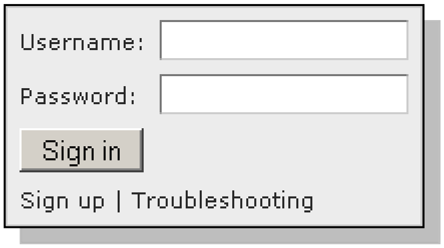
STREAMINGBASE.COM

STREAMINGBASE

MANUAL

www.streamingbase.com

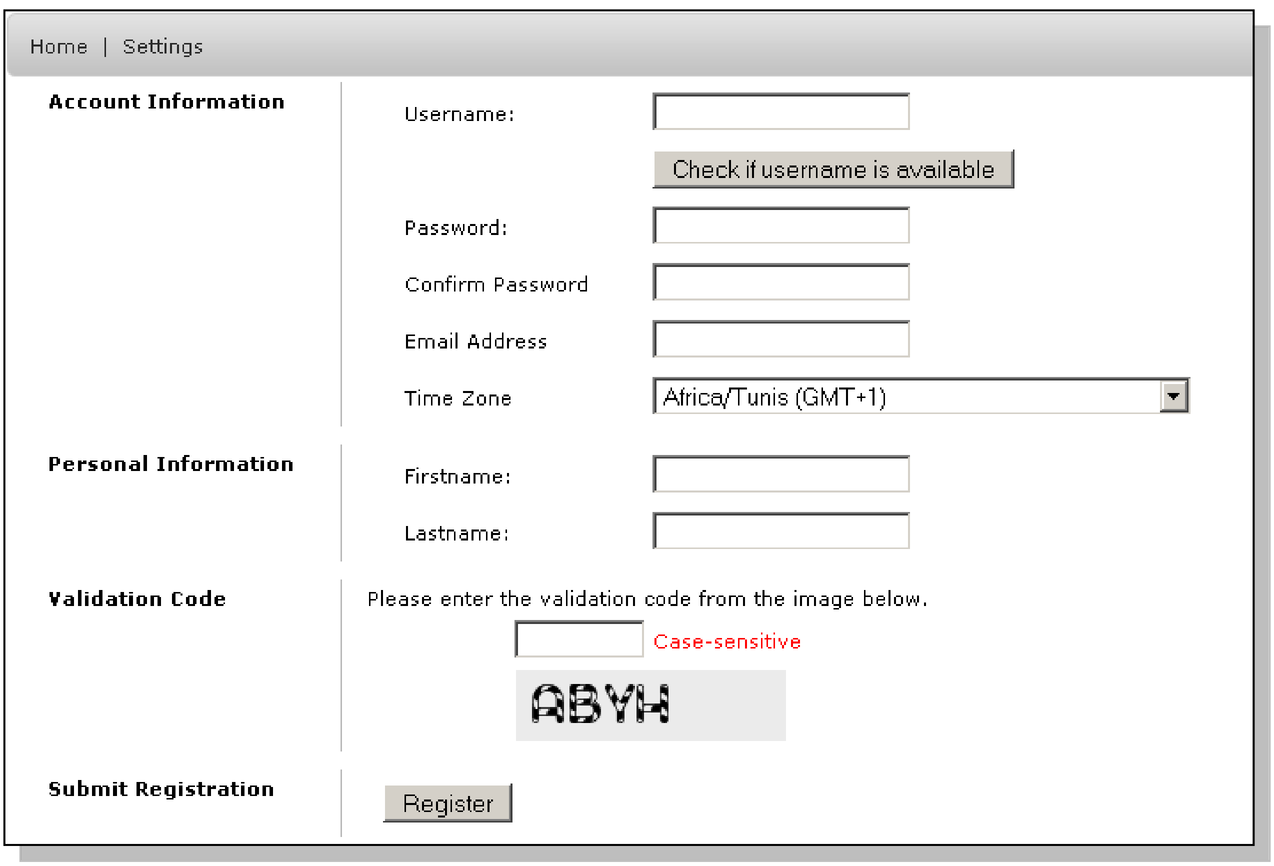
Login page



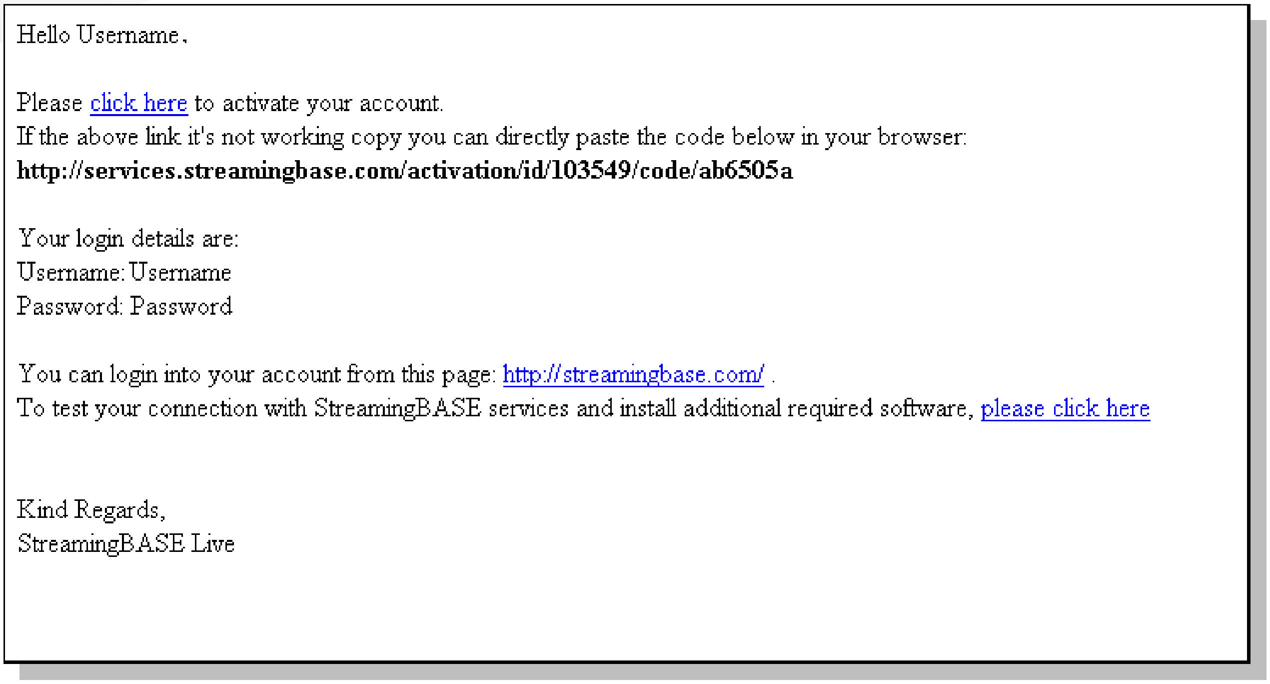
As you can see in the fields you will have to enter your Username and Password for your account on StreamingBase. After that you will click on "Login" button to access the admin panel.

Sign Up

If a new user want to register, he will have to complete all the fields in order to register on Streaming Base network.



An email will be send with an activation link. If the activation link will not work, the user will have to enter manually the activation code received by mail



Hello Username,

Please click here to activate your account.
If the above link it's not working copy you can directly paste the code below in your browser:
http://services.streamingbase.com/activation/id/103549/code/ab6505a

Your login details are:
Username: Username
Password: Password

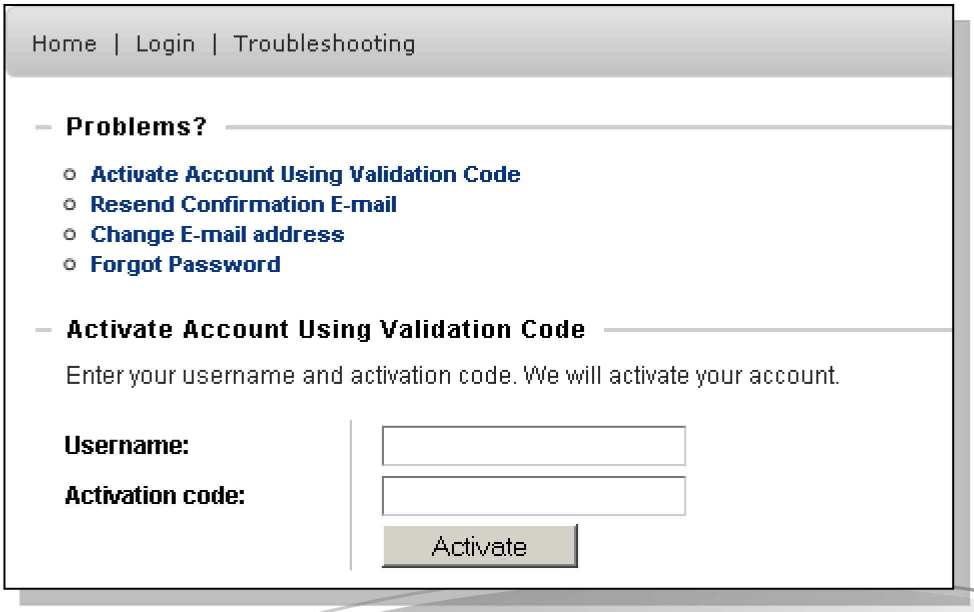
You can login into your account from this page: http://streamingbase.com/ .
To test your connection with StreamingBASE services and install additional required software, please click here

Kind Regards,
StreamingBASE Live

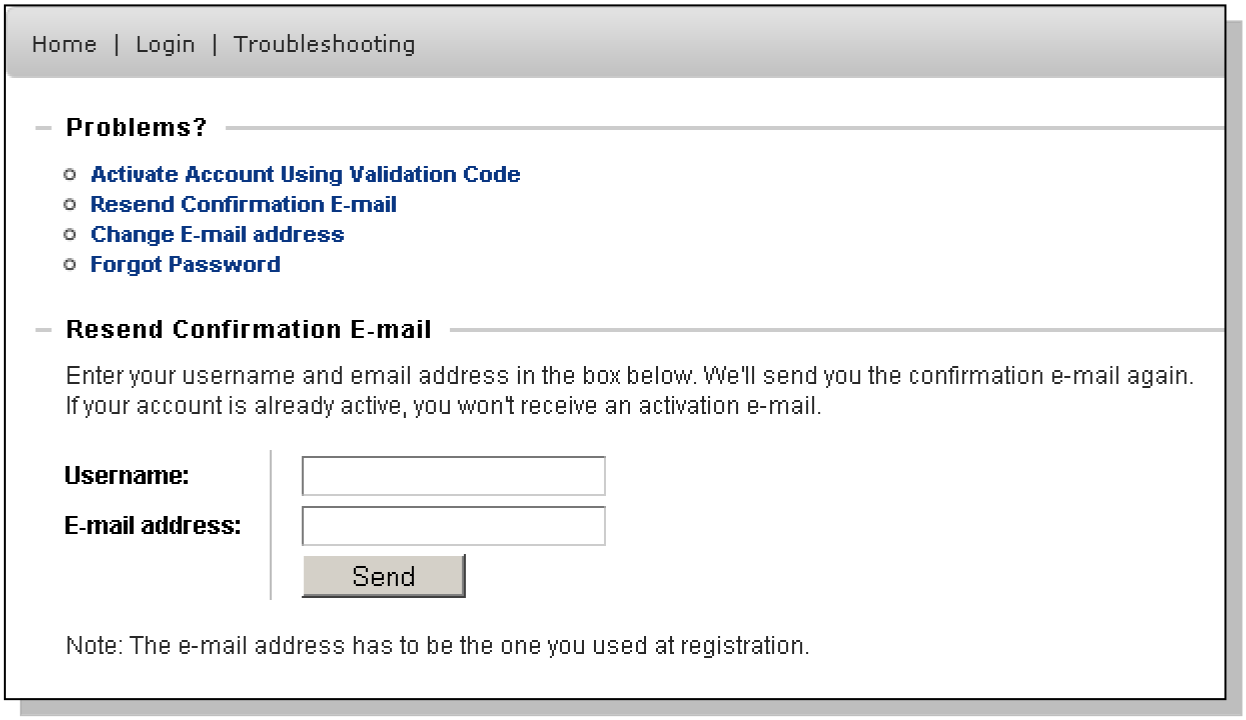
Troubleshooting

You will use the Troubleshooting link if you will have one of the following problems:
- if youe can't activate the account by clicking on the link received by mail
- if you didn't received the activation link
- when you registered with a wrong email address
- if you forgot the password

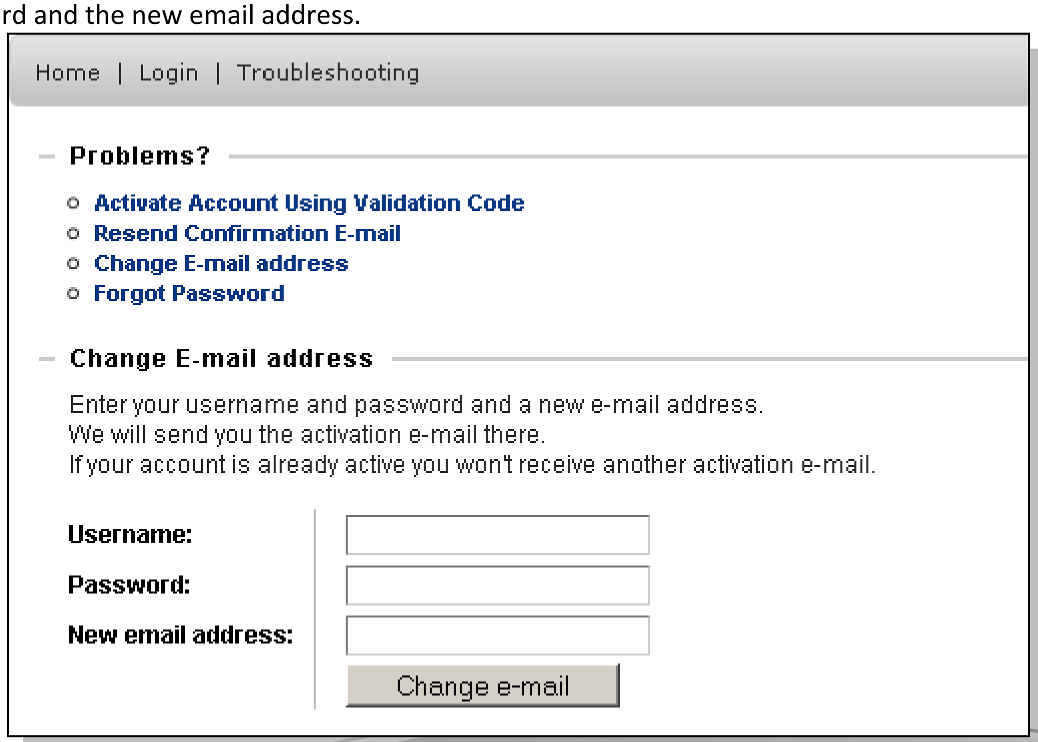
If you can't activate the account by clicking on the link received by mail, you can use the "Activate Account Using Validation Code" link. You will have to manually enter the activation code received by email.



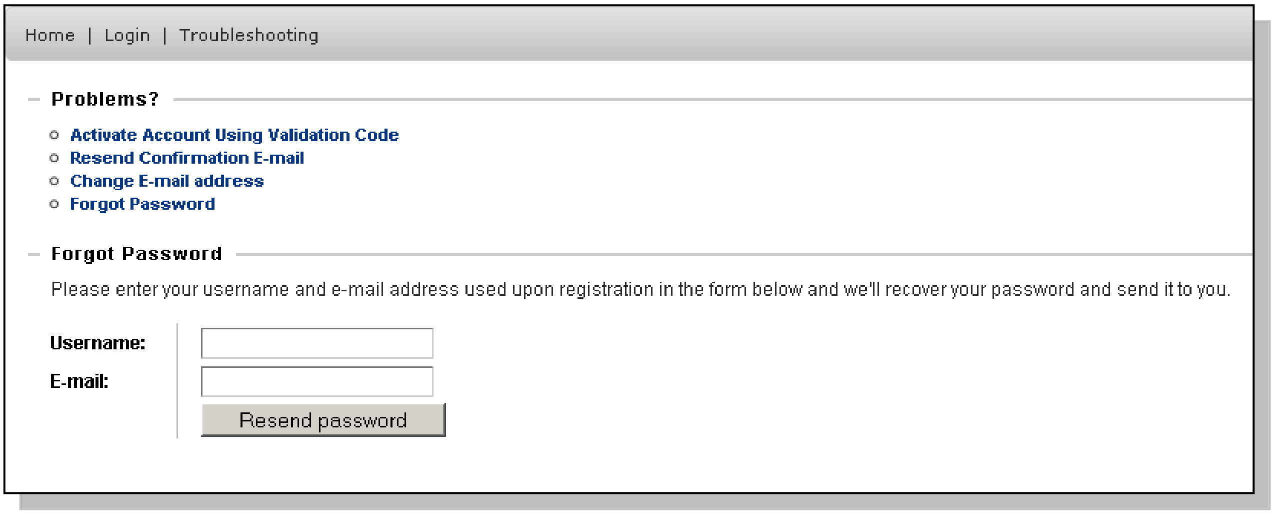
If you didn't receive the activation email, you can use the "Resend Confirmation E-mail" link. You can request to receive another activation email. If the account is already activated, the system will show the following message: "Your account has already been activated! You can login."



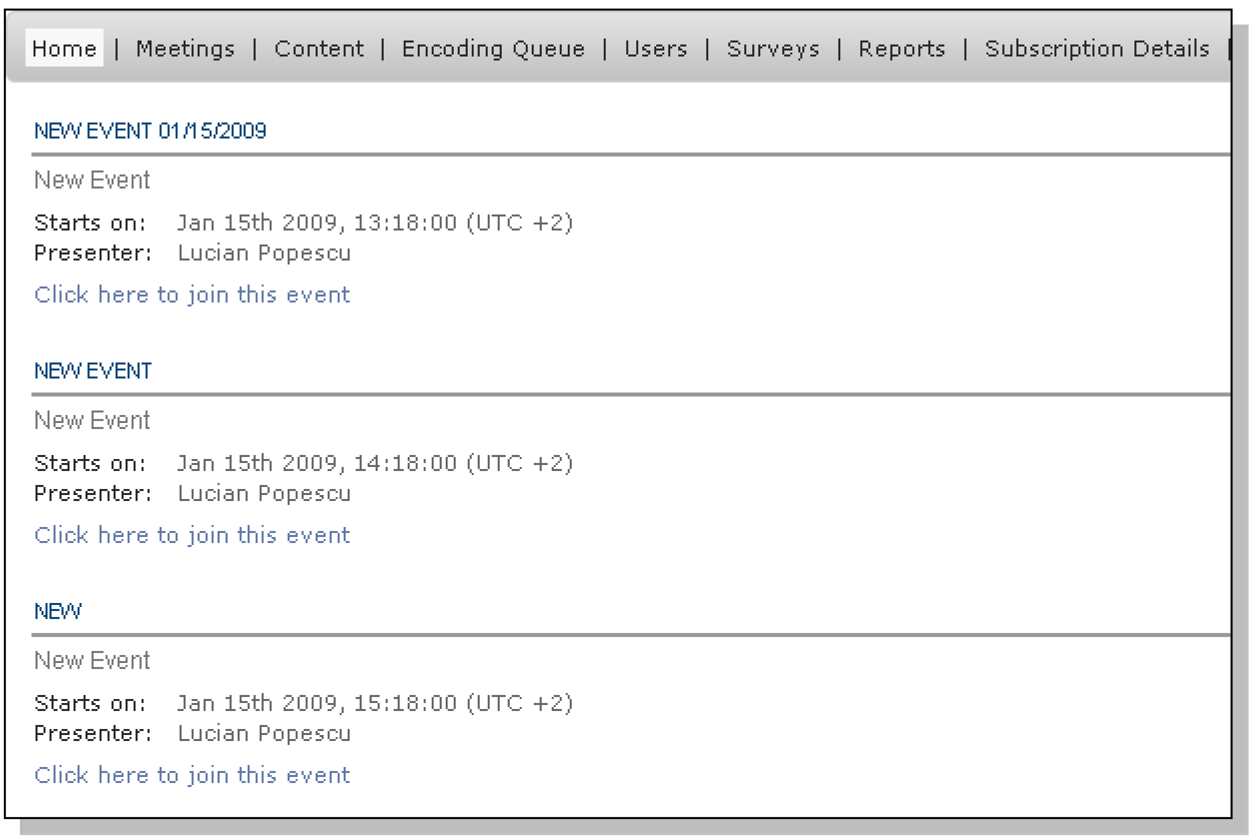
If at the registration process you have entered a wrong email address, you can use the "Change E-mail address" link. You can change the email address by entering the following details: username, password and the new email address.



If you forgot the password, you can use the "Forgot Password" link. You will have to enter the username and the email address into the fields. The password will be send to your email address.

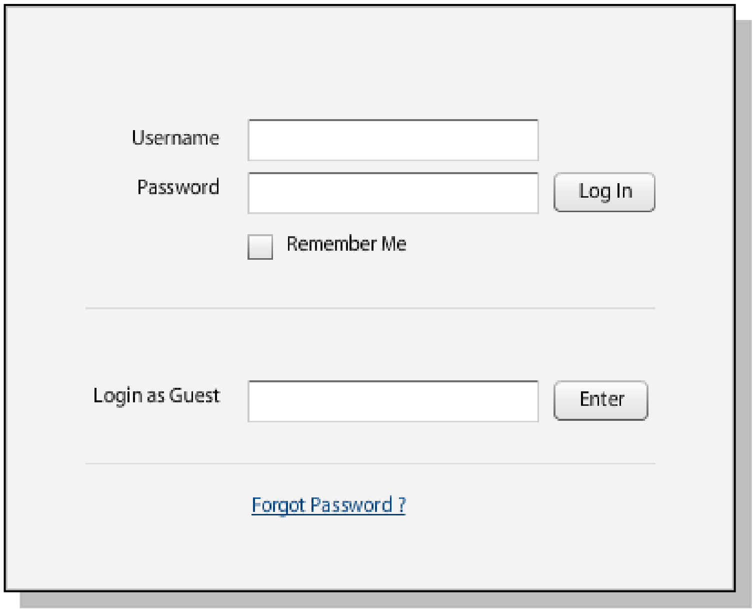


Home Page

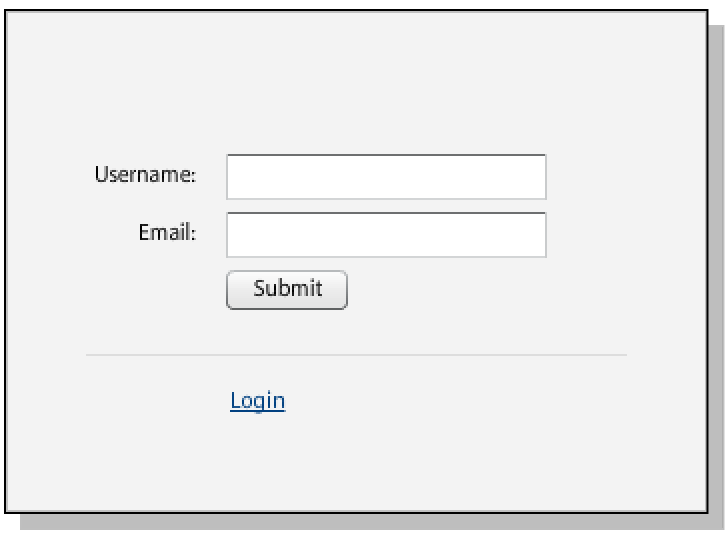


As you can see in home page are shown all New Events and all details about any of them. The time listed is user's time zone that is set from his admin panel.

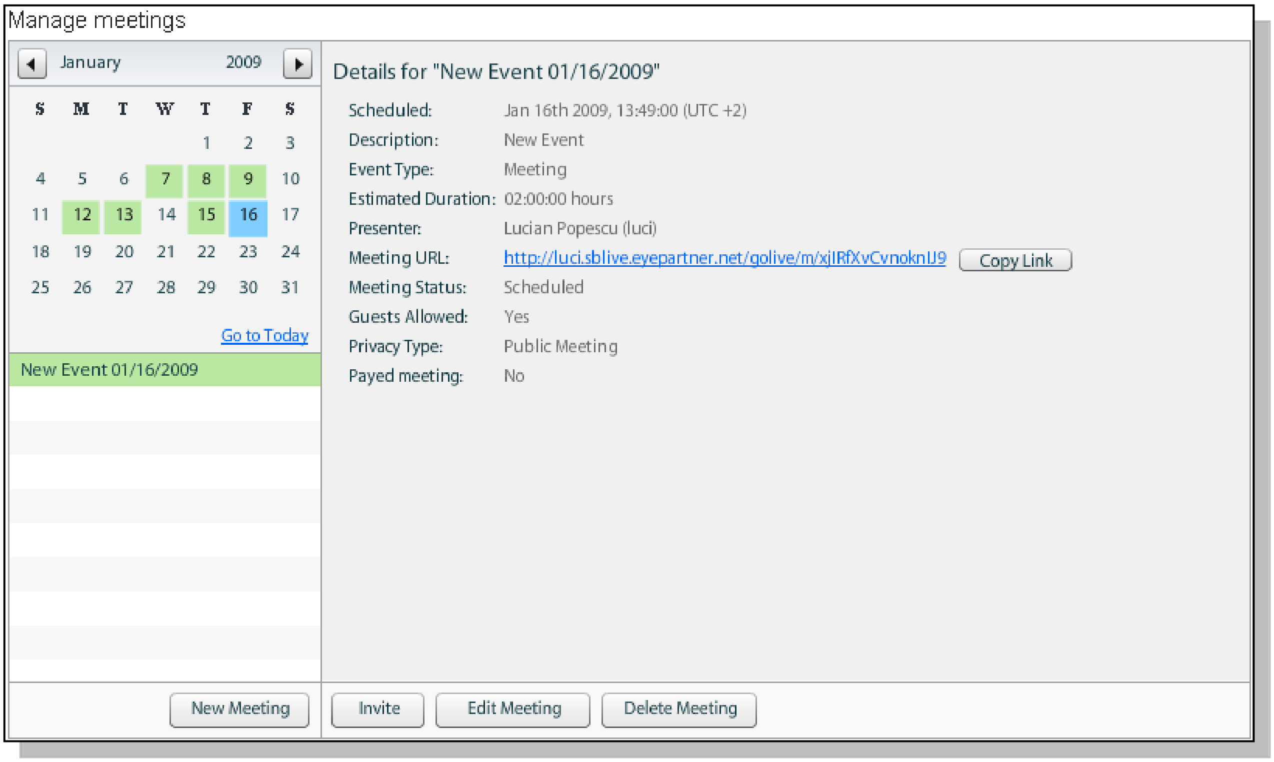
If the user will click on "Click here to join this event" link, he will be send to a login page as shown below:



In this login page you have to enter your Username and Password, you also have a check box to remember your username and password or you can enter as Guest. The below button is for forgetting your password and the recovery process.



Meetings management page



In Manage meetings you can see all the meetings that are available on the selected day. You can select a day and by clicking on it you will be able to see under the calendar, the list with all events that will be on that day. By clicking on an event, you will see the details for that event. You can copy the Meeting URL link and open it into a browser or click it in order to access the Event. You can distribute the link to the persons that you want to invite into the meeting.

Schedule a meeting

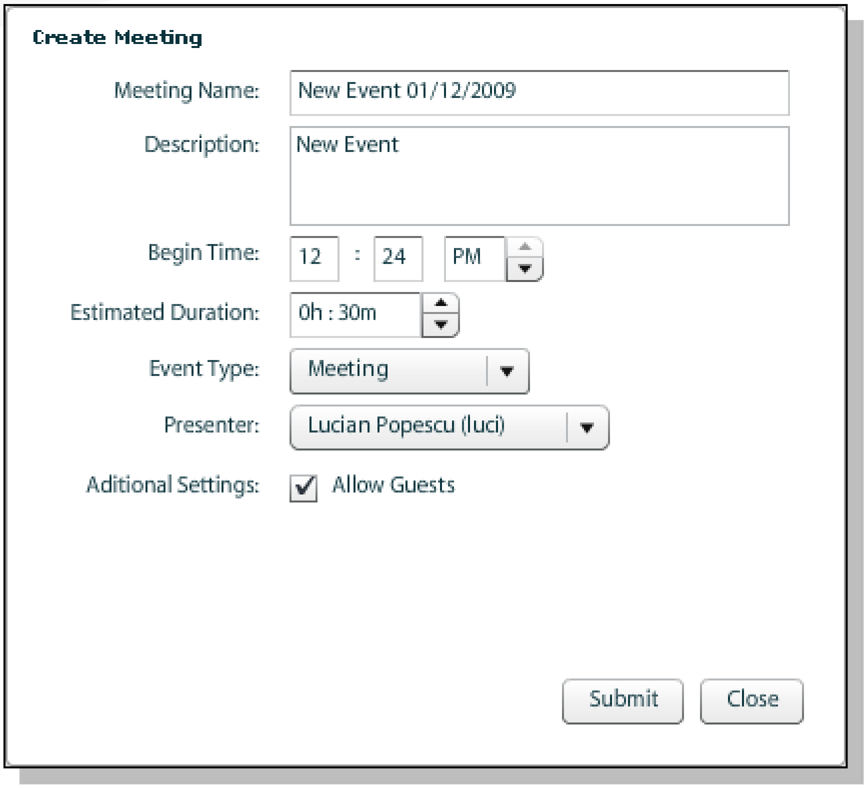
Step 1:

Select the day when you want your meeting scheduled. To do this, use the calendar in the upper left side of the manager application.

Note: Meetings can only be scheduled from the current day forward (you can't schedule a meeting in the past).

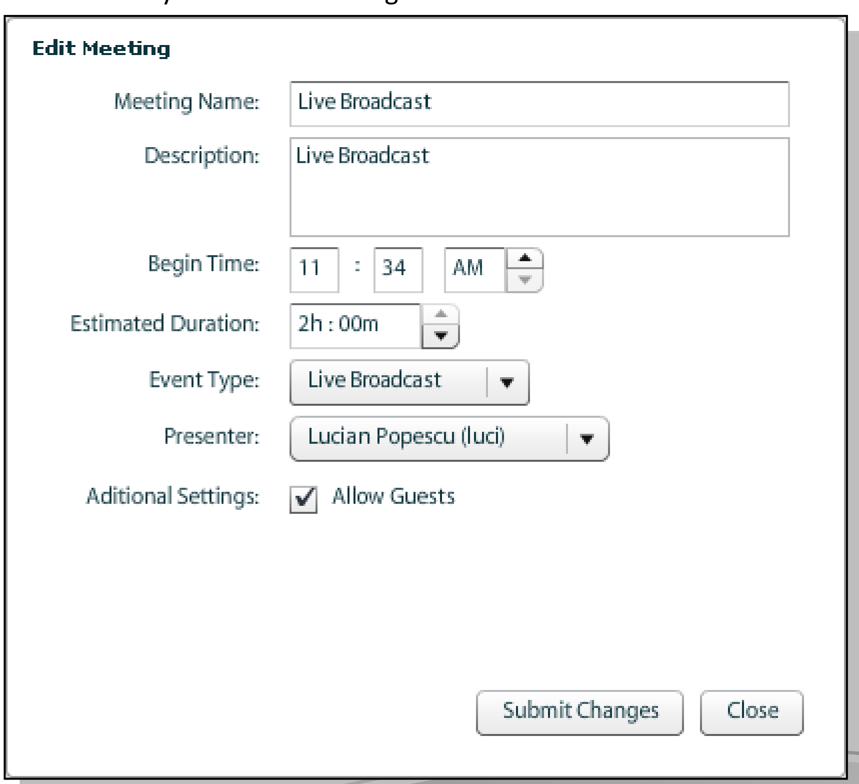
Step 2:

Click on the 'New Meeting' button to bring up the meeting creation dialog. In the fields enter the Meeting name, Description, select the Begin Time (the begin time will be the user's local time that he can set from Settings panel), he can select the estimated duration (maximum estimated duration can be 2 hours), the event type can be meeting or live broadcasting, he can select the presenter from the drop-down list, and he can select if the guests will be allowed to enter into the meeting.



Edit Meeting

Step 1:
Select the day when the meeting is scheduled.



Step 2:

By clicking on a scheduled meeting, 2 more buttons will appear: "Invite" and "Edit Meeting" buttons. Click on "Edit Meeting" button if you want to edit the selected meeting.

Invite users

Step 1:

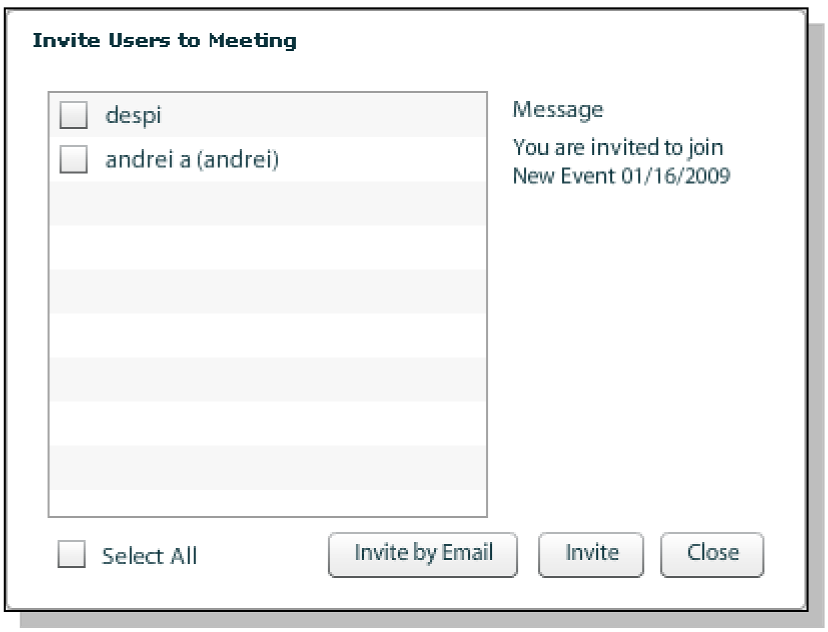
Select the meeting to which you want to invite the users.

Note: You can only invite users to meetings that are scheduled or ongoing; once a meeting has ended this functionality is no longer available.

Step 2:

Select the users you want to invite to the meeting, and click the 'Invite' button to send the invitations.

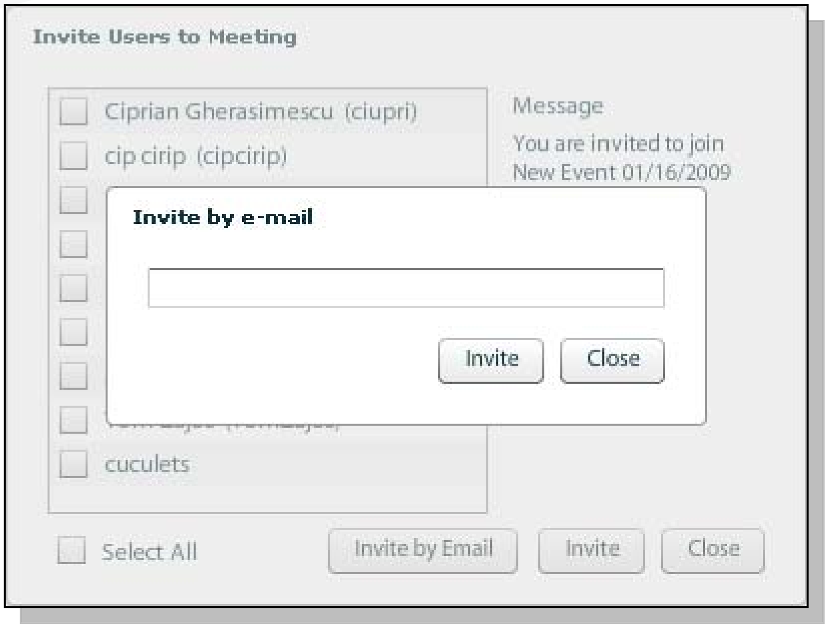
If you want to send email invitations, click on "Invite by Email" button.



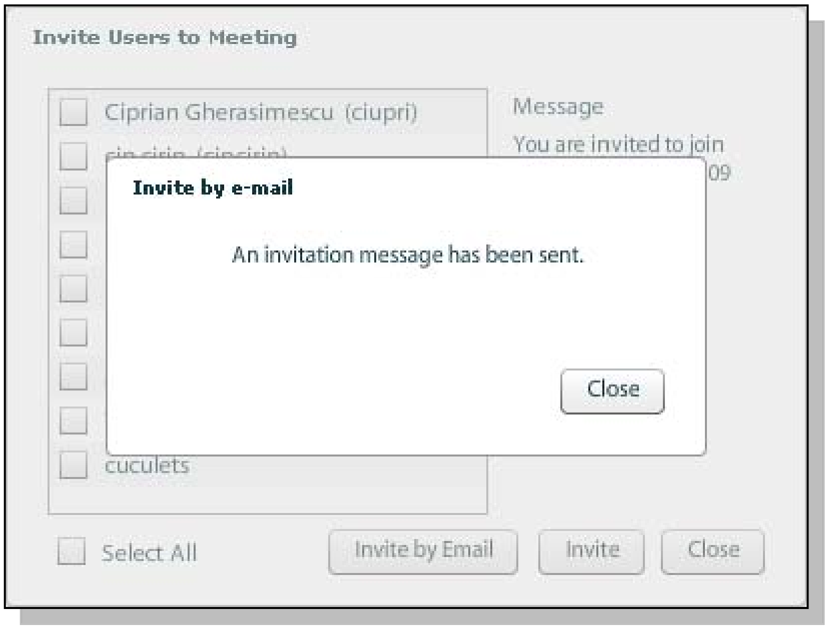
Invite by Email

A pop-up window will open and there you will have to enter the email address of the person that you want to invite into the meeting.

After that click on "Invite" button and the invitation will be send.



After you click on "Invite" button, a message will appear to inform you that the invitation has been send.

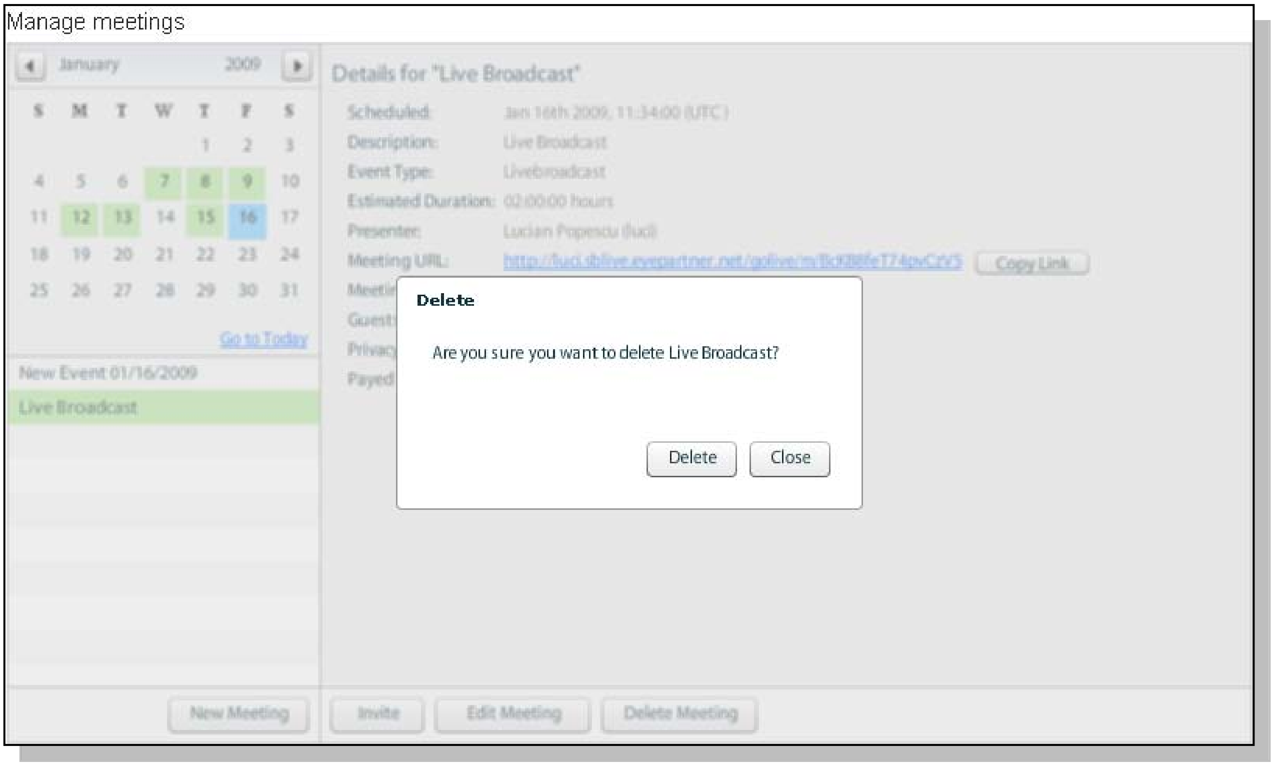


Note: If you want to send invitations by mail to more persons, you will have to repeat the steps for each email address.

Delete Meeting

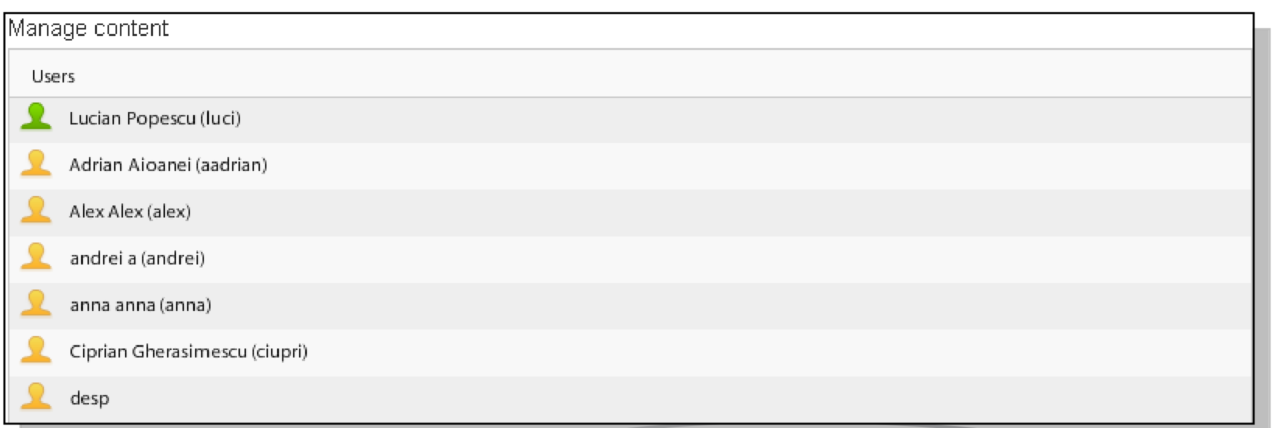
Step1: Select the meeting that you want to delete.

Step 2: Click the 'Delete Meeting' button and choose 'Delete' in the confirmation dialog. Note: Once a meeting is deleted, it cannot be restored.



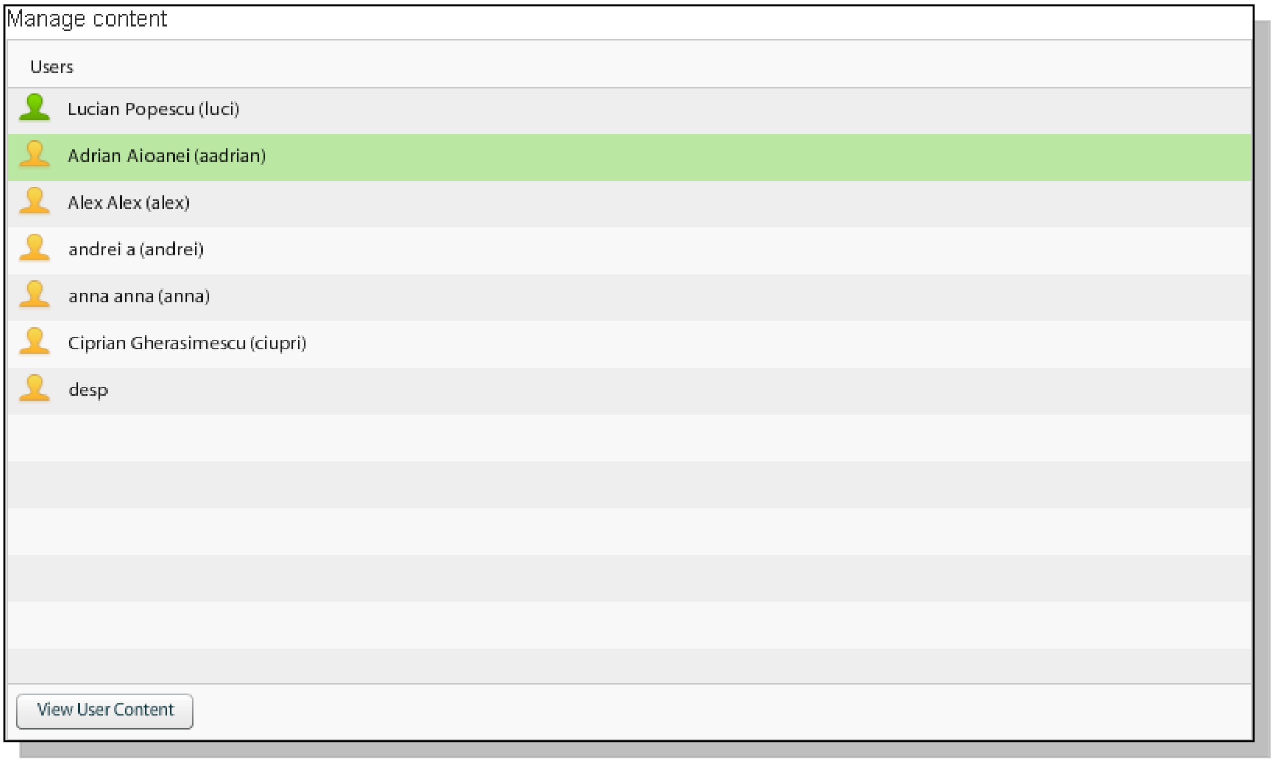
Content Page

Click on the name of the user in order to enter and manage the folders and the files that the user has. You can select a user and click on "View User Content" button to access his content.



View User content

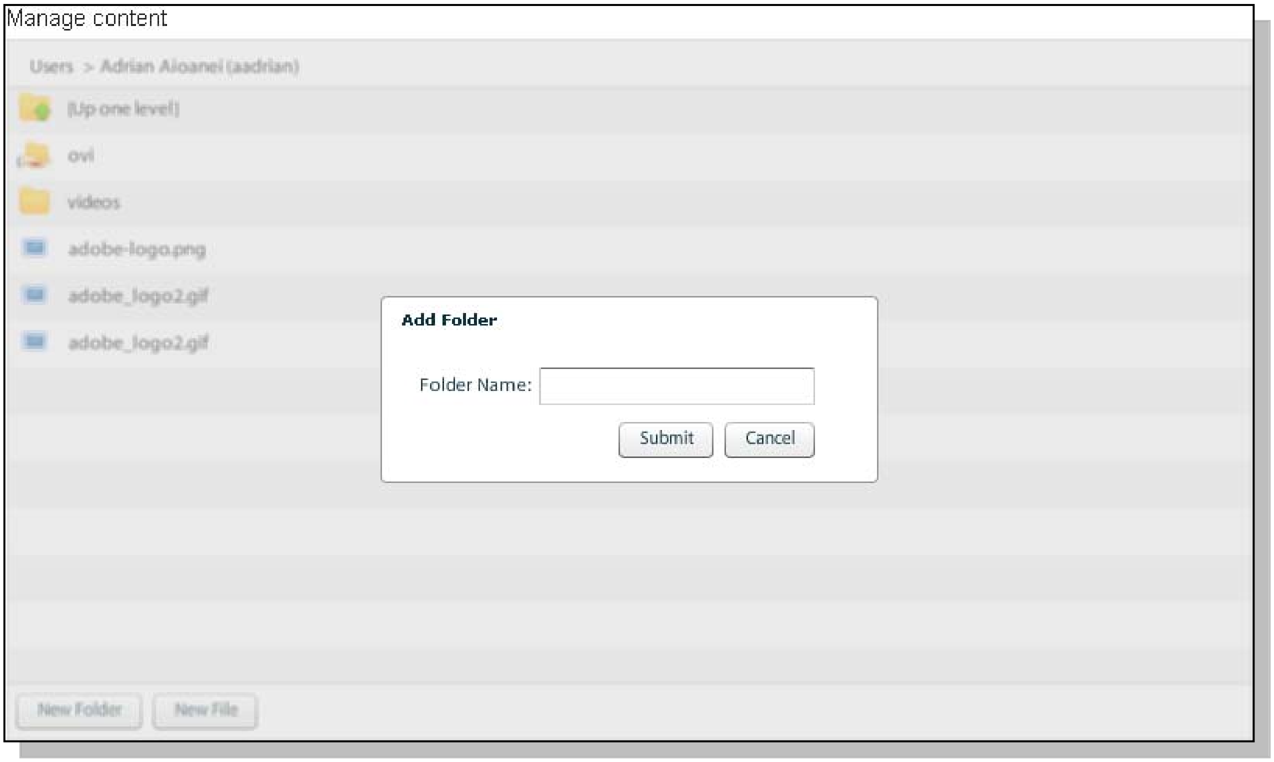
You can select a user and click on "View User Content" button to access his content or you can click on his username to access the content.



This is how the user content will appear and you can add new folder or a new file

New folder

You can create folders in user content management tool, to keep the files organized.
To do that, click on the 'New Folder' button and type a name for the new folder, in the folder creation dialog. The new folder will be created on the selected level.



New file

You can upload files from your computer into user's StreamingBase account.

Step 1:
Navigate through the folder structure into the folder in which you want to upload the file.

Step 2:
Click on the 'New File' button to bring up the browse dialog and then locate (on your computer) the file you want to upload. Your upload may take more or less time depending on the size of the file being uploaded and the quality of your internet connection.

Supported formats: The system allows the following types of files to be uploaded: images (gif, jpg, png), any format of movies, that will be encoded to FLV using our Monster Encoder solution.

Note 1: You may also upload already encoded FLV files.
Note 2: The maximum allowed size of a file to upload is 100 Megabytes.

Note 3: You can also upload zip archives, to avoid multiple uploads. All the valid files found in your archive will be put in the current folder. The folder structure found in the zip file is not preserved.

Note 4: Files can be moved from one folder to another by dragging them into the desired folder.

Set file/folder permission

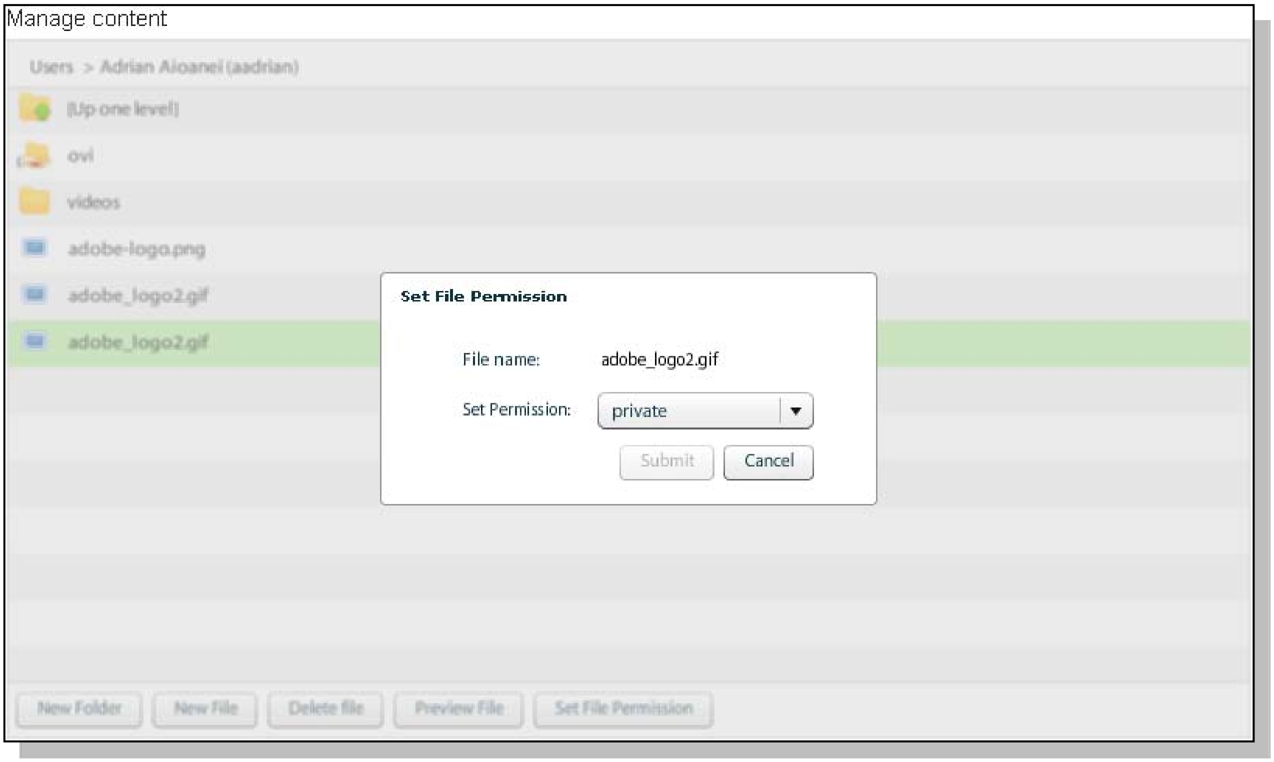
You can set permissions for your files and folders.

A file or folder can be private or public. Private means that you are the only one that can preview it or use it in a meeting. Public means that anybody can preview it or use it in a meeting. Only the owner can delete a file or folder, regardless of its permission.

To change a file or folder permission, use these steps:

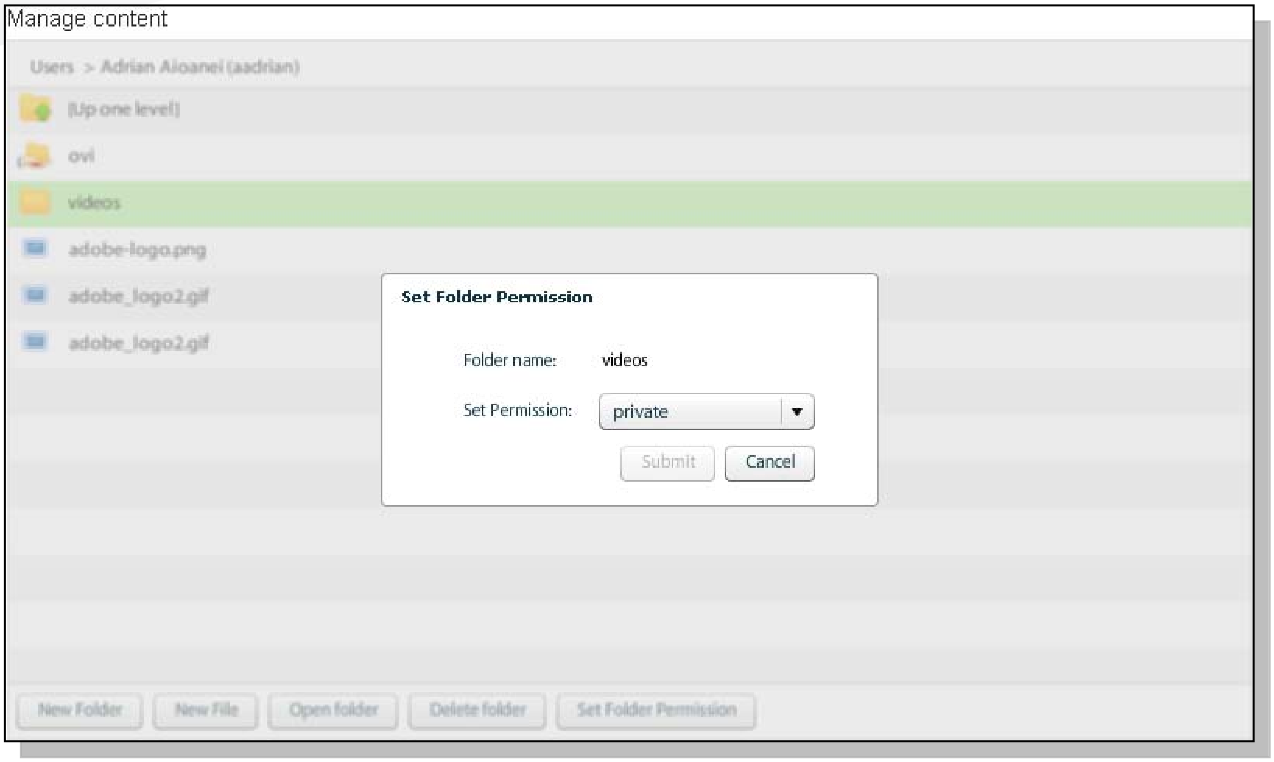
Step 1: Locate the file/folder you wish to change permission of and select it.

Step 2: Click on the 'Set File Permission' or 'Set Folder Permission' button to bring up the permissions dialog.



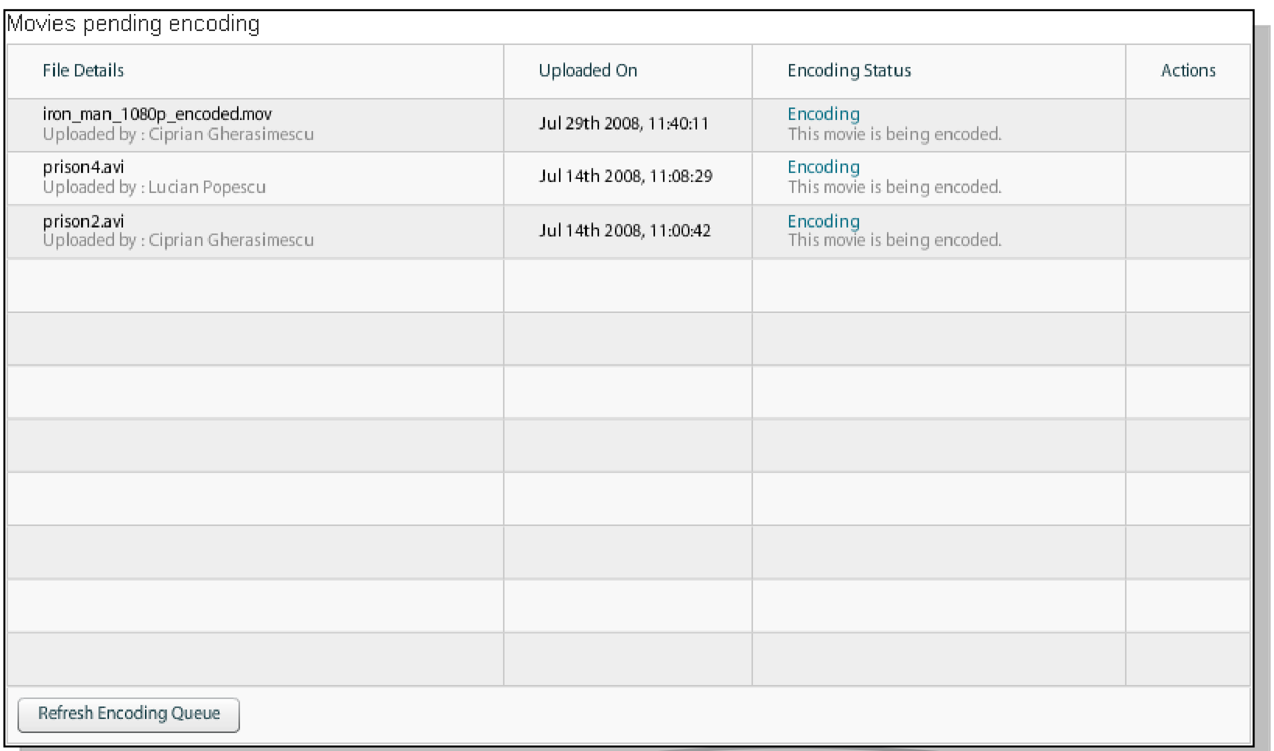
Step 3: Modify the permission as you wish and click on the 'Submit' button to apply your change.

Note: All the files and subfolders of a public folder are automatically considered public. You cannot have a private file/folder inside a public folder.



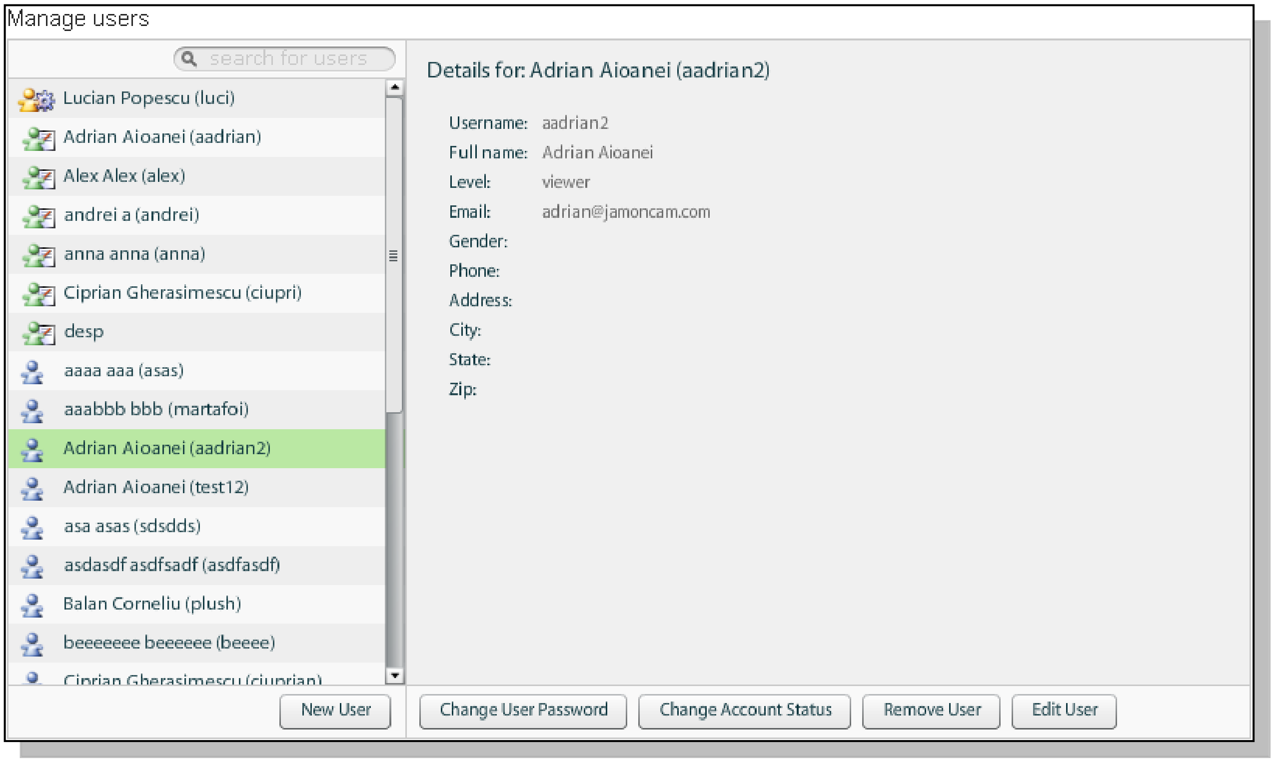
Encoding Queue Page

In this panel you can see the list of movies that are encoding into the Monster Encoder.



Users Page

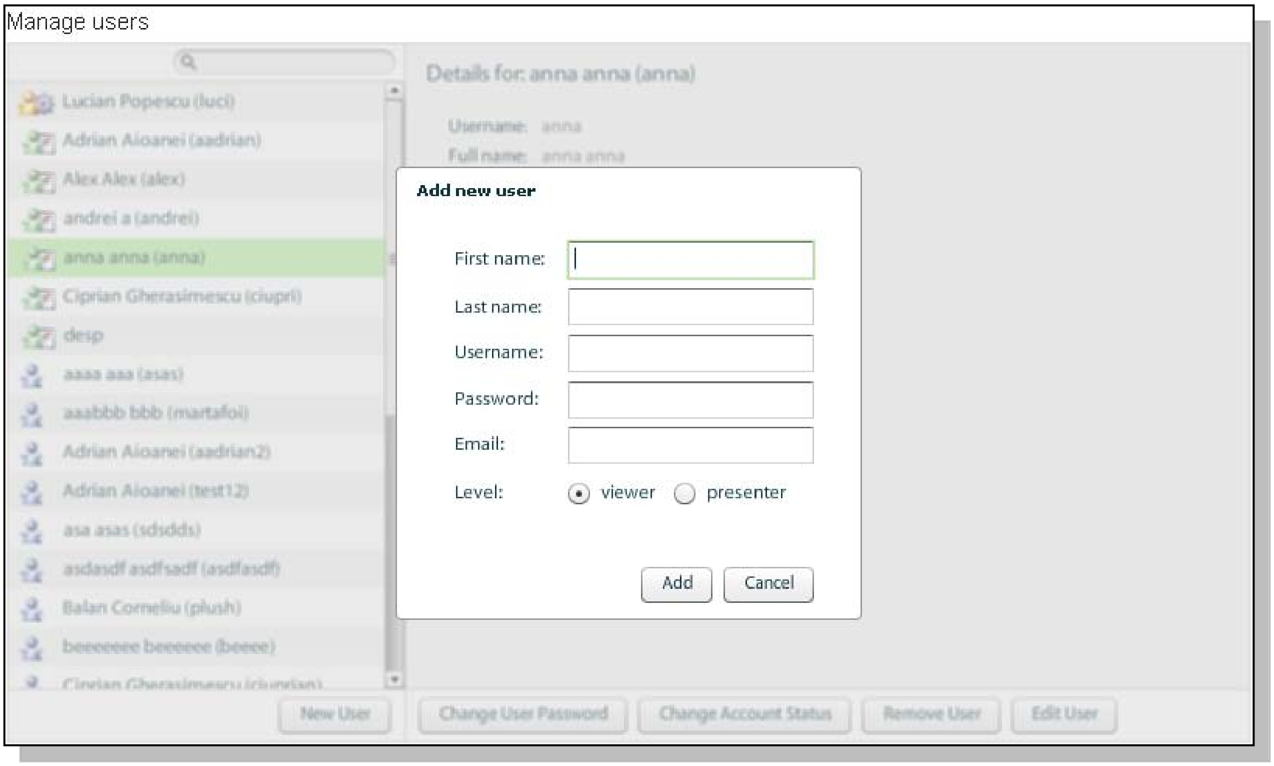
In this panel you can manage the users registered. The users are listed by his account status. You can: add a new user, change the password of an existing user, change account status of existing users, edit existing users, remove users.



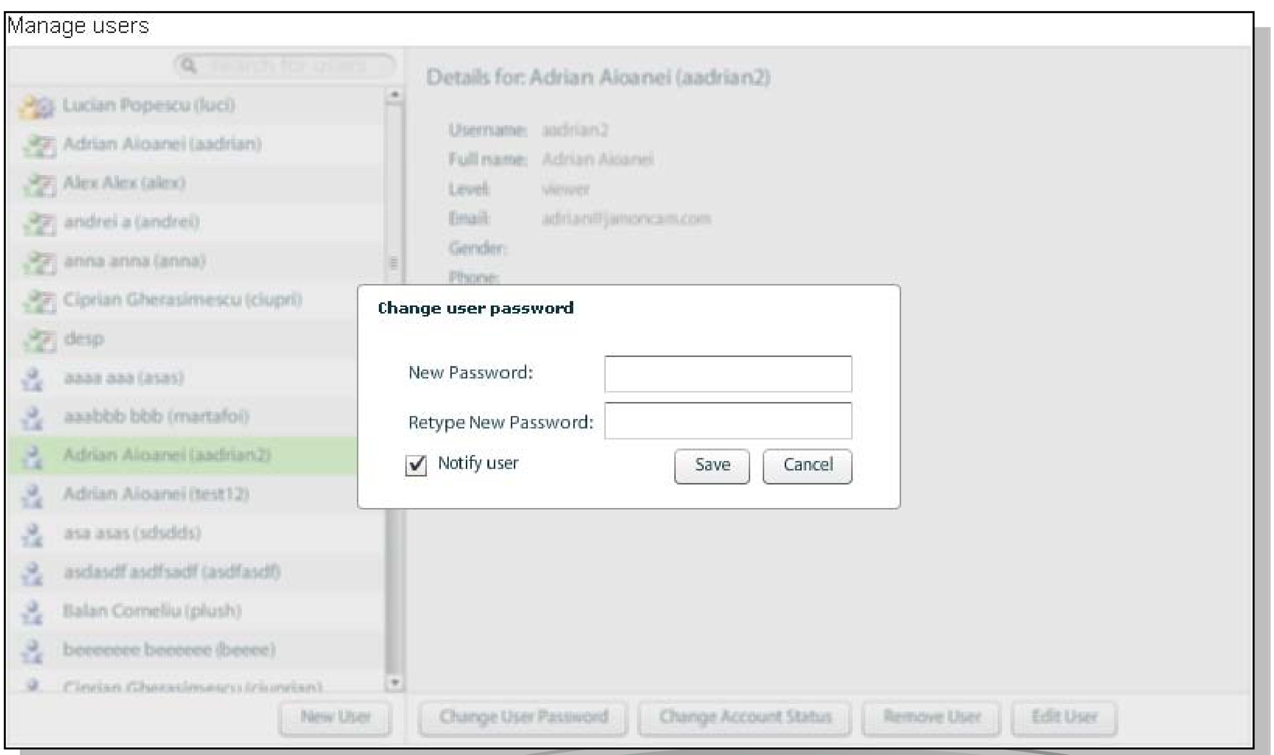
New user

To create a new account, click the "New User" button and fill in the fields of the refistration form.

Note: Every user can create accounts according to his access level. The company administrator can create accounts for presenters and viewers; presenters can create accounts for the viewers.



Change User Password



This function allows you to change your password. If you are the admin user, you may also change the password of any other user.

In order to do that, follow these steps:

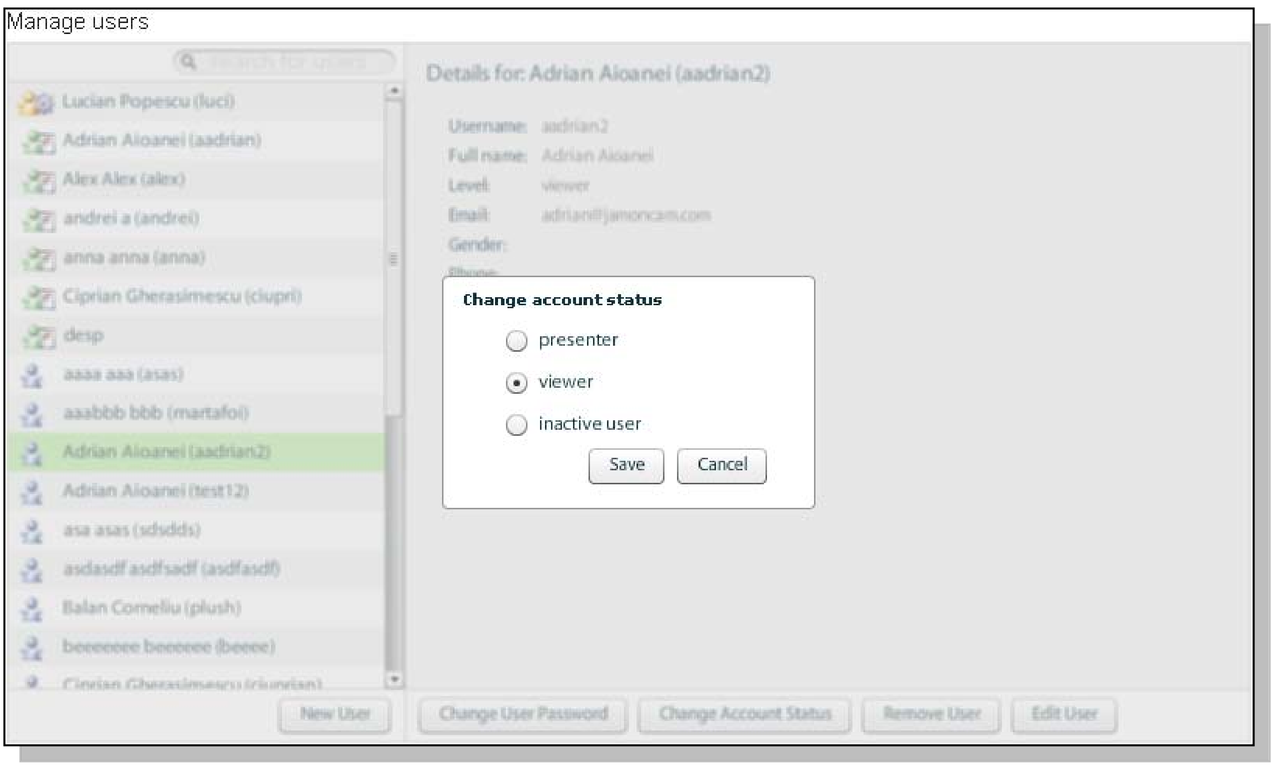
Step 1: Select the user whose password you wish to change, and click the "Change Password" button.

Step 2: Change the values in the fields and click "Save".

After this, an e-mail will be sent to the user whose password has just been changed, notifying him of the new password.

Note: When changing your own password, you will also be asked for your current password in order to avoid hacking attempts.

Change Account Status



In order to change the status of an account, follow these steps:

Step 1: Select the account you want to modify (from the account list) and click the "Change Account Status" button.

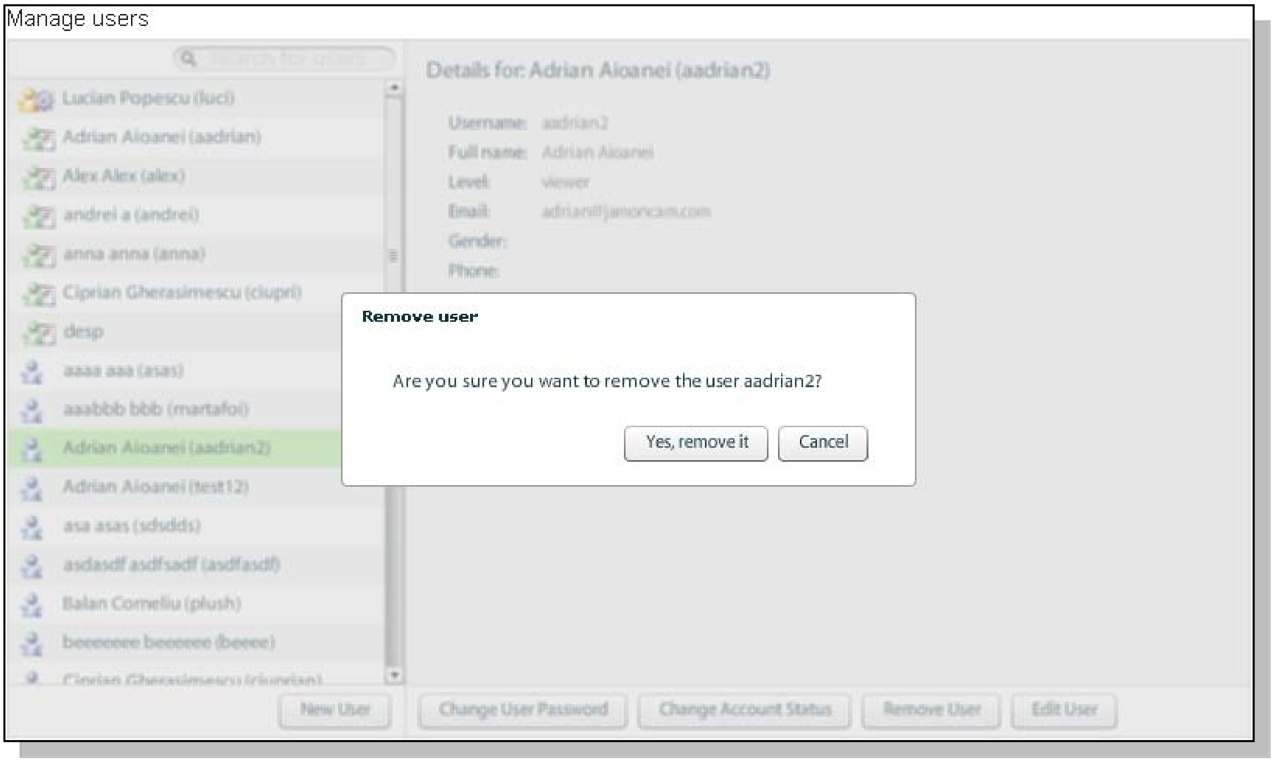
Step 2: Pick your choice and click "Save".

Note: The admin user can change the status of any account (presenter, viewer or inactive user).

Remove User

If you want to permanently remove an account, follow these steps:

Select the user you want to delete and click the "Remove User" button. All the details, files and folders of that user will be removed and an e-mail will be sent to his registered e-mail address to notify the user that he his account was deleted from the company database.



Note: Any admin-level user (admin, presenter) can delete accounts with access level lower than theirs.

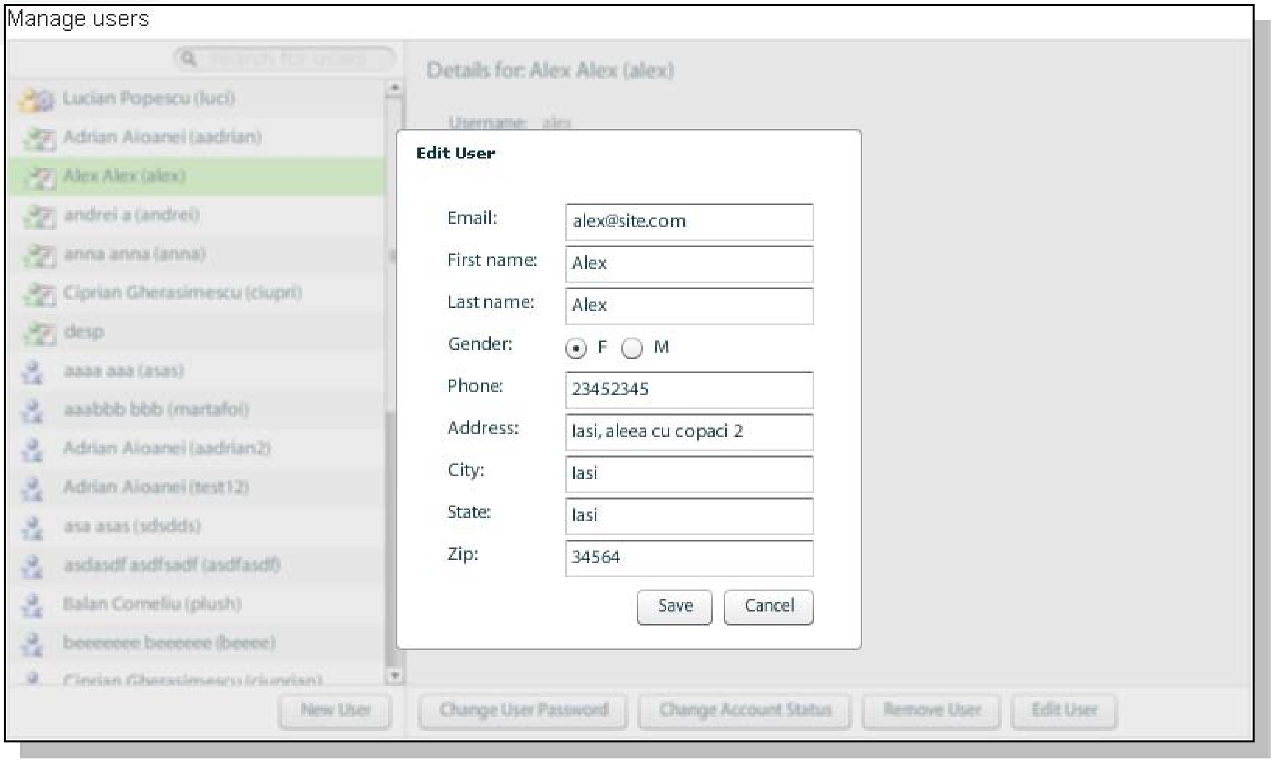
Attention: Once an account has been deleted, it cannot be restored.

Edit User

The admin-level users (admin, presenters) can edit their own account or accounts which have a lower access level.

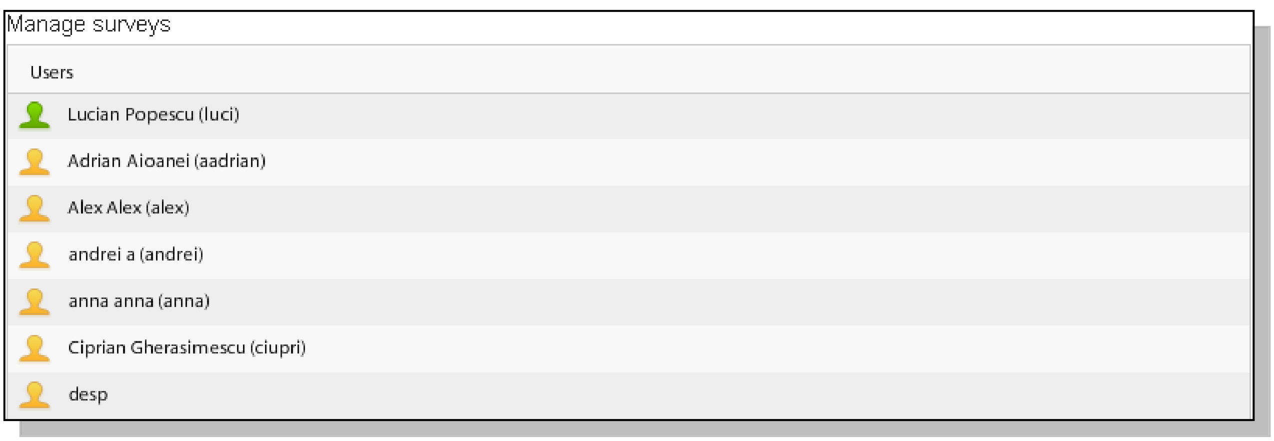
To edit an user's profile: select the user you want to edit and click "Edit User" button. Presenters can edit viewers accounts and the admin can edit both presenter and viewer accounts.

Note: When editing your profile, you can't change your email or username if you are the admin user.



Surveys Page

In this panel you can view the surveys for each user. Click on username to view his surveys.

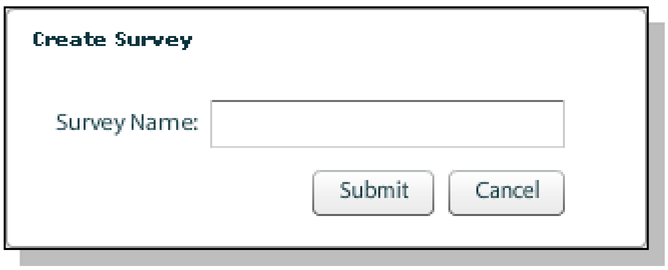


Add Survey

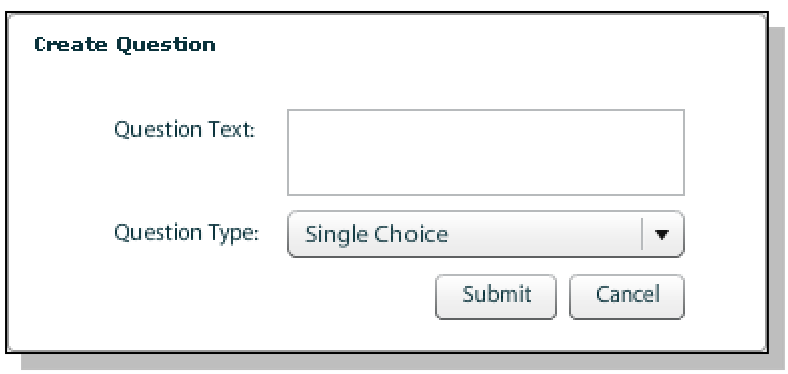
You can create surveys (collections of questions) to use in your meetings in order to probe the opinion of your attendees.

To create a survey, use the following steps:

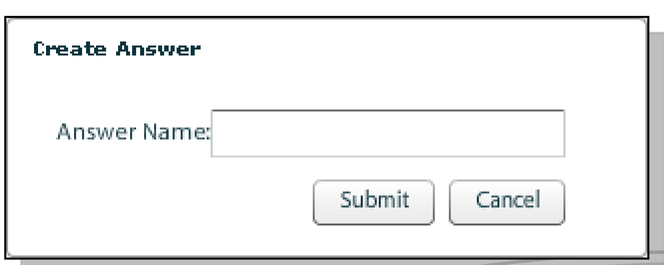
Step 1:
Click on the "Add Survey" button and type the name for your new survey.



Step 2:
To add questions to your newly created survey, open the survey by clicking its name and click the "Add Question" button. The questions you add can be either one-choice questions or multiple-choice ones. Having added at least a question, you can add answers for it. Also, if your survey contains more than one question, you can change the order in which the questions are displayed; you can do this by clicking on the arrows that the questions has on right side.



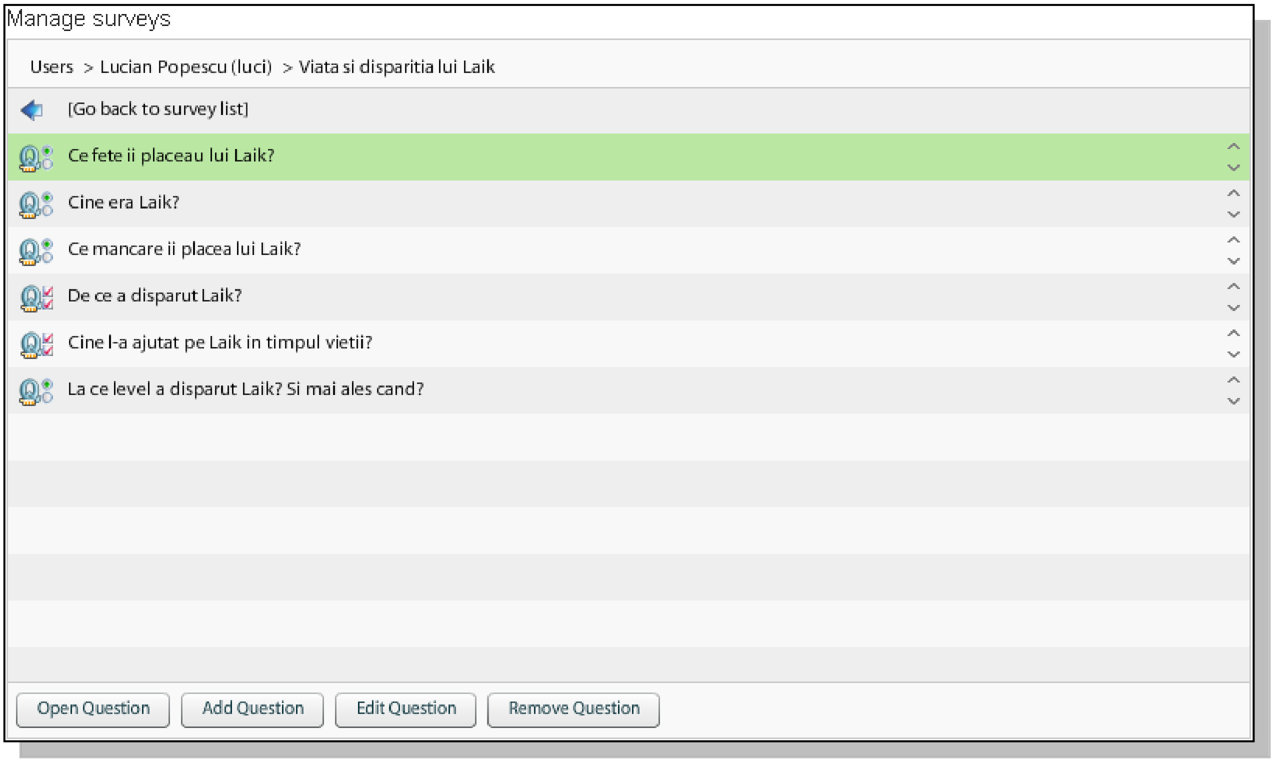
Step 3:
To add answers to your questions, open the question you want to add an answer to - by clicking its name, and click the "Add Answer" button. If you add more than one answer variant, you can change the order in which the answers are displayed.



You can edit and delete an existing answer. To do that click on the desired answer and after that the "Edit" and "Remove" buttons will appear.

Remove a question:

You can selectively delete questions from a survey: open the survey, select the question you want to remove by clicking on its corresponding row and click the "Remove" button. Choose yes in the confirmation dialog.



Remove a survey:

To remove a survey, select it by clicking its corresponding row and click the "Remove Survey" button. Choose "Yes" in the confirmation dialog.

When you remove a survey, all the questions and answers that are related to it are also removed automatically.

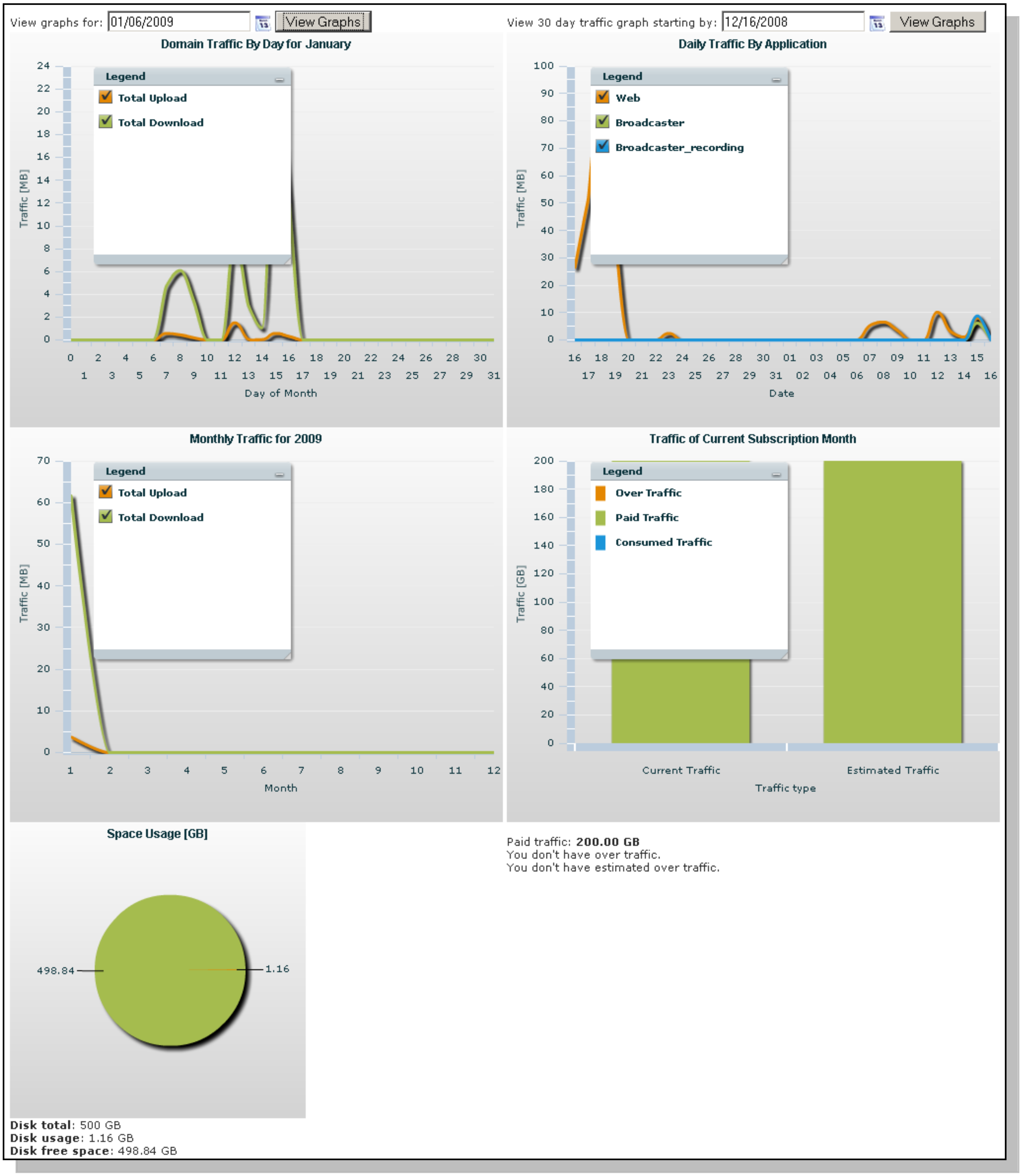
Remove an answer:

You can selectively delete answers to a question: open the question, select the answer you want to remove by clicking on its corresponding row and click the "Remove" button. Choose yes in the confirmation dialog.

Note: once a survey/question/answer has been deleted, it cannot be restored.

Reports Page

In this panel you can see the graphic reports by day, month, application, monthly traffic, monthly subscription and space used.



Subscription Details

In this panel you can see your subscription status and the upgrade options.

Subscription Details

Current subscription status
Your current subscription is **Free Trial** that will end on **Nov 15, 2009 08:12.** With this package you can have a maximum of **20 simultaneous online users** and a maximum traffic of **100 GB.** The maximum package storage is **5 GB**. The cost for this package subscription is **0 USD per month** with extra traffic costs.

Available upgrade packages (all packages assume a monthly recurring subscription)	
Entry50 This package supports up to **50 simultaneous online users** and a maximum traffic of **100 Gb.** The cost for this package subscription is **300.00 USD per month** and the extra traffic cost is **1.85 USD per GB.** This package is recomended for small bussiness plans and occasionally connected meetings.	Subscribe
Business100 This package supports up to **100 simultaneous online users** and a maximum traffic of **150 Gb.** The cost for this package subscription is **450.00 USD per month** and the extra traffic cost is **1.85 USD per GB.** This package is recomended for medium bussiness plans and frequently connected meetings.	Subscribe
Dedicated This package supports up to **unlimited simultaneous online users** and a maximum traffic of **200 Gb.** The cost for this package subscription is **649.00 USD per month** and the extra traffic cost is **1.85 USD per GB.** This package is recomended for large bussiness plans and frequently connected meetings.	Subscribe

Package & Invoice History

In this panel you can see the packages that you bought and the invoices that were send to you.

Package & Invoice History

Subscription Period	Package Used	Traffic Details	Overtraffic Invoices
From:May 10th, 2008 Until: Jun 10th, 2008	Entry Package	Included in Package: 100 GB Overall Used: 190 GB Overtraffic: 90 GB	Amount: 234$ Invoice has been paid
From:Jul 23rd, 2008 Until: Aug 23rd, 2008	Entry Package	Included in Package: 100 GB Overall Used: 2.129 GB	Not Applicable

Video Settings

In this section you can view and customize the video settings used by default in meetings.

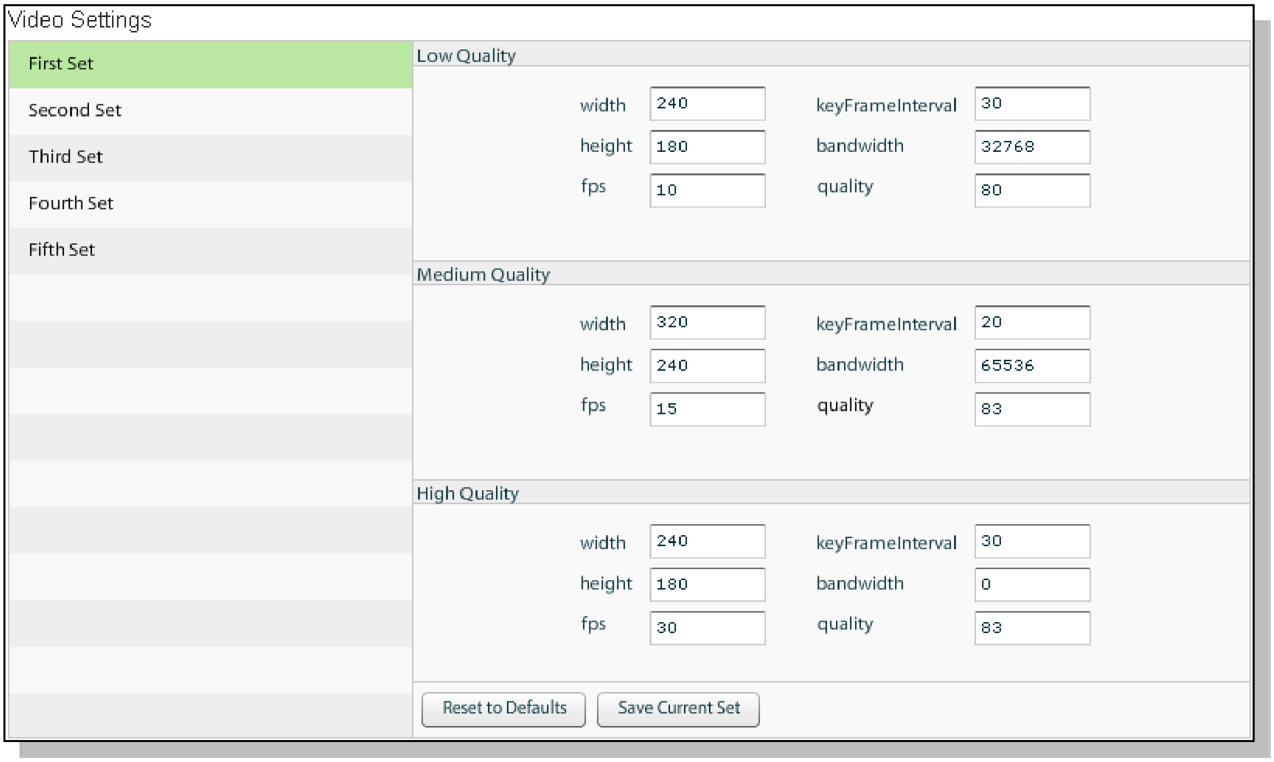
You can edit any of the sets from the left hand side of the screen.

Each set has three customizable levels of quality:

1. Low Quality
2. Medium Quality
3. High Quality

Every level has six properties that you can edit to your own needs.

Note: You can learn more about the video properties by hovering your mouse over them.



To create custom video settings for the sets, follow these steps:

Step 1: Select a set to view its current settings.

Step 2: Decide which level(s) of quality you want to modify.

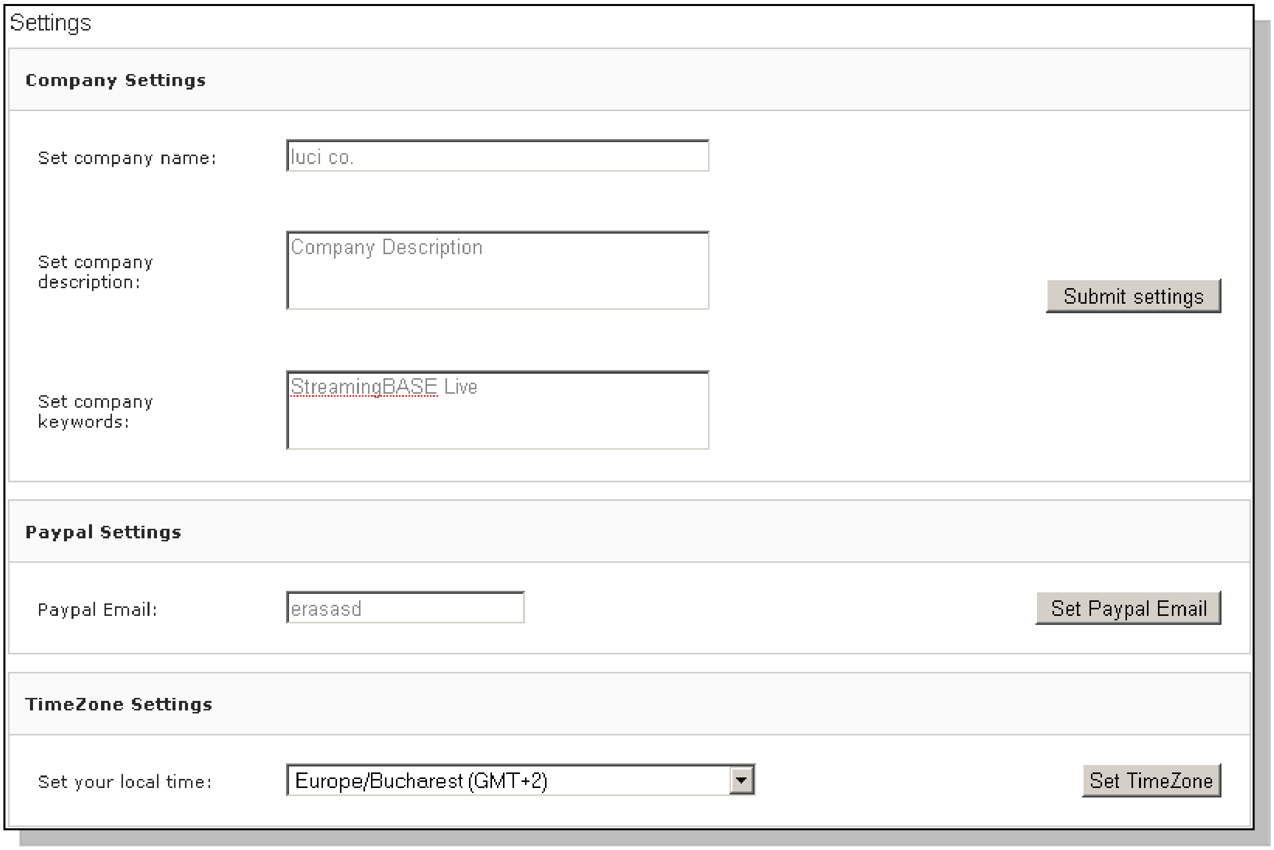
Step 3: Edit any of the properties inserting valid characters.

Step 4: Click "Save current Set" to have the modifications saved.

Note: Pressing the "Reset to Defaults" button will restore the initial default settings.

Settings

In this panel you can edit the Company settings, Paypal settings and your Time zone settings



Company Settings

The info that you set in this section helps improving search engine optimization (SEO) for your pages.

You can add detailed info of your choice filling in these fields.
1. Choose a title for your sub domain front pages.
2. Fill in a description of your company. Don't hold back, you may enter as much information as you need.
3. Fill in some keywords that you think describe best your company / offered services. Write as many keywords as you wish, separated by comma, with no space between them.

When you have finished editing the Company settings, click on "Submit settings" button to save the changes.

Paypal Settings

The PayPal related info that you set in this section is very important for your business; if this is not correctly set you won't be able to receive payments.

The PayPal Account E-mail field represents the e-mail account used when you created your PayPal Business or Premier account.

The second info needed is your PayPal Certification Id. A Certification Id is a code that allows us to encrypt the data sent to PayPal and prevents important data theft. To obtain your Certification Id, follow these steps:

Step 1: Log into your PayPal Business or Premier account and go to the profile tab or click on "Edit profile"

Step 2: On the "Selling preferences" tab, click on "Encrypted payment settings"

Step 3: Download a public certificate on your PC

Step 4: Click "Add" and upload the public certificate

Step 5: Copy the certificate ID that is shown after completing these steps and paste it in the Paypal Certification ID, here to the left.

When you have finished editing the Paypal settings, click on "Set Paypal Email" button to save the changes.

TimeZone Settings

Here you can set your local time zone. The time zone that you set here will be showed at Begin Time when you will create a new meeting.

When you have finished editing the time zone settings, click on "Set TimeZone" button to save the changes.