-free cloth.
- Do not immerse the system in any liquid or place any liquids on it.
- Do not disassemble this system. To reduce the risk of shock and to maintain the warranty on the system, a qualified technician must perform service or repair work.
- Connect this appliance to a grounded outlet.
- Only connect the system to surge protected power outlets.
- Keep ventilation openings free of any obstructions.
- If the system or any accessories are installed in an enclosed space such as a cabinet, ensure that the air temperature in the enclosure does not exceed 40°C (104° F). You may need to provide forced cooling to keep the equipment within its operating temperature range.
- Do not use this product near water.
- Avoid using this product during an electrical storm. There may be a remote risk of electric shock from lighting.
- Only use this product below the altitude of 2000 meters.
- Only for the non-tropical climate conditions for safe use. Refer to Special Safety Instructions for more information.
- No user serviceable parts are contained within the device.

Note: Replace lithium cell carefully.
The device contains a lithium cell. Risk of explosion if battery is incorrectly replaced. Replace only with the same or equivalent type recommended by the manufacturer. Dispose of used batteries according to the manufacturer's instructions.

SAVE THESE INSTRUCTIONS.

Regulatory Notices

USA and Canadian Regulatory Notices

This Class [A] digital apparatus complies with Canadian ICES-003.

Cet appareil numérique de la classe [A] est conforme à la norme NMB-003 du Canada.

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions: This device may not cause harmful interference, and this device must accept any interference received, including interference that may cause undesired operation.

Note: This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference in which case the user will be required to correct the interference at his own expense

In accordance with part 15 of the FCC rules, the user is cautioned that any changes or modifications not expressly approved by HARMAN Media Suite could void the user's authority to operate the equipment.

EU Regulatory Notices

This HARMAN Media Suite system has been marked with the CE mark. This mark indicates compliance with EEC Directives 2006/95/EC and 2004/108/EC. A full copy of the Declaration of Conformity can be obtained from HARMAN Ltd, 270 Bath Road, Slough, Berkshire, SL1 4DX, UK.

この装置は、クラス A 情報技術装置です。この装置を家庭環境で使用すると
電波妨害を引き起こすことがあります。 この場合には使用者が適切な対策を
講ずるよう要求されることがあります。VCCI-A

Russia Regulatory Information

Система	Номер регистрации	Дата истечения срока
Media Suite	Д-СПД-6758	June 02, 2017

声明

此为 A 级产品，在生活环境中，该产品可能会造成无线电干扰。在这种情况下，可能需要用户对其干扰采取切实可行的措施。

A 급 기기 (업무용 방송통신기자재)

이 기기는 업무용 (A 급) 전자파적합기기로서 판매자 또는 사용자는 이 점을 주의하시기 바라며 ,
가정외의 지역에서 사용하는 것을 목적으로 합니다 .

WARNING

This is a Class A product. In a domestic environment this product may cause radio interference in which case the user may be required to take adequate measures.

Safety Considerations and Storage

- HARMAN Media Suite has a 7 year period of life.
- HARMAN Media Suite has a 7 year period of storage.

Electrical safety advisory

We recommend that you install an AC surge arrestor in the AC outlet to which this device is connected. This action will help to avoid damage to the equipment caused by local lighting strikes and other electrical surges.

Special Safety Instructions

Follow existing safety instructions and observe all safeguards as directed.

Environment	
Operating temperature	5° to 40°C (40° to 100°F).
Non-operating temperature	-40° to 5° (-40° to 40°F), 40°C to 60°C (100° to 140° F).
Operating Relative humidity	8% to 90% non-condensing.
Non-operating Relative humidity	5% to 8%, 90% to 95% non-condensing

Conventions Used in This Guide

Topics:

- Information Elements
- Typographic Conventions

This guide contains terms, graphical elements, and a few typographic conventions. Familiarizing yourself with these terms, elements, and conventions will help you successfully perform tasks.

Information Elements

This guide includes the following icons to alert you to important information.

Icons Used in this Guide

Name	Icon	Description
Note		The Note icon highlights information of interest or important information needed to be successful in accomplishing a procedure or to understand a concept.
Caution		The Caution icon highlights information you need to know to avoid a hazard that could potentially impact device performance, application functionality, or successful feature configuration.
User Tip		The User Tip icon highlights techniques, shortcuts, or productivity related tips.
Troubleshooting		The Troubleshooting icon highlights information that may help you solve a relevant problem or to refer you to other relevant troubleshooting resources.

Typographic Conventions

These typographic conventions are used in this guide to distinguish types of in-text information.

Typographic Conventions

Convention	Description
Bold	Highlights interface items such as menus, menu selections, window and dialog names, soft keys, file names, and directory names when they are involved in a procedure or user action. Also used to highlight text to be entered or typed.
Italics	Used to emphasize text, to show example values or inputs (in this form: <*example*>), and to show titles of reference documents available from the HARMAN Support Web site and other reference sites.
Blue Text	Used for cross references to other sections within this document and for hyperlinks to external sites and documents.
`Courier`	Used for code fragments and parameter names.

Before You Begin

Topics:

- Audience, Purpose and Required Skills
- Get Help

This User Guide is for users who need to use HARMAN Media Suite to record, live stream meetings, share, and manage video media.

The HARMAN Media Suite is available in an Appliance Edition (packaged with a system server) and a Virtual Edition (packaged as software only).

Most of the functionality described in this document applies to both However, when information applies to a specific edition, the instructions refer to the HARMAN Media Suite, Virtual Edition, or the HARMAN Media Suite, Appliance Edition.

Audience, Purpose and Required Skills

This document is for end users of the HARMAN Media Suite as a guide to record meetings, create live webcasts, share recordings and manage their video archives.

Get Help

For more information about installing, configuring, and administering HARMAN products, please email to **HARMAN Support**.

HARMAN and Partner Resources

In addition to this guide, there is available documentation that describes the HARMAN Media Suite:

- *The HARMAN Media Suite Administrator Guide*

  Provides detailed information on system configuration, operation, and administration information the administrator needs to know when using the HARMAN Media Suite.
- *The HARMAN Media Suite Getting Started Guide*

  Provides system installation and first-time initialization information the administrator needs to know to get started quickly.
- *The HARMAN Media Suite Release Notes*

  Provides the information users need to know about the specific release of the system you're implementing.

Getting Started with HARMAN Media Suite

Topics:

- Features and Capabilities
- User Portal
- User Roles and Permissions
- User Portal Languages
- User Portal Home Page
- Search and Sort Lists
- Screen Reader
- WCAG Support

The HARMAN Media Suite product is a video content management solution that integrates with standards-based and telepresence video conferencing systems. The HARMAN Media Suite product can record or live stream meetings, manage archives, and play back recordings on a variety of client devices including tablets, smartphones, desktop and laptop computers, and standards-based video endpoints.

Features and Capabilities

The HARMAN Media Suite solution can be used as a standalone solution to provide video content management functions with built-in tools or integrate with third-party systems to support recording, streaming, and various content editing and management functions.

The HARMAN Media Suite solution also introduces an easy-to-use User Portal where customers can easily start recording, create live events, and share media files.

By leveraging HARMAN Media Suite solution with existing telepresence systems, video conferencing endpoints and video infrastructure, or familiar unified communications (UC) tools, your organization can easily convert real-time conferences and events into reusable multimedia assets.

User Portal

The User Portal can be accessed by compatible devices or web browsers (PC/Mac, iOS, and Android), and offers the following major functionalities:

- Record and live stream conferences, point-to-point meetings, or Easy Capture events.
- Manage and share video content with categories and channels.
- Customize the look and feel of your user portal (Administrators only).

- Easy search for and sort all items.
- Play archives and live streams using the HARMAN Media Suite Player.
- Playback video to video endpoint or video conference.

Easy Capture Application

Easy Capture is a local recording and live event application which is installed on your own PC. You can use Easy Capture to record the screen content or video using a local USB camera, and to stream and record media that is broadcast from a local camera.

Navigating the HARMAN Media Suite Web-Based User Portal

The HARMAN Media Suite User Portal is intended for users who need to use HARMAN Media Suite to record, live stream meetings, share, or manage video media.

User Roles and Permissions

You can log in to the User Portal as an administrator, a user, or a guest user. Administrator can create new role and define each role's permission.

User Portal Languages

The HARMAN Media Suite User Portal is available in the following languages, and you can change the User Portal language before you log in.

- English
- Simplified Chinese
- Traditional Chinese
- French
- Deutsch
- Japanese
- Korean
- Spanish
- Russian
- Portuguese

Procedure:

1. At the bottom-right of the homepage, click the **Language** drop-down list and select a language.

Note:
The language setting is based on the browser level. It will be reset to default system language once the cookie/cache of the browser has been cleared and the browser is re-launched.

User Portal Home Page

You can access menus, ongoing live events, featured content, featured channels, and links from the User Portal Home page.

Turn off Browser Pop-up Blocker

Turn off browser pop-up blocker to view archives and live stream content.

Procedure:

1. To view archives and live streams, you must turn off the pop-up blocker on your computer or device.
   - For iPad: From **Settings > Safari**, make sure the **Block Pop-ups** option is **OFF**.
   - For Android devices: From **Browser > Settings > Advanced**, make sure the **Block Pop-ups** option is **OFF**.
   - For PC Internet Explorer (versions 9, 10, and 11): From **Tools > Internet Options > Privacy**, make sure the **Turn on Pop-up Blocker** option is NOT selected.

Access the User Portal Home page

You can access the User Portal Home page.

Procedure:

1. Access the HARMAN Media Suite User Portal by its IP address or Fully Qualified Domain Name (FQDN) from a compatible browser.
2. When the HARMAN Media Suite is installed in IPv6 network, use the following format:

   http://[IPv6 address] or http://[<FQDN>]
3. Click the **Home** menu at the top of the screen.

Return to the User Portal Home page

You can return to the User Portal Home page.

Procedure:

1. Click the **Home** icon , or click the company logo at the top of the screen.

Log in to the User Portal

You need to log in to be able to use the user portal. The options available to you are dependent on the user role your administrator has granted you.

Procedure

1. Access the HARMAN Media Suite User Portal by its IP address or FQDN from a compatible browser.
2. When the HARMAN Media Suite is installed in IPv6 network, use the following format:

   http://[IPv6 address] or http://[<FQDN>]

3 Click **Sign In** on the top-right corner to enter your **User ID** and **Password**.
Maximum length of a User ID is 128 letters or digits.

To change the User Portal password

You can change your password.

Procedure

1 After logging in, hover your mouse above the . From the pop-up menu, click **Change Password**.
2 Enter **Old Password**, **New Password**, and **Confirm Password** to change the password.
3 Click **OK**.

Finding Ongoing Live Events

Whether you are recording a meeting, an event, or just yourself, you can stream your event right to your audience live and directly.

Ongoing live events (if any) appear at the top of the Home page.

You can find the event title and meeting room from the live event list. You can also join a live event from the Home page.

Join an Ongoing Live Event from the User Portal Home Page

You can join an ongoing live event.

Procedure

1 On the home page, navigate to the Ongoing Live Events section.
2 Click **Join** for the desired live event.
Media Suite player opens and plays the live event.

Control Live Event from the User Portal Home Page

You can pause, stop, or resume your live event.

Procedure

1 Within the **Ongoing Live Events** section on the home page, click of the desired live event.
2 Click one of the following icons:
   ➢ to pause the recording, but live continues.

- to resume the recording.
- to stop the recording.
- to hang up the live event.

You can also click the video thumbnail to join the live event.

Note: Join a live event that is private only if you are authorized.

A live event can either be public or private. You can only join a private event if you are authorized to view it.

Featured Content Menu

Featured Content displays a maximum of ten pinned videos. What you see on this page depends on what your administrator has configured.

Procedure

1. Hover your mouse below the archive shown in the Featured Content, and click or hover your mouse above the archive, and the detailed information of the archive will display.
   From the context menu, select **Playback to Meeting**.
2. Enter the IP address or VMR of the meeting in the Meeting Room (or Endpoint) on the pop-up page.
3. Select **Immediately** or **Manually** to control the play time of the archive. If **Manually** is selected, the archive is played back by clicking the **Start** button in the meeting. If **Immediately** is selected, archive is played back immediately after the call is connected.

Note: Establish play back timing

If **Manually** is selected and the archive is not played back manually within 30 seconds, the archive will be played back automatically.

4. Set the **H.323** or **SIP** signaling type for the playback. The selection depends on the network environment.
5. Select the **Conference Layout** for the playback.
   If **Lecture** is selected, the archive will be forced full screen when playing back to depending on your configuration.
6. Click **OK** to play back the archive to the meeting, and system plays the playback header for about five seconds before playing the archive.
   If you select Immediately, the video will skip the playback header and play the archive immediately.

Note: The Playback to Meeting function consumes recording and live streaming ports.

Channels

When someone published a new archive to a channel, it is automatically displayed within the Channel page. Click **All** to view all available channels, or **Subscribed** to view all subscribed channels.

Links

You can access other internal / external websites from the **Links** section as configured by your HARMAN Media Suite Administrator.

Search and Sort Lists

You can search items listed on the User Portal, including archives, categories, and channels.

Two search options are available:

- Global search: available at the top of the screen. All content, including video media, channels, live events, and categories can be searched.
- Local search: available within a content category. Only the content of the specified category is searched.

Search all Categories

You can perform a global search that searches all content, including video media, channels, live events, and categories. Keyword searches are not case-sensitive.

Procedure

1. On the home page, enter the name or part of the name of the content you want to find.

2. click .

Search results are grouped into video content, channels, live events, and categories. Click on a group to view the results.

Search within a Specific Category

You can narrow your search to search only a specific category. User can search archives using the archive name, archive description, tag, creator, VRR/Endpoint IP, and create date.

Procedure

1 Navigate to the Content Category screen and use the text field to enter the name or part of the name of the content you want to find.

2 click .

Screen Reader

The HARMAN Media Suite supports JAWS® to read screen and content that helps blind and visually impaired users to use the system.

JAWS® can read following content or functions in the HARMAN Media Suite User Portal:

- HARMAN Media Suite: start, stop, pause, and full screen operations.
- Home page button: home, start recording, live now, and events.
- My Media Center page button: Media, Events, Channel, Survey&Test, and Account.

Only Chrome browser and IE 11 can be supported to read the screen.

For more information about JAWS, refer to
http://www.freedomscientific.com/ .

WCAG Support

The HARMAN Media Suite supports WCAG to switch the field Focus by using the keys and not just mouse on the below features in User Portal:

- Live Now / Schedule Live
- Start Recording / Schedule Recording

Limitations: Currently HARMAN Media Suite could not support the Date selection on Calendar and Publish to Channels drop down selection.

Live Streaming

Topics:

- Live Events
- Easy Capture Live Events
- Skype for Business Live Events
- Managing the Live Events
- View All Events
- Live Event Email Notifications
- Play live via Multicast

You can live stream four types of event: Conference events, Easy Capture events, Encoder (generally supports RTMP protocol) events and IP Camera (generally supports RTSP protocol) events. Use Conference events to broadcast and record video conference calls that occur on your video infrastructure. You can use Easy Capture events to stream and record media that is broadcast from a local PC camera.

You can use RTMP/RTSP events to stream and record media from an Encoder or an IP camera.

Note: You may not be able to create a live streaming event. Whether users can create live streaming events depends on your product license and if the administrator has granted users this permission. Contact your administrator if you have questions.

Live Events

You can create ad hoc live events as needed or schedule live events for a specific time and duration.

Schedule a live event

You can schedule a live event for a specific time and duration.

Procedure

1. From the User Portal, go to **My Media Center > Events**.
2. Click **Schedule Live** on the top-left to start a scheduled live event.

3 Configure the basic information as shown in the next table.

Live Event Basic Information

Parameters	Description
Title	Specify a live event title.
Event Source	Select either **Conference**, **Easy Capture** or **Encoder** source type. Easy Capture enables a desktop originated live stream to network.
Device (Encoder only)	Device name of Encoder as configured through the Admin Portal.
Streaming Key (Encoder only)	The stream key information of Encoder configured through the Admin Portal.
Streaming Protocol (Encoder only)	RTSP or RTMP type set in the Admin Portal for the device.
Meeting Room (or End-point)	Enter the IP address or VMR of the meeting room (required if the **Event Source** type is **Conference**). If the event is a dial-in live event, this is optional. If you specify the meeting room in a dial-in live event, the live event can be dialed in or dialed out.
Privacy	Select **Private** or **Public** to specify whether the event will be shown on the main page to the public. • **Public**: The event is shown on the main page, and all users including guest could view it. • **Private**: The event is shown on the creator's web page only. Creator could share the streaming link to others by other ways, for example email.
Add viewers	If the live event is a private event, specify users or groups who can view the live event.
Allow Dial In	Make live event can be dialed in through event number.
Event Number	Show the unique number which is used to dial in live event.
Time Zone	Show the current time zone. The time zone consists with the local PC setting.
Planned Start Time	Enter the value for the planned start time of the live event. Available when the event is not a recurrent event.
Planned End Time	Enter the value for the planned end time for the live event. Available when the event is not a recurrent event. Disable for dial in event.
Recurrence	Specify whether the live event is a recurrent event. If check the box, the following parameters need to be configured.
Appointment Time	Specify the start time and end time of the live event.
Recurrence Pattern	Specify the recurrence pattern of the live event.
Range of Recurrence	Specify the start day and end day of the recurrent live event.

4 Click **Advanced Information** to configure more information.

5 Configure the advanced information as shown next:

Advanced Information

Parameters	Description
Signaling Type	Set the H.323 or SIP signaling type for the system to create a live event. The choice depends on the network environment.
VRR	Select a Virtual Recording Room (VRR). You can use the built-in default VRR or one you have created. Audio only live streaming is supported.
Distribution Template	Select a distribution template. The distribution template including site and player policy settings.
Using Default Configuration	Specify whether use the default configuration of selected VRR. If clear the checkbox, the **Enable Recording**, **Live Streaming Layout**, and **Start Recording Immediately** are shown for setting.
Live Streaming Layout	Specify the live streaming layout. The default selection shows the setting from selected VRR template, and you can change the setting for the specific recording temporary.
Enable Recording	Specify whether to enable recording at the same time. The default selection shows the setting from selected VRR template, and you can change the setting for the specific live temporary.
Start Recording Immediately	Specify whether to start the recording immediately if the recording is enabled. The default selection shows the setting from selected VRR template, and you can change the setting for the specific live temporary.
Start Automatically	Specify whether to start the live event automatically at live event planned start time. If the setting is disabled, you can start the live event manually. You will receive a mail notification, if the system fails to start the live automatically, and you can start the live manually.
End Automatically	Specify whether to end the live event automatically at the live event planned end time. Only available when **Start Automatically** is enabled.
Category	Specify a category for the live event archive. The default category is **No category selected...**.
Publish to Channel	Specify a channel that the recording is published to when the live event is end.
Description	Specify the description for the live event archive.
Enable Question and Answer	Check the box to enable the Question and Answer function during the live event.
Add Moderator	Add moderator who can view all questions and answers or reply all questions during the live if the Question & Answer is enabled.
Enable Streaming to Social Media	Select the check box to enable live streaming of an event to supported social media platform

Advanced Information

Parameters	Description
Streaming URL	Specify the streaming URL for pushing live event stream to supported social media platform
Streaming Key	Specify the (optional) streaming key for pushing the live stream to supported social media platform

6 Click **Save** to create a new schedule live event. The new live event is shown in the **CONFERENCE** tab. The event creator receives an e-mail includes information about the event, including the URL, and can forward to anyone as an invitation.

7 Click the live event and click to share the link.

8 Copy the link under **Link**, and send out the link to participants.

Start an ad hoc live event

Procedure

1 From User Portal, click **Live Now** on the top-right corner to start a live event.

2 (Optional) Click **Advanced Options** in the Conference tab on the pop-up page.

3 Configure the basic information as shown in the next table:

Basic Information

Parameters	Description
Title	Specify the live event title.
Meeting Room (or End-point)	Enter the IP address or VMR of the meeting room (required if the Event Source type is Conference).
Privacy	Select **Private** or **Public** to specify whether the live event will be shown on the main page to the public. • **Public**: The event is shown on the main page, and all users including guest could view it. • **Private**: The event is shown on the creator's web page only. Creator could share the streaming link to others by other ways, for example email.
Add viewers	If the live event is a private event, specify users or groups who can view the live event.

4 Click **Advanced Information** to configure more information.

5 Configure the advanced information as shown next:

Advanced Information

Parameters	Description
Signaling Type	Set the H.323 or SIP signaling type for the system to create a live event. The choice depends on the network environment.
VRR	Select a Virtual Recording Room (VRR). You can use the built-in default VRR or one you have created.
Distribution Template	Select a distribution template. The distribution template including site and player policy settings.
Using Default Configuration	Specify whether use the default configuration of selected VRR. If clear the checkbox, the **Enable Recording**, **Live Streaming Layout**, and **Start Recording Immediately** are shown for setting.
Live Streaming Layout	Specify the live streaming layout. The default selection shows the setting from selected VRR template, and you can change the setting for the specific recording temporary.
Enable Recording	Specify whether to enable recording at the same time. The default selection shows the setting from selected VRR template, and you can change the setting for the specific live temporary.
Start Recording Immediately	Specify whether to start the recording immediately if the recording is enabled. The default selection shows the setting from selected VRR template, and you can change the setting for the specific live temporary.
Category	Specify a category for the live event archive. The default category is **No category selected...**.
Publish to Channel	Specify a channel that the recording is published to when the live event is end.
Description	Specify the description for the live event archive.
Enable Question and Answer	Check the box to enable the Question and Answer function during the live event.
Add Moderator	Add moderator who can view all questions and answers or reply all questions during the live if the Question & Answer is enabled.
Enable Streaming to Social Media	Select the check box to enable live streaming of an event to supported social media platform
Streaming URL	Specify the streaming URL for pushing live event stream to supported social media platform
Streaming Key	Specify the (optional) streaming key for pushing the live stream to supported social media platform

6 Click **OK** to start the live event immediately.

Start an ad hoc live event from a Video Source Device

Procedure

1. From User Portal, click **Live Now** on the top-right corner to start a live event.
2. Click **Devices** tab.
3. Select one device, set an event name in the **Title** field.

4 Click **Start Event** to start the live event immediately.

Event Information

Parameters	Description
Device	Device name as configured through the admin portal.
Title	Specify the live event title.
URL (IP Camera only)	A web address configured through the admin portal only for the IP Camera device.
Streaming Key (Encoder only)	The stream key information of Encoder configured through the Admin Portal.
Privacy	Select Private or Public to specify whether the live event will be shown on the main page to the public. ● Public: The event is shown on the main page, and all users including guest could view it. ● Private: The event is shown on the creator's web page only. Creator could share the streaming link to others by other ways, for example email.
Streaming Protocol	RTSP or RTMP type set in admin portal for the device.
Add viewers	If the live event is a private event, specify users or groups who can view the live event.
Publish to Channels	Select to publish the recording to channels. Select this check box to view and select the channels.
Enable Question and Answer	Check the box to enable the Question and Answer function during the live event. This field will be visible only if the **Platinum** license has been applied.
Add Moderator	Add moderator who can view all questions and answers or reply all questions during the live event if the Question & Answer function is enabled.
Enable Live Streaming Delay (Encoder Only)	Check the box to enable the Live Streaming Delay function. Two events will be created for the owner, the private Live streaming event with prefix title Live_ and the delayed live streaming event. The delayed live streaming is relying on the Live streaming.
Delay Time (1-30 Minutes)	Specify the Delay Time for Live Streaming Delay feature, the default value is **10 minutes**. Viewers in Delay Live streaming will see the countdown timer for the configured delay when they start to watch such an event's live streaming.

Easy Capture Live Events

You can use Easy Capture events to stream and record media that is broadcast from a local camera. You schedule Easy Capture live events within the user portal. You can start a scheduled or ad hoc Easy Capture

live event from your Windows system.

Note: Easy Capture may consume high CPU performance when publishing live streaming, so make sure the PC has enough resources for Easy Capture.

Schedule Easy Capture Live Event

You can schedule an Easy Capture live event from the user portal on Windows system.

Procedure

1. From User Portal, go to **My Media Center > Events**.
2. Click **Schedule Live** on the top-left.
3. Configure the Easy Capture parameters shown in the following table:

Easy Capture Parameters

Parameters	Description
Title (Required)	Specify the live event title.
Event Source (required)	Select the **Easy Capture** source type. The HARMAN Media Suite records the event through the local camera.
Privacy	Select **Private** or **Public** to specify whether the live event will be shown on the main page to the public. If **Public** is selected, the ongoing live event is shown on the main page to everyone, including guests.
Add viewers	If the live event is a private event, specify users or groups who can view the live event.
Time Zone	Show the current time zone. The time zone consists with the local PC setting.
Planned Start Time	Enter the value for the planned start time of the live event. Available when the event is not a recurrent event.
Planned End Time	Enter the value for the planned end time for the live event. Available when the event is not a recurrent event.
Recurrence	Specify whether the live event is a recurrent event. If check the box, the following parameters need to be configured.
Appointment Time	Specify the start time and end time of the live event.
Recurrence Pattern	Specify the recurrence pattern of the live event.
Range of Recurrence	Specify the start day and end day of the recurrent live event.

4. Click **Advanced Information** to configure more information.

5 Configure the advanced information of the live event as shown here:

Advanced Information

Parameters	Description
Distribution Template	Select a distribution template. The distribution template including site and player policy settings.
Publish to Channel	Specify a channel that the recording is published to when the live event is end.
Description	Specify the description for the live event archive.
Enable Question and Answer	Check the box to enable the Question and Answer function during the live event.
Add Moderator	Add moderator who can view all questions and answers or reply all questions during the live if the Question & Answer is enabled.

6 Click **Save** to save the live event.

Start a Scheduled Easy Capture Event

You can start a scheduled Easy Capture live event from your Windows system.

Procedure

1 Open the Easy Capture Application by navigating to **Start** > **All Programs** > **HARMAN** > **HARMAN Easy Capture**.

2 Click , and click the live event you just created from the list. You can check **Live Only** to start a live event without call recording.

Live Only is disabled by default. The selection for **Live Only** takes effect just for one call but not the whole live event. If you stop the call, and start another call within the same live event, you need to check **Live Only** again.

3 Click **Live Now** to start a live event, and the **Live Event Control Panel** will show for live event control.

4 Click , and copy the live URL to share the live event by the URL.

If the Question and Answer is enabled, you can ask questions and view the answers during the entire live event through Live Event Control Room on the User Portal.

5 Click to pause the call, or click to stop the call.

After the call is stopped, you can initiate another call for the same Live Event from the Live Event list before the live has ended.

6 If **Live Only** is not selected and the call is stopped, you can click **Upload** to upload the video to the Media Center in the User Portal.

Start an Ad Hoc Easy Capture Live Event

You can start an ad hoc Easy Capture live event at any time, without scheduling it first. You can do this directly from your Windows system.

Procedure

1. Open Easy Capture Application by navigating to **Start** > **All Programs** > **HARMAN** > **HARMAN Easy Capture**.
2. Click , and select to start a new Easy Capture live event.
3. Specify the name and description of the live event, and whether it's a private or public live event. You can select **Live Only** to start a live event without recording it.
4. Click **Live Now** to start the live event, and the **Live Event Control Panel** will show for live event control during the live event.
5. Click , and copy the live URL to share the live event by its URL.

   If Question and Answer is enabled, you can ask questions and view the answers during the whole live event through the live event control room on the User Portal. Click to pause the recording, or click to stop the recording.
6. If **Live Only** is not selected, you can click **Upload** to upload the recording to your Media Center in the User Portal.

Skype for Business Live Events

The HARMAN Media Suite can integrate with Skype for Business for live streaming Skype for Business meeting.

Start a Live Event for Skype for Business meeting

You can start a live event for Skype for Business.

Procedure

1. Log in the Skype for Business client.
2. Start a Skype for Business meeting by clicking **Meet Now** on the menu bar.
3. Click at the right-bottom corner.
4. Click **Meeting Entry Info**, and copy the meeting link from the pop-up window.
5. Access the HARMAN Media Suite User Portal by its IP address or FQDN from a compatible browser.
6. Click **Sign In** on the top-right corner to enter your User ID and Password.
7. Click **Live Now** on the top-right corner.
8. Enter the meeting link in **Meeting Room**, and select **SIP** signaling type.
9. Click **OK**.

   The HARMAN Media Suite system level Lync user shows on the meeting, but uses the VRR which is specified when creating the recording.

Managing the Live Events

When the live event starts, the live event control room will be opened. The creator can control live events, and view and reply to questions and answers through the control room.

Open Live Event Control Room

Using the following ways to open the live event control room.

- For the immediate live event, the live event control room is opened automatically after clicking the **Live Now**.
- For the ongoing live event, the creator can enter the live event control room through clicking on the home page or **Events** page.

Live Event Control Bar

You can control the live event through the following buttons:

- **Pause Recording**: temporary intermissions during the recording. The recording can be resumed later to the same Meeting Room number. Keep the same archive file at the end of the recording.
- **Stop Recording**: stop the recording. The event remains active and recording can be started later to the same meeting room number through clicking **Start recording**. If recording is restarted, the archive is the same but contains two episodes.
- **Hang Up**: the event remains active and a new recording archive can be started later to the same meeting room number through clicking **Reconnect**, or a new meeting room number through clicking **Dial Other Address**. A new archive is created and the title is appended with a number in brackets. If multiple archives are generated within one event, these archives are independent archive in the archive list, while in the event, they are correlated to the same event and are displayed as a list for the event playback.
- **Stop Event**: stop the recording and the event.

Question and Answer

Every participant can ask questions to creator and moderator in Question and Answer area during the live event ongoing. In a live event session, the creator, moderator, and normal user have different roles for Question and Answer, and the capabilities for each role are shown here:

Capabilities of Role

Roles	Capabilities
Creator	The live event creator: • Determines whether to enable Question and Answer. • Assigns moderator when create the live event. • Sends message to all participants. • Views all questions during live event session. • Selects the question to answer the question. • Replies to the participant who asked the question only, or to all participants. • Downloads the Question and Answer record.
Moderator	Moderator is assigned by creator: • Sends message to all participants. • Views all questions during live event session. • Selects the question to answer the question. • Replies to the participant who asked the question only, or to all participants.

Capabilities of Role

Roles	Capabilities
Normal User	Normal user participant in the live event: • Asks questions during live event session. • Views answer during live event session.
Anonymous (a user who is not logged in)	Views public questions and answers.

Streaming to Social Media

Every user who can create a live event also has the option to push the live stream to the supported social media platform.

Push the live stream to Social Media Platforms

1. Click **Live Now** or **Schedule Live**
2. Configure live event information
3. Click **Advanced Information** to configure more information.
4. Check the box **Enable Streaming to Social Media**
5. Enter the **Streaming URL**
6. Enter the **Streaming Key** (optional)

If the live stream push is successful, a blue icon appears in live event control room as shown below:

If the live stream push is unsuccessful, a gray icon appears in the live event control room as shown below:

Reconnect a live event

You can reconnect a live event.

Procedure

1. If the live event is disconnected for any unexpected reason, you can reconnect the live event by clicking **Reconnect** in the live control room, or select another address to connect with by clicking **Dial To Other Address**.

Add a New Participant

Procedure

1. After the live event starts in live event control room, click **+Invite** in **Participants** area.
2. Enter the user name or group name in **Viewer**.
3. Select **Send Email** check box to send invitation to all viewers.
4. Click **OK**.

View an ongoing live event

You can view an ongoing live event.

Procedure

1 Ongoing live events (if any) appear at the **Events** page. You can find the event title and meeting room from the live event list. If you are the creator of the live event, you can click to open the live event control room.

Note: Need high capacity PC to play 1080p60 streaming

Playing 1080p60 streaming requires the PC with 2.60GHz(Intel(R) Core(TM) i5-3320M CPU@ 2.60GHz or better) CPU and 4GB RAM or better.

View All Events

Live Events are ordered by timeline in the **Events** window, and you can go through all events in it.

Procedure

1 From top of the User Portal home page, click **Events**.

2 Click an event title to view the live event.
If the past live event archive contains more than one recording, the recording list displays. If the live event is scheduled for the future, you will see the live event information instead.

Live Event Email Notifications

The HARMAN Media Suite sends you email notifications when a live event is created or completed.

Email Notification for Created Live Events

After you create a live event, you will receive an email notification containing the following information:

- Event Title
- Event Planned Time
- Event Description
- Live URL

You can forward this email to your live event participants as a meeting invitation.

Depending on your system configuration, the email address where you receive the live event notifications may vary. Contact your system administrator for more information.

Attend the live event by invitation

Procedure

1. Click the link in the invitation email.
2. Enter the user name and password for HARMAN Media Suite to access to the live event.

Email Notification for Completed Live Events

After the completion of your live event, you will receive another email notification with the following information:

- Archive Name
- Quick Code for quick archive playback
- Duration
- Links to view the meeting recordings in different formats and bitrates.
- Links to download the meeting recordings in different formats and bitrates.

Play live via Multicast

To play live via Multicast, the Multicast function must be enabled by the administrator.

Procedure

1. Click the ongoing live event.
2. By default, the Player plays live via Multicast, the **M/U** button appears on the toolbar of the Player.
3. You can switch between Multicast and Unicast by clicking the **M/U** button.

Note:

1. For IE browser, Play live via Multicast is supported by the **Harman Media Suite Player Plugin**. For more information on how to install the Harman Media Suite Player Plugin, see Play Media Using HARMAN Media Suite Player.
2. For Chrome and Firefox browsers, this function is supported by the **Harman Multicast Plugin** only on Windows 10. If you have not installed the Harman Multicast Plugin, Click the red icon on the toolbar of the Player to download the plugin, install the plugin.
3. The Edge browser supports this function only if it is upgraded to the latest version (88.0.705.56 or later) which is based on the Chromium open source project.
4. On a single system, at a single time only one browser can be used to watch a Multicast live stream.

Recording Meetings

Topics:

- Conference Recording
- Easy Capture recording
- Skype for Business Meeting Recording

You can start to record in the HARMAN Media Suite using one of the following methods:

- Conference: call from the HARMAN Media Suite to a VMR or an endpoint, and record the conference.
- Point-to-Point: call two endpoints or VMRs from the HARMAN Media Suite, and record the conference between the two sides without the need for a multi-point bridge.
- Easy Capture: record the screen content or video using a local USB camera.
- Microsoft Skye for Business: call from the HARMAN Media Suite to a Microsoft Skype for Business meeting.

Conference Recording

You can start an Ad Hoc recording and Point-to-Point recording, or schedule a recording.

Start an ad hoc Recording from a Video Source Device

You can start an ad hoc recording from a Video Source Device.

Procedure

1. Access the HARMAN Media Suite user portal by its IP address or FQDN from a compatible browser.
2. Click **Sign In** on the top-right corner to enter your **User ID** and **Password**.
3. Click **Start Recording** on the top-right corner.
4. Click **Devices** tab.
5. Select one device, set an event name in the **Title** field.

6 Click **Start Event** to start the live event immediately. In case of Encoder, only after the call is connected by the Push URL from the encoder, the event recording starts.

Recording Parameters

Parameters	Description
Device	Device name as configured through the admin portal.
Title	Specify the recording title.
URL (IP Camera only)	A web address configured in the admin portal only for the IP Camera device.
Streaming Key (Encoder only)	The stream key information of Encoder configured through the Admin Portal.
Streaming Protocol	RTSP or RTMP type set in admin portal for the device.

Start an ad hoc Recording from a Conference

You can start an ad hoc recording from a conference.

Procedure

1 Access the HARMAN Media Suite user portal by its IP address or FQDN from a compatible browser.
2 Click **Sign In** on the top-right corner to enter your **User ID** and **Password**.
3 Click **Start Recording** on the top-right corner.
4 (Optional) Click **Advanced Options** in the **Conference** tab on the pop-up page.
5 Configure the recording parameters.

Recording Parameters

Parameters	Description
Title	Specify the recording title.
Meeting Room (or End-point)	Enter the endpoint IP address or VMR number. In Scalability Mode, if the IP address is specified, the call will be allocated to the corresponding site for fast access. If HARMAN Media Suite dials out to RMX to record the meeting and the meeting room requires a PIN code, use the following format to access the meeting room: For H.323: MeetingRoom#PIN (with DMA) IP##VMR##PIN (without DMA) For SIP: MeetingRoom**PIN(with DMA) MeetingRoom**PIN@domain (without DMA)
Advanced Options (optional)	

Recording Parameters

Parameters	Description
Signaling Type	Select the H.323 or SIP signaling type for the system to recording. The selection depends on the network environment. If the **Call Preference on User Portal** in **Admin Portal** > **Configuration** > **Signaling Settings** is set to **SIP only** or **H.323 only** by administrator, the signaling type cannot be changed**.**
VRR	Click a VRR from the drop-down list. You can use the built-in default VRR or one you have created. **Note:** In basic license mode, at least one VRR with recording template which disables live streaming is required. Otherwise, no usable VRR can be found in list.
Using Default Configuration	Specify whether use the default configuration of selected VRR. If clear the checkbox, the **Enable Live Streaming**, **Live Streaming Layout**, and **Start Recording Immediately** are shown for setting.
Enable Live Streaming	Specify whether to enable live streaming with the recording. The default selection shows the setting from selected VRR template, and you can change the setting for the specific recording temporary.
Live Streaming Layout	Specify the live streaming layout if live streaming is enabled. The default selection shows the setting from selected VRR template, and you can change the setting for the specific recording temporary.
Start Recording Immediately	Specify whether to start the recording immediately. The default selection shows the setting from selected VRR template, and you can change the setting for the specific recording temporary.
Category	Specify a category for the recording archive.
Publish to Channels	Select whether to publish the recording to channels. If you select the check box, the channel list is available for your selection.
Tags	Specify a tag for the recording archive. Tag can help to search archive after the recording is completed.
Description	Specify description for the recording archive.

6 Click **OK.** The HARMAN Media Suite calls the VMR or endpoint. After a call is connected, an Interactive Voice Response (IVR) announcement is initiated.

Note: Only one recording per VMR

The HARMAN Media Suite tracks ongoing recordings. You cannot have two recordings from the same HARMAN Media Suite connecting to an identical VMR.

If Admin has configured the **Enable Auto Redial** setting, the Start Recording page shows the call status as **Wait Recall** as shown below. It dials the call automatically for the number of times mentioned in the **Times of Auto Redial** field.

Click **Dial** to redial the call again when auto-dialing stops. You can click **Cancel** to cancel redialing.

Schedule a recording

You can schedule a recording.

Procedure

1. Access the HARMAN Media Suite User Portal by its IP address or FQDN from a compatible browser.
2. Click **Sign In** on the top-right corner to enter your **User ID** and **Password**.
3. Go to **My Media Center > Events**.
4. Click **Schedule Recording** on the top-left to start a scheduled recording.
5. Configure the basic information as shown in the next table:

Recording Parameters

Parameters	Description
Title	Specify a recording title.
Event Source	Select either **Conference** or **P2P** source type.
Meeting Room (or End-point)	Enter the IP address or VMR of the meeting room (required if the **Event Source** type is **Conference**).
Time Zone	Show the current time zone. The time zone consists with the local PC setting.
Planned Start Time	Enter the value for the planned start time of the recording. Available when the event is not a recurrent event.
Planned End Time	Enter the value for the planned end time for the recording. Available when the event is not a recurrent event.
Recurrence	Specify whether the recording is a recurrent event. If check the box, the following parameters need to be configured.

Recording Parameters

Parameters	Description
Appointment Time	Specify the start time and end time of the recording.
Recurrence Pattern	Specify the recurrence pattern of the recording.
Range of Recurrence	Specify the start day and end day of the recurrent recording.

6 Click **Advanced Information** to configure more information.

7 Configure the advanced information as shown next:

Advanced Information

Parameters	Description
Signaling Type	Set the H.323 or SIP signaling type for the system to create a recording. The choice depends on the network environment.
VRR	Select a Virtual Recording Room (VRR). You can use the built-in default VRR or one you have created.
Using Default Configuration	Specify whether use the default configuration of selected VRR. If clear the checkbox, the **Enable Recording**, **Live Streaming Layout**, and **Start Recording Immediately** are shown for setting.
Enable Live Streaming	Specify whether to enable live streaming with the recording. The default selection shows the setting from selected VRR template, and you can change the setting for the specific recording temporary.
Live Streaming Layout	Specify the live streaming layout. The default selection shows the setting from selected VRR template, and you can change the setting for the specific recording temporary.
Enable Recording	Specify whether to enable recording at the same time. The default selection shows the setting from selected VRR template, and you can change the setting for the specific live temporary.
Start Recording Immediately	Specify whether to start the recording immediately if the recording is enabled. The default selection shows the setting from selected VRR template, and you can change the setting for the specific live temporary.
Start Automatically	Specify whether to start the recording automatically at recording planned start time. If the setting is disabled, you can start the recording manually. You will receive a mail notification, if the system fails to start the live automatically, and you can start the live manually.
End Automatically	Specify whether to end the recording automatically at the recording planned end time. Only available when **Start Automatically** is enabled.
Category	Specify a category for the recording archive. The default category is **No category selected...**.
Publish to Channel	Specify a channel that the recording is published to when the recording is end.

Advanced Information

Parameters	Description
Tags	Specify a tag for the recording archive. Tag can help to search archive after the recording is completed.
Description	Specify the description for the recording archive.

8 Click **Save** to create a new scheduled recording. The new recording is shown in the **CONFERENCE** tab.

Start a Point to Point Recording

You can start a Point-to-Point recording.

Procedure

1 Access the HARMAN Media Suite User Portal by its IP address or FQDN from a compatible browser.

2 Click **Sign In** on the top-right corner to enter your **User ID** and **Password**.

3 Click **Start Recording** on the top-right corner.

4 Select **P2P** on the pop-up page.

Note: P2P only supports H.323
If the P2P option is not shown on the page, contact your administrator to change the setting.

5 (Optional) Click **Advanced Options**.

6 Configure the recording parameters as shown in the next table:

Recording Parameters

Parameters	Description
Title	Specify the recording title.
Meeting Room (or End-point)	Enter the endpoint IP address of first participant or VMR.
Meeting Room (or End-point)	Enter the endpoint IP address of second participant or VMR.
Advanced Options (optional)	
Signaling Type	Set to H.323 and cannot be changed as P2P only supports this protocol.
VRR	Select a VRR from the drop-down list. You can use the built-in default VRR or one you have created. **Note:** In basic license mode, at least one VRR with recording template which disables live streaming is required. Otherwise, no usable VRR can be found in list.

Recording Parameters

Parameters	Description
Using Default Configuration	Specify whether to use the default configuration of the selected VRR. If you clear the checkbox, the **Enable Live Streaming**, **Live Streaming Layout**, and **Start Recording Immediately** options are shown, and you can select one.
Enable Live Streaming	Specify whether to enable live streaming with the recording. The default selection shows the setting from selected VRR template, and you can change the setting for the specific recording temporary.
Live Streaming Layout	Specify the live streaming layout. The default selection shows the setting from selected VRR template, and you can change the setting for the specific recording temporary.
Start Recording Immediately	Specify whether to start the recording immediately if the recording is enabled. The default selection shows the setting from selected VRR template, and you can change the setting for the specific recording temporary.
Category	Specify the category for the recording archive.
Publish to Channels	Select whether to publish the recording to channels. If you select the check box, the channel list is available for your selection.
Tags	Specify a tag for the recording.
Description	Specify a description for the recording archive.

7 Click **OK**. The HARMAN Media Suite calls the two endpoints.

Easy Capture recording

You can use the HARMAN Media Suite Easy Capture application to record local events, live events and to upload media files to the User Portal. The HARMAN Media Suite Easy Capture Application can do local recording, live event, and upload media files to the User Portal from Windows-based PC.

Download Easy Capture Application

Download Easy Capture application from HARMAN Media Suite User Portal.

Procedure

1. Easy Capture can only run on the Windows system.
   Access the HARMAN Media Suite User Portal by its IP address or FQDN from a compatible browser.
2. Click **Sign In** from the top-right corner to enter your **User ID** and **Password**.
3. Click **Start Recording** on the top-right corner.
4. Select **Easy Capture**, and **download HARMAN Easy Capture Application installation package**.
5. Install HARMAN Easy Capture Application by clicking **MediaSuite_EasyCapture.exe,** and HARMAN unified EULA must be accepted before installation.
   Follow the installation wizard to install the application.

Sign into the Easy Capture Application

Sign into the HARMAN Media Suite Easy Capture Application.

Note: If you cannot sign in the HARMAN Media Suite Easy Capture Application properly, download and install the latest version from the HARMAN Media Suite User Portal.

Procedure

1. Open the HARMAN Media Suite Easy Capture application from Windows **Start** > **All Programs** > **HARMAN** > **HARMAN Easy Capture**.

   With a first time start-up, the Easy Capture Wizard pops up, so you can select basic configuration information. You can click **Skip** to skip the wizard anytime.
2. Click **Sign In** to configure the following information:

Easy Capture Sign In Parameters

Parameters	Description
Server Address	Enter the server IP address or FQDN to connect to the HARMAN Media Suite. **Note**: in scalability mode, third party load balancer IP address or FQDN is not supported. Only Media Suite Center IP address or FQDN is available.
User Name	Enter the user name to sign in the application using the same user name as your HARMAN Media Suite.
Password	Enter the password to sign in the application using the same password as for the HARMAN Media Suite.
Remember me	Select the check box for auto-login next time.

3. Click **Login** to sign into the HARMAN Media Suite Easy Capture application.

   You can begin a local recording without login.

Configure Basic Information

Procedure

1. Click from menu bar.
2. Set **Video Path** to store recording or live event archives.
3. Select the HARMAN Media Suite Easy Capture Application language you want from the **Language** drop-down list.
4. Click **Save** to save the changes.

Configure Resource Settings

Configure Easy Capture resource settings

Procedure

1 Configure the following HARMAN Media Suite Easy Capture resource parameters, as shown in next table:

Easy Capture Resource Parameters

Parameters	Description
Camera	Select the camera used for recording from the drop-down list.
Microphone	Select the microphone used for recording from the drop-down list.
Resolution	Select the video resolution from the drop-down list. **Note:** For 720p/VGA, the frame rate is 30fps or the frame rate of camera (if the frame rate of camera cannot reach 30fps). For 1080p, the frame rate is 15fps or the frame rate of camera (if the frame rate of camera cannot reach 15fps).
Video Source	Select the recording source. • Camera: record the content from the camera. • Screen: record the content on the PC screen. • Both: record the content from the camera and PC screen together.

Record a Meeting with the Easy Capture Application

Record a meeting with the HARMAN Media Suite Easy Capture Application.

Procedure

1 Click to start recording.

2 Specify the **Recording File Name**.

3 Click **Start**, and Recording Control Panel will show for recording control during the recording.

4 Click to pause the recording, or click to stop the recording.

5 Click **Upload** if you want upload the recording to your Media Center. There is no cover for the Easy Caption archive.

Note: Easy Capture recording file is stored in local

You can find the media in the **Video Path** folder you have specified, and play it using a local player such as VLC.

Skype for Business Meeting Recording

HARMAN Media Suite supports recording Skype for Business meetings in the following two ways:

- Connect to a Skype for Business meeting directly to record video, audio, and content.
- Record a meeting, which enables both Lync and non-Lync endpoints to participate in Lync-initiated meetings, even in scenarios where those endpoints reside in remote Lync organizations.

This section introduces the procedure for the first option. Make sure the system is configured properly by your administrator to enable the Skype for Business meeting.

Record a Skype for Business Meeting through Joining the Meeting

You can record a Skype for Business meeting through joining the meeting.

Procedure

1. Start a Skype for Business meeting by clicking **Meet Now** on the menu bar from Skype for Business client.

   The AD user who initiates the meeting by **Meet Now** is the owner of the recording or live streaming.

   After the meeting ends, the recording archive is stored in meeting organizer's media center.
2. Click on the top-right corner, and add one HARMAN Media Suite Skype for Business user with specific VRR to join the meeting.

   After HARMAN Media Suite joins the meeting, an IVR announcement is initiated. If the recording VRR used has live streaming enabled, you can find the corresponding live through the HARMAN Media Suite User Portal.

   The desktop shared during the meeting will be recorded together with the audio and video.

Record a Skype for Business Meeting through Dialing out from the User Portal

You can record a Skype for Business meeting through dialing out from the User Portal.

Procedure

1. Connect Skype for Business client to server.
2. Log in the Skype for Business client.
3. Start a Skype for Business meeting by clicking **Meet Now** on the menu bar.
4. Click on the bottom-right corner.
5. Click **Meeting Entry Info**, and copy the meeting link from the pop-up window.
6. Access the HARMAN Media Suite User Portal by its IP address or FQDN from a compatible browser.
7. Click **Sign In** on the top-right corner to enter your User ID and Password.

   After the meeting ends, the recording archive is stored in the media center of the user who dialed out from the User Portal.
8. Click **Start Recording** on the top-right corner.
9. Enter the meeting link in **Meeting Room**, and select **SIP** signaling type.
10. Click **OK**.

    The HARMAN Media Suite calls the meeting. After the call is connected, an IVR announcement is initiated.

    For the dial out recording to Skype for Business, the HARMAN Media Suite system level Lync user shows on the meeting but uses the VRR specified when creating the recording.

Managing Your Media in My Media Center

Topics:

- Channel
- Events
- Media Archives
- Creating a Survey or Test Using HARMAN Media Suite
- Video Analytics
- Account

The HARMAN Media Suite provides an easy way to manage your media through My Media Center. It provides the following functions:

- **Media**: archives all media including recorded videos, live event videos, and uploaded media under **Archives**. Ongoing activity is also shown on this page.
- **Events**: lists all your live events and recording sorted by time.
- **Channels**: shows all existing channels.
- **Survey & Test**: shows all existing surveys and tests.
- **Admin**: manages portal appearance, media, and settings.

  The **Admin** section is available to administrators only. For more information, refer to the *User Portal Administration*.
- **Account:** set default Meeting Room or Endpoints of the current user.

Channel

Channels are an easy way to organize and share both private and public media. You can share the media in different channels to different viewers, and use the public channel to show your media to the public.

Create a channel

Create a channel.

Procedure

1. Within the HARMAN Media Suite user portal, click **Sign In** on the top-right corner to enter your **User ID** and **Password**.
2. Go to **My Media Center > Channel**.
3. Click **+ Create Channel** to create a new channel.

4 Configure the channel parameters as shown in the next table:

Parameters	Description
Channel Name	Specify the channel name.
Description	Specify description for the channel.
Privacy	Select **Private** or **Public** to specify the channel character. If **Private** is selected, the media in the channel is shown to a specific viewer. If **Public** is selected, the media is shown to the public.
Moderate Content	Specify whether adding media to the channel needs approval. If the checkbox is selected, the channel contributor adding new media to the channel needs the channel owner's approval.

5 Click **Next** to add media to the channel.

6 Click **Next** and then select **Add viewers** or **Add contributors**. If the channel is a public channel, only **Add contributors** is available for selecting.

The system sends out a notification email to selected viewers and contributors after they are assigned.

7 Click **Finish**.

You can change channel parameters later by editing the channel.

Managing a Channel

You can edit your channel properties, add or remove media, or delete channels.

Edit a channel

Edit a channel.

Procedure

1 Within the HARMAN Media Suite user portal, click **Sign In** on the top-right corner to enter your **User ID** and **Password**.

2 Go to **My Media Center > Channel**.

3 Click a desired channel.

4 Select **Edit > Edit Properties**.

5 Change the parameters and select **Save**. If a public channel is pinned to a menu on the homepage, the channel cannot be changed to a private channel.

Edit channel cover image

You can edit the channel cover image.

Procedure

1 Within the HARMAN Media Suite user portal, click **Sign In** on the top-right corner to enter your **User ID** and **Password**.

2 Go to **My Media Center > Channel**.

3 Click a desired channel.
4 Select **Edit > Edit Cover** in the media list page.
5 Click **Select a file to upload** to upload an image as archive cover, or choose one archive cover in **Choose Archive Cover** tab as cover.
6 Click **Save** to save the archive cover.

Add media to a channel

You can add media to a channel.

Procedure

1 Within the HARMAN Media Suite user portal, go to **My Media Center > Channel**.
2 Click a desired channel.
3 Click **Add Media**.
4 Select the media you want to add to the channel. Only a channel owner and contributor can add media to channel.

   If the channel has been set up to require approval, the system sends an email to the channel owner for publish approval, and appears to show the status.

   You can use the Revoke to stop the process of adding media to a channel before the media addition is approved.

5 Click **Save** to add selected media to the channel.

Remove media from a channel

You can remove media from a channel.

Procedure

1 Within the HARMAN Media Suite user portal, go to **My Media Center > Channel**.
2 Click a desired channel.
3 In the media list, click the desired content and select **Remove**.

Approve media for publishing

You can approve media for publishing.

Procedure

1 Within the HARMAN Media Suite user portal, go to **My Media Center > Channel**.

2 Click a channel which contains media waiting for approval. The system shows the number of media waiting to be approved on the right-upper corner of the column.

3 Select **Accept** to publish the media, or **Reject** to reject the application. You can preview the media before approving.

The media approval feature is a Platinum feature which needs Platinum license. If the license is changed from Platinum to Basic, the media which is waiting for approval still needs channel owner's operation.

4 Check the contributor and contribute date of the media. You can add comments for accepting or rejecting in the pop-up window.

5 Click **OK**.

After the channel owner accepts or rejects the media to publish, the contributor can check the result through **My Media Center > Channel**.

Subscribe to a channel

You can subscribe to a channel.

Procedure

1 Within the HARMAN Media Suite user portal, go to **My Media Center > Channel**.

2 Select a channel which you want to subscribe to.

3 Click **Subscribe** to follow any updates of the channel.

After subscribing to a channel, you will receive a notification email when a new archive is added to the channel.

Delete a channel

You can delete a channel

Procedure

1 Within the HARMAN Media Suite user portal, go to **My Media Center > Channel**.

2 Click a desired channel and select .

3 When asked to confirm the deletion, select **Yes, delete it**.

Deleting a channel does not delete media. You can find the media from **My Media Center > Media**.

Share a channel

You can share a channel through sending channel link to others.

Procedure

1. Within the HARMAN Media Suite user portal, go to **My Media Center > Channel**.
2. Click a desired channel and select **Get Link**.
3. Copy the channel link for sharing, and click **Close**.

Check all channels report

The HARMAN Media Suite provides the following statistics for all channels:

All Channel Statistics

Items	Description
Start Time / End Time	Specifies the period for system statistics.
Channels	Specifies the total channel number.
VOD Views	Specifies all VODs viewed time in the specific period.
Total Media	Specifies the total archive number, including the number of added archive and deleted archive in the specific time in all channels.
Media Number Top 5 and Others	Specifies the top 5 channels which have the most media amount and total media number of other channels.
VOD Views of Channels Top5 and Others	Specifies the top 5 channels which have the most VOD views and total views of other channels.

You can check all channels report for a specific period.

Procedure

1. Within the HARMAN Media Suite user portal, go to **My Media Center > Channel**.
2. Click report icon .
3. Download the details report of channels by clicking **Export to Excel** on the top right corner of the page.
4. The exported Excel sheet provides information in a separate tab about which users have got access to which channels, in addition to other information related to channels.

Note:

- User can only have this function after admin assigned the permission.
- Administrator can also check the all channels report through the Admin menu **My Media Center > Admin > Content > Channel.**

Check the channel report for a single channel

You can check the channel report. The HARMAN Media Suite provides the following statistics for the channel:

Channel Statistics

Items	Description
Start Time / End Time	Specifies the period for system statistics.
VOD Views	Specifies the VOD viewed time in the specific period.
Total Media	Specifies the total archive number, including the number of added archive and deleted archive in the specific time in the channel.
Contributors	Specifies the number of contributors of the channel.
VOD Views of Archives Top5 and Others	Specifies the top 5 highest views media in channel and total views of other media.
Contributions Top5 and Others	Specifies the top 5 highest contributions number in channel and other contributions.

Procedure

1 Within the HARMAN Media Suite user portal, go to **My Media Center > Channel**.

2 Click a desired channel and click report icon .

Note: Administrator can check the channel report through the Admin menu **My Media Center > Admin > Content > Channel> Select the channel.**

You can also download the report by clicking Download Details on the top right corner of the page.

Events

All of your live events and recordings are saved in **My Media Center > Events**. You can play back or delete an event, clone its settings and create a new event, or vote for your favorite events.

Events Icons

The following icons may appear in an **Event**.

Icon	Description
	Creates a new live event or recording by cloning existing settings
	Deletes a live event or recording
	Edits a live event or recording parameters
Start Now	Starts a scheduled live event or recording now
	Provides live event link and embed link
	Starts Easy Capture live event now
	Checks the live event or recording report

Create a New Event by Cloning

You can create a new event by cloning the settings from an event.

Procedure

1 Within the HARMAN Media Suite user portal, go to **My Media Center > Events > CONFERENCE or RTMP/RTSP** tab.

2 Highlight a desired event and select .
3 Follow the on-screen instructions to change settings, if desired.

View an event

You can view an event.

Procedure

1 Within the HARMAN Media Suite user portal, go to **My Media Center > Events > CONFERENCE or RTSP/RTMP**.
2 Click an event to view it.

   For more information on the HARMAN Media Suite Player, see Play Media Using HARMAN Media Suite Player.

Delete an event

You can delete an event.

Procedure

1 Within the HARMAN Media Suite user portal, go to **My Media Center > CONFERENCE or RTSP/RTMP**.
2 Highlight a desired event and select .
3 When asked to confirm the deletion, select **Yes, delete it**.

Note: Ongoing live events cannot be deleted
You can delete only future or past events.

Start a Scheduled Conference Event in Advance

You can start a scheduled conference event in advance.

Procedure

1 Within the HARMAN Media Suite user portal, go to **My Media Center > Events > CONFERENCE** or **RTMP/RTSP**.
2 Highlight a desired conference event, and select **Start Now**.

Start a Scheduled Easy Capture Live Event in Advance

You can start a scheduled Easy Capture live event in advance.

Procedure

1 Within the HARMAN Media Suite user portal, go to **My Media Center > Events**.
2 Highlight a desired Easy Capture live event under the **CONFERENCE** tab, and then select .
3 Open the Easy Capture Application, and select live event from down-drop list in the Live tab.
4 Click **Start Live** to start the live event.

   You can pause, resume, or stop the recording (the live event continues) using the controls at the bottom of the screen or on the mini control window.

Edit a scheduled event

You can edit a scheduled event.

Procedure

1. Within the HARMAN Media Suite user portal, go to **My Media Center > Events > CONFERENCE or RTMP/RTSP** tab**.**
2. Highlight a desired event under the **Now and Upcoming** section, and then select .
3. Follow the on-screen instructions to change settings, if desired.

Check an event report

You can check an event report.

Procedure

1. Within the HARMAN Media Suite user portal, go to **My Media Center > Events > CONFERENCE or RTMP/RTSP tab.** Click the option **Past**.
2. Highlight a desired event and select .

   The HARMAN Media Suite provides the following statistics for the event:

Event Statistics

Items	Description
Planed start time / Planed end time	Planned start time and planned end time of the event.
Actual start time / Actual end time	Actual start time and actual end time of the event.
Average view duration	Average viewing time of all viewers.
Participants	Number of total participants of the event.
Logon Participants	Number of logged on participants of the event.
Anonymous Participants	Number of participants who have not logged onto the system.
Questions	Number of total questions during the live event.
Answers	Number of questions answered by creator or moderator.
Layout - Player Information	Layout information of the media player.
Resolution - Player Information	Resolution information of the media player.
Join Time	Join time and number of the viewers.
Leave Time	Leave time and number of the viewers.

You also can download a report of the event statistics by clicking **Download Details** on the right-top corner.

Media Archives

You can find all your meeting recordings in the User Portal. You can play back, edit, share meeting archives, upload local video, or playback a meeting recording to a meeting.

Managing Media Archives

Manage your media archives

View Video Information of a Media Entry

Viewing Video Information of a Media Entry

You can find information such as meeting title, duration, time, Quick Code, and VRR information of a media entry when you view media entries in a list, or when you edit an entry.

Video Information of a Media Entry in List View

Item No.	Description
1	Recording title
2	Start time of the meeting
3	IP address of endpoint that recorded the archive (not available for a normal viewer)
4	Duration of the meeting

Procedure

1. Within the HARMAN Media Suite user portal, go to **My Media Center > Media**.
2. Do one of the following:
   - Click to show media entries in a list. The VRR and quick code appear below the entry title.
   - Hover your mouse above the media cover page. From context menu, click **Edit > Edit Properties**.

Sort Media Archives by Time or Popularity

You can sort media archives by time or popularity.

Procedure

1. Within the HARMAN Media Suite user portal, go to **My Media Center > Media**.

2 Select an option from **Sort By** drop-down list:
   - Time: sort entries by creation time.
   - Most Liked: sort entries by the popularity.
   - Most Viewed: sort entries by the frequency they are viewed.

Change the Media Entry Views

You can change media entry views.

Procedure

1 Within the HARMAN Media Suite user portal, go to **My Media Center > Media**.
2 Do one of the following:
   - To show Media entries as large icons, click .
   - To show Media entries in a list, click .

Manage Trash Folder

The archives that you manually delete or have reached their expiration date are moved to **Trash** folder first. **Trash** folder keeps the archives 30 days, and purge the archives automatically. You can restore or permanently delete the archive earlier from the **Trash** folder.

Procedure

1 Within the HARMAN Media Suite user portal, go to **My Media Center > Media**.
2 Click to enter the **Trash** folder. The **Trash** folder keeps the archive 30 days before being deleted permanently.
3 Click Restore to restore the archive, or click **to delete the archive permanently**.

Viewing Recording Activity

You can view all recording activities on top of the User Portal home page. You can find the recording title, timer of the recording, and meeting room.

Check the Media Report

You can check the statistic report for each archive.

Archive Statistics

Items	Description
Start Time / End Time	Specifies the period for system statistics.
VOD Views	Specifies the VOD viewing time in the specific period.
Likes & Dislikes	Specifies the total like and dislike number for the archive.
Total Duration	Specifies the total viewing duration of the archive.
Average Duration	Specifies the percentage of the average viewing time.

Items	Description
Edit Times	Specifies the edited time of the archive.
Share Times	Specifies shared times of the archive.
Download Times	Specifies the downloaded times of the archive.
Play times in different play ratio	Specifies play times in play ratio 25%, 50%, 75%, 100%.

Procedure

1. Within the HARMAN Media Suite user portal, go to **My Media Center > Media**.
2. Hover your mouse above the media cover page. From the context menu, click
   The HARMAN Media Suite provides the following statistics for the archive:

Note: Administrator can check the media report through the Admin menu

Administrator can check the report of all archives through **My Media Center > Admin > Media > Archives.**

You can also download the report by clicking Download Details on the top right corner of the page.

Searching Media Archives

You can search media archives.

Procedure

1. Perform one of the following:
   - Enter the key words in the search box on the top of the main page.
   - Enter the key words in the search box on the top of the My Media Center page.
   - Select the time range in the time selector on the top of the My Media Center page.

Sharing Media Archives

You can share the media archives to public, existing channels, or specific users by creating new channels.

Share an Archive to an Existing Channel

You can share an archive to an existing channel.

Procedure

1. Within the HARMNA Media Suite user portal, go to **My Media Center > Media**.
2. Select an archive from **Archives**, and then click **Share**.
3. Select the **Public** channel from the down-drop list, and then click **Share**.

Share an Archive by Creating a New Channel

You can share an archive by creating a new channel.

Procedure

1. Within the HARMAN Media Suite user portal, go to **My Media Center > Media**.
2. Select an archive from **Archives**, and then click **Share**.
3. Click **Create a new channel** in the pop-up window.
4. Select the **Private** or **Public** channel to share media with channel members. Enter the user name of the person you want to share with, and a channel name for the new channel. If the archive is shared to the public, then you cannot restrict the audience who can view the archive and can only specify the new channel name.
5. Click **Save** to save the new channel.
6. Select the channel you just created from drop-down list, and then click **Share**.

Uploading Attachment to Media Archive

You can upload one or multiple documents to the media archive as attachments.

Upload Attachments to Media Archive

You can upload attachments to media archive.

Procedure

1. Within the HARMAN Media Suite user portal, go to **My Media Center > Media.**
2. Hover your mouse above the desired archive icon.
   The context menu position varies with media views.

3 Select **Edit > Attachment**.
4 Click **Select file to upload** to select desired documents from local PC.
5 Select one or multiple documents, and click **Open** to upload documents.
The maximum number of attachments for one archive is 10, and the size for each document must equal or be less than 100 MB.
6 Click **Close** to finish the upload.

Note: The Skype for Business meeting recording generates an attachment about meeting details automatically.

The Skype for Business meeting recording archive includes an attachment, which records the detailed meeting information.

Download Attachments in the Archive

You can download attachments in the archive.

Procedure

1 Within the HARMAN Media Suite user portal, go to **My Media Center > Media**.
2 Hover your mouse above the desired archive icon, and select **Edit > Attachment** to show the attachment page.
Or click in the archive title to open the attachment page
3 Select the desired attachment.
4 Click download to download the attachment.

Delete Attachments in the Archive

You can delete attachments in the archive.

Procedure

1 Within the HARMAN Media Suite user portal, go to **My Media Center > Media**.
2 Hover your mouse above the desired archive icon, and select **Edit > Attachment** to show the attachment page.
Or, click
3 Select the desired attachment.
4 Click ✖ Delete to delete the attachment.

Playing Back Video

You can play back a video on the HARMAN Media Suite using the following methods:

- Play back a video to a browser.
- Play back the video from the HARMAN Media Suite to a meeting.

Note: Only the people video can be played when playing mulit-track MP4 file

Only people video can be played when playing multi-track MP4 live streaming or archive from third party streaming server.

Play Back Archives to a Browser

You can play back archives to a browser.

Procedure

1. Within the HARMAN Media Suite user portal, go to **My Media Center > Media**.
2. In the **Archives**, select the archive you want to play back.
3. Install the HARMAN Media Suite Player Plugin as required the first time you play back a video using the HARMAN Media Suite Player.
4. Refresh the browser and allow pop-ups on the browser.
5. Play back the selected media.

Note: If the bitrate of the media is more than 20Mbps, the media cannot be played back smoothly.

To Play Back Media to a Meeting

You can play back media to a meeting.

Procedure

1. Within the HARMAN Media Suite user portal, go to **My Media Center > Media**.
2. Locate the video for playback in the **Archives**, and then click **Playback to Meeting**.

Note: If the bitrate of the media is more than 4Mbps, the media cannot be played back to a meeting.

3. Enter the IP address or VMR of the meeting in the **Meeting Room (or Endpoint)** field on the pop-up page.
4. Select **Immediately** or **Manually** to control the play time of the media. If **Manually** is selected, you must click the **Start** button to play back the media in the meeting. If **Immediately** is selected, the media plays back immediately after the call is connected.

If **Manually** is selected and the archive is not played back manually after 30 seconds, the archive will begin to play back automatically.

5. Set the **H.323** or **SIP** signaling type for the playback. The selection depends on the network environment.
6. Select the **Conference Layout** for the playback. If **Lecture** is selected, the video will be forced full screen when playing back to RMX (v8.6.2 or later release). If Auto is selected, RMX will decide the conference layout.

7 Click **OK** to play back the video to the meeting. The system plays playback header around five seconds before playing the video. If **Immediately** is selected and the video is played back to RMX, system will ignore the playback header and play the video immediately.

Note: The Playback to Meeting function consumes recording and live streaming ports.

Choose Playback Preference

You can select different playback preferences when you playback media to meeting on the User Portal or playback from an Endpoint by Quick Code.

Procedure

1 Go to **My Media Center** > **Media**.

2 From the context menu, select **Edit** > **Edit Properties** > **Playback Preference**, in the drop down list, the below options are provided:

- RAW file preferred
- Watermark file preferred
- MP4 file preferred

Note: Watermark file preferred will only work when the watermark feature is enabled in the license purchased. Otherwise, it will try to playback the RAW file if there is one.

Video Call Play Back When Dialing in from an Endpoint

You can play back recorded media archives stored in HARMAN Media Suite using Quick Code. A quick code is generated automatically for every archive after the system completes a recording.

Note: Enable playback from endpoint by quick code before playing back archive from endpoint

Play back archive by quick code from endpoint is disabled by default. Enable playback by quick code for the archive before playing back archive from endpoint.

View the Quick Code of an Archive

You can view the quick code of an archive

Procedure

1 Go to **My Media Center > Media**.

2 From context menu, select **Edit > Edit Properties**. The quick code is displayed in the **Quick Code** column.

Enable Play Back by quick code

You can enable play back by quick code

Procedure

1. Go to **My Media Center > Media**.
2. From the context menu, select **Edit > Edit Properties**.
3. Select **Allow playback by quick code**.
4. Select **Enable PIN**.
5. Click **Set PIN** to set PIN code to protect play back from endpoint.

Play Back Archives using the Quick Code

You can play back archives using the quick code.

Procedure

1. Dial using one of the following formats:

Tip:

- A quick code consists of seven digits that start with the number 0. If the archive has multiple episodes, you can append the two-digit episode index to the seven-digit quick code in your dial string.
- If PIN code is enabled for the quick code, the input must be completed by #, or system will play the prompt again after 20 seconds. The call is disconnected if the input is not completed at the end of third time prompt. All your inputs are valid even if you enter them after different prompt, and all inputs are sent to the HARMAN Media Suite after you enter the #.

- **Dialing through H.323:**
  - If the system has been registered to a gatekeeper, dial [Media Suite E.164 prefix] [Quick Code]

    For example, if the E.164 prefix of the HARMAN Media Suite system is 1234 and the quick code of the file to be played back is 0123456, dial 12340123456
  - If the system has not been registered to a gatekeeper, dial [Media Suite IP address]##[Quick Code]

    For example, if the IP address of the HARMAN Media Suite system is 10.1.2.3 and the quick code of the file to be played back is 0123456, dial 10.1.2.3##0123456

    If you want to play back the second episode of the archive, you can replace the quick code in above dial string by appending episode index, such as replace 0123456@10.1.2.3 with 012345602@10.1.2.3.
- **Dialing through SIP:**
  - If the system has been registered to a SIP server, the SIP server should configure HARMAN Media Suite as a SIP peer, dial [SIP Peer Prefix] [Quick code].

    For example, if the SIP peer prefix of the HARMAN Media Suite system is 1234 and the quick code of the file to be played back is 0123456, dial 12340123456.

- If the system has not been registered to a SIP server, dial [Quick Code]@[Media Suite IP address]

  For example, if the IP address of the HARMAN Media Suite system is 10.1.2.3 and the quick code of the file to be played back is 0123456, dial 0123456@10.1.2.3

  If you want to play back the second episode of the archive, you can replace the quick code in above dial string by appending episode index, such as replace 0123456@10.1.2.3 with 012345602@10.1.2.3.

Note: Playback limitations

- With no action, it will begin playing the next episode automatically, 30 seconds after the end of the previous one.
- Once the archive playback is completed, HARMAN Media Suite will drop from the multipoint call within five minutes if no command is given.
- HARMAN Media Suite will terminate the call five minutes after the playback is paused.
- If the capacity supports 40 recordings only, the Quick Code playback function is not supported.

Editing Media Archives

To refine and streamline your media, you can trim the media, or add a text subtitle to the media.

Trim the Media

You can trim the media.

Procedure

1. Within the HARMAN Media Suite user portal, go to **My Media Center > Media**.
2. Hover your mouse above the media cover page. From the context menu, select **Edit > Edit Media**.

3. Select the Trim tab.
4. On the Timeline, drag the playhead to the point where you want to perform the first cut. You can preview the video in the viewing area.
5. Click Insert Mark to mark the cut point.
6. Repeat steps 3 and 4 to create subsequent cuts.
7. Do one of the following to trim the media:

- In the timeline, click the range of time that you want to remove, and then click ⊗.

- In the time list, hover your mouse on the time range that you want to remove, and then click ⊗.

8 Click **Save as new** on the top-right corner to save the edited version of the new version of the media.

9 Specify **New Media Name** in the pop-up window, and click **OK** to save a new archive.
After clicking **OK** to save the archive, the media transcoding will start automatically using the template which is configured in **Admin > Setting > Transcoding Profile**.

10 The new, trimmed video is shown in **Media**.

Add Text to the Media

You can add text to the media.

Procedure

1 Within the HARMAN Media Suite user portal, go to **My Media Center > Media**.

2 Hover your mouse above the media cover page.
From the context menu, select **Edit** > **Edit Media**.

3 Select **Text Overlay** tab.

4 On the Timeline, drag the playhead to the point where you want to make the first text add.

You can preview the video in the viewing area.

5 Click Insert Mark to mark the add point.

6 Repeat steps 3 and 4 to create subsequent adds.

If the video is edited in Trim, the timeline shows the part which is waiting for cutting in shadow.

7 Do the one of the following to add text to the video:

- In the timeline, click the range of time that you want to add text, and then click ⊕ to add the text in the text input field.

- In the time list, input the text on the time range that you want to add text.The maximum number of characters is 30.

8 Click **Save as new** on the top-right corner to save a new video. The new video is shown in **Media**.

Edit the Media Archive Properties

You can edit a media entry, including its title, category, and description.

Note: Only media that belongs to the owner can be shared and edited.

Procedure

1 Within the HARMAN Media Suite user portal, go to **My Media Center > Media**.

2 Do one of the following:

- When in large icon view, hover your mouse below the recording, and click ⋮

- From the context menu, click **Edit Properties**.

- When in list view, hover your mouse above the media cover page. From context menu, select **Edit > Edit Properties**.

3 You can change the name, whether the video is downloadable or not, whether you can establish a rating or not, the category, any tags, the description, Quick Code, and whether enable playback by Quick Code.

- If the **Downloadable** check box is selected, the video can be downloaded from the server to local storage. The Downloadable check box will not be shown if the **Download media** check box (under **Media** group) is not checked for the **Role** of user through **Admin** > **Role & Permission** > **Role Definition**
- If the **Enable Rating** is selected, viewers can vote Like or Dislike when the video is playing.
- If **Allow playback by quick code** is enabled, you can set the PIN code for endpoint dial in through Quick Code.
- If the **Expiration Date** is available to edit, you can change the archive expiration date. If the **Expiration Date** is read only and you need to change the date, contact your administrator to grant you permission.
- If an archive has an expiration date, the date is shown as an alert from 14 days before expiration date. If you manually delete the archive or if it reaches its expiration date, the archive is moved to **Trash** folder. The **Trash** folder keeps the deleted archive 30 days. If the archive owner or administrator does not restore or delete the archive manually from the **Trash** folder, the archive is deleted permanently after being moved to **Trash** folder 30 days.

Edit Archive Cover

You can upload one image or choose one thumbnail as archive cover.

Procedure

1 Within the HARMAN Media Suite user portal, go to **My Media Center > Media**.

2 Hover your mouse above the desired archive icon.
The context menu position varies with media views.

3 Select **Edit** > **Edit Cover**.

4 Click **Select a file to upload** to upload an image as archive cover, or choose one thumbnail from **Choose Thumbnail** tab as cover.

Choose Thumbnail tab is only available when there is thumbnail within the archive. The thumbnail can only be generated if it was transcoded with transcoding template with **Snapshot Enabled**. If there is no thumbnail within the archive, you can contact administrator to retranscode the archive using transcoding template with snapshot enabled.

5 Click **Save** to save the archive cover.

Generating Transcript File

You can generate the transcript file automatically for UGC or recording media to enhance your video playback experience once the AI Based Transcription Service is enabled.

Procedure

1 After the upload of a user generated content or a new Recording is created in the system after an event, the system will start to do the transcription automatically.

2 Go to **My Media Center** > **Media**, **Transcription Status icon** will show beside the title of archive.

Transcription Status Icon

Item	Description
	Transcription ongoing
	Transcription error
	Transcription done

Note:
Currently, HARMAN Media Suite provides the **Generate Transcript** button to allow a user to re-generate the transcript manually for those media files which failed to get the transcription because of any network issue or some other reason. This button will be disabled for an archive for which the Transcript has been successfully generated.

Download Transcript File

You can download the transcript file as PDF or SRT format in the Transcript window.

Procedure

1 In the **Transcript** window, click the download button on the top of the panel.

2 You can click the **Download as PDF** or **Download as SRT** link to download the transcript as PDF or SRT format.

Generating Closed Caption File

You can upload one or multiple closed caption (CC) files to the media file, or automatic generate closed caption files through third party server to enhance your video.

Upload Closed Caption Files

You can upload closed caption files.

Procedure

1 Within the HARMAN Media Suite user portal, go to **My Media Center > Media**.

2 Hover your mouse above the media cover page.
From the context menu, select **Edit > Manage Closed Captions**.

3 Select **Select a file to upload** to upload Closed Caption files.

4 Select the **Language Name** of the Closed Caption file from down-drop list, or input the language name in the **Language Name** area.

5 If the video contains multiple episodes, select the episode to add Closed Captions to from the **Episode** down-drop list.

6 Click **Select a file to upload**, and select one Closed Caption file to upload. One file can only contain one language.

The supported Closed Caption file formats are SRT and VTT, and HARMAN Media Suite supports up to 10 Closed Caption files per archive (episode).

Note: Closed Caption support limitations

- Only support for MP4 format video.
- Only supported in HARMAN Media Suite Player and HTML5 player (iOS/Android), and cannot support flash player.
- Only support VOD, and cannot support in live streaming.
- Cannot support for video to third party server Wowza.
- Cannot support for full screen video on Android mobile devices.

Automatically generate Closed Caption files

You can automatically generate closed captions for your media archives in two ways on HARMAN Media Suite if your administrator has configured these related features, **Cielo24 Transcription** or **AI-Based Transcription**.

Cielo24 Transcription

Procedure

1 Within the HARMAN Media Suite user portal, go to **My Media Center > Media**.

2 Hover your mouse above the media cover page. From the context menu, select **Edit** > **Manage Closed Captions**.

3 Select the **Automatic Generation** to generate closed captioned files automatically.

4 Select **Fidelity** and **Priority** for the task generation.

5 Check **Enable Translation** to translate Closed Caption file to specific language, and select language.
If **Enable Translation** is not selected, the Closed Caption is in English.

6 Click **Generate**.

AI-Based Transcription

The Closed Caption file will be generated automatically for the UGC and Recording media.

Note: Closed Caption support limitations

- Only support for MP4 format video.
- Only supported in HARMAN Media Suite Player and HTML5 player (iOS/Android), and cannot support flash player.
- Only support VOD, and cannot support in live streaming.
- Cannot support for video to third party server Wowza.
- Cannot support for full screen video on Android mobile devices.

Download Closed Caption Files

You can download closed caption files.

Procedure

1. Within the HARMAN Media Suite user portal, go to **My Media Center > Media**.
2. Hover your mouse above the media cover page.
   From the context menu, select **Edit > Manage Closed Captions**.
3. Hover your mouse above the desired caption file.
4. Click Download to download the file to local.

Delete Closed Caption Files

You can delete closed caption files.

Procedure

1. Within the HARMAN Media Suite user portal, go to **My Media Center > Media**.
2. Hover your mouse above the media cover page.
   From the context menu, select **Edit > Manage Closed Captions.**
3. Hover your mouse above the desired caption file.
4. Click Delete to delete the file from archive.

Delete a Media Archive

You can delete a media entry from My Media Center.

Procedure

1. Within the HARMAN Media Suite user portal, go to **My Media Center > Media**.
2. Hover your mouse above the desired media cover page. The context menu position varies with media views.
3. Click to delete the entry.

Delete icon in media list view

Delete icon in media large icon view

Upload Media to My Media Center

The User Generated Content (UGC) enables you to easily upload your local media to the HARMAN Media Suite.

The HARMAN Media Suite supports uploading files with the formats and codecs shown in the next table:

Content	Protocol	
File formats/codecs for UGC	MP4, MOV, RAW video	H.264, H.264 HP
	MP4, MOV, RAW audio, M4A	AAC
	WMV video	VC1
	WMV audio	WMA

Note: File uploading limitations

- The file must include an audio stream.
- Video frame rate cannot be higher than 60 FPS.
- For resolution of video, the pixels in width should not be higher than 1920, and the pixels in height should not be higher than 1088.

If the file cannot meet the above requirements, use the third party tool to transcode the file based on the above requirements.

Procedure

1. Within the HARMAN Media Suite user portal, go to **My Media Center > Media**.
2. Click **Upload Media** to upload your local media to **My Media Center**.
3. Select an existing file, or drag and drop the file from PC to upload it to **My Media Center**. The maximum concurrent uploading files is 20.
4. Specify the name, downloadable or not, rateable or not, category, channel, tags, and description for the video.
   If the **Downloadable** check box is selected, the media can be downloaded from the server to local storage. The **Downloadable** check box will not be shown, if the administrator has set **Allow Archive Download** to **No** through **Admin > Setting > System Setting**.
5. Click **Upload** to upload the video.

Creating a Survey or Test Using HARMAN Media Suite

You can create a test or a survey using HARMAN Media Suite to gather information for analysis or measure the test taker’s skill and knowledge.

Survey and Test

You can create a test or a survey using the HARMAN Media Suite to gather information for analysis or measure the test taker's skill and knowledge.

Create a Survey

You can create a survey through the HARMAN Media Suite.

1. Within the HARMAN Media Suite user portal, go to **My Media Center > Survey & Test**.
2. Click **+ Add Survey** to create a new survey.

3 Configure the survey basic information shown in the next table:

Survey Basic Parameters

Parameters	Description
Title	Specify the survey title.
Privacy	Select **Private** or **Public** to specify the survey character. If **Private** is selected, the survey is shown to the specific invitees. If **Public** is selected, the survey is shown to the public.
Everyone can see the results	Specify whether the survey report can be shown to everyone. **Note**: This function works only when the Role of user enabled the permission "report"
Set deadline	Select the check box to set the deadline of the survey.

4 Click **+ Add Question Page** or **+ Add Media Page** to add each survey question:

- Click **+ Add Question Page**, and enter survey question title and survey options for one survey question.
- Click **+ Add Media Page** to insert media as part of the survey. Select the check box in **Hide the control bar** to hide the control bar when the media is played.

5 Click **Save and Collect Invitee** on the top-right corner to save all the survey questions and specify the survey invitees.

6 Click **+ Add**, and enter the user name or group name of participant on the pop-up page.

7 Click **OK** to add the survey invitee.

8 Click **Start** to start the survey, or click **Back to Design** to design the survey questions again.
After the survey is started, your system sends out an invitation email to all participants that you have specified.

Join a Survey

You can join a survey.

Procedure

1 Within the HARMAN Media Suite user portal, go to **My Media Center > Survey & Test**.

2 Click **Take** to join the survey. You also can join the survey through the invitation email sent out by the system.
After the survey is finished, is shown in front of the survey title.

Manage Survey:

- After the survey is started, survey owner can click to collect the response, to check the result and to close the survey.

- After the survey is closed or expired, the survey owner can check the results, or delete the survey.

Create a Test

You can create a test through the HARMAN Media Suite.

Procedure

1. Within the HARMAN Media Suite user portal, go to **My Media Center > Survey & Test**.
2. Click **+ Add Test** to create a new test.
3. Configure the test basic information shown in the next table:

Test Basic Parameters

Parameters	Description
Title	Specify the test title.
Pass Mark (1~100)	Specify the pass mark of the test.
Privacy	Select **Private** or **Public** to specify the test character. If **Private** is selected, the test is shown to the specific invitees. If **Public** is selected, the test is shown to the public.
Everyone can see the results	Specify whether the test report can be shown to everyone. **Note**: This function works only when the Role of user enabled the permission “report”
Set deadline	Select the check box to set the deadline of the test.

4. Click **+ Add Question Page** or **+ Add Media Page** to add each test question:
   1. Click **+ Add Question Page**.
   2. Enter the test question title and test options for one test question.
   3. Select the check box of the correct answer.
   4. Assign the points to the question to score the test. The range of the points is from 1 to 10.

   Click **+ Add Media Page** to insert media as part of the test. Select the check box in **Hide the control bar** to hide the control bar when the media are played.
5. Click **Save and Collect Invitee** on the top-right corner to save all the test questions and specify the test invitees.
6. Click **+ Add**, and enter the user name or group name of participant on the pop-up page.
7. Click **OK** to add the test invitee.
8. Click **Start** to start the test, or click **Back to Design** to design the test questions again. After the test is started, the system will send out an invitation email to all participants you have specified.

Join a Test

You can join a test.

1. Within the HARMAN Media Suite user portal, go to **My Media Center > Survey & Test**.
2. Click **Take** to join the test. You also can join the test through the invitation email sent out by the system.

3 If you finish the test and achieve the score established as a Pass, you get a certificate for the test.

After you pass the test, is shown in front of the test title, and you can click it to show the certificate again.

If you do not pass the test, must retry again.

Video Analytics

Video analytics has the following two features.

- Face Surveillance
- Face Search in ArchivesFace Search in Archives

Face Surveillance

With the Face Surveillance feature in HARMAN Media Suite, the admin user can monitor the events when target people and strangers appear in the live stream by registering the IP camera live streaming to SAFR Platform®. For each notification, the system shows the screenshot of the person, date & time and other attributes such as Age, Gender, Mask wearing status, and Sentiment.

HARMAN Media Suite also allows the admin user to use some simple filters for the Video Analytics results.

Register Devices and Target User Profiles to SAFR Platform®.

Procedure

1 Within the HARMAN Media Suite User Portal, navigate to **My Media Center** > **Video Analytics**.

2 Follow the guidance shown in the page.

3 Click **User Profile Selector** icon to register the desired target user profiles to SAFR Platform®. The SAFR platform will send the notifications to HARAMN Media Suite when any of these target user profiles come under the preview of any registered device.

4 Click **Subscribe Device** to register the desired IP camera device to SAFR Platform®. The live video feed from these devices will be processed by the SAFR platform to detect the presence of target user profiles and then send the notifications to HARMAN Media Suite.

5 After above steps, the video analytics will start to work. Once there is new event detected by SAFR Platform®, the result will show in this page as the screenshot below and a red dot will appear on the Icon to notify the administrator.

The Sentiment icon is mapped as:

Green icon = Happy

Orange icon = Neutral

Red icon = Unhappy

6 Click the **Export** button to download Notifications in an excel sheet by Start Time and End Time - to export the notification report within a given time range (maximum 30 days)

Filter the Face Surveillance Result

Procedure

1 Within the HARMAN Media Suite User Portal, navigate to **My Media Center** > **Video Analytics**.

2 The Administrator already finished the process **Register Device and Target User Profiles to SAFR Platform®** and there are some notifications shown in this page.

3 Click icon to filter the results by:

- Device - to view the notifications for a particular IP Camera device
- Start Time and End Time - to view the notifications within a given time range (maximum 30 days)

4 Once the filter criteria are selected, click on the **Search** button to view the desired notifications.

Note:

- The **Video Analytics** function is only enabled for the administrator account currently.
- The **Video Analytics** function only works when the SAFR license is activated and SAFR settings are configured correctly in **Admin Portal**.
- Only a maximum of 5 target user profiles can be registered at a time for searching and getting notifications thereon.
- Strangers are always displayed in the last column after the known / target User profiles.

Face Search in Archives

With the Face Search feature in HARMAN Media Suite, the admin user can look for specific user faces in videos of interest from the recorded media content, so that it will help him to confirm who/when/where information connected to people's behavior.

HARMAN Media Suite also allows the admin user to use some simple filters for the FACE SEARCH results.

Add media

Procedure

1 Within the HARMAN Media Suite User Portal, navigate to **My Media Center** > **Media**.

2 Add media archives by using the **Upload Media** function.

3 Add users with photos on the Admin Portal, which need to be searched in Archives.

Analytics

1 Within the HARMAN Media Suite User Portal, navigate to **My Media Center** > **Video Analytics** > **FACE SEARCH.**

2 Click on **Face Analyze**

icon to start analyzing the archive with registration of the archive to SAFR Platform®. The video feed will be processed by the SAFR Platform to detect the presence of target user profiles and then send the events to HARMAN Media Suite. After the analysis is completed, the profile picture of the users identified in the video is displayed in the archive list.

3 Click on **Stop Analyze**

icon to stop the archive analysis.

Face Search States

- All State - contains all the archives
- Initial State - shows the archives that have never been analyzed

- Analyzing State - Shows the archives that are being analyzed but doesn't end the analysis
- Face Identified State - Shows the archives that have completed the analysis, and recognized user's faces
- No Face Recognized State -Shows the archives that have been analyzed but have no face recognized.

Jump to the timestamp of the face that appears

1. Once there are faces being identified, **View More** button appears in the archive list.
2. Hover the mouse on the **View More** button. The floating window appears with all identified faces and their relative timestamp of first occurrence in the video. Scroll to view more identified faces.
3. Click any timestamp. On the player page, the playback starts ~3 seconds before the actual appearance of the face in the video.

Filter the Face Search Results

Procedure

1. Within the HARMAN Media Suite User Portal, navigate to **My Media Center** > **Video Analytics** > **FACE SEARCH**, select **Face Identified State**
2. Click icon to filter the results by user profile ID.
3. Once the filter criteria are selected, click on the **Search** button to view the archives that contain target users.

Note:
Stop Analyze is visible only for the archives which are in the analyzing state.
Only the archives in the Face Identified state will have the user profile ID filter function.

Account

After you log in to the HARMAN Media Suite system with your account, you can set the account level configuration to simplify your operation.

Set Default Meeting Room

You can set your frequently used meeting room when creating recording or live streaming as the default meeting room in your account settings. After configuration, the default meeting room will be filled in automatically when you create a recording or live streaming.

Procedure

1. Within the HARMAN Media Suite user portal, go to **My Media Center > Account**.
2. Enter your frequently used meeting room or IP address in Default Meeting Room (or Endpoint).
3. Click Save to save the configuration.

Configure Account Level Content Expiration Rule

You can configure the account level content expiration rule which is applied to all archives created by your account. The configuration is available when you have permissions granted by administrator.

Procedure

1. Within the HARMAN Media Suite user portal, go to **My Media Center > Account**.
2. Select the expiration period from **Content Expiration Setting**.

   If **Never** is selected for expiration period, the archive expiration date is the *first day of the current year (year/01/01) + 10 years*. For example, if **Never** is selected and the current year is 2016, the expiration date of all archives created by the account is set to 2016/01/01 + 10 years = 2026/01/01, but in the next year (2017), the expiration date will be changed to 2027/01/01.
3. Select the expiration date calculation method. You can select **after create time** or **after last view time.**
4. Select the **Receive Alert Email** checkbox. The option is disabled if the expiration date is **Never**.
5. If **Receive Alert Email** is enabled, you receive the email triggered by:.
   - Fourteen days before archive expiration date..
   - Archives are deleted to **Trash** folder by system when archive reaches the expiration date. If archive is deleted manually, email will not be triggered..
   - Archives are deleted permanently by system after being move to **Trash** folder 30 days. If archive is deleted manually, email will not be triggered.
6. Click **Save** to save the configuration.

Play Media Using HARMAN Media Suite Player

Topics:

- Show Transcript
- Show Closed Captioned Video
- Vote for a Video
- Scan the QR code and View a Video from a Mobile Phone
- Get the Media Link
- Get the Media Embed Code
- Download the Media

The HARMAN Media Suite Player is a powerful media player that enables you to play dual stream media. It enables you to change the resolution of the video to play smoothly and easily. When you play back a video from Archives, the HARMAN Media Suite Player is used as the player.

Note: Limitations for HARMAN Media Suite Player

- The HARMAN Media Suite Player cannot play WMV and M4A format media file.
- The HARMAN Media Suite Player requires graphics drivers in the client PC.
- The content video in dual window cannot be played if Native Client of Chrome is disabled. Enable Native Client on page **chrome://flags** or **chrome://plugins**.

Media Suite Player Toolbar

Item	Description
	Click to pause or resume the playback.
00:29 / 09:12	View elapsed time/duration.
	Click to adjust the audio volume.

Item	Description
	Click to show/hide the transcript
	Click to select the Closed Caption language.
	Click to change the appearance of the dual stream video. This option is available when the media is recorded with double video streams. • People +Content: the camera video and screen content are shown in same size. • Big People: the camera video is shown bigger than the screen content. Click **Switch** to change the position of the video and the content. • PiP (Picture in Picture): the screen content is in the picture of the camera video. Click **Switch** to change the position of the video and the content.
	Click to change the video layout.
	Click to change the current HARMAN Media Suite Player resolution based on the current layout. If the layout is changed, the resolution will be updated simultaneously.
	The icon will show out when Media Suite Player is not installed or enabled. Click to show the information about the HARMAN Media Suite Player. Administrator can hide the icon through selecting **No** in the **Admin** > **Setting** > **System Setting** > **Show Player Notification**. HARMAN recommends to install and enable Media Suite player for better experience.
	Click to enter the full screen mode. **Note**: NACL player does not support the button. If you use NACL player to play the video, double click the video to enter the full screen mode.

Show Transcript

You can view Transcript while watching the video. The Transcript window shows the Speaker ID, the duration for which that speaker has spoken, and the corresponding text.

Procedure

1 When a video (on which the Transcription is available) is playing, click on the tool bar button to view the Transcript window at the right side of the player as shown below:

2 Click on the tool bar icon to hide the Transcript window.

Show Closed Captioned Video

You can show Closed Captioned video.

Procedure

1 When the video with Closed Caption is playing in the HARMAN Media Suite Player or HTML5 player (iOS/Android), click and select Closed Caption language on the tool bar to show the Closed Caption.

Vote for a Video

You can vote for a video.

Procedure

1 When an archive is playing in the HARMAN Media Suite Player, click **or** at the bottom of the player to rate the video.

Scan the QR code and View a Video from a Mobile Phone

You can scan the QR code and view a video from a mobile phone.

Procedure

1 When a video is playing in the HARMAN Media Suite Player, click **Preview in mobile** at the bottom of the player**.** A QR code will appear.

2 Scan the QR code using a mobile application that supports this function.

The video will play in your default mobile browser.

You will need a network connection to play this video using your mobile phone.

Get the Media Link

You can get the media link.

Procedure

1 When the video is playing in the HARMAN Media Suite Player, click **Get Link** at the bottom of the player.

2 Copy the media link in **Link** tab for sharing.

Get the Media Embed Code

You can get the media embed code.

Procedure

1 When the video is playing in the HARMAN Media Suite Player, click **Get Link** at the bottom of the player.

2 Click the **Embed** tab, and the video URL displays in embed code format, which can be used to embed the player in a third-party web page.

You can set the following three parameters for embed video:

- **Video size**: set the embedded video size.
- **Auto play after page loaded**: enable this check box to have the video play automatically after the page loaded.
- **Show player control bar**: enable this check box to have the video control bar show up on the embedded video.

Download the Media

You can download the media.

To enable media download function, HARMAN recommends allowing the cookie from the browser.

Download the media with default format

You can download the media with default format.

Procedure

1 When a video is playing in the HARMAN Media Suite Player and the video is downloadable, click **Download (default format)** at the bottom of the player**.**
Default format is decided by the system according to the media.

Download the media with multiple formats and thumbnails

You can download the media with multiple formats and thumbnails.

Procedure

1. When the video is playing in the HARMAN Media Suite Player and the video is downloadable, click **Advanced Download** at the bottom of the player**.** You can download a thumbnail by clicking **Thumbnail**, or download the media in multiple formats.

Download an Attachment from a Media Archive

You can download the files which are attached to the media archive.

Procedure

1. When the video is playing in the HARMAN Media Suite Player and the media archive contains attachments, click **Attachment Download** at the bottom of the player and the attachment list is shown below**.** You can download the attachment by clicking the attachment title.

User Portal Administration

Topics:

- Access the User Portal Admin section
- Customizing Beyond the Default Menus
- Customizing Slider
- Customizing Links on Home Page
- Customize User Portal Login Screen Picture
- Customize Test Certification Image
- Customize User Portal Favicon
- Managing Archives
- Organizing Media Using Categories
- Managing Channels
- Managing Events
- Managing Survey and Test
- Configuring Recording Publish Rule
- Configure Transcoding Profile
- Configuring Cielo24 Service Setting
- Configuring AI Based Transcription Service Setting
- Configuring AI Based Advanced Search Service Setting
- Configuring Other System Settings
- Configuring Roles and Permissions
- Checking System Report

Administrators can log in to the HARMAN Media Suite User Portal to manage portal appearance, media, and settings.

Access the User Portal Admin section

You can access the User Portal Admin section.

Procedure

1. Access HARMAN Media Suite User Portal by its IP address or FQDN from a compatible browser.
2. Click **Sign in** on the top-right corner to sign in the system as administrator.

3 Go to **My Media Center**.

4 Click **Admin**, and Administration menus appear on the left of the window.

Customizing Beyond the Default Menus

The HARMAN Media Suite User Portal comes with only one default menu, **Home**.

You can add more menus through the following steps:

Add New Menus on Home Page

You can add new menus on home page.

Procedure

1 Go to **My Media Center > Admin > Appearance**.

2 Click **Menu** under the **Appearance** section.

3 Click **Edit** under **Menu Preview** to edit the menu on the main page. **Events** is a default menu shown in **My Menu**.

4 Choose category or channel which you want to add to main page.

5 Click **Add to Menu** to pin the category on the main page, for example, **Training** and **Company News** are pinned on the main page in the following figure.

Change the Sequence of Menus Shown

You can change the sequence of menus shown.

Procedure

1 Go to **My Media Center > Admin > Appearance**.

2 Click **Menu** under the **Appearance** section.

3 Click **Edit** under **Menu Preview** to edit the menu on the main page.
4 Click ↑ or ↓ to change the position of the menus under **My Menu**.

Delete a Menu on the Home Page

You can delete a menu on the home page.

Procedure

1 Go to **My Media Center > Admin > Appearance**.
2 Click **Menu** under the **Appearance** section.
3 Click **Edit** under **Menu Preview** to edit the menu on the main page.
4 Click the ⌄ on the right of the menu which you want to delete.
5 Click **Delete** on the left down corner of the menu frame.
6 Click **Yes, delete it** on the pop-up confirm window to delete the menu on home page. If **Events** is deleted, the Events menu will still be shown on the home page if the user logged on has **View Ongoing Events** permission.

Change a Menu Name Displayed on the Home Page

You can change a menu name displayed on the home page.

Procedure

1 Go to **My Media Center > Admin > Appearance**.
2 Click **Menu** under the **Appearance** section.
3 Click **Edit** under **Menu Preview** to edit the menu on the main page.
4 Click the ⌄ on the right of the menu which you want to edit.
5 Enter a new name in **Navigation Label** to modify the menu name displayed on the home page. The user cannot change the menu name **Events**.
6 Click **OK**.

Customize color of the Menu

You can change the color of the Menu bar.

Procedure

1 Go to **My Media Center** > **Admin** > **Appearance**.
2 Click **Menu** under the **Appearance** section.
3 Click **Edit Color**, then the color palette appears.
4 You can choose a color:
   - Select the color exists in left panel
   - Drag and select any color you desired in right panel
   - Input the color code as #000000
5 Click **Choose** to preview and save the color.
6 You can click **Reset** to restore the default color.

7 Click **Save** to finish the configuration.

Customizing Slider

The HARMAN Media Suite User Portal provides two default sliders which are shown on the top of home page. You can add new sliders or change the existing sliders through the following steps:

Editing the existing slider

You can edit the existing slider.

Procedure

1 Go to **My Media Center > Admin > Appearance**.
2 Click **Sliders** under the **Appearance** section.
3 Pose your mouse above the slider.

4 Click ^ or v to change the position of the slider.
5 Click ✎ to edit the title or description of the slider.
6 Click ✖ to delete the slider.

Add a New Slider

You can add a new slider.

Procedure

1 Go to **My Media Center > Admin > Appearance**.
2 Click **Sliders** under the **Appearance** section.
3 Click **Add New Slider** to add a new slider.
4 Click selecting image area to select an image for new slider. The image type should be JEPG, JPG, or PNG.
5 Enter the **Title** and **Description** of slider.
6 Click **Save** to create a new slider.

Customizing Links on Home Page

You can add some useful links on the home page to access other websites conveniently.

Add New Link

You can add new link to home page.

Procedure

1. Go to **My Media Center > Admin > Appearance**.
2. Click **Links** under the **Appearance** section.
3. Click **Add New Link**.
4. Enter the link name and URL of link.
5. Click **Save** to add a new link on the bottom of the Home Page.

Edit or Delete the existing links

You can edit or delete the existing links.

Procedure

1. Go to **My Media Center > Admin > Appearance**.
2. Click **Links** under the **Appearance** section.
3. Pose your mouse above the link you want to edit or delete.

4. Click ⌃ or ⌄ to change the position of the link.
5. Click ✖ to delete the link.
6. Click **Save** to save the changes.

Customize User Portal Login Screen Picture

You can customize the User Portal login screen picture as you like to fit your company's specifications or your own preference.

Procedure

To change the login screen picture:

1. Go to **My Media Center > Admin > Appearance**.
2. Click **Login Screen** under the **Appearance** section.
3. Click **+Change Login Image** to change the existing login picture to a new one.

4 Select an image file (JPG, JPEG, PNG, and BMP are supported) from your local PC to be your new login screen picture.

   You can adjust the picture and change the size and position of the image you select in the select box. The preview of the picture is shown on the right side.

5 Click **Save** to save the new login screen picture.

Customize Test Certification Image

You can customize the test certification background image as you like to fit your company's specifications or your own preference.

Procedure

1 Go to **My Media Center > Admin > Appearance**.
2 Click **Test Certification** under the **Appearance** section.
3 Click **+Add Test Certification** to add a background image to the test certification.
4 Select an image file (JPG, JPEG, PNG, and BMP are supported) from your local PC. The recommended aspect ratio for the image is 16:9, and image file size must be between 2 KB and 100 KB.
5 Click **Save** to save the new login screen picture.

Customize User Portal Favicon

This feature is enabled only for the Administrator or if a user login has been given specific permission to do the **Appearance** customization.

Procedure

1 Go to **My Media Center > Admin > Appearance**.
2 Click **Logo Icon** under the **Appearance** section.
3 Click **Edit Favicon Image** button under **Favicon Image**.
4 Enter the new HARMAN Media Suite page tab title in the **Title**.
5 Click **+Change** to change the existing favicon image to a new one. The favicon is the icon shown on the HARMAN Media Suite page tab.

6 Select an image file (JPG, JPEG, PNG, and BMP are supported) from your local PC.
7 Click **Save** to save the new favicon image and tab title.

Customize color of the Logo bar

You can change the color of the Logo bar.

Procedure

1 Go to **My Media Center** > **Admin** > **Appearance**.
2 Click **Logo Icon** under the **Appearance** section.

3 Click **Edit Color** under **Logo Bar Color**, then the color palette will appear.
4 You can choose a color:
   - Select the color exists in left panel
   - Drag and select any color you desired in right panel
   - Input the color code as #000000
5 Click **Choose** to preview and save the color.
6 You can click **Reset** to restore the default color.
7 Click **Save** to finish the configuration.

Managing Archives

You can pin archives, upload attachment and closed caption files to archive, and check the report of a specific archive.

Pin Archives on Home Page

Procedure

1 Go to **My Media Center > Admin > Content**.
2 Click **Archives** under the **Content** section. All archives on the server are displayed under **All** tab.
3 Click on to pin the archive in **Featured Content** on the home page. Up to 10 archives can be pinned to Featured Content.

Delete Archives

You can delete archives

Procedure

1 Go to **My Media Center > Admin > Content**.
2 Click **Archives** under the **Content** section. All archives on the server are displayed under **All** tab.
3 Select the checkbox of archives which you want to delete.
4 Click **Delete**.
5 Click **Move to trash** to move archive to the Trash folder, or click **Deleted permanently** to delete the archive.

Bulk Download Archives

You can bulk download archives.

Procedure

1 Go to **My Media Center > Admin > Content**.
2 Click **Archives** under the **Content** section. All archives on the server are displayed under **All** tab.
3 Select the checkbox of the archive or archives you want to download, and click **Download**.

4. Select your preferred format and resolution of the archives from the pop-up window. Select the **Include thumbnails** to download the thumbnails at the same time.

   If no file matches the selected format or resolution, the file with the closest resolution will be downloaded.

5. Click **OK**.

Edit the Archive Properties

Administrator can edit all archive's properties, including its title, category, and description.

Procedure

1. Go to **My Media Center > Admin > Content**.
2. Click **Archives** under the **Content** section.
   All archives on the server are displayed under **All** tab.
3. Select the check box of one archive which you want to upload an attachment to, and select ··· > **Edit Properties**.
4. You can change the name, whether the video is downloadable or not, whether you can establish a rating or not, the category, any tags, the description, Quick Code, and whether enable playback by Quick Code.
   - If you select the **Downloadable** check box, the video can be downloaded from the server to local storage. The **Downloadable** check box will not be shown if the administrator set **Allow Archive Download** to No through **Admin > Setting > System Setting**.
   - If you select the **Enable Rating**, viewers can vote Like or Dislike when the video is playing..
   - If you enable **Allow playback by quick code**, you can set the PIN code for endpoint dial in through Quick Code..
   - If the **Expiration Date** is available to edit, you can change the archive expiration date. If the **Expiration Date** is read only and you need to change the date, contact your administrator to grant you permission..
   - If an archive has an expiration date, the date is shown as an alert from 14 days before expiration date. If you manually delete the archive or if it reaches its expiration date, the archive is moved to **Trash** folder. The **Trash** folder keeps the deleted archive 30 days. If the archive owner or administrator does not restore or delete the archive manually from the **Trash** folder, the archive is deleted permanently after being moved to **Trash** folder 30 days.
5. Click **OK** to confirm the changes.

Edit the Archive Cover

You can upload an image or choose a thumbnail as the archive cover.

Procedure

1. Go to **My Media Center > Admin > Content**.
2. Click **Archives** under the **Content** section.
   All archives on the server are displayed under the **All** tab.
3. Select the checkbox of the archive to which you want to upload an attachment and select ··· > **Edit Cover.**

4 Click **Select a file to upload** to upload an image as the archive cover, or choose a thumbnail from **Choose Thumbnail** tab as the cover.

Note: The **Choose Thumbnail** tab is only available when there is a thumbnail within the archive. The thumbnail can only be generated if it was transcoded with transcoding template with **Snapshot Enabled**. If there is no thumbnail within the archive, you can contact your administrator to retranscode the archive using the transcoding template with snapshot enabled.

5 Click **Save** to save the archive cover.

Automatically Generate Closed Caption

You can automatically generate closed caption.

Procedure

1 Go to **My Media Center > Admin > Content**.

2 Click **Archives** under the **Content** section.
All archives on the server are displayed under the **All** tab.

3 Select the checkbox for one or more archives for which you want to generate closed caption for, and click **Automatic Generation**.
This option is only available when **Enable Speech-to-Text** is selected **Yes** from **Admin > System Setting > 3rd Party Integration**.

4 Select **Fidelity** and **Priority** for the generation task.
Cielo24® charges different prices based on different fidelity and priority.

5 Check **Enable Translation** to translate closed caption file to specific language, and select the language.
If Enable Translation is not selected, the closed caption is in English.

6 Click **Generate** to start the generation task.

Note: Closed Caption support limitations

- Only MP4 format video supported.
- Only HARMAN Media Suite Player and HTML5 player (iOS/Android) support. Flash player not supported.•
- Only video on demand (VOD) supported. Live Streaming not supported.
- Third-party Wowza server not supported.
- Full screen video on Android mobile devices not supported.

Upload Attachment to Media Archive

You can upload attachments to the media archive.

Procedure

1 Go to **My Media Center > Admin > Content**.

2 Click **Archives** under the **Content** section. All archives on the server are displayed under **All** tab.

3 Select the checkbox for the archive to which you want to upload an attachment, and select ··· > **Attachment**.

4 Click **Select file to upload** to select the desired documents from your local PC.

5 Select one or multiple documents, and click **Open** to upload the documents.
The maximum number of attachments for one archive is 10, and the size for each document must equal or less than 100 MB.

6 Click **Close** to finish the upload.

Upload Closed Caption Files to an Archive

You can upload closed caption files to a archive.

Procedure

1 Go to **My Media Center > Admin > Content**.

2 Click **Archives** under the **Content** section. All archives on the server are displayed under **All** tab.

3 Select the checkbox of one archive which you want to upload closed caption file to, and select ··· > **Manage Closed Captions**.

4 Select the **Language Name** of the closed caption file from down-drop list, or input the language name in the **Language Name** area.

5 If the video contains multiple episodes, select the episode you want to add closed caption to from the **Episode** down-drop list.

6 Click **Select a file to upload**, and select one closed caption file to upload. One file can only contain one language.

The supported Closed Caption file formats are SRT and VTT, and supports up to 10 closed caption files for one archive (episode).

Note: Closed Caption supported limitations

- Only support for MP4 format video.
- Only supported in HARMAN Media Suite Player and HTML5 player (iOS / Android), and cannot support flash player.
- Only support VOD, and cannot support in live streaming.
- Cannot support for video to third party server Wowza.
- Cannot support for full screen video on Android mobile devices.

Get the Archive Link

You can get the archive link.

Procedure

1 Go to **My Media Center > Admin > Content**.

2 Click **Archives** under the **Content** section.
All archives on the server are displayed under the **All** tab.

3 Select the checkbox for the archive to which you want to upload an attachment, and select ··· > **Get Link**.

4 Copy the media link in the **Link** tab for sharing.

Get the Archive Embed Code

You can get the archive embed code.

Procedure

1. Go to **My Media Center > Admin > Content**.
2. Click **Archives** under the **Content** section.
   All archives on the server are displayed under the **All** tab.
3. Select the checkbox of the archive to which you want to upload an attachment, and select ··· > **Get Link.**
4. Click the **Embed** tab, and the video URL displays in embed code format, which can be used to embed the player in a third-party web page.
   You can set the following three parameters for embed video:
   - **Video size**: set the embedded video size.
   - **Auto play after page loaded**: enable this check box to have the video play automatically after the page loaded.
   - **Show player control bar**: enable this check box to have the video control bar show up on the embedded video.

Assign Archives to the Specific User

You can assign archives to the specific user.

Procedure

1. Go to **My Media Center > Admin > Content**.
2. Click **Archives** under the **Content** section. All archives on the server are displayed under **All** tab.
3. Select the checkbox of archive which you want to assign to the specific user.
4. Enter the user name you want to assign an archive to.
5. Click **Save** to assign the archives to the user. After the assignment, the owner of the archives is changed to the user just assigned.

Check the Archive Report

You can check the media report.

Procedure

1. Go to **My Media Center > Admin > Content**.
2. Click **Archives** under the **Content** section. All archives on the server are displayed under **All** tab.

3 Click to check the report of one archive.

The HARMAN Media Suite provides the following statistics for the archive:

Archive Statistics

Item	Description
Start Time / End Time	Specify the period for system statistics.
VOD Views	Specify the VOD viewing times in the specific time.
Likes & Dislikes	Specify the total like and dislike number for the archive.
Total Duration	Specify the total viewing duration of the archive.
Time Average	Specify the percentage of the average viewing time.
VOD Views	Specify the total VOD viewing times for each day in the specific duration in line chart.
Client Information - Layout	Specify the layout information of the media player.
Client Information - Resolution	Specify the resolution information of the media player.

You also can download the archive statistics report by clicking **Download Details** on the top-right corner.

Show Archives by Duration

You can show system archives by system defined duration.

Procedure

1 Go to **My Media Center > Admin > Content**.

2 Click **Archives** under the **Content** section.
All archives on the server are displayed under the **All** tab.

3 Select the duration from **Duration** down-drop list. The system shows the archives matching the selected duration.

Unpin an archive

You can unpin an archive.

Procedure

1. Go to **My Media Center > Admin > Content**.
2. Click **Archives** under the **Content** section. All archives on the server are displayed under **All** tab.
3. Click **Featured Content** tab. All pinned archives are displayed.
4. Select the checkbox for the archive that you want to unpin.
5. Click **Unpin** to unpin the archive from home page.

Restore Archives in Trash Folder

You can restore archives in the Trash folder.

Procedure

1. Go to **My Media Center > Admin > Content**.
2. Click **Archives** under the Content section.
   All archives on the server are displayed under the **All** tab.
3. Click the **Trash** tab.
   All archives in the Trash folder are displayed.
4. Select the checkbox for the archive that you want to restore.
5. Click **Restore** to restore the archive from Trash folder.

Delete Archives in Trash Folder

You can delete archives in the Trash folder permanently.

Procedure

1. Go to **My Media Center > Admin > Content**.
2. Click **Archives** under the **Content** section.
   All archives on the server are displayed under the **All** tab.
3. Click the **Trash** tab.
   All archives in the Trash folder are displayed.
4. Select the checkbox for the archive that you want to delete.
5. Click **Delete permanently** to delete the archive from Trash folder.

Check All Archives Report and Export to excel

You can check all archives report for a specific period to get the archives playback, VOD, download and deletion information to help the administrator to do further analysis.

The HARMAN Media Suite provides the following statistics for all archives:

All Archives Statistics

Item	Description
Start Time / End Time	Specifies the period for system statistics.
Total Playbacks Times	Specifies the total playbacks times in the specific period.
Archive – Playback Times	Specifies the top 5 archives do playback to meetings in specific period.
Remote IP – Playback Times	Specifies the top 5 remote IPs do playback to meetings in the specific period.
Total VOD Views	Specifies the total VOD views times in the specific period
VOD	Specifies the top 5 VOD views in the specific period.
Total Downloads	Specifies the total media download times in the specific period.
Downloads	Specifies the top 5 media download in the specific period.

Procedure

1. Login with administrator account to the HARMAN Media Suite user portal.
2. Go to **My Media Center > Admin > Content > Archives**.
3. Click All Archives Report icon .

4. Download the details report about VOD and Playback by clicking **Export All Archives Report** on the top right corner of the page.
5. Download the details of deletion history by clicking **Export Deletion History** on the top right corner of the page

Export archive list

You can export the archive list with details based on your search result.

Procedure

1. Login with administrator account to the HARMAN Media Suite user portal.
2. Go to **My Media Center > Admin > Content > Archives.**
3. Search or filter the archive list desired.
4. Click **Export Archive List** to download the details of archive list.

Organizing Media Using Categories

Categories provide the way to organize media through a category label. You can sort the media by category, and pin the category as a tab of menu on the home page.

Add or Edit a Category

You can add or edit a category.

Procedure

1. Go to **My Media Center > Admin > Content**.
2. Click **Category** under the **Content** section.
3. Click **Add** to add a new category, **Edit** to modify an existing category, or **Delete** to delete a category.

Check the Category Report

You can check the category report.

Procedure

1. Go to **My Media Center > Admin > Content**.
2. Select **Category** under **Content**.
3. Click a desired category and select .

   The HARMAN Media Suite provides the following statistics for the category:

Category Statistics

Items	Description
Start Time / End Time	Specify the period for system statistics.
VOD Views	Specify the VOD viewed times in the specific time.
Media	Specify the total archive number, including the number of added archive and deleted archive in the specific time, in the category.
Likes & Dislikes	Specify the total like and dislike number of all archives in the category.

Managing Channels

You can edit the channels properties and delete the channels on the user portal.

To reassign the owner of the channel

You can reassign the owner of the channel.

Procedure

1. Go to **My Media Center > Admin > Content**.
2. Select **Channel** under **Content**.
   All channels on the server are shown.
3. Select the checkbox of channel which you want to edit.
4. Click to assign channel owner.
5. Enter the **username** of the new owner.
6. Click **Save** to assign the channel to the new owner.

Edit a Channel

You can edit the channel properties, cover, and add media to channel.

Edit a Channel

You can edit the channel properties.

Procedure

1. Go to **My Media Center > Admin > Content**.
2. Select **Channel** under **Content**.
   All channels on the server are shown.
3. Select the checkbox of channel which you want to edit.
4. Click .to open the Channel page.
5. Select **Edit > Edit Properties.**
6. Change the parameters and select Save. You can change channel name, channel privacy, viewer, and contributor of the channel.
   If a public channel is pinned to a menu on the homepage, the channel cannot be changed to a private channel.

Edit a Channel Cover Image

You can edit the channel cover image.

Procedure

1. Go to **My Media Center > Admin > Content**.
2. Select Channel under **Content**.
   All channels on the server display.
3. Select the checkbox for the channel that you want to edit.

4 Click .to open the Channel page.
5 Select **Edit > Edit Cover** in the media list page.
6 Click **Select a file to upload** to upload an image as the archive cover, or choose an archive cover in the **Choose Archive Cover** tab as the cover.
7 Click **Save** to save the archive cover.

Add Media to a Channel

You can add media to a channel.

Procedure

1 Go to **My Media Center > Admin > Content**.
2 Select Channel under Content.
All channels on the server display.
3 Select the checkbox for the channel that you want to edit.
4 Click .to open the Channel page.
5 Click **Add Media**.
6 Select the media you want to add to the channel.
If the channel has been set up to require approval, the system sends an email to the channel owner for publish approval, and appears to show the status.

You can use the Revoke to stop the process of adding media to a channel before the media addition is approv

7 Click **Save** to add selected media to the channel.

Remove Media from a Channel

You can remove media from a channel.

Procedure

1 Go to **My Media Center > Admin > Content**.
2 Select Channel under **Content**.
All channels on the server display.
3 Select the checkbox for the channel that you want to edit.
4 Click .to open the Channel page.
5 In the media list, click the desired content and select **Remove**.

Subscribe to a Channel

You can subscribe to a channel.

Procedure

1. Go to **My Media Center > Admin > Content**.
2. Select **Channel** under Content.
   All channels on the server display.
3. Select the checkbox for the channel that you want to edit.
4. Click .to open the Channel page.
5. Click **Subscribe** to follow any updates of the channel.
   After subscribing to a channel, you receive a notification email when a new archive is added to the channel.

Get Channel Link

You can share a channel through sending channel link to others.

Procedure

1. Go to **My Media Center > Admin > Content**.
2. Select **Channel** under **Content**.
   All channels on the server display.
3. Select the checkbox for the channel that you want to edit.
4. Click .to open the Channel page.
5. Click a desired channel and select **Get Link**.
6. Copy the channel link for sharing, and click **Close**.

Check the Channel Report

You can check the channel report.

Procedure

1. Go to My Media Center > Admin > Content.
2. Select **Channel** under **Content**.
   All channels on the server are shown.
3. Select the checkbox of channel which you want to edit.
4. Click .to open the Channel page.
5. Click .to check the channel report.

Delete the Channel

You can delete the channel.

Procedure

1. Go to **My Media Center > Admin > Content**.
2. Select **Channel** under **Content**.
   All channels on the server are shown.
3. Select the checkbox of channels which you want to delete.
4. Click **Delete**.

5 Click **Yes, delete them** on the pop-up confirm window to delete the channels.

Managing Events

You can edit the event properties and delete the events on the user portal.

Reassign the Owner of the Event

You can reassign the owner of the event.

Procedure

1 Go to **My Media Center > Admin > Content**.
2 Select **Event** under **Content**. All events on the server are shown.
3 Select the event which you want to edit.
4 Click to assign event owner.
5 Enter the **username** of the new owner.
6 Click **Save** to assign the event to the new owner.

Clone the Event

You can clone the event.

Procedure

1 Go to **My Media Center > Admin > Content**.
2 Select **Event** under **Content**.
All events on the server are shown.
3 Select the event which you want to clone.
4 Click .
5 Edit the properties of the event.
6 Click **Save** to save the new event.

Delete an Event

You can delete an event

Procedure

1 Go to **My Media Center > Admin > Content**.
2 Select **event** under **Content**. All events on the server are shown.
3 Select the event which you want to delete.
4 Click .
5 Click **Yes, delete it** on the pop-up confirm window to delete the event.

Managing Survey and Test

You can edit the channels properties and delete the channels on the user portal.

Assign a survey or test

You can assign a survey or test to a specific user.

Procedure

1. Go to **My Media Center > Admin > Content**.
2. Select **Survey & Test** under **Content**. All surveys and tests on the server are shown.
3. Select the survey or test which you want to assign to a specific user, and click .
4. Enter the username to whom to assign survey or test.
5. Click **Save** to assign the survey or test.

Close the survey or test

You can close survey or test.

Procedure

1. Go to **My Media Center > Admin > Content**.
2. Select **Survey & Test** under **Content**. All surveys and tests on the server display.
3. Select the survey or test that you want to close, and click .
4. Click **OK** to close the survey or test.

Delete an expired survey or test

You can delete an expired survey or test.

Procedure

1. Go to **My Media Center > Admin > Content**.
2. Select **Survey & Test** under **Content**. All surveys and tests on the server are shown.
3. Select the expired survey or test which you want to delete, and click .
4. Click **Yes, delete it** on the pop-up confirm window to delete the survey or test.

Configuring Recording Publish Rule

You can configure the dial-in call recording publishing rule based on a specific VRR or based on a VMR.

Configuring Recording Publish Rule based on VMR

You can configure the dial-in call recording publishing rule based on conference VMR. For dial-in conferences, the system matches the VMR, and assigns the dial-in call recording to the organizer of the

conference. This feature requires Poly RealPresence DMA API access permission, and HARMAN Media Suite and Poly RealPresence DMA should share same Active Directory information.

Note: If the recording publish rule based on a VMR is enabled and based on a VRR rule is configured, the VMR rule has the higher priority than the VRR rule. For dial-in calls, the system first matches the VMR rule. If the VMR rule cannot be matched, then system checks the VRR rule.

Procedure

1. Go to **My Media Center > Admin > System Setting**.
2. Select **Recording Publish > Conference Dial In Recording Auto Publish**.
3. Select the checkbox to enable assigning owner for dial-in conference recording.
4. Enter the DMA address and port. If DMA is an Appliance Edition, the license for DMA API should be activated.
5. Enter the user name and password of a DMA administrator, and the user must be an Active Directory user.
6. Click the **Test** to verify the configuration.
7. Click **Save**.

   For a dial-in conference based on a VMR, the system assigns the recording to the conference organizer automatically.

Configuring Recording Publish Rule based on VRR

You can configure the dial-in call recording publishing rule based on a specific VRR or system default rules. Only one system default rule can be created. The system default rule based on VRR is applied for dial-in recordings when the VRR cannot match the custom rules. For dial-in call recordings based on a VRR, the system matches the custom rules first, and if no custom rule matches, the default rule is applied.

Note: Publish rule cannot be applied for dial in Skype for Business call with a specific user, the HARMAN Media Suite system assigns the archive to the user directly and does not apply the rule to the call.

Add a Custom Rule for Publishing dial-in call Recording

You can add a custom rule for publishing a dial-in call recording.

Procedure

1. Go to **My Media Center > Admin > System Setting**.
2. Select **Recording Publish**.
3. Select **VRR Dial In Recording Auto Publish** tab.
4. Click **Create Custom Rule**.
5. Select a VRR from the **VRR** down-drop list.
6. Enter the user name to whom you want to assign the recording to in **Assign To**.
7. Select the channels to which you want to publish the recording to from the **Publish to Channels** down-drop list.

8 Click **OK**.

After the rule is configured, all dial-in call recording from an endpoint or MCU using the VRR configured in the rule is published to the selected channels and assigned to the specified user.

Add a Default Rule for Publishing Dial-in Call Recording

You can add a default rule for publishing a dial-in call recording.

1 Go to **My Media Center > Admin > System Setting**.
2 Select **Recording Publish**.
3 Select **VRR Dial In Recording Auto Publish** tab.
4 Click **Create Default Rule**.
5 Enter the user name to whom you want to assign the recording to in **Assign To**.
6 Select channels to which you want to publish the recording to from the **Publish to Channels** down-drop list.
7 Click **OK**.

After the rule is configured, all dial-in call recording with the VRR that cannot be matched to the custom rule is published to the selected channels and assigned to the specified user.

Configure Transcoding Profile

An administrator can set the transcoding template which is used for automatic offline transcoding of UGC files in the User Portal.

Procedure

To set the offline transcoding template

1 Go to **My Media Center > Admin > System Setting**.
2 Select **Transcoding Profile**.
3 Select the desired templates from **Available Templates** defined in Admin Portal.
4 Click > to transfer the templates from **Available Templates** to **Selected Templates**. The output of the template cannot be WMV format.
5 Click **Save** to save the configuration.

The selected transcoding templates are used for offline transcoding, for example, UGC and media edit, in the User Portal.

Note: The offline transcoding compares the file quality between UGC file and template

If the transcoding template whose bitrate, resolution, and frame rate equal or higher than the UGC source file's, and the video type and layout of the transcoding template is the same with UGC source file's, the system will not transcode the file.

Configuring Cielo24 Service Setting

Cielo24 is a third-party service provider that provides a cloud-based online speech-to-text service. By integrating with this service, HARMAN Media Suite can automatically generate closed captions, indexes, and transcripts for any media in the system.

Set the Cielo24 Service Setting

You can set the Cielo24 service setting.

Procedure

1. Go to **My Media Center > Admin > System Setting**.
2. Select **3rd Party Integration** > **Cielo24 Transcription.**
3. Select **Yes** for **Enable Cielo24 Speech-to-Text**.
4. Click **Settings**.
5. Enter the Cielo24 API URL, Cielo24 User name, and Password.
6. Click **Test Account** to check whether the account information is correct.
7. Click **Save** to save the configuration.

View Speech-to-Text task list

View speech-to-text task list.

Procedure

1. Go to **My Media Center > Admin > System Setting**.
2. Select **3rd Party Integration** > **Cielo24 Transcription**.
3. Select **Yes** for **Enable Cielo24 Speech-to-Text**.
4. Click **View Task List** to view all Speech-to-Text task list.

Configuring AI Based Transcription Service Setting

The HARMAN Media Suite utilizes Amazon Web Services (AWS®) Transcribe service to provide the Speech-To-Text feature. By integrating with this service, HARMAN Media Suite can automatically generate Transcripts and Closed Captions for any recording created in the system or UGC uploaded to the system.

Note:
In order to use Amazon Web Services properly, please ensure that the **System Time** of Media Suite is correct which is under **Admin Portal** > **Configuration**.

Configuring AI Based Advanced Search Service Setting

The HARMAN Media Suite utilizes AWS® OpenSearch service to provide the Advanced Search feature. By utilizing this service, the users can search the available recordings based on any contextual search keyword or the direct match keyword. The feature will provide the list of recordings which match the provided input along with the respective time stamp where the particular input / contextual keyword is detected in the corresponding archive.

Note: Advanced Search Service relies on the Transcription Service and so that must be enabled for this feature to work.

Set the AI Based Service Setting

You can set the Transcription Service setting and the Advanced Search Service setting.

Procedure

1. Go to **My Media Center > Admin > System Setting**.
2. Select **3rd Party Integration > AI Based Services.**
3. Configure the settings according to the settings table below to enable the **Transcription Service** and **Advanced Search Service**.
4. Click the **Test** button to test if your service could be connected successfully.
5. Click **Save** to save the configuration.

AI Based Service Settings

Item	Description
Access Key ID	Specify the Access Key ID for your AWS account.
Secret Access Key	Specify the Secret Key ID for your AWS account.
Region	Specify the Region of your AWS account.

Item	Description
Enable Transcription Service	Check this box to enable the Transcription Service. The service status (Connected, Disconnected) will appear after this setting is enabled and saved.
S3 Bucket	Specify the URL of your S3 bucket where the video files will be uploaded and stored to run the Transcription. Please input the S3 unique bucket name only without any "ARN" (Amazon Resource Name) prefix such as arn:aws:s3::: The option is mandatory for Transcription Service feature.
Enable Advanced Search Service	Check this box to enable the Advanced Search Service. The service status (Connected, Disconnected) will appear after this setting is enabled and saved.
OpenSearch Domain Endpoint	Specify the host of your OpenSearch Domain endpoint which you can find in the General Information of your domain. This option is mandatory for Advanced Search Service feature.
OpenSearch Master Username	Specify the OpenSearch username you created under your domain's security configuration. This option is mandatory for Advanced Search Service feature.
OpenSearch Master Password	Specify the OpenSearch Master Password you created under your domain's security configuration. This option is mandatory for Advanced Search Service feature.
API Proxy Server	Specify the EC2 IP address of your API proxy server. Please input the API Proxy Server URL without the "http(s)" prefix. This option is mandatory for Advanced Search Service feature.

Configuring Other System Settings

You can configure the other system settings through the Admin menu.

Set Dial-in Live Streaming Privacy

You can set dial-in live streaming privacy.

Procedure

1. Go to **My Media Center > Admin > System Setting**.
2. Select **Other Settings > Event Setting**.

3 Set the **Privacy Setting of Dial-in Live Streaming via VRR**. If **Public** is select, the dial-in live streaming through the VRR is a public live event; if **Private** is select, the dial-in live streaming through the VRR is a private live event.

   Whether the anonymous user can view the dial-in event is based on the configuration of **Disable view permission of User Portal for anonymous user** in the Admin Portal and **Privacy Setting of Dial-in Live Streaming via VRR**.

	Dial-in VRR Live Privacy is Public	Dial-in VRR Live Privacy is Private
Disable view permission of User Portal for anonymous user is enabled (must to login first)	The dial-in VRR live streaming is visible and accessible to any valid users in home page after login.	The dial-in VRR live streaming cannot be visible and accessible to anonymous uses in home page. The dial-in VRR live streaming is visible and accessible to the event owner in home page after login. The owner is the default **Admin** user, and in case the viewers are added to the event, then the viewer should also can view the event.
Disable view permission of User Portal for anonymous user is disabled (allow anonymous)	The dial-in VRR live streaming is visible and accessible to anonymous uses in home page without login. The dial-in VRR live streaming is visible and accessible to any valid users in home page after login.	

Show player notification

You can show player notification.

Procedure

1 Go to **My Media Center > Admin > System Setting**.

2 Select **Other Settings > Event Setting**.

3 Select **Yes** from **Show Player Notification** to enable player notification.

   If the player notification is enabled, the will show in the HARMAN Media Suite Player toolbar.

Enable Secure Token for Streaming URL

You can enable secure token for streaming URL.

Procedure

1 Go to **My Media Center > Admin > System Setting**.

2 Select **Other Settings > Event Setting**.

3 Select **Yes** from **Secure Streaming** to enable secure token for streaming URL to prevent unauthenticated access by link sharing. After the secure streaming is enabled, user cannot play the video through other player by streaming URL.

4 Click **Save** to save the configuration.
   If there is an unreachable Media Node in Scalability Mode, save configuration takes more than one minute.

Enable Flash Player for Internet Explorer

When the HARMAN Media Suite plays a video or live streaming, the HARMAN Media Suite player is the preferred player, HTML 5 player is the fallback player if the HARMAN Media Suite player is not installed. But the Internet Explorer cannot support HTML 5 player, Flash Player is the fallback player. You can enable or disable Flash Player by the following configuration. If Flash Player is disabled and HARMAN Media Suite Player is not installed in the Internet Explorer, the videos cannot be played through the Internet Explorer.

Procedure

1. Go to **My Media Center > Admin > System Setting**.
2. Select **Other Settings > Event Setting**.
3. Select **Yes** from **Enable Flash Player** to enable Flash player as the player in the Internet Explorer.

Note: Install the HARMAN Media Suite Player if the Flash Player is not available. For more information on the HARMAN Media Suite Player, see Play Media Using HARMAN Media Suite Player.

Enable Perpetual URL for Recurring Events

You can enable perpetual URL for recurring events using this setting. Once enabled, the system maintains the same URL for each instance of a recurring event so that the users have only one link to use that remains consistent from week to week instead of a new URL for every instance.

Procedure

1. Go to **My Media Center > Admin > System Setting**.
2. Select **Other Settings > Event Setting**.
3. Select **Yes** for **Enable Perpetual URL for Recurring Events**, the current events show only once in the event page and show recurring frequency, start date, and end date. If the system license type is Basic, the **Enable Perpetual URL for Recurring Events** option is not available and the value is set to **No**.

Configuring Content Expiration

Every archive in the system has expiration date.

Content Expiration Levels

The content expiration date can be set for three levels:

- **System level**: Set the content expiration rule for the whole system. All archives in the system are applied the rule.

  The system level content expiration rule can be configured from **My Media Center > Admin > System Setting > Other Settings > Event Setting**.

- **Account level**: Set the content expiration rule for the specific account. The archives created by the account are applied the account rule, and the system level rule is overwritten. The account level rule has the higher priority than system level rule.

  The account level content expiration rule can be configured from **My Media Center > Account**.

  Account level expiration setting permission can be configured from **My Media Center > Admin > Role & Permission > Role Definition**.

- **Archive level**: Set the content expiration date for a specific archive. The archive rule has the highest priority. If the archive is set expiration date by archive owner or administration, the system level rule and account level rule cannot take effect on the archive any more.

  User role's content expiration setting permission can be configured from **My Media Center > Admin > Role & Permission > Role Definition**.

Expiration Alert

If an archive is to be expired, an alert will be displayed starting at 14 days before expiration date.

Trash Folder

If the archive is deleted manually or by reaching the expiration date, the archive will be moved to **Trash** folder. The **Trash** folder keeps the deleted archive for 30 days. If the archive owner or administrator does not take action, the archive will be deleted permanently after being moved to **Trash** folder 30 days.

`Administrator or archive owner can restore an archive from Trash folder, and the archive expiration date is recalculated as: restoration date + account level expiration period (if any).`

Content Expiration Exception Rules

- If the archive is pinned to Home page, the archive cannot be deleted.
- The archives in the **Trash** folder cannot be backed up or exported.

Configure System Level Content Expiration Rule

Administrator can configure the system level content expiration rule, and the rule is applied to all archives.

Procedure

1. Go to **My Media Center > Admin > System Setting**.
2. Select **Other Settings > Event Setting**.
3. Select the expiration period from **Content Expiration Settings**.

   If **Never** is selected for expiration period, the archive expiration date is the *first day of the current year (year/01/01) + 10 years.* For example, if **Never** is selected and the current year is 2016, the expiration date of all archives in the system is set to 2016/01/01 + 10 years = 2026/01/01, but in the next year (2017), the expiration date will be changed to 2027/01/01.4.
4. Select the expiration date calculation method. You can select **after create time or after last view time**.

Configure Email Alert Sending Rule

The administrator can set whether to send an email to inform a specific user about archive expiration.

If sending email is enabled, the email is triggered at the following points:

- Fourteen days before archive expiration date
- Archives are deleted to Trash folder
- Archives are deleted permanently

Procedure

1. Go to **My Media Center > Admin > System Setting**.
2. Select **Other Settings > Event Setting**.

3 Select the check box for **Receive Alert Email**. The option is disabled if the expiration date is **Never**.
4 Specify the receiver email address in the **Email List.**
5 Click **Save** to save the configuration.

Manage Preview in mobile QR code display

You can control whether to display the QR code of Preview in Mobile on the player page or not. By default, it is enabled.

Procedure

1 Go to My **Media Center > Admin > System Setting**.
2 Select **Other Settings > Media Setting**s.
3 Select / Unselect the check box for **Preview in Mobile** to enable / disable this feature.
4 Click **Save** to save the configuration.

Manage Media Sharing Link display

You can control whether to display the Media Sharing Link on the player page or not. By default, it is enabled.

Procedure

1 Go to **My Media Center > Admin > System Setting.**
2 Select **Other Settings > Media Settings.**
3 Select / Unselect the check box for **Media Sharing Link** to enable / disable this feature.
4 Click **Save** to save the configuration.

Manage Media Embed Link display

You can control whether to display the Media Sharing Embed Link on the player page or not. By default, it is enabled.

Procedure

1 Go to **My Media Center > Admin > System Setting**.
2 Select **Other Settings > Media Settings.**
3 Select / Unselect the check box for **Media Sharing Embed Link** to enable / disable this feature.
4 Click **Save** to save the configuration.

Note: The player page has three entries.

- The playback page for VoD. Such as **My Media Center > Archive > Playback a VoD**.
- The player page for a live event such as starting a live event and joining a live event.
- Playback the event of RTMP/RTSP.

Manage Downloadable Property of Archives

By default, any new archive added to the system is not downloadable. This setting allows the admin to change this default behavior, and so when it is enabled, any new archive added subsequently to the system will become downloadable automatically.

Procedure

1. Go to **My Media Center** > **Admin** > **System Setting**.
2. Select **Other Settings** > **Media Settings**.
3. Select / Unselect the check box for **Make Archives Downloadable by Default** to enable/disable this feature.
4. Click **Save** to save the configuration.

Note: The changed behavior will be applicable only for the archives which are created after the setting is changed. The existing archives prior to the change will not be affected.

Manage Default Playback Preference Property of Archives

This setting will only apply on the Playback Preference default value of those new archives generated after the setting are changed.

Procedure

1. Go to **My Media Center** > **Admin** > **System Setting.**
2. Select **Other Settings** > **Media Settings**.
3. Select any value in the drop down list of **Default Playback Preference**.
4. Click **Save** to save the configuration.

Note: This is a new system level setting provided in the 4.2.2 version. For the already existing archives on the previous version, if the Playback Preference was never changed, it will follow the system settings. If the Playback Preference was already changed, it will follow the changed value.

Configuring Roles and Permissions

You can customize a new role or a default role for users and groups and assign a custom set of services features to each role.

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User Permissions

Role	Description
Administrator	The default role. Cannot be edited or deleted from User Portal.
user	The default role. Role permissions can be redefined through User Portal, but the role cannot be deleted.
Guest	The default role. Role permission can be redefined, and role can be deleted from User Portal.
AD_USER_ACCOUNT	The default role. Role permissions can be redefined through the User Portal, but the role cannot be deleted.
AD_OPERATOR_ACCOUNT	The default role. Role permissions can be redefined through the User Portal, but the role cannot be deleted.
AD_NORMAL_GUEST_ACCOUNT	The default role. Role permissions can be redefined through the User Portal, but the role cannot be deleted.
AD_HIGHER_ACCOUNT	The default role. Role permissions can be redefined through the User Portal, but the role cannot be deleted.
Anonymous	Administrator can disable the view permission of an Anonymous User from the **Configuration > Portal Settings** in the Admin Portal.
Custom	The administrator can create new role for User Portal, and grant specific permissions to the role. The HARMAN Media Suite supports up to ten roles in User Portal.

Role Permission Definition

You can grant the following permission to the role.

Permission	Description
Appearance	The role can customize the portal settings, for example, menu, login screen and slider.
Content	The role can manage the category, archives, call, channels, live event, survey, test and report of the system.
Role & Permission	The role can manage user, role and permission setting for the system
System report	The role can access the system report.
System setting	The role can access the Admin menu.
Ad-Hoc recording	The role can start a call from the HARMAN Media Suite for recording.
Playback to meeting	The role can start a media playback from the HARMAN Media Suite to meeting or end point.
Schedule a recording	The role can create a scheduling to start the recording at the scheduled time, and manage the recording.
Create private channel	The role can create and manage the private channel.
Create public channel	The role can create and manage the public channel.
View All public and private Ongoing Events	The role can view the Events menu and ongoing events on this menu. Be careful about assigning this permission.
Ad-Hoc private live stream	The role can create and manage the private live event.
Ad-Hoc public live stream	The role can create and manage the public live event.
Schedule a private live stream	The role can create a scheduling to start a private live event at the scheduled time, and manage the live event.
Schedule a public live stream	The role can create a scheduling to start a public live event at the scheduled time, and manage the live event
Download media	The role can download a video from HARMAN Media Suite if the video is enabled for downloading
Edit media	The role can edit the media, for example, trim, text overlay, close caption, and attachment.
Expiration setting	The role can set the expiration date for the media.
Upload media	The role can upload user generated media to HARMAN Media Suite.
Content report	The role can access the content report.
Create a private survey	The role can create and manage the private survey.

Permission	Description
Create a public survey	The role can create and manage the public survey.
Create a private test	The role can create and manage the private test.
Create a public test	The role can create and manage the public test.

Create a New Role

You can create a new role.

Procedure

1. Go to **My Media Center > Admin > Role & Permission**.
2. Click **Role Definition**.

   The User and Guest role are default role, and User role cannot be deleted. The Administrator and Auditor roles cannot be edited through User Portal.
3. Click **Create** to create a new role and assign permissions to the role. Up to ten roles are allowed in HARMAN Media Suite.
4. Specify the **Name** and **Description** of the new role.
5. Select corresponding checkboxes to assign permissions to the role.
6. Click **Save** to create the new role.

Edit a Role

You can edit a role

Procedure

1. Go to **My Media Center > Admin > Role & Permission**.
2. Click **Role Definition**. All existing roles are shown.
3. Select the role you want to edit.
4. Click to edit the role. The default roles like User, AD_USER_ACCOUNT, AD_OPERATOR_ACCOUNT, AD_NORMAL_GUEST_ACCOUNT, AD_HIGHER_ACCOUNT can be edited, but cannot be deleted.
5. Redefine role permissions to the role by checking or unchecking the check boxes of the permissions.
   If **Media > Expiration setting** is selected, the role has the permission to change the archive expiration date.
6. Click **Save** to save the changes.

Delete a Role

You can delete a role.

Procedure

1. Go to **My Media Center > Admin > Role & Permission**.
2. Click **Role Definition**. All existing roles are shown.

3. Select the role you want to delete.
4. Click to delete the role. The default roles like User, AD_USER_ACCOUNT, AD_OPERATOR_ACCOUNT, AD_NORMAL_GUEST_ACCOUNT, AD_HIGHER_ACCOUNT can be edited, but cannot be deleted.
5. Click **Yes, delete it** to confirm the operation.

Assign Role to Users or groups

You can assign role to user or group

Procedure

1. Go to **My Media Center > Admin > Role & Permission**.
2. Click **User/Group's Role**. All local users and local groups are shown.
3. Select a role from **Role** column to assign role to the user or group.
4. Click **OK** to confirm the change.

Assign role to Active Directory user or Active Directory group

You can assign role to Active Directory user or Active Directory group.

Procedure

1. Go to **My Media Center > Admin > Role & Permission**.
2. Click **User/Group's Role**.
3. Search an Active Directory user in the **AD User** tab or Active Directory group in the **AD Group** tab. You can search the name from the search bar.
4. Select a role from **Role** column to assign role to the Active Directory user or Active Directory group.

   If one user belongs to more than one group, the permission for the user is the combination of all roles' permission.
5. Click **OK** to confirm the change.

Checking System Report

You can check the system report for a specific period to get the system statistics and help the administrator to do further analysis. If you select time duration of a day, it shows data in every half an hour. If you select

time duration for more than a day, it shows data everyday.

HARMAN Media Suite provides the following statistics for the entire system:

System Statistics

Item	Description
Connections	Specifies the total login user number.
Total Media	Specifies the total archive number, including the number of added archive and deleted archive in the specific time, in the User Portal.
Channels	Specifies the total channel number in the User Portal.
Start Time / End Time	Specifies the period for system statistics.
Total VOD Views	Specifies the VOD viewing times in the specific time.

System Statistics

Item	Description
Total Logins	Specifies the login times in the specific time.
Average Online Duration	Specifies the average online duration for all logins in the specific time.
Media	Specifies the number of added archive and deleted archive in the specific time, in the User Portal.
Event	Specifies the event number, including recordings and live events, in the specific time.
Peak Concurrent Streaming Session	Specifies the peak concurrent value of Streaming Sessions in the specified time range.
Client Information - OS	Specifies the OS information for all login users.
Client Information - Browser	Specifies the browser information for all login users.
Combined Peak Report	Shows the peak concurrent value for 2 types of events "Playback to Meeting" and "Playback by Quick Code" in the specified time range. Shows the peak concurrent value for licensed ports usage "Recording Ports" and "Live Steaming Ports" in the specified time range.

Note:
If the start time is equal to the end time, the time interval on the x-axis is half an hour.
If the time duration is between 2 days and 31 days, the time interval on the x-axis will be 1 day.

Procedure

1. Login with the administrator account to the HARMAN Media Suite user portal.
2. Go to **My Media Center > Admin > Report > System Report**.

Checking User Report

You can check the user report for a specific period to get the user login statistics and help the administrator to do further analysis.

The HARMAN Media Suite provides the following statistics for user report.

Item	Description
Start Time / End Time	Specifies the period for system statistics.
Peak User	Specifies the user login times in the specific period.

Procedure

1. Login with administrator account to the HARMAN Media Suite user portal.
2. Go to **My Media Center > Admin > Report > User Report**.
3. Click **Export Login History** on the top right corner of the page to download the report of login history.

TV User Interface

Topics:

- Understand the Main Menu

The TV User Interface is also known as the TV UI. This interface, accessed through standards-based video conferencing endpoints, can be used to record meetings, control recording and playback.

Understand the Main Menu

In addition to the Admin Portal, the HARMAN Media Suite system also provides a TV user interface for you to perform the most commonly used operations. The TV user interface appears after an endpoint dials the HARMAN Media Suite system and a successful connection has been set up.

After the endpoint sets up a connection with the HARMAN Media Suite system, it enters the TV user interface menu page where common recording and playback options are provided, as shown below.

TV User Interface

If the **Start Recording Immediately** function has been enabled in the VRR used by the endpoint for dialing, the endpoint enters **RecordingStatus** directly. You can control the HARMAN Media Suite system using the FECC and DTMF functions of the remote control. When your endpoint supports FECC or DTMF, use the remote control to operate the TV user interface menu page.

The table below defines in detail the FECC and DTMF operation keys on the remote control of a HARMAN endpoint.

FECC and DTMF Operation Keys

Scenario	FECC	Description	DTMF	Description
When in the menu display state		Pause the recording.	*1	Pauses the recording.
		Confirm the selection.	*2	Starts or resumes a paused recording.
		Select left (cyclic).	*3	Stops the recording.
		Select right (cyclic).	*5	Plays back the recording.
When in the video playing state	-	-	*1	Pauses the current video.
	-	-	*2	Resumes a paused video.
	-	-	*3	Stops playback of the current video and returns to the main menu.
	-	-	*4	Reverses the current video.
			*5	Start playback of the current video
			*6	Fast forwards the current video.

Troubleshooting

Topics:

- HARMAN Media Suite Player Cannot Display Video Properly
- Multicast Cannot Display Video Properly

Introduce how to solve the problems on the User Portal.

HARMAN Media Suite Player Cannot Display Video Properly

Use the following steps to solve the problem:

- Check whether the Operating System (OS) or the media player is supported. For the OS and media player supported lists, refer to the *HARMAN Media Suite Release Notes*.

  Since Flash Player is widely supported to play the media file on User Portal, check if the flash player is installed.

  We recommend to use the HARMAN Media Suite Player for better user experience.
- Check if the video format (MP4 or WMV) is supported by your media player. For the supported media player list, refer to the *HARMAN Media Suite Release Notes*.

  For example, WMV file can only be played by Windows Media Player on Windows OS.
- If you can only see people video and cannot see content video, install HARMAN Media Suite Player.

Note: Edge cannot support dual windows
Edge browser on Windows 10 can only support flash player, so the content window cannot be displayed.

- Check if the plugin is blocked by the security setting on browser or antivirus software.
- Try another supported browser type. For the supported browsers list, refer to the *HARMAN Media Suite Release Notes.*

Multicast Cannot Display Video Properly

Use the following steps to solve the problem:

- Contact administrator to check if the Multicast function is enabled in the Admin Portal and also supported by the network
  - ➢ If the users are in the correct site which has Multicast enabled.

- ➢ If the live event has started with the correct VRR, which has the distribution template with Multicast enabled.
- ➢ If all the routers in the network support Multicast function.

- For Chrome and Firefox browsers on the Windows 10 operating system.
  - ➢ If the computer has virtual network interface cards, then try to disable those cards.
  - ➢ Check if the Harman Multicast Player is installed.
  - ➢ Check if the following services are running.
    1. Open the **Task manager**, select the **Services** tab and check **MulticastNginx**. The status must appear as **running**.
    2. Select the **Details** tab and check if **MediaBridge.exe** and **Nginx.exe** exist.
  - ➢ Check if the services are blocked by the Windows firewall settings.
    - ♦ Open the **Windows Firewall** settings.
    - ♦ Click **Allow an app or feature through Windows Firewall**.
    - ♦ Click **Allow another app...** at the bottom of pop-out window.
    - ♦ Browse to find the **MediaBridge.exe** at **C://multicast** and add it.
- For Edge browser on Windows 10, upgrade to the latest version (88.0.705.56 or later)

Note: For Harman Multicast Plugin, it can only work for the Pro license.

- For IE browser, check if the Harman Media Player Plugin is installed. You can find **MediaSuitePlugin** in Apps&Feature of the Windows system.
- Relaunch the browsers and re-login to the Media Suite User Portal.