Installing a new TV Server or HD Encoder

Adding a hardware appliance to the IPTV Manager database

With the TV Servers node selected in the left navigation pane:

1. Press the Insert key on your keyboard, or choose Add Server from the Tools menu
2. Type or paste the address of the appliance in question into the TV Server IP field
3. Press the Add button

The TV Server or HD Encoder will then be added to the list of servers on the right.
Remote controlling your set top boxes

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

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

1. Highlight one or more target boxes individually, in a range, or by selection
2. Right-click any of the highlighted entries
3. Choose Tools from the pop-up menu that appears, then click Remote Control

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

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

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

1. Highlight one or more target boxes individually, in a range, or by selection
2. Right-click any of the highlighted entries
3. Choose **Change Channel** from the pop-up menu, and select the new channel from the submenu that appears

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

Setting the audio level on one or more set top boxes

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

1. Highlight one or more target boxes individually, in a range, or by selection
2. Right-click any of the highlighted entries
3. Choose **Set Volume** from the pop-up menu, then select the desired volume level from the submenu that appears

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

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

Organising boxes into groups for easier viewing and management
You can create any number of groups of set top boxes, enabling you to quickly focus in on smaller numbers of devices. Groups appear as quick selections in the Groups node of the left navigation pane.

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

1. Highlight one or more target boxes individually, in a range, or by selection
2. Right-click any of the highlighted entries
3. Choose Group from the pop-up menu that appears, then click Create New Group

Once you have provided a name for the group and pressed OK, it is immediately accessible from the left navigation pane.

Note. When creating a new group of devices, you’ll be asked to name the group. This name has no effect on the items within the group and is merely a descriptive term for the IPTV Manager program interface.
Working with groups

Selecting and managing groups of set-top boxes

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

1. Click and expand the **Groups** node
2. Left-click select the name of the group you wish to view
3. The boxes contained within the group will be displayed in the list pane on the right
Changing the displayed location

Make changes to the location of your set top box devices

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

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

1. Highlight one or more target boxes individually, in a range, or by selection
2. Right-click any of the highlighted entries
3. Choose Tools from the pop-up menu, then Set Location
4. Edit the Location field and press OK to save your changes or Cancel to discard them
Changing the server

The server determines which channels are available to you

To allow your set-top box to display streams from a TV Server or HD Encoder appliance, you must configure it with the IP or hostname of up to three Encoded Media appliances on your network.

Once duly configured, the box will contact the first responsive appliance and download the available channel bouquet from it.

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

1. Highlight one or more target boxes individually, in a range, or by selection
2. Right-click any of the highlighted entries
3. Choose **Tools** from the pop-up menu, then **Set Server**
4. Edit the three **Server** fields and press **OK** to save your changes or **Cancel** to discard them. At least one server must be defined.
Save and restore the state of set top boxes

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

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

- Unique device ID
- Volume level
- TV channel

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

Step by step

To create a SnapShot for one or more boxes:

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

To restore a SnapShot:

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

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

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

To configure the Desktop Remote to target only certain boxes:

1. Highlight one or more target boxes individually, in a range, or by selection
2. Right-click any of the highlighted entries and choose **Tools** then **Generate Remote Key**

Creating remote control keys
The code displayed is used by the Desktop Remote application to determine which boxes it is able to

target when it is used. The code should be copied and pasted into an email or into a text file and provided
to authorised Desktop Remote users.

To configure a new installation of Desktop Remote with the code:
1. Open the Encoded Media Desktop Remote application
2. Paste the code into the displayed dialog box

To reconfigure an existing installation:
1. Open the Encoded Media Desktop Remote application
2. Click the Select TV drop-down menu and choose Settings from the pop-up menu
3. Tap the Reset Authorisation button at the top of the Settings dialog box
4. Close and then reopen the Desktop Remote application
Making sure your network can give users the optimum viewing experience

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

To open McTest and check the stream quality of a channel:
1. Select a target box individually from the list
2. Right-click on the highlighted entry in question
3. Choose Tools from the pop-up menu, then Test Stream

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

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

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

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