User Guide for
Cisco Show and Share 5.3.x

November 2013

Cisco Systems, Inc.
www.cisco.com

Cisco has more than 200 offices worldwide.
Addresses, phone numbers, and fax numbers
are listed on the Cisco website at
www.cisco.com/go/offices.

THE SPECIFICATIONS AND INFORMATION REGARDING THE PRODUCTS IN THIS MANUAL ARE SUBJECT TO CHANGE WITHOUT NOTICE. ALL STATEMENTS, INFORMATION, AND RECOMMENDATIONS IN THIS MANUAL ARE BELIEVED TO BE ACCURATE BUT ARE PRESENTED WITHOUT WARRANTY OF ANY KIND, EXPRESS OR IMPLIED. USERS MUST TAKE FULL RESPONSIBILITY FOR THEIR APPLICATION OF ANY PRODUCTS.

THE SOFTWARE LICENSE AND LIMITED WARRANTY FOR THE ACCOMPANYING PRODUCT ARE SET FORTH IN THE INFORMATION PACKET THAT SHIPPED WITH THE PRODUCT AND ARE INCORPORATED HEREIN BY THIS REFERENCE. IF YOU ARE UNABLE TO LOCATE THE SOFTWARE LICENSE OR LIMITED WARRANTY, CONTACT YOUR CISCO REPRESENTATIVE FOR A COPY.

The Cisco implementation of TCP header compression is an adaptation of a program developed by the University of California, Berkeley (UCB) as part of UCB's public domain version of the UNIX operating system. All rights reserved. Copyright © 1981, Regents of the University of California.

NOTWITHSTANDING ANY OTHER WARRANTY HEREIN, ALL DOCUMENT FILES AND SOFTWARE OF THESE SUPPLIERS ARE PROVIDED "AS IS" WITH ALL FAULTS. CISCO AND THE ABOVE-NAMED SUPPLIERS DISCLAIM ALL WARRANTIES, EXPRESSED OR IMPLIED, INCLUDING, WITHOUT LIMITATION, THOSE OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE AND NONINFRINGEMENT OR ARISING FROM A COURSE OF DEALING, USAGE, OR TRADE PRACTICE.

IN NO EVENT SHALL CISCO OR ITS SUPPLIERS BE LIABLE FOR ANY INDIRECT, SPECIAL, CONSEQUENTIAL, OR INCIDENTAL DAMAGES, INCLUDING, WITHOUT LIMITATION, LOST PROFITS OR LOSS OR DAMAGE TO DATA ARISING OUT OF THE USE OR INABILITY TO USE THIS MANUAL, EVEN IF CISCO OR ITS SUPPLIERS HAVE BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

Cisco and the Cisco logo are trademarks or registered trademarks of Cisco and/or its affiliates in the U.S. and other countries. To view a list of Cisco trademarks, go to this URL: www.cisco.com/go/trademarks. Third-party trademarks mentioned are the property of their respective owners. The use of the word partner does not imply a partnership relationship between Cisco and any other company. (1110R)

Wowza Media Server Pro Unlimited © 2006-2009 Wowza Media Systems, Inc. All rights reserved. WOWZA and related logos are registered trademarks of Wowza Media Systems, Inc. Cisco Digital Media Systems are powered by Wowza Media Server Software.

User Guide for Cisco Show and Share 5.3.x

© 2002–2013 Cisco Systems, Inc. All rights reserved.

CONTENTS

User Guide for Cisco Show and Share 5.3.x

Preface

Revised: June 2014

- About Cisco Show and Share
- Change History
- Related Documentation, page xi
- Obtaining Documentation and Submitting a Service Request, page xi

About Cisco Show and Share

Cisco Show and Share is a secured social network for video collaboration, communication, and learning. User-generated video is central to the Cisco Show and Share experience. As a Cisco Show and Share user, you can view and interact with videos. As a Cisco Show and Share author, you can upload or record videos. You can also synchronize slide presentations with the video, upload transcripts, and add optional, downloadable files to your video.

Change History

This change history contains only those updates that apply to Cisco Show and Share users with Visitor, Video Author, Video Publisher, or Live Event User roles. Administrators should visit the Administrator Guide for Cisco Show and Share 5.3.x on Cisco.com for a list of changes to the administration features.

- New and Changed in Release 5.3, page ix
- New and Changed in Release 5.3.7, page x
- New and Changed in Release 5.3.12, page xi

New and Changed in Release 5.3

New Supported Languages

You can now display the interface in German, Portuguese-Brazil, and Italian.

Note The Italian language option is provided as a Beta feature. You may experience some inconsistencies in the interface if you choose this language.

Multiple Video Resolution Support

Depending upon your system settings, viewers may have the option to view videos at different resolutions. This can be especially helpful if you are viewing videos over a slower network connection—if video playback pauses often, you can switch to a lower resolution to help increase playback performance. This option is only available if your Cisco Show and Share uses a Cisco MXE to transcode the uploaded videos and your system administrator has enabled multiple resolutions.

Mobile Application Support

> **Note** The Cisco Show and Share mobile client application is beta and is suitable for early pilots and trials. We do not recommend an enterprise production deployment at this time. The mobile technology space is evolving quickly with new devices and software versions, so the beta application is subject to change.

Cisco Show and Share 5.3 supports access through a mobile application. Viewers can download the mobile application to a supported iOS device and view, rate, comment, and upload videos to Cisco Show and Share.

This feature must be enabled by your system administrator.

See the *Cisco Show and Share 5.3 Mobile Application User Guide* on Cisco.com for more information on how to install and use the application:

http://www.cisco.com/en/US/docs/video/digital_media_systems/5_x/5_3/showandshare/mobile-client/mobileapp.html

Pulse Keyword and Speaker Identification Support

Cisco Show and Share 5.3 introduces support for extracting keywords and identifying speakers in uploaded videos when used with a Cisco MXE running version 3.3 software. You can use this information when searching for or filtering videos or to navigate to specific points within a video.

This feature must be enabled by your system administrator.

WebEx Recording Upload Support

If your system has an integrated Cisco MXE running version 3.3 software, you can upload WebEx .arf files for transcoding.

This feature must be enabled by your system administrator.

Recorded Video Transcoding Support

If your system has an integrated Cisco MXE running version 3.3 software, and your system administrator has enabled the Pulse feature set, videos recorded directly in the Cisco Show are transcoded, which enables the Pulse features and the multiple resolution support for them.

New and Changed in Release 5.3.7

Multiple Live Event Users

Multiple Live Event users can log in. When multiple Live Event users are logged in, Live Event draft preview is not supported.

Italian Language Improvement

Improved user interface for the Italian language option.

Pulse Keyword and Speaker Identification Enhancements

Video Authors can label guest speakers on a video-by-video basis. Doing so does not add the guest speaker's name to the list of users that are already present within Cisco Show and Share.

Video Authors can now remove incorrect Pulse keywords completely on a video-by-video basis. **This action cannot be undone**, and doing so does not remove the keywords from the Pulse vocabulary list.

Video Authors can disable Pulse Speakers and Keywords on a video-by-video basis.

New and Changed in Release 5.3.12

Show Private Video Check Box

Allows users to display private videos on their Home page. See "The Home Page" section for more information.

Related Documentation

See all related documentation for Cisco Show and Share on Cisco.com:

http://www.cisco.com/en/US/products/ps6682/tsd_products_support_series_home.html

Obtaining Documentation and Submitting a Service Request

For information on obtaining documentation, submitting a service request, and gathering additional information, see the monthly *What's New in Cisco Product Documentation*, which also lists all new and revised Cisco technical documentation, at:

http://www.cisco.com/en/US/docs/general/whatsnew/whatsnew.html

Subscribe to the *What's New in Cisco Product Documentation* as an RSS feed and set content to be delivered directly to your desktop using a reader application. The RSS feeds are a free service. Cisco currently supports RSS Version 2.0.

Start Here

Revised: November 2013

Accessing Cisco Show and Share

Prerequisites

Before you access Cisco Show and Share, you need:

- Access to your network where Cisco Show and Share is hosted.
- A network connection that is fast enough to play a video stream. A dialup connection may result in choppy video playback.
- One of the following web browsers:
  - Windows: Microsoft Internet Explorer 7.0, 8.0, or 9.0 (see also Configuration Note for Microsoft Internet Explorer, page 1-2) or Mozilla Firefox 3.6.3.
  - Mac OS X: Safari 3.1.2 minimum or Firefox 3.5.3 or later recommended
- Access to the Internet from your computer. Cisco Show and Share attempts to contact the Internet to download the plugins needed to play Flash, Windows, or Quicktime media in your browser if they have not been installed previously.

Configuration Note for Microsoft Internet Explorer

For Cisco Show and Share to display properly in Microsoft Internet Explorer, you must configure Internet Explorer to check for changes each time that it loads any page from Cisco Show and Share.

Procedure

Step 1   Choose **Tools > Internet Options**.

Step 2   Click **Settings** in the Browsing history area.

Step 3   Click the option to check for changes each time.

Step 4   Click **OK** twice.
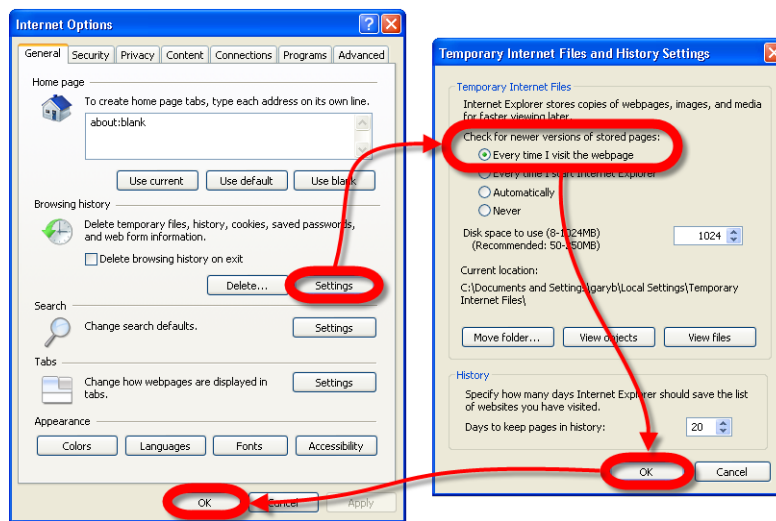
Step 5   Stop. You have completed this procedure.

Access Cisco Show and Share

To access Cisco Show and Share, point your web browser to:

http://*server_name*

Replace *server_name* with the name of your Cisco Show and Share server, for example http://video.example.com. Do not use an IP address.

> **Note** You may receive a security warning to accept the site security certificate when you first access your Cisco Show and Share site. Confirm the security exception to proceed to the site.

When Cisco Show and Share loads, you see a page similar to the one shown in Figure 1-1.

Figure 1-1   The Cisco Show and Share Home Page
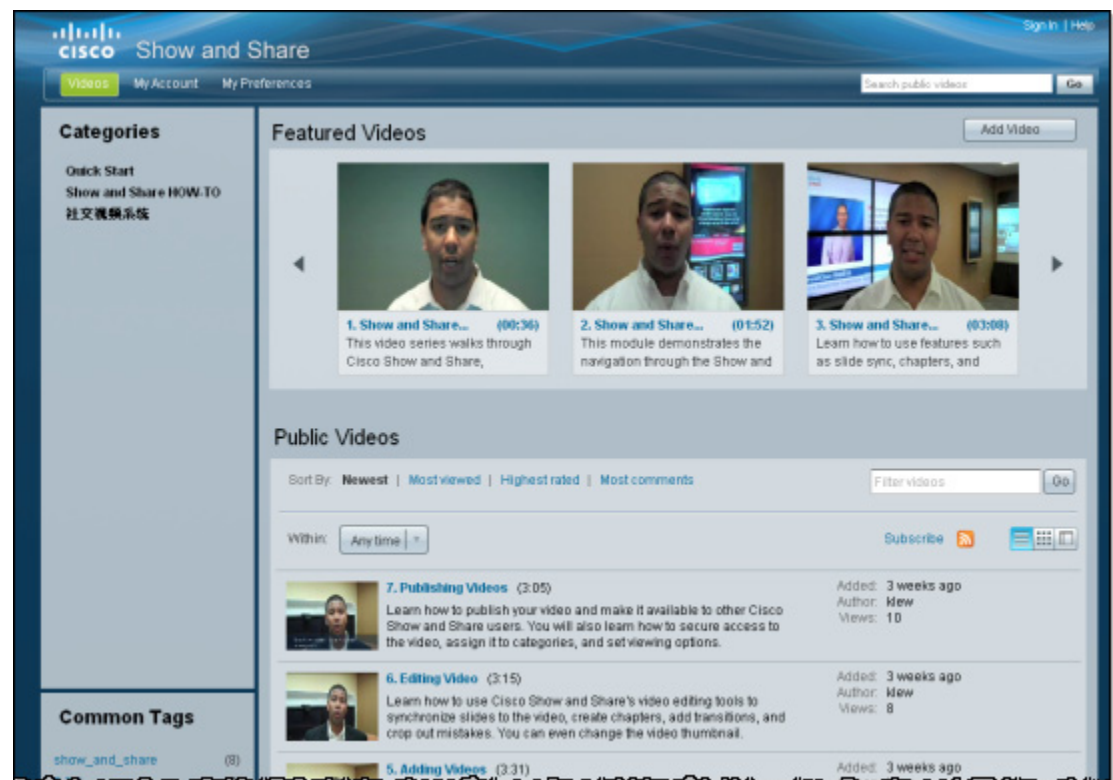
When you first access Cisco Show and Share, you access the site as a visitor. Visitors can search, browse, filter, and watch public videos. Visitors might also be able to rate, comment upon, and tag videos if those features were enabled for general use.

Visitors cannot upload or record videos. You must be logged in to access those functions. To log into Cisco Show and Share, see Sign In to Cisco Show and Share, page 1-4.

Sign In to Cisco Show and Share

You must be signed-in to Cisco Show and Share to access specific features, such as uploading videos, the My Account page, and the My Preferences page.

To sign-in to Cisco Show and Share, follow these steps:

Step 1 Click the **Sign In** link in the global navigation area at the top of the page.
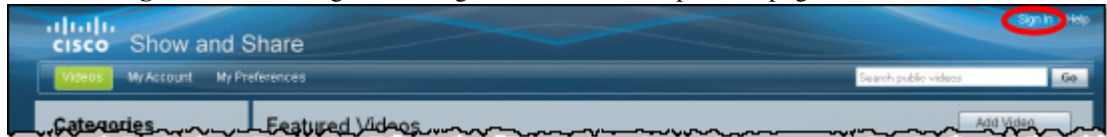
You will see one of the following sign-in screens, or your own corporate sign-in screen, depending upon your version of Cisco Show and Share and if the sign-in process has been tied into your corporate authentication system:

Step 2 Enter your username and password.

Step 3 Click **Log In**.

You are returned to the Videos page.

Step 4 Stop. You have completed this procedure.

About User Roles and Privileges

The following table describes the user roles that are available in Cisco Show and Share. Users may have more than one role. For example, in many installations video authors are also video publishers and live event users.

Users can also have one or more of the administrator roles listed at the bottom of the table. Administrator functions are described in the *Administrator Guide for Cisco Show and Share 5.3.x*.

Role:	What the role can do:
Visitor	Visitors can typically browse and view videos. They may also be able to comment on, rate, and tag videos.
Video Author	Video Authors upload, record, and edit videos. They can submit videos for publication. They can browse and view videos. They may also be able to comment on, rate, and tag videos. To record video in Cisco Show and Share, Video Authors must have a video camera and microphone attached to their computer. If they are not built in, they must be USB-based.
Video Publisher	Video Publishers approve videos for publication. They can browse and view videos. They may also be able to comment on, rate, and tag videos.
Live Event User	Live Event Users edit, publish, administer, and delete live events. They can browse and view videos. They may also be able to comment on, rate, and tag videos.
Category Administrator	Category Administrators create and delete categories. They can browse and view videos. They may also be able to comment on, rate, and tag videos.
Reports Administrator	Reports Administrators run and view Cisco Show and Share reports. They can browse and view videos. They may also be able to comment on, rate, and tag videos.
Administrator	Administrators assign permissions to other users and set site-wide preferences. They can reset your password if you forget yours. They can browse and view videos. They may also be able to comment on, rate, and tag videos.

Administrators can enable or disable certain features globally or restrict their access to a subset of users. The logic works like this:

- No one can use what an administrator has hidden from everyone.
- You must log in to use what an administrator has reserved for registered users.
- When you are logged in, you cannot use anything whose access rights exclude you.

To gain access to features that have been restricted to registered users by the site administrator, and to be able to upload, record, and edit videos, you must log in to Cisco Show and Share and have the privileges to perform those actions.

Set Your Personal Preferences

When you first log in to Cisco Show and Share, the interface is presented in a language chosen by your system administrator. You can change the language displayed to one of the following:

- English
- Spanish (Latin America)
- French
- German
- Portuguese-Brazil
- Italian

✎

Note The Italian language option is provided as a Beta feature. You may experience some inconsistencies in the interface if you choose this language.

Even though you change the language displayed for your Cisco Show and Share Sessions, it does not change the base language of the system. Features, such as search, will still follow the rules for the base system language.

Procedure

Step 1 Log in to Cisco Show and Share.

Step 2 Click **My Preferences** in the menu bar.

Step 3 Choose a language from the **Select your preferred language** list.
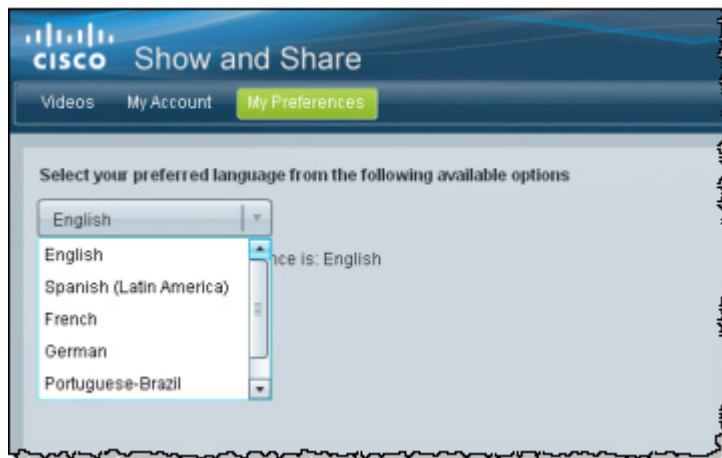
Step 4 Click **Apply**.

Quick Start

Revised: November 2013

The Cisco Show and Share Quick Start section provides an overview of the Cisco Show and Share interface and features. It is designed to act as a quick reference an to get you acquainted with the most commonly accessed pages. Each section contains links to where you can find more information about that screen.

Note The screens in this section might look slightly different from those in your site. Your site might use a custom logo and background or be in another language.

This section contains the following topics:

Cisco Show and Share Interface

The Home Page

The Home page is the starting point of your Cisco Show and Share experience. You can always navigate back to the Home page by clicking **Videos** in the menu bar.
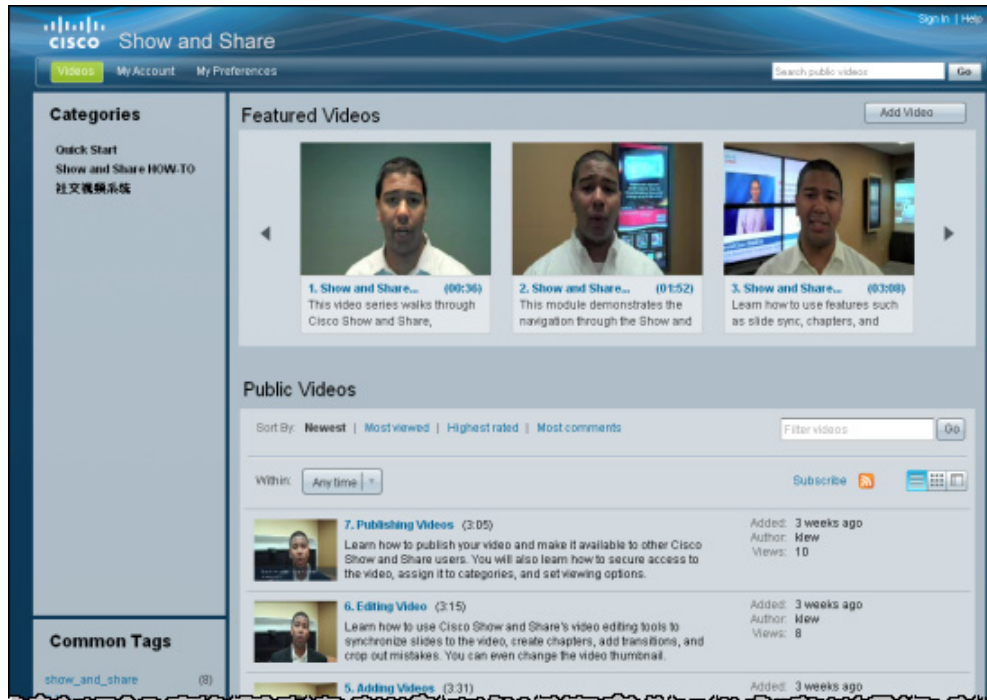
At the top of the Home page are featured videos. Below the Featured Videos are the Public Videos. These are videos that do not have any viewing restrictions attached to them. By default, the newest videos are shown at the top of the list. You can also sort the list by the most watched, the highest rated, or containing the most comments. When sorted by the number of comments, both general comments and timeline comments count towards the comment total for a video.

Videos with viewing restrictions appear on the Private tab in your My Account page if you have permission to access them. For the "superuser" account, private videos also appear on the home page.

Note   Beginning in Show and Share Release 5.3.12, you can select the **Show Private Videos** check box to display private videos on your Home page (in addition to appearing on your My Account > Private tab).

You can filter the public videos by selecting a tag, a category, entering a filter term, or any combination of those methods. You can also change the Public Videos list view. For more information about browsing and searching for videos from the home page, see Browse and Search Videos, page 3-1.

The Video Playback Page

Any time you click a video, the Video Playback page appears. When the page loads, the video begins to play automatically.

1	Video title and detail information.	2	Video player.
3	Video information tabs. The Info tab appears for every video. Other tabs appear depending upon the features used by the video.	4	Comment area. General comments about the video are shown on the Commentary tab. Comments from the timeline are shown on the Timeline Comments tab.
5	Author information. You can send the author an e-mail message, subscribe to an RSS feed of the author's videos, or see more videos from the author.	6	Videos related to the current video. The author can choose specific related videos or let the system pick the videos (based on them having tags and categories in common).

For more information about using the features on the Video Playback page, see Play, Comment, Tag, and Share Videos, page 4-1.

The My Account Page

Click **My Account** in the menu bar to access the My Account page. You must be logged-in to access this page. If you are not logged-in, you will be prompted to do so. See Sign In to Cisco Show and Share, page 1-4.

1	Status Updates and Messages. Notifications about comments on your videos and publishing status appear in this area.	2	Add a Video. (Author or Live Event role required) You can start the upload or video record process from this page. You can also configure and schedule a live event.
3	Action Items and Requests. If you are a video approver (if your Show and Share has the Video Approval process enabled), your pending approvals appear in this area.	4	Videos. This area contains the videos you have uploaded, live events you have scheduled, and videos that have viewing restrictions (that you can view).

For more information about Live Events, see Live Events, page 8-1.

For more information about uploading videos, see Create, Add, and Manage Videos, page 7-1.

For more information about video reports, see Use Show and Share Author Reports, page 9-1.

The Upload Video Page

Access the Upload Video page by clicking **Add Video > Upload a Video** on the Home page or by clicking **Upload Video** on the My Account page. You must be logged-in to access this page. If you are not logged-in, you will be prompted to do so. See Sign In to Cisco Show and Share, page 1-4.

1	Video Information. You can add a title, description, and tags to the video.	**2**	Add Video. Specify the video to upload.
3	Add Optional Files. You can upload slides to be synchronized with the video, a text transcript of the video, and downloadable files to accompany the video.		

For more information about uploading videos, see Create, Add, and Manage Videos, page 7-1.

For more information about synchronizing slides, see Edit Video, page 5-1.

The Record a Video Page

Access the Upload Video page by clicking **Add Video > Record a Video** on the Home page or by clicking **Record Video** on the My Account page. You must be logged-in to access this page. If you are not logged-in, you will be prompted to do so. See Sign In to Cisco Show and Share, page 1-4.

1	Video Information. You can add a title, description, and tags to the video.	2	Capture Settings. Specify the audio and video capture devices and record your video.
3	Add Optional Files. You can upload slides to be synchronized with the video, a text transcript of the video, and downloadable files to accompany the video.		

For more information about recording videos, see Create, Add, and Manage Videos, page 7-1.

For more information about synchronizing slides, see Edit Video, page 5-1.

The Publish Your Video Page

You must be logged-in to access this page. If you are not logged-in, you will be prompted to do so. See .

1	Video Summary. Contains the video information you entered in the Upload Video or Record Video screen. You can edit this information before publishing
2	Page Permissions. You can restrict access to the video, assign it to one or more categories, and disable the following features for the video you are publishing if the features have been enabled globally: • Commenting on videos • Commenting anonymously • Rating videos • Tagging videos • Sharing videos

1	Add Related. You can manually specify related videos or have the system automatically select them based on tags and categories assigned to the videos.
2	Scheduling.You can schedule when you want the video to appear in Cisco Show and Share and when you want it removed from public viewing.:

For more information about publishing videos, see Publish Your Video, page 6-1.

Basic Navigation

This section contains the following topics:

- Screen Elements, page 2-9
- Keyboard Navigation, page 2-14

Screen Elements

The Header

In Cisco Show and Share, the horizontal area at the top of each page is called the *header*.

Figure 2-1   Header

The header is useful in several ways.

- Global Navigation, page 2-9
- Basic Search, page 2-10
- Primary Tab Bar, page 2-10

Global Navigation

The headers's top right corner includes a row of links that you can click. These *global navigation* links help you to sign in or sign out, for example.

Figure 2-2   Global Navigation Links
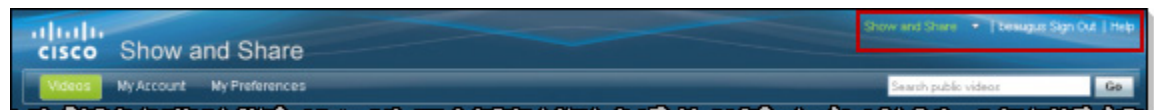
Tip   You cannot sign in until you have a Cisco Show and Share user account. However, some basic features might be available even before you sign in. To request a user account, contact the administrator for your Cisco Show and Share site.

Global navigation links behave differently in various situations.

- When you have not yet signed in to your user account, a link invites you to sign in. But while you *are* signed in, that link changes so that you can sign out when you are finished.

- We show a triangle in the global navigation when you can use a link like a menu and choose among applications. The menu expands when you click this triangle. Choose an option in the menu to switch between applications. (We might then ask you to sign in.) You can use only the applications that you are authorized to use. After you open an application, its name replaces the name of whichever application you closed.

Figure 2-3   Global Navigation Menu

Tip   To learn about Cisco Show and Share Administration features, see *User Guide for Cisco Show and Share Administration 5.2.x* on Cisco.com.

Basic Search

The header also includes a basic search function. Enter a word or phrase in the field, and then click **Go**.

Figure 2-4   Basic Search

Primary Tab Bar

A row of tabs loads under the Show and Share name. We call this the *primary tab bar.* Click a tab to move between the major areas in Cisco Show and Share that you are authorized to use.

Until you sign in to your Cisco Show and Share account, some features are hidden from you. These include the My Show and Share tab and everything on it.

Figure 2-5   Primary Tab Bar

Drawers

A drawer contains objects and controls that work together in a special way. You can open a drawer or close it at any time, for any reason. While a drawer is closed, you cannot see or work with anything inside it. Later, you might open it again to use it.

Figure 2-6   Toggles to Open or Close a Drawer
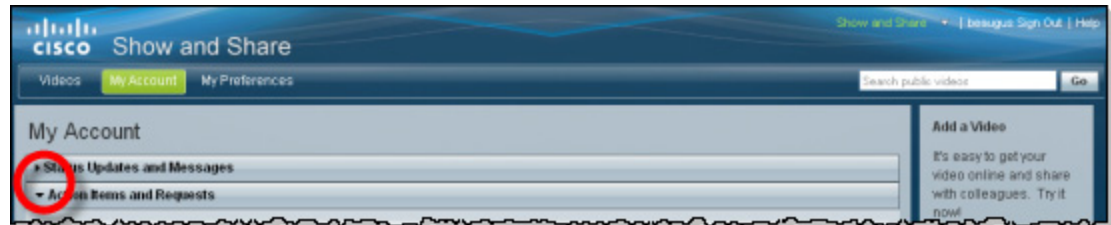
Figure 2-7   Closed Drawers
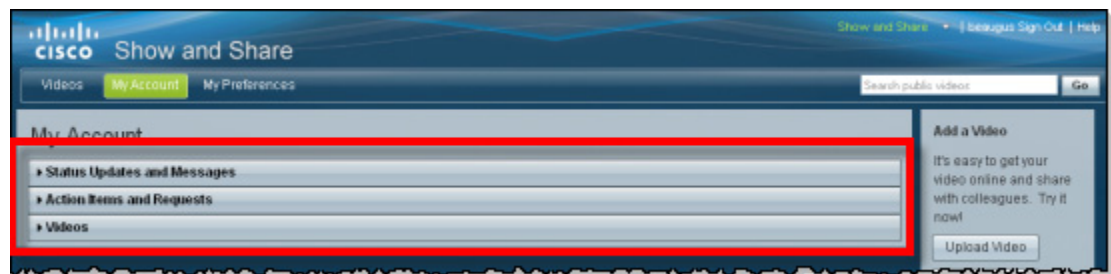
Figure 2-8   Closed and Opened Drawers
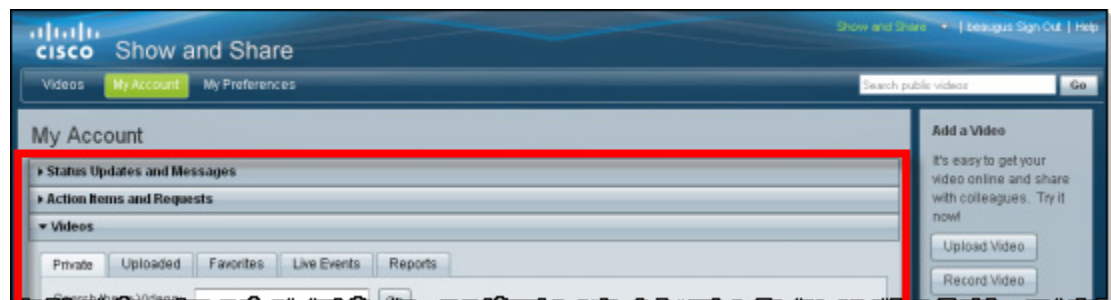
Secondary Tab Bar

Any drawer might contain tabs that affect only what you see inside that drawer. We call this a *secondary tab bar.* You must open a drawer before you can use its tabs.

Figure 2-9   Secondary Tab Bar
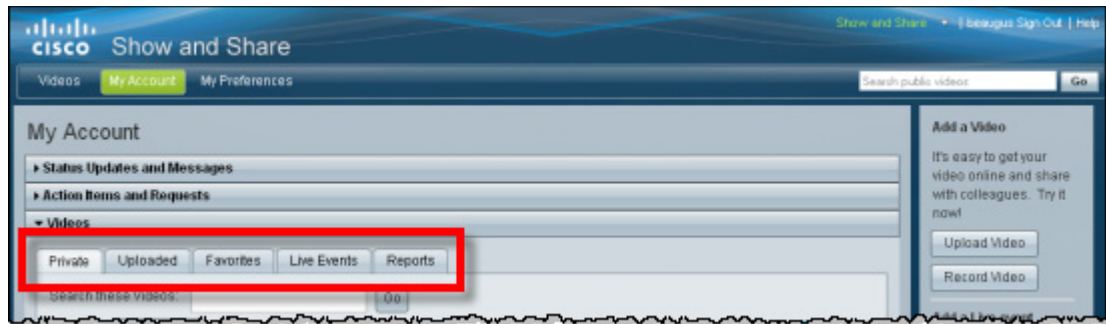
✎
Note   Unless you are a live event manager and the software feature license is installed that activates live event support in Cisco Show and Share, you do not see the My Live Events tab.

Sidebars

Some pages in Cisco Show and Share include a narrow column on the right or left side. This is called a *sidebar*. The elements in a sidebar help you to jump quickly to another area.

Figure 2-10   Sidebar Examples

Example:
Sidebar on left.

Example:
Sidebar on right.

Keyboard Navigation

The following pages support keyboard navigation:

- Login
- Home
- My Account
- Upload Video
- Record a Video
- Publish Video
- Video Playback
- Search Results

The following areas do not support keyboard navigation:

- Create Live Event
- Video Editor
- Administration
- Category chooser and Group chooser (available from the Publish Video page)

See the following sections for more information about using keyboard navigation:

General Keyboard Navigation

Table 2-1 describes the general navigation features available on pages where keyboard navigation is supported.

Table 2-1   General Navigation

Key	Function
Tab	Move to the next field. The field can be a link, button, text field, checkbox, drop-down list, drawer, area, or set of options. Selected fields are outlined.
Shift-Tab	Move to the next field. The field can be a link, button, text field, checkbox, drop-down list, drawer, area, or set of options. Selected fields are outlined.
Spacebar	Activate the highlighted link, open or close the selected drawer, select a checkbox, select the highlighted tab, or select the highlighted item in a list.
Right-Arrow/ Left-Arrow	Select an option in a highlighted set of options. Highlight a specific tab in a group of tabs.
ALT-Down-Arrow	Open a drop down list.
Esc.	Close a drop down list.
Up/Down Arrows	Highlight an item in a list.

Navigate the Featured Videos

Step 1   Press **TAB** until the featured videos are highlighted.

Step 2   Use the **Left** and **Right** arrow keys to select a featured video.
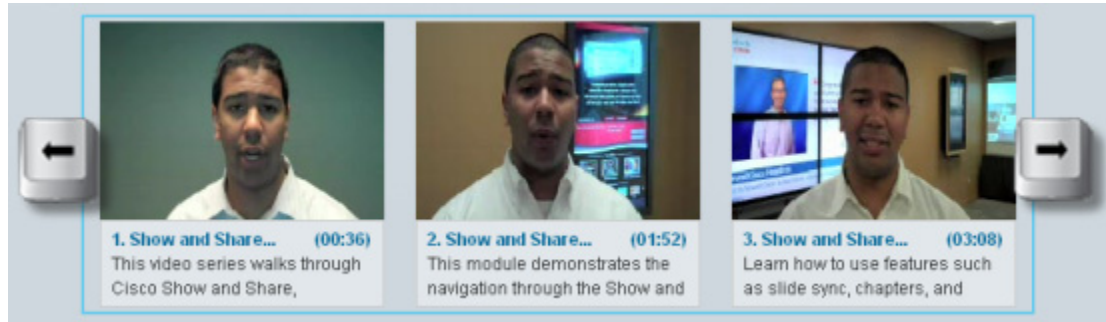
Step 3   Press the Spacebar to launch the video.

Navigate the Public Videos

Step 1   Press **TAB** until the first public video in the list is highlighted.

Step 2   To navigate the list:

- Continue to press **TAB** to highlight the next video in line.
- Press TAB after the last video to highlight the page controls at the bottom of the list. Use the **Up** and **Down** arrow keys on the **Jump to Page** control to change pages or use the **Spacebar** on the page forward/back buttons and the page numbers to change pages.

Step 3   Press the **Spacebar** on a highlighted video to launch the video.

Control Video Playback

Step 1   Press **TAB** to highlight the video.

Step 2   Use the following to control video playback while the video itself is highlighted:

Table 2-2   *General Navigation*

Key	Function
Spacebar	Play/pause the video.
Right Arrow	Move forward.
Left Arrow	Move backward
Shift+Right Arrow	Move to next chapter.
Shift+Left Arrow	Move to previous chapter.
Up Arrow	Volume Up
Down Arrow	Volume Down

Step 3   Press **TAB** again to move the focus to the player controls. Use **TAB** to move through the controls and **Spacebar** to activate the control.

Browse and Search Videos

Revised: February 4, 2013

This section describes ways that you can browse through or search for public videos from the home page. It contains the following topics:

Browse the Featured Videos

Featured videos appear at the top of the home page. Videos are designated as "featured" by the Cisco Show and Share administrators. Refer to your organization's policies and procedures for information about how videos are determined to be featured videos.

Procedure

Step 1   If not on the home page, click **Videos** on the primary tab bar.
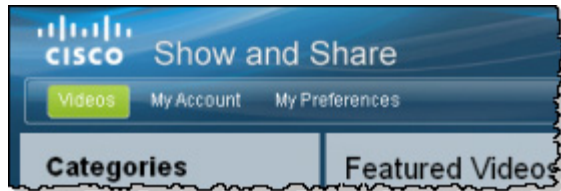
If featured videos exist, you will see their thumbnails at the top of the page.
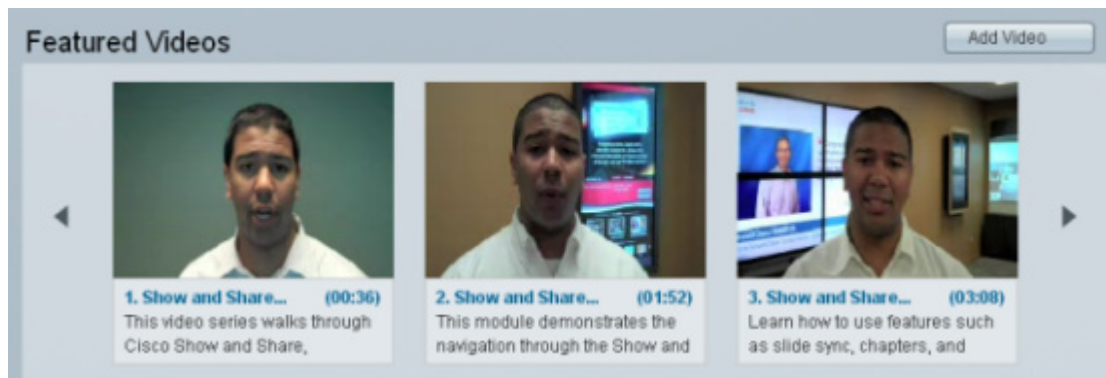
Step 2   Click the left and right arrows to browse through featured videos, as needed.
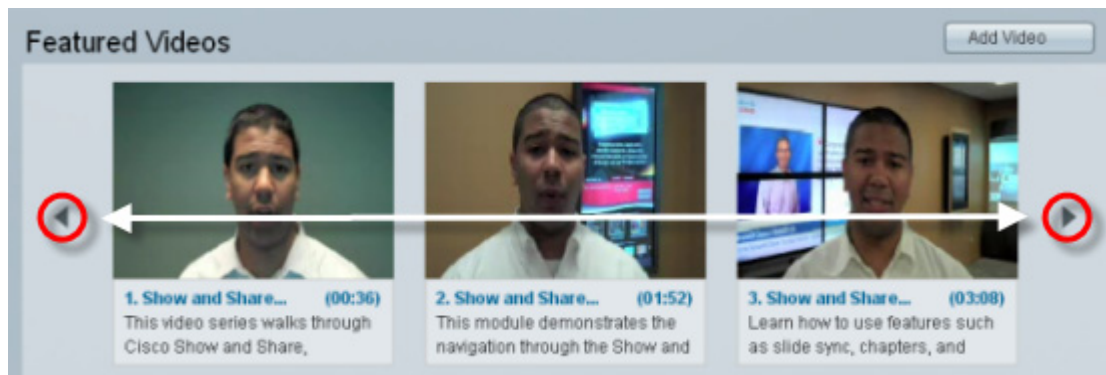
Step 3   (**Optional**) Click a video to open its video player.

Browse The Public Videos

When you first access the Cisco Show and Share home page, the Public Videos list displays the newest videos at the top of the list. You can change the list view and sort and filter the list to make finding videos easier.

- Change the Public Videos List View, page 3-3
- Sort the Public Videos, page 3-4
- Filter the Public Videos, page 3-5
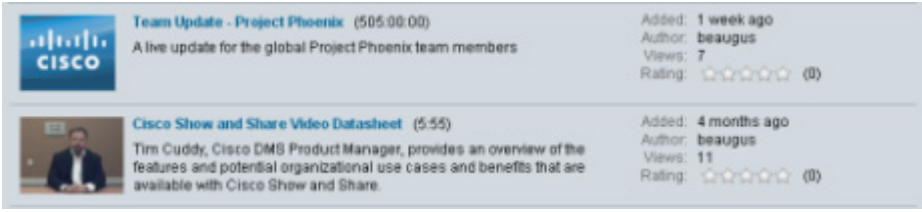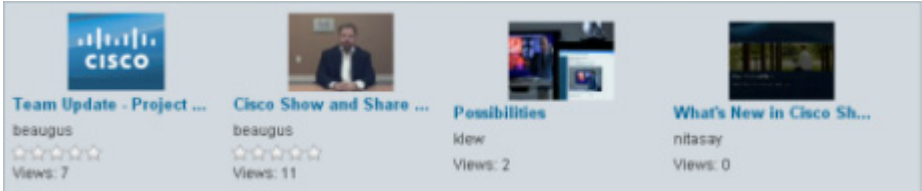
Change the Public Videos List View

The list view buttons appear above the video list. The list view only remains for the session you are currently in. If you sign out or exit, the view reverts to the default list view.
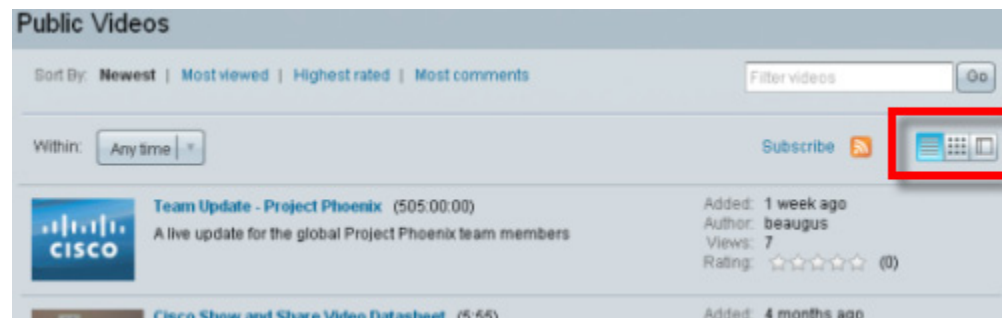
Click a button to change the list view. Table 3-1 describes the views.

Table 3-1   List Views

Button	View
 (List View)	
 (Grid View)	
 (Table View)	

Sort the Public Videos

You can sort the public video list by newness, most views, ratings, or number of comments.
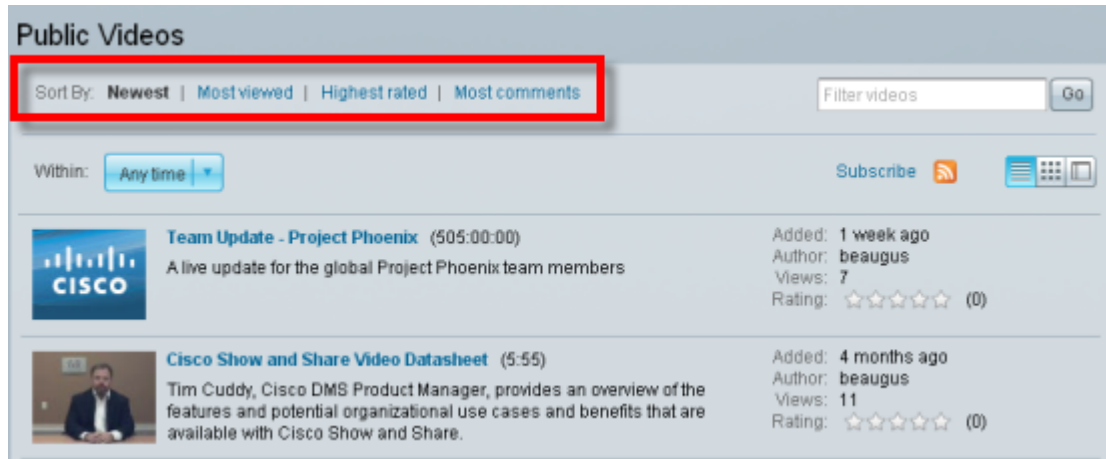
To sort the list, click one of the following options in the **Sort By** list:

- Newest—The most recently added videos appear at the top of the list. This is the default sort order of the list.
- Most viewed—The videos are sorted in descending order by the number of views.
- Highest rated—The videos are sorted in descending order by rating.
- Most comments—The videos are sorted in descending order by the number of comments. Both general and timeline comments count towards the comment total for a video.

Under certain circumstances, the sort by most viewed list may appear to be out of order. Videos with fewer views can appear higher in the list than a video with more views. This happens when a video author creates a draft of a public video (for example, to edit some of the video information). Views of the draft video count towards the overall video views, but are not reflected in the number of views shown in the Views count of the public video. This situation is corrected when the video author re-publishes the draft video.

Filter the Public Videos

There are several methods for filtering the Public Videos list. You can use any combination of the following methods to filter the video list. You can also combine these filters with the changed view and sorting to help you quickly find the videos you are looking for.

- Filter by Category, page 3-5
- Filter by Tag, page 3-6
- Filter by Date, page 3-7
- Filter by Keyword, page 3-8

Filter by Category

You can filter the Public Videos list to show only those videos belonging to a selected category.

Step 1   Click a category in the Categories area.

The Home page displays the filtered list of public videos.
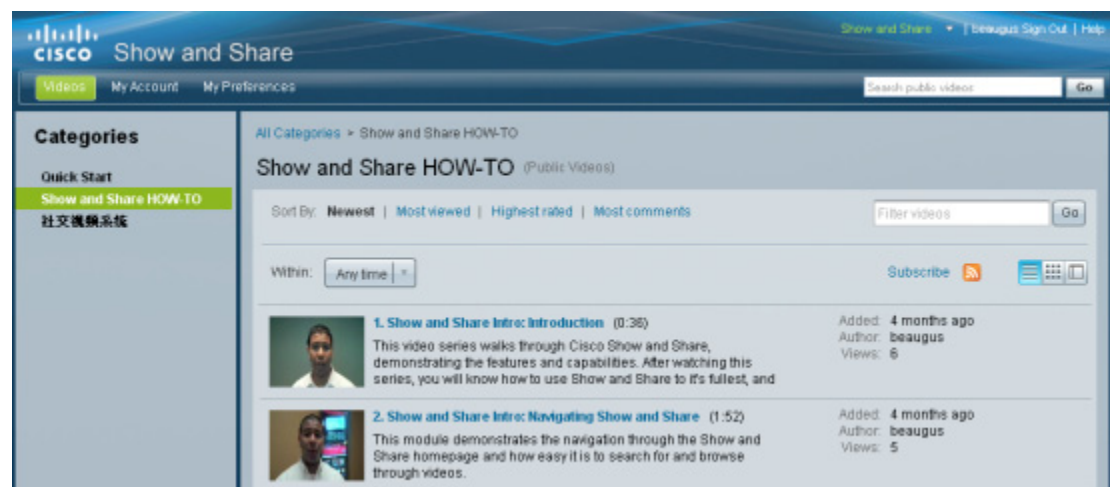
If you have nested categories, click the triangle next to the category name to reveal the sub-categories, and then click one of the sub-categories.

Step 2   To remove the category filter, click **Categories**.

Filter by Tag

You can filter the Public Videos list to show only those videos that have the selected tag.

Step 1   Click a category in the Common Tags area.

The Public Videos list displays only those videos with the selected tag.

Step 2   To remove the tag filter, click the X to the right of the selected tag.

Filter by Date

You can filter the list to show only those videos that were published within the last day, week, month, or 90 days.

Step 1   Choose a time frame from the **Within** list.
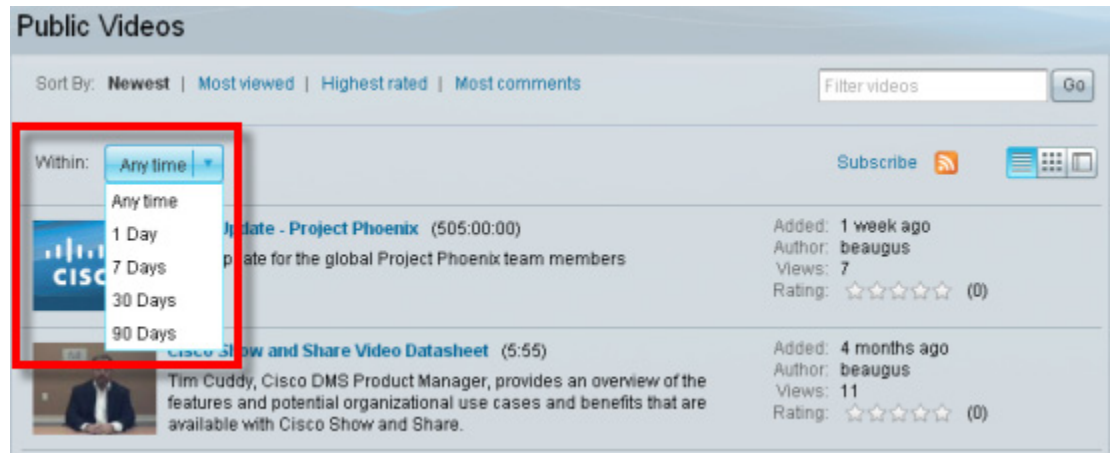
The Public Videos list shows only those videos that were published within the selected time frame.

Step 2   To remove the date filter, choose **Any time** form the **Within** list.

Filter by Keyword

You can filter the list to show only those videos that match a word or phrase of your choosing. Video titles, descriptions, tags, and user information are included in searches. If the Pulse keyword and speaker identification feature is enabled, speaker names and keywords are also part of the filter.

Step 1   Enter the word or phrase in the **Filter videos** field and click **Go**.

Step 2   To remove the keyword filtering, clear the **Filter videos** field and click **Go**.

Navigate Your Filtered Results

Pagination controls include the buttons and fields clustered under a table, by which you:

- Set how many rows a table should show per page before it starts to span multiple pages.
- Move from one page to another in a table that spans multiple pages.
- Cause the table to show refreshed data.
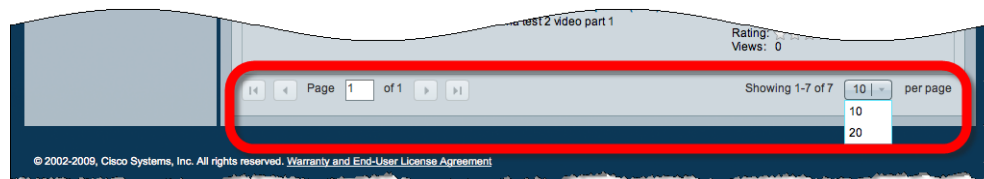
Play a Video

After you have found the video you were looking for, click the video title or thumbnail to play the video. For more information about playing and interacting with videos, see Play, Comment, Tag, and Share Videos, page 4-1.

Search for Videos

The following applies to basic and advanced searches:

- Search ignores common words, such as "the" (or the equivalent in the system base language).

- Search ignores special characters, such as punctuation. If you have titles with a special character (non-alphanumeric character), such as an ampersand (&), and you perform a search for that character, you will not receive any search results because the special character is ignored.

- If you search for more than one term, it treats the search as an "and" and does not split the terms across fields that are being searched. For example, if you have a video submitted by a user with the user ID of "user1" and tagged with the tag "tag", searching for "user1 tag" may not produce the video in the results. This is because the search looks for both user1 and tag in the tags field and user1 and tag in the user ID field. However, you can filter the display on the home page with the desired tag and then search for the user ID.

This section contains the following topics:

Basic Search

Procedure

Step 1   Enter a search term and then click **Go**.
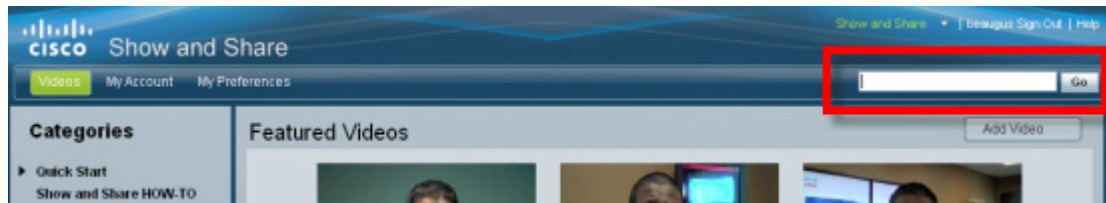
The Search Results page appears.
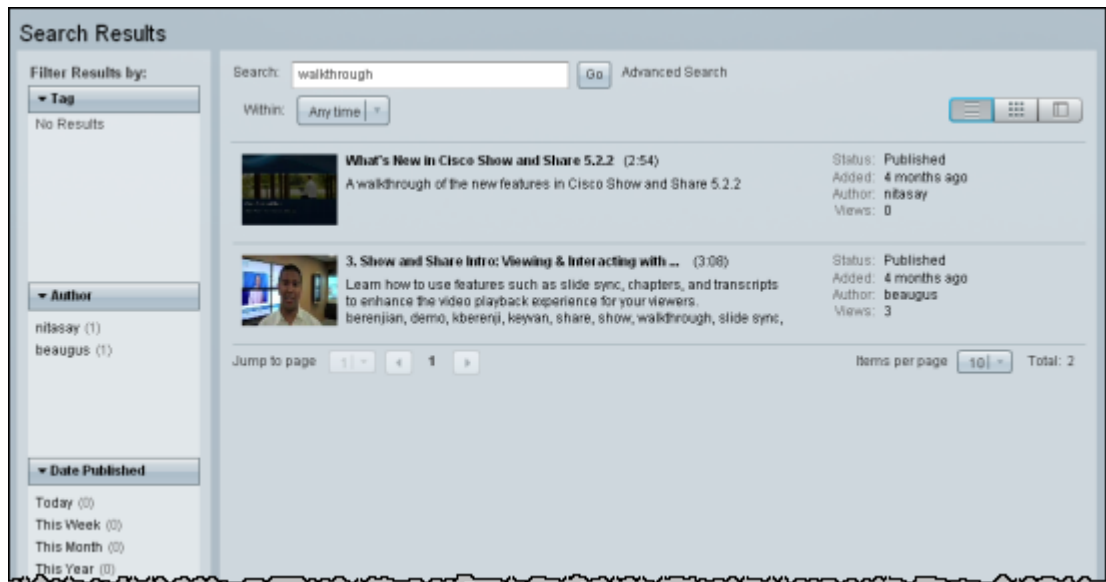
Step 2   You can further refine the search by filtering the results by tag, author, or date published. Clicking one or more of the filter entries in the **Filter Results by** area.

Advanced Search

Step 1   Click **Go**. You do not need to enter a search term.

The Search Results page appears.

Step 2   Click **Advanced Search**.
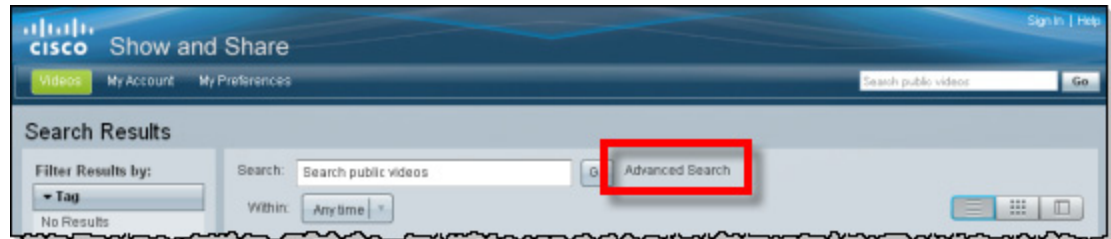
The Advanced Search form opens.

Step 3   Enter search terms in the search term fields. You can enter terms in more than one field. If you do, they are treated as if joined by "and". For example, you can search for an exact phrase and at least one of another list of words:

- All of these words—all of the words must appear in the title, the description, the tags, or the author information. The order that they appear in is unimportant.

- This exact phrase—all of the words must appear in the title, the description, the tags, or the author information. Additionally, they must appear in the exact order.

- At least one of these words—at least one of the words in the list must appear in the video title, the description, the tags, or the author information. The words in the list must be separated by a space.

- Without these words—exclude videos that contain the specified words in the video title, the description, the tags, or the author information. Separate the words with a space. The order that they appear in is unimportant.

Step 4   (Optional) Specify a category the video must be in:

    a.   Click **Specific category**.

       A list of categories appears.

    b.   Select a category from the list.

Step 5   (Optional) Narrow down the fields searched by selecting one of the following options in the **That occur** field:

- Anywhere—search video titles, descriptions, and tags.
- Page title only—confine the search to the video titles only.
- Description only—confine the search to the video descriptions.
- Tags only—confine the search to the video tags.

Step 6   (Optional) Enter a user name in the **Published by** field to restrict the results to videos published by a specific author.

Step 7   (Optional) Restrict the search to videos published in a specific date range:

    a.   Click **Between** in the Date Published field

       Date entry fields appear.
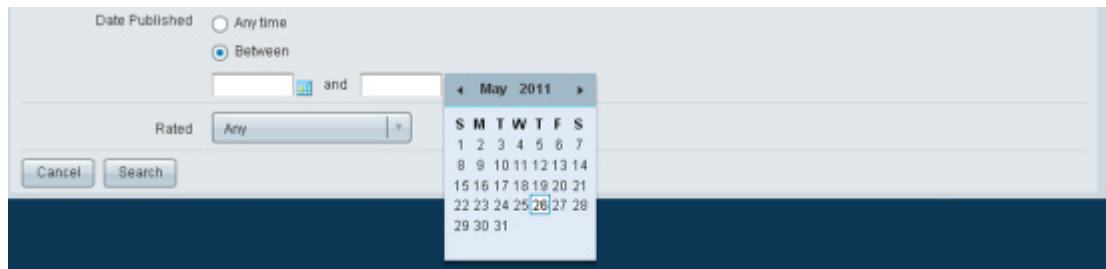
    b.   Type a date or select one from the date chooser. Leave a date field blank to indicate that there should not be a start or a finish date.

Step 8   (Optional) Restrict the search to videos with a specific rating or better by choosing a rating from the **Rated** list.

Step 9   Click **Search**.

The Search Results page appears.
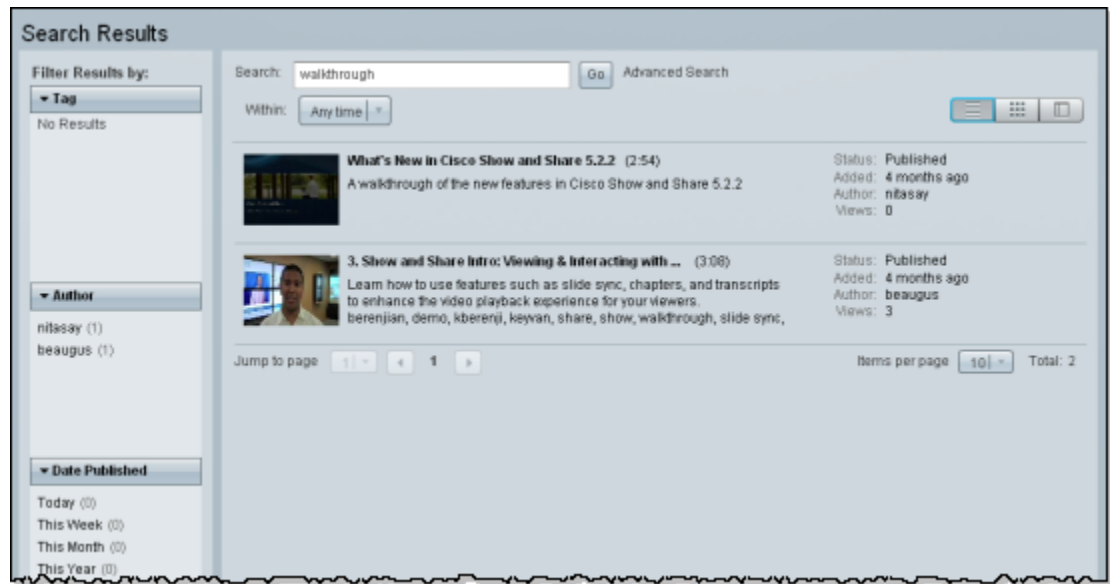
Step 10   You can further refine the search by filtering the results by tag, author, or date published. Clicking one or more of the filter entries in the **Filter Results by** area.

Search Tip

Save your search by bookmarking the URL in the Search Results page. You can then repeat your search or share your searches with others.

Subscribe to an RSS Feed

Click **Subscribe** to specify the video content that you want delivered directly. Videos appear in your RSS reader if you have permission to access them. Table 3-2 describes each RSS Feed type.

Table 3-2   RSS Feed Descriptions

RSS Feed	Description
Home page: Public Videos	Subscribes to all published videos.
Home page: Public Videos > Filter by Category	Subscribes to all videos in a specific category.
My Account page: Videos	Subscribes to all published videos.
Video Playback page: Author	Subscribes to all videos by a specific author.

■ Subscribe to an RSS Feed

Play, Comment, Tag, and Share Videos

Revised: September 2013

No matter where you are in the Cisco Show and Share interface, whenever you click on a video thumbnail or title, you are taken to the Video Playback page. The video playback page does more than just let you watch videos, it lets you interact with them by leaving comments, rating them, reading transcripts, watching synchronized slides, and downloading supplemental files. If your installation also has a Cisco MXE integrated with it and the Pulse feature set enabled, you can also browse the speakers and keywords within the video.

Topics in this section describe how to play and respond to videos.

Concepts

To learn more about the video playback page, see the following topics:

About Video Playback

Videos are played back using one of two methods: streaming or progressive download.

With streaming playback, the video starts to play immediately after accessing the page. You can use the timeline and play head to jump to any point in the video.

With progressive download, the video begins playing after a portion of the video has been downloaded. You might experience a slight delay before the video begins. The video continues to download as you are watching it. You can skip to any point in the video up to the point where it has downloaded. Once the video has fully downloaded, you can move forward and backwards to any point.

The Video Playback Page

Any time you click a video, the Video Playback page appears. When the page loads, the video begins to play automatically.

1	Video title and detail information.	2	Video player. See The Video Player, page 4-3.
3	Video information tabs. The tabs shown depend upon the features used by the video. See The Video Information Tabs, page 4-5.	4	Comment area. General comments about the video are shown on the Commentary tab. Comments from the timeline are shown on the Timeline Comments tab. See Comment on Videos, page 4-8.
5	Author information. You can send the author an e-mail message, subscribe to an RSS feed of the author's videos, or see more videos from the author.	6	Videos related to the current video. The author can choose specific related videos or let the system pick the videos (based on them having tags and categories in common).

The Video Player

1	The video area.
2	The timeline and play head.
3	The player controls. See Table 4-1 for information about the controls.

Table 4-1   Cisco Show and Share 5.2.3 Video Player Controls

Control	Name	Details
	Pause / Play	When the Video Player page first loads, the video plays automatically. Click the pause button to pause the playback. The button becomes a play button when the video is paused.
00:00/00:57	Progress Indicator	Shows you how far into the video you are and how much time is left until you reach the end of the video.
	Favorites button	Adds the video to your Favorites tab on the My Account page.
	Timeline comment button	Inserts a timeline comment at the current point in the video.
cc	Closed Captioning Button	Displays or hides closed captions. This option is only available for .wmv files that contained embedded closed captions when uploaded.
	Volume control	Controls the volume. Click the speaker icon to mute and unmute the video. Slide the slider left and right to lower or raise the volume.
Share ▾	Share button	Click this button to share the video. You can share the video by e-mail, copy a link to the video, or copy code to embed the video in a web page. See Share Videos, page 4-11, for more information about sharing videos.
360p ▾	Resolution Selector	Click this button to select a different playback resolution. This option is only available if your system has a Cisco MXE integrated with it.
	Fullscreen playback button	Click this button to enter full screen playback mode.

The Video Information Tabs

The video information tabs contain additional information about the video. Tabs only appear for the features that are associated with the video. For example, if a video has a transcript, the Transcript tab appears. If it does not have a transcript, the Transcript tab is hidden.

Table 4-2   Video Information Tabs

Tab Label	Description	VoD	Live
Info	Shows a description of the video and any tags associated with the video. This tab is available for all videos and is the default tab unless slides have been synchronized to the video.	Y	Y
Pulse	Displays the Pulse keyword and speaker identification features. If there is Pulse feature information available for a video, this tab is the active tab when the page loads. If there is no Pulse feature information for the video, this tab is hidden.	Y	N
Chapters	Shows any chapter markers that the publisher inserted into this video. Click a chapter marker to jump to its position in the video timeline and start playback at that moment.	Y	N
Slides	Shows any presentation slides that the publisher synchronized with this video. The slide deck advances automatically. Click a slide to jump to its position in the video timeline and start playback at that moment. If slides are not synchronized with the video, this tab is hidden.	Y	Y
Transcript	Shows any transcript text that the publisher attached to this video. You must scroll the transcript manually. It is not synchronized with video playback. This tab does not appear if the author has not uploaded a transcript with the video.	Y	N
Files	Shows any downloadable files that the publisher attached to this video. Click a file to start downloading it. If there aren't any files attached to the video, this tab is hidden.	Y	Y

Below the video player are two additional tabs:

Tab Label	Description	VoD	Live
Comments	Shows any general comments for the video, if commenting is enabled.	Y	N
Timeline Comments	Shows any timeline comments, if they are enabled. Each such comment is marked on the video timeline. Click one of these marks to read the comment, jump to its position in the video timeline, and start playback at that moment.	Y	N

✎
Note   Live events have tabs for asking questions of the speaker and responding to polls instead of the comments tabs.

Procedures

Pause and Play Videos

When you first access a video, it begins to play by default. You can pause and restart the video at any time.

Procedure

Step 1   Click the pause button to pause the video.

Step 2   To resume playback, click the play button.

Step 3   To skip to a specific point in the video, drag the play head to the point in the timeline.

Note   See Control Video Playback, page 2-16, for information about using the keyboard controls for the video player.

Play Videos Full Screen

Procedure

Step 1   On the video playback screen, click the **Fullscreen** button ( ).

The video opens in full screen mode. The following controls appear below the video:

Table 4-3   *Full Screen Player Controls*

Element	Name	Details
	Timeline	Shows you where you are in the video. You can drag the marker to move to another point in the video. Your location in the video is preserved when you exit full screen mode.
	Volume	Adjust the volume without leaving full screen mode. Click the speaker icon to quickly mute and unmute the audio.
	Pause/Play	Click to pause the video. Click the button again to resume. The video remains playing or paused when you switch between standard and full screen playback.
360p ▼	Resolution Selector	Click this button to select a different playback resolution. This option is only available if your system has a Cisco MXE integrated with it.
	Exit Fullscreen	Click to exit full screen mode. You can also press the **ESC** key to exit full screen mode.

Step 2   To exit full screen playback, press the **ESC** key or click the **Exit Fullscreen** ( ) button.

Add a Video to Your Favorites List

You can add a video to your Favorites list. Your Favorites list appears as a tab in the Videos drawer on the My Account page. You must be logged in to add a video to your Favorites list.

Procedure

Step 1   On the video playback screen, click the Favorites button.

The video now appears in your My Favorites list on the My Account page.

Step 2   To view your favorite videos, go to **My Account > Videos > Favorites**.

Change the Video Resolution

You can change the resolution of the video while viewing it. This option is only available if your Cisco Show and Share uses a Cisco MXE to transcode the uploaded videos and your system administrator has enabled multiple resolutions.

You may want to select lower resolutions when playing videos back on slower network connections or if the playback pauses often.

The following resolutions may be available: 360p, 480p, and 720p. Depending on the resolution of the original video, and the system setting, not all resolutions may be available.

Procedure

Step 1   On the video player, click the resolution selector button. This button displays the current resolution of the video.

Step 2   Select the resolution you want to view.

Comment on Videos

You can comment on videos in two different ways:

- General comments that apply to the whole video. These comments appear below the video on the video playback page. See Adding a General Comment, page 4-8.

- Timeline comment that apply to a specific point in the video. These comments appear in the Timeline Comments tab below the video. Additionally, vertical bar in the video timeline indicates where timeline comments have been entered. See Adding a Timeline Comment, page 4-9.

Both types of comments count towards the total number of comments for a video.

Commenting on videos may not be available if the system administrator has turned off this feature at the system level or if the person who uploaded the video turned off the feature for the video.

If you re-publish a video with comments, you are given the option to retain the comments when the video is republished.

You can also flag comments as inappropriate. See Flag a Comment as Inappropriate, page 4-9.

Adding a General Comment

Step 1   Click in the comment box in the **Commentary** tab below the video. If comments have been added by other users, the comment box appears above the existing comments.

Step 2   Type your comment.

Step 3   Click **Add Comment**.

Your comment appears at the top of the list. If you are logged-in to Cisco Show and Share, your user name, along with the date and time the comment was entered, appears above your comment. If you are not logged in, ANONYMOUS_USER appears as the user name.

Adding a Timeline Comment

Step 1   Play the video.

Step 2   When the video gets to a point where you want to add a timeline comment, click the **Add Timeline Comment** button (⊕).

> ✎
>
> **Note**   Timeline comments are not supported with videos in Windows media format. The Add Timeline Comment button does not appear in the playback screen for videos in Windows media format.

The video pauses and the Timeline Comment box appears.

Step 3   Type your comment and click **OK**.

Your timeline comment appears in the Timeline Comment tab.

Flag a Comment as Inappropriate
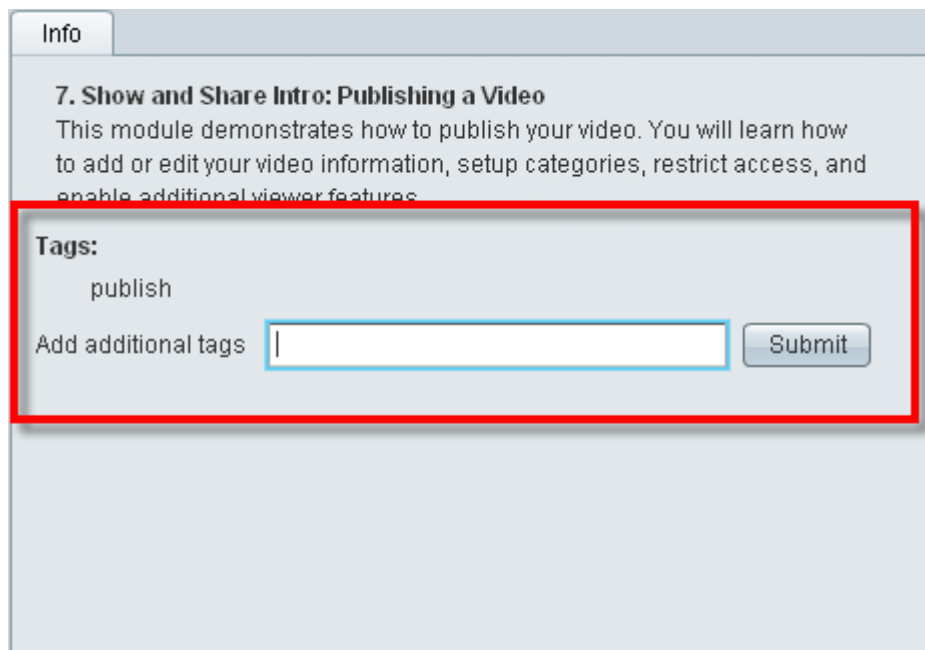
Step 1   Click the **Commentary** or **Timeline Comments** tab.

Step 2   Click Report Abuse next to the inappropriate comment.

The system administrators are notified that the comment has been flagged.

Add Tags to Videos

You can add tags to your own or to other people's videos from the Video Playback page. You cannot add tags to live events. This option may not be available if the system administrator has turned off this feature at the system level or if the person who uploaded the video turned off the feature for the video.

Procedure

Step 1   On the video playback screen, click the **Info** tab to open it.

The video tags appear at the bottom of the tab.

Step 2   Click in the **Add additional tags** box.

Step 3   Type in your tags. Each tag is separated by a space. If you have tags that contain more than one word, combine the words with a character such as an underscore (_) or a dash (-). For example, show_and_share.

Step 4   Click **Submit**.

Rate Videos

You can rate your own and other people's videos. Ratings range from a low of zero stars to a high of five stars.

⭐⭐⭐⭐⭐

Because ratings increment by one-half of a star at a time, there are 10 possible ratings that you might give. The average all of the submitted ratings for a video appears to everyone.

✎
Note   This option may not be available if the system administrator has turned off this feature at the system level or if the person who uploaded the video turned off the feature for the video.

Step 1   Navigate to the Video Player page.

The ratings appear above the video. You will see an Overall rating, which is the average of all the ratings given to the video, and your own rating.
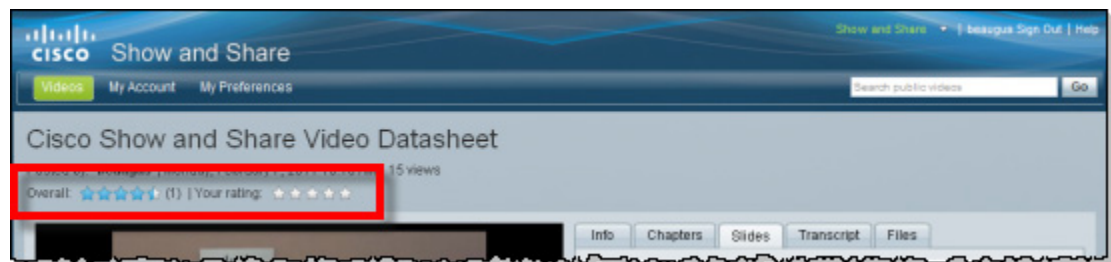
Step 2   Click the stars below the video. You can click in half-star increments.

Step 3   To change your rating after clicking on a star, you need to leave and return to the player page for the video.

Share Videos

You can share videos by sending a link in e-mail, copying the video link, or copying the embed code to use in web pages. See the following topics for more information:

- Copy the Video Link, page 4-12
- Embed the Video in a Web Page, page 4-13
- Embed the Extended Video Player in a Web Page, page 4-14
- Send the Video Link in E-Mail, page 4-16

Copy the Video Link

You can copy the video URL to share in documents, web pages, or chat sessions.

Procedure

Step 1   On the video playback screen, click the **Share** button below the video.

Step 2   Click **Copy Link**.

A dialog box displays the URL.

Copy and Share   ✕

Copy and paste the text below to share this video.

http://video.example.com/p.jsp?i=2

OK
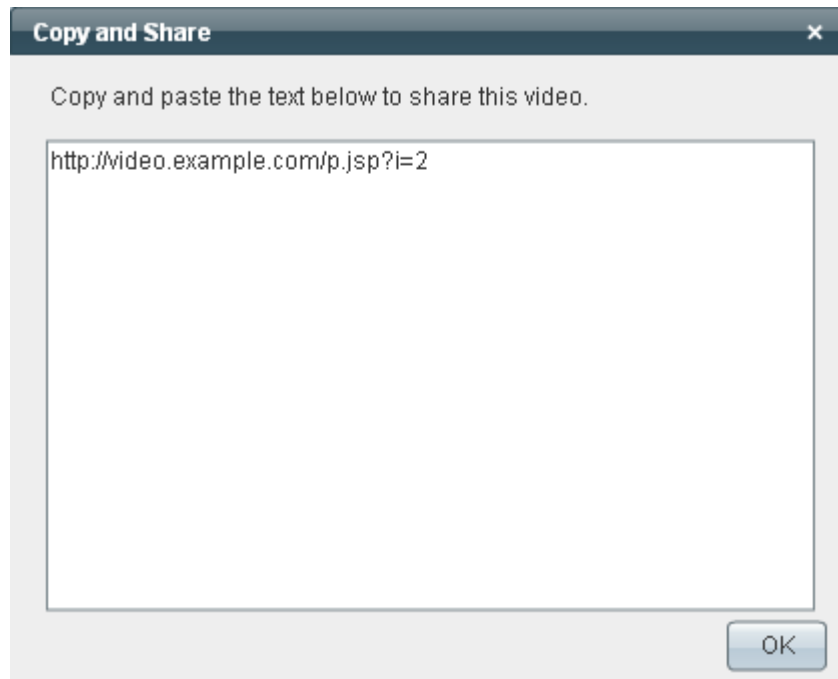
Step 3   Highlight and copy the URL.

Embed the Video in a Web Page

You can embed your video in a web page or other type of document that accepts HTML code, such as a blog, a wiki, or a simple HTML page.

There are two types of embed code available: Javascript and Flash. The Flash embed code is only available for videos in one of the Flash formats. For videos in a Windows format, only the Javascript code is available.

Use the Javascript embed code unless the page you are embedding the video into does not support Javascript. Some blogging and wiki products do not allow Javascript to run on their pages. Using the Javascript embed code allows you to track video views for videos embedded in HTML pages. See About the Video View Report, page 9-3, for more information about tracking video views.

The Flash embed code does not allow you to track video views. Use the Flash embed code if the page you are embedding the video into does not support Javascript or if tracking the number of video view is not important.

Procedure

Step 1 On the video playback screen, click the **Share** button below the video.

Step 2 Click **Copy Embed Code**.

A dialog box opens with HTML code in it. By default, the Javascript embed code is automatically copied to the clipboard.

Step 3 To use the Flash embed code instead, click **Flash**.

The Flash embed code is automatically copied to the clipboard.

Step 4 Click **OK** to close the dialog box.

Step 5 Paste the code in the source of your web document where you want the video to appear.

If you are using a WYSIWYG HTML editor, you must switch to the HTML source view before pasting the code.

To modify the embed code, see: Modifying the Embed Code, page 4-14.

Modifying the Embed Code

You can modify the size of the embedded video and whether or not the video automatically plays when the web page loads. When planning your web page, note that the player controls add another 50 pixels to the height of your video.

Javascript Embed Code

To modify the width of the embedded video, change the value "480" in the embed code, shown in the example below. The height of the video is automatically adjusted to maintain the aspect ratio.

```
<script type="text/javascript"
src="https://video.example.com/vportal/scripts/videoplayer/DmsEmbedLib.js"></script><scrip
t>document.write(dmsEmbed.getSimplePlayer("C-ccc14127-f1a7-4b58-b967-5efc307d568d:4","http
s://video.example.com/vportal/VideoPlayer.jsp?ccsid=C-ccc14127-f1a7-4b58-b967-5efc307d568d
:4#","false",480));</script>
```

To control the automatic playback of the video when the web page loads, change the value "false" (shown in bold text, below) to one of the following values:

- "false"—The video is paused when the page loads.
- "true"—The video plays automatically when the page loads.

```
<script type="text/javascript"
src="https://video.example.com/vportal/scripts/videoplayer/DmsEmbedLib.js"></script><scrip
t>document.write(dmsEmbed.getSimplePlayer("C-ccc14127-f1a7-4b58-b967-5efc307d568d:4","http
s://video.example.com/vportal/VideoPlayer.jsp?ccsid=C-ccc14127-f1a7-4b58-b967-5efc307d568d
:4#","false",480));</script>
```

Flash Embed Code

To modify the width of the embedded video, change the value "480" in the embed code, shown in the example below. To maintain aspect ratio, add a value for height. Ensure that the height and width values match in *object classid* and *embed src*.

```
<object
classid="clsid:D27CDB6E-AE6D-11cf-96B8-444553540000"id="Embed-1.0-SNAPSHOTC-7f126f39-1a38-
4f4f-8a7c-b2542098a979:2" width="480px" height="320px">
<embed src="https://video.example.com/vportal/swf/Embed-1.0-SNAPSHOT.swf" quality="high"
bgcolor="#FFFFFF" width="480px" height="320px"
id="Embed-1.0-SNAPSHOTC-7f126f39-1a38-4f4f-8a7c-b2542098a979:2"
name="Embed-1.0-SNAPSHOTC-7f126f39-1a38-4f4f-8a7c-b2542098a979:2" align="middle"
play="true" loop="false"
flashVars="baseurl=https://video.example.com/vportal/VideoPlayer.jsp?ccsid=C-7f126f39-1a38
-4f4f-8a7c-b2542098a979:2#&play=false&embedurl=  quality="high" allowfullscreen="true"
wmode="transparent" allowScriptAccess="always" type="application/x-shockwave-flash"
pluginspage="http://www.adobe.com/go/getflashplayer" /></object>
```

You can disable full screen view by changing "true" to "false" in the following line of the Flash embed code:

```
<param name="allowFullScreen" value="true" />
```

Embed the Extended Video Player in a Web Page

Beginning in Show and Share Release 5.3.12 you can create an extended embedded video player that allows users to view Pulse keywords, video titles, and timeline comments when viewing the video. By using the extended player, users can navigate directly to specific words, comments, or speakers.

Guidelines and Limitations

- To enable the extended video player, the video publisher must select **Share Embed Code** when publishing the video. This will enable the Share button when the published video is viewed, and allow editing of the embed code.

- Any viewer of the published video can edit the embed code to enable the extended video player.

- Any action that refreshes the video such as resolution change or maximize to minimize, will revert the extended video player to the simple video player.

- These features are not available:

  - Info tab > Add Tag option

  - Add to favorites

- We do not recommend clicking or using the Settings button.

- The edited HTML file should be hosted on a Web server.

Procedure

Step 1   On the video playback screen, click the **Share** button below the video.

Step 2   Click **Copy Embed Code**.

A dialog box opens with the HTML code. By default, the Javascript embed code is automatically copied to the clipboard.

Step 3   Click **OK** to close the dialog box.

Step 4   Paste the Javascript embedded code in a text editor.

Step 5   Remove the content of the **<div>** tag.

Step 6   Remove the tags named **<div>** and **</div>**

Step 7   Replace the **getSimplePlayer** text with **getExtendedPlayer**.

Step 8   Save the file as an HTML file and deploy the file on a web server. Or, copy and paste the code in the source of your web document where you want the video to appear.

Step 9 Access the web server and click the file to load the video.

Send the Video Link in E-Mail

You can quickly send a link to the video in an e-mail message.

Prerequisites

- You must have an e-mail account and an e-mail application configured on your system.
- Your e-mail must support UTF-8 character encoding.

Procedure

Step 1 On the video playback screen, click the **Share** button below the video.

Step 2 Click **Send Email**.

An e-mail message opens with a link to the video in the body of the message.

Step 3 Add your message and send the e-mail.

Play Embedded Videos

When you watch a Cisco Show and Share video that is embedded in a web site, only a few of the player controls are available to you: play/pause, the timeline, volume, and full screen.

If you are viewing and embedded video that has restrictions, you will be prompted to log in to watch the video. Simply enter your Cisco Show and Share login information and click **Log In** to watch the video.
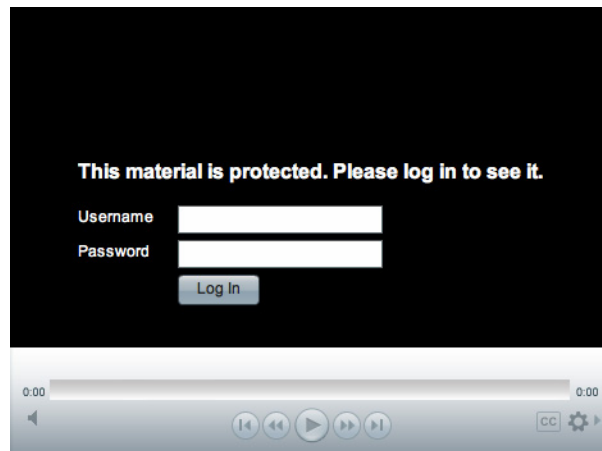
Embedded videos do not include any information or resources that are available on the tabs of the video player page. For example, synchronized slides, Pulse keyword and speaker information, chapters, transcripts, and downloadable files are not available. You also cannot submit general comments or timeline comments for an embedded video.

Beginning in Show and Share Release 5.3.12, when you embed a video with the extended video player, some of the original information and resources are available for viewers. See Embed the Extended Video Player in a Web Page, page 4-14 for more information.

See Troubleshooting, page 4-26, for information about issues you may encounter when playing videos embedded in web pages.

View Pulse Information

The Pulse tab contains speaker and keyword information extracted from your video. You can use this information to navigate to specific points in the video. Additionally, this information is used when searching and filtering videos.

This section contains the following topics:

Guidelines and Limitations

- The Pulse keyword and speaker identification features are only available if your system has a Cisco MXE integrated with it and your system administrator has enabled the Pulse features.

- Videos that were uploaded or recorded in previous versions of Cisco Show and Share, or that were uploaded before the Pulse features were enabled, will not contain the Pulse information. You must re-upload those videos to obtain the Pulse information. See Re-Upload a Published Video, page 4-22.

About Pulse Keyword Identification

The Pulse engine can identify specific keywords spoken within videos. It does not identify all words in a video. Instead, your system administrator provides and maintains a list of keywords on the Cisco MXE. The Pulse engine scans the video for those keywords and places markers in the video timeline where they appear. When you select a keyword from the list, all instances of that keyword appear as markers in the timeline. You can jump to a specific marker or navigate forward and backwards through them.

The black triangle marks in the video timeline, below, mark each instance of the keyword "videos" in the video.
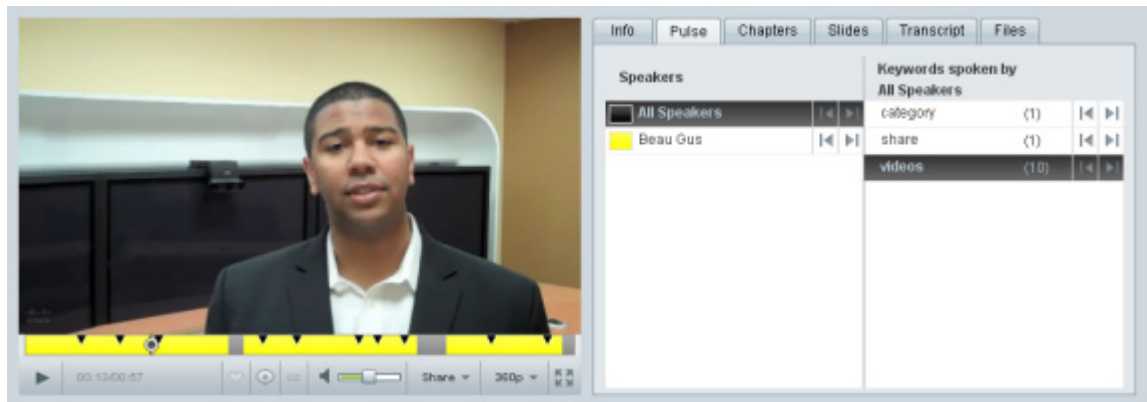
Additionally, these keywords are included when filtering video lists or searching for videos with keywords.

The Pulse keyword identification feature only identifies English keywords. Additionally, the accuracy of keyword identification depends upon the quality of the recorded audio and whether or not there is a lot of background noise in the audio track.

About Pulse Speaker Identification

The Pulse engine can identify different speakers within videos. It does this by identifying unique voiceprints.

Speaker identification is a learned process. At first, voiceprints are assigned a generic speaker tag, such as Speaker 1. Authors can then use the Cisco Show and Share editing tools to associate voiceprints with specific speakers. The speaker names are taken from the Cisco Show and Share registered users list. Authors cannot assign names outside of the user pool.

Once a voiceprint has been associated with a specific user, subsequent videos uploaded with that voiceprint automatically show the speaker name.

The colored areas in the video timeline, below, mark each instance of a speaker in the video. This video has a single speaker—the gray areas between the yellow bars indicate where no one is speaking.
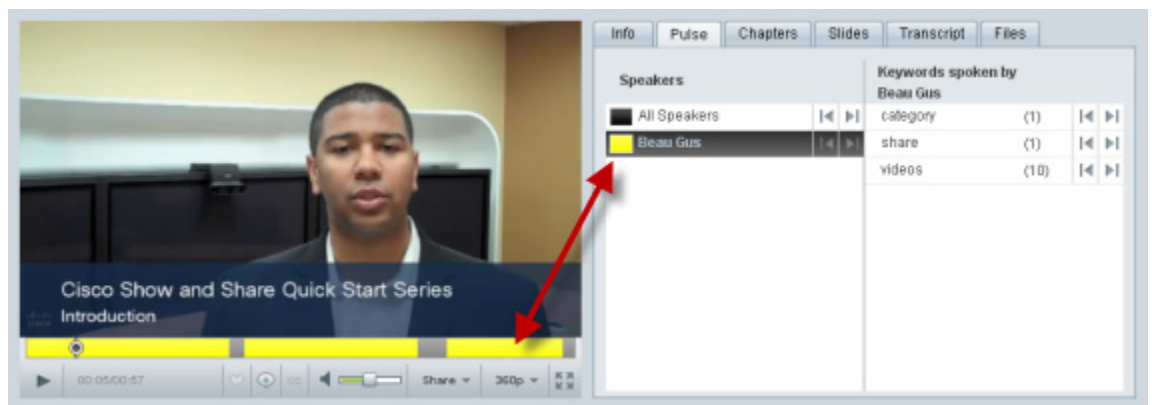
The accuracy of the Pulse speaker identification depends upon the quality of the recorded audio and whether or not there is a lot of background noise in the audio track. Sometimes a single speaker may show up as named and as a generic speaker in the same video because of background noise or changes in recording quality. The more times a speaker is identified by a video author, the more accurate the system becomes.

See Label Unidentified Speakers, page 5-12, for information about how to assign speakers to unidentified voiceprints.

Navigate the Video Using the Speakers List

To navigate the video using the speaker list, do one or more of the following:

Table 4-4   *Speaker List Navigation*

Do...	To do this...
Click a speaker name	Display the color code for the selected speaker in the timeline and jump to the next instance of that speaker.
Click the forward button next to a speaker name ▶❘	Jump to the beginning of the next block of that speaker in the timeline.
Click the back button next to a speaker name ❘◀	Jump to: • The beginning of the speaker block if the play head is currently in a block of the selected speaker . • The beginning of the previous speaker block if the play head is currently NOT in a block of the selected speaker.
Double-click the back button next to a speaker name ❘◀	Jump to the beginning of the previous speaker block if the timeline is currently in a block of the selected speaker.
Click **All Speakers**	Display the color codes for all speakers in the timeline.

Navigate the Video Using the Keywords List

To navigate the video using the keyword list, you must first click a keyword to display the instances of that work in the timeline. Then you can do one of the following:

Table 4-5   Keyword List Navigation

Do...	To do this...
Click the forward button next to the keyword ▶|	Jump to the next occurrence of that keyword.
Click the back button next to a keyword |◀	Jump to the previous occurrence of that keyword.

Navigate the Video Using Both Speakers and Keywords

You further filter the keyword list to keywords spoken by a particular person in the video.

Step 1   Click a speaker name in the Speakers list.

Step 2   Click a keyword in the Keywords list.

The timeline shows only the selected speaker and the selected keywords spoken by that speaker.
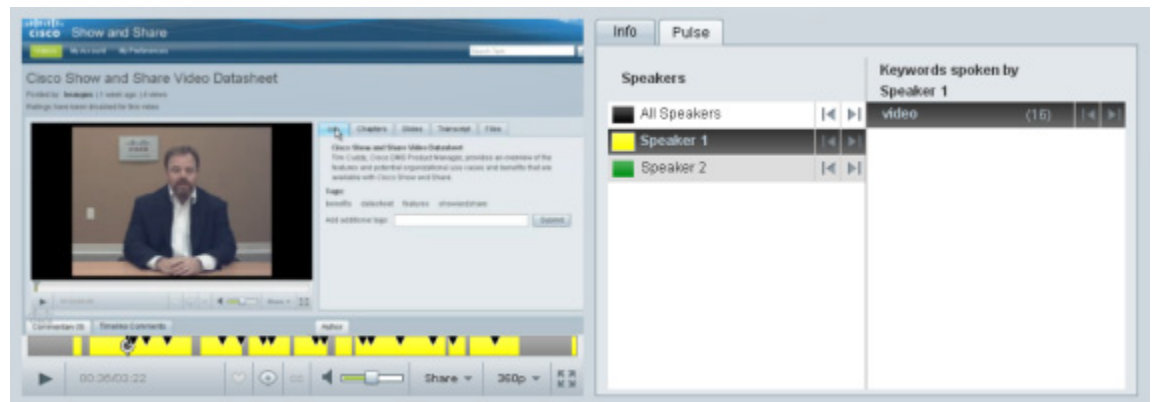
You can use the forward and back buttons to navigate among the filtered results.

Re-Upload a Published Video

To get the Pulse features for a video published before the Pulse features were enabled, you must re-upload the video. Re-uploading the video causes it to be sent to the Cisco MXE for processing.

Prerequisite

You must have access to the source of the video you are re-uploading.

Procedure

Step 1   Log-in to Cisco Show and Share.

Step 2   Go to the **My Account > Videos > Uploaded**.

Step 3   Click the **Manage Video** button for the video you want to re-upload.
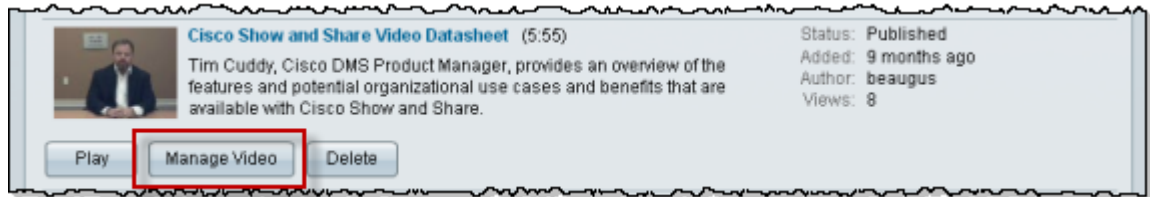
The Upload Video page for that video appears.

Step 4   In the Add Video area, click **Browse**.
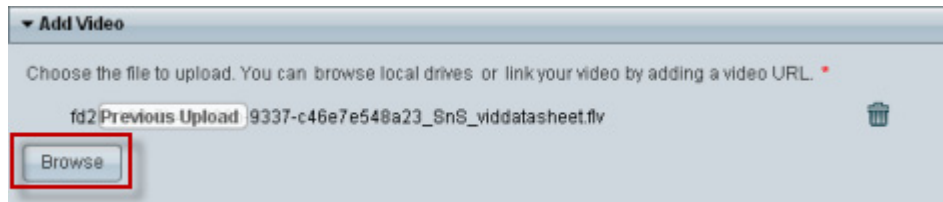
Step 5   Navigate to the video and click **Open**.

Step 6   Save the video as a draft or republish the video. The video will be re-processed by the Cisco MXE and the Pulse features available when the video is published.

Jump to a Chapter

Procedure

Step 1   Click the **Chapters** tab.
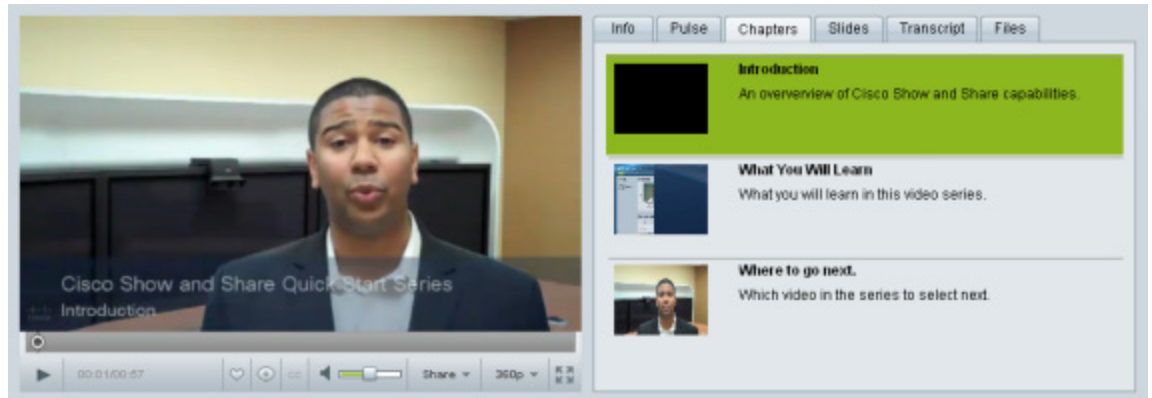
Step 2   Click a chapter in the list to jump to that point in the video.

Watch Slides

Procedure

Step 1   Click the **Slides** tab.
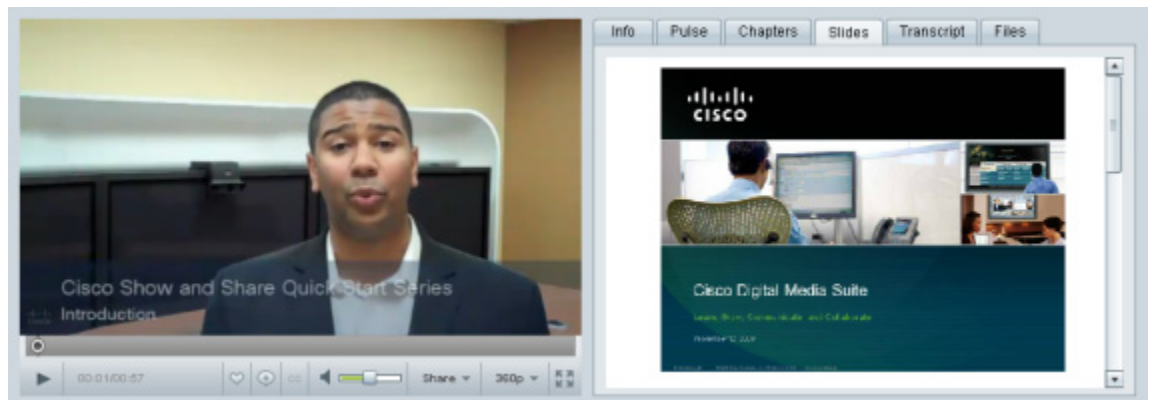
The slides appear on the tab. They will change automatically as the video plays.

Step 2   To go through the presentation manually, use the scroll bar to see additional slides.

Step 3   Double-click a slide to jump to that point in the video.

Step 4   If the slides are difficult to read, hover your mouse over the slides and click the **popout** button (⬀).

Read a Transcript

Transcripts are text files that are uploaded by the video author. They are not synchronized with the video and you cannot use them to navigate through the video.

Procedure

Step 1   Click the **Transcript** tab.
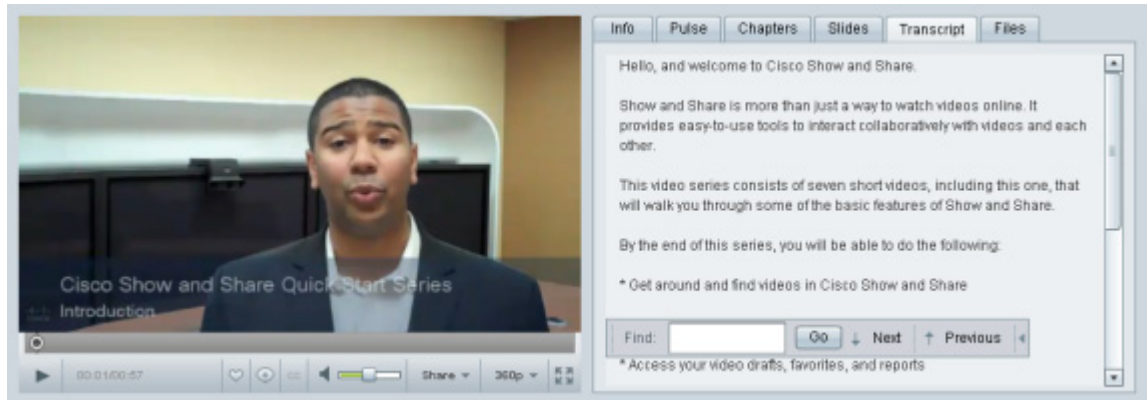
Step 2   To search the transcript, enter a word or phrase in the **Find** field and click go. You can continue searching through the transcript by clicking the **Next** and **Previous** buttons.

> **Note**   Searching the transcript does not navigate you through the video.

Step 3   Click the **Hide** arrow at the end of the search bar to hide it. You can expand it again later if needed.

Download Files

Procedure

Step 1   Click the **Files** tab.
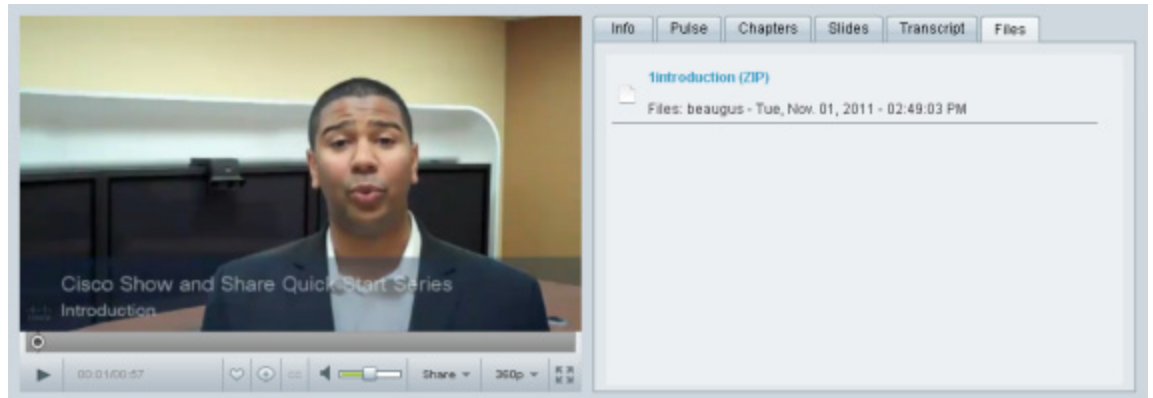
Step 2   Click a file name to download the file.

✎

Note   You cannot right-click (Windows) or Ctrl-Click (Mac OS X) a file to download it.

Troubleshooting

When I download an attached Microsoft Word, PowerPoint, or Excel file from the Files tab, the saved file has a .zip extension instead of a .docx, .xlsx, or .pptx extension.

This can occur when you download a .docx, .xlsx, or .pptx file from Cisco Show and Share using Microsoft Internet Explorer 8.

To fix the problem, simply change the .zip file extension to the correct file extension after downloading the file.

The aspect ratio of my embedded Flash video is not maintained on the web page.

To preserve aspect ratio, the Flash embed code requires width and height values for *object classid* and *embed src*.

My embedded video appears as a black box on the web page.

This can have several causes.

1. First use the same web browser you used to access the web page with the embedded video to access Cisco Show and Share. If you receive a security warning, follow the steps for your browser to accept the security certificate. Then try to access the page with the embedded video again.

2. If you did not receive a security warning, this may be caused by opening the HTML page with the embedded video as a file rather than a web page (for example, double-clicking the HTML document in your file system). The HTML page must be served by an HTML server for the embedded video to show correctly.

   You can determine whether or not you opened the HTML page as a file by looking at the address bar in your web browser. If you see a standard file path, such as `c:\documents\example\index.htm`, rather than a URL, such as `http://example.com/example/index.htm`, then you opened the HTML page as a file rather than a web page served by an HTML server.

When I click on an embedded video to play it, it disappears.
When I click on and embedded video to play it, I receive the message "Windows media plugin not installed click here to install."

This occurs on Mac OS. The video you are trying to play is in a Windows media format and playback is not supported on your OS.

The bottom of my video is cut off.

This may happen with some videos that are played back with the Quicktime plugin.

When I use my browser to zoom in during video playback, the video player controls disappear behind the video.

For the best viewing experience, we recommend that you use the video player controls for video playback. To increase the size of the video, use the fullscreen playback button.

I cannot fast forward, rewind, or use the play head to skip ahead or go back.

There are several possible causes for this:

- The video is not hosted on a streaming server. When a video is not hosted on a streaming server, it is supplied to you by "progressive download". In this case, the video starts playing while it is still downloading. You cannot fast forward past the point of where the download is reached.

- You are watching a .wmv video. The Windows media plugin for Firefox doe not allow you to use the fast forward, rewind, or play head to move around the video. If you are using the Internet Explorer browser, you can use the play head to move forward and backwards in the video.

I receive a security warning in my browser when I try to add a comment.

This can happen if the system administrator or the video publisher has prevented anonymous comments for the video and you are not yet logged into the system. This warning is not harmful. To continue, accept the certificate, log into the system, and then leave your comment.

There is a delay when I try to replay a video.

Trying to replay an FLV video right after it finishes can result in a 20-40 second delay before it starts again.

I do not see the 720p option for the video I am watching

The different resolutions available depend on several factors:

- The original resolution of the video being uploaded. If the resolution was below 720p, a 720p version will not be created for it.
- The system settings. Your system administrator may not have enabled that resolution.

Troubleshooting

Edit Video

Revised: November 2013

Cisco Show and Share includes a built-in video editor to help you add polish to your recorded and uploaded videos. With the video editor, you can:

- Trim out unwanted parts of the video.
- Divide your video into chapters.
- Insert animated transitions between chapters.
- Synchronize a slide show with your video.
- Choose a new thumbnail for your video.
- Make speaker assignments for unrecognized speakers.
- Remove incorrect Pulse keywords.

Visit the following topics to learn more about the capabilities of and how to use the Cisco Show and Share video editor:

About Video Editing

The Cisco Show and Share built-in video editor is *nonlinear* and *nondestructive*.

This type of editing does not actually change the original material in any way. Instead, it adds markers and pointers to information that accompanies video frames during playback.

Limitations and Restrictions

- The Cisco Show and Share editor does not support the editing of Windows media (WMV, WMA, ASF, ASX) files. You need to edit those files outside of Cisco Show and Share using editing software that supports those formats.

  Table 5-1 lists the files types and extensions that are editable or not editable in the Cisco Show and Share Editor.

Table 5-1   ***Video Format Editing Support***

Format	File Extensions	Notes
Windows Media	.wmv .wma .asf .asx	**Not** editable within Cisco Show and Share.
Adobe Flash video	.flv	Editable within Cisco Show and Share.
MPEG4 Part 10/ H.264	.mp4 .m4v	Editable within Cisco Show and Share.

- You cannot edit Flash or MPEG4 videos that are referenced by URL rather than uploaded.
- For your edits and slide synchronization to appear, the video files must be served from a Flash streaming server.
- If the Pulse feature set or mobile application access is enabled, video clipping and splitting are disabled. When video splitting is disabled, the Add Transitions drawer will not appear in the editor. However, you can still add slide synchronization and chapters and change the thumbnail.

Procedures

1. Open a Video to Edit, page 5-3

2. Edit Your Video, page 5-4

Open a Video to Edit

Procedure

Step 1   Choose **My Account > Videos > Uploaded**.

Step 2   Hover your mouse over the row for the video you want to edit and click **Edit Video**.
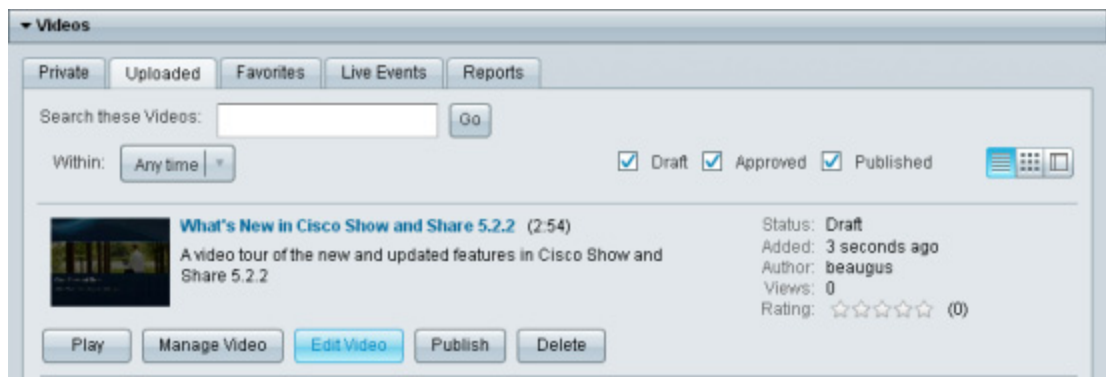
✎
Note   To edit a published video, you must first click **Manage Video** and then **Save As Draft**. This creates a draft version of the video in addition to the published version. The original published version remains available to viewers until you publish the new draft.

Cisco Show and Share opens its video editor and loads your video. The image below shows the video editor when the Pulse feature set is enabled.
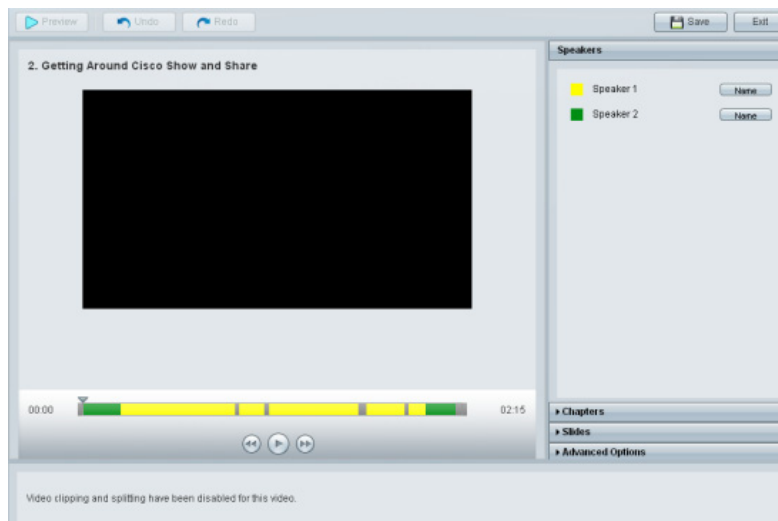
Edit Your Video

You can edit video with Cisco Show and Share. More specifically, you can:

Tip   Click **Save** often while editing your video to save your work in progress.

Trim Your Video

The option to trim and split your video is not available if the Pulse feature set or mobile application access is enabled.

Procedure

Step 1   Click **Play** (▶) to start watching your video.

Step 2   Click **Pause** (⏸) when your video reaches the start of the segment you want to delete.

Step 3   Click **Delete a Segment** (Delete a Segment).

New elements appear on and around the timeline.
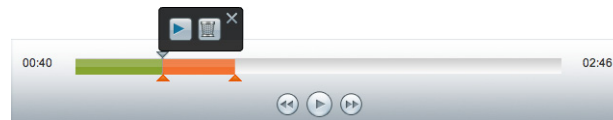
Step 4   To mark and delete a segment, do the following.

a.   Drag the markers ( ) left or right along the timeline to mark the area to delete.

b.   Preview what you have marked (▶).

c.   Delete what you have marked (🗑) or cancel the deletion (✳). Do not move the play head yet, you might want to add a transition effect to this spot to tie together the two parts of the video.

Step 5   (Optional) To add a transition effect:

a.   Click **Split the Video** to split the video at the point where you trimmed it.

The two segments of the video appear in the segment browser below the video.

b.   Click the transition placeholder between the two segments.

c.   Open the Transitions drawer and click **Add** for the transition you want to add. See Add Transitions Between Segments, page 5-7, for more information about transitions.

Step 6   Click **Save**.

Create Chapters Within Your Video

Procedure

Step 1   Click the **Add Chapters** drawer on the right to open it if it is closed.

Step 2   Click **Play** (▷) to start watching your video.

Step 3   Click **Pause** (॥) when your video reaches a point where you want to add a chapter.

Tip   You can also drag the play head to the desired point on the timeline.

Step 4   Use the Chapter Name field to enter a title for the chapter.

Step 5   (**Optional**) Use the Chapter Description field to enter more detailed information for the chapter.

Step 6   Click **Add**.

Cisco Show and Share adds a chapter marker (🔖) to the timeline, where you paused the playback head (⊽).

Note   The chapter marker may appear at the previous or next whole second rather than the location of the play head where the video was paused (for example, the marker may appear at 4 seconds rather than 3 seconds). This happens if when you pause the video between the second marks. The marker is placed at the next whole second if the video is paused at x.5 seconds or greater, and at the displayed whole second if it is paused at under x.5 seconds.

You can do the following with the chapter marker:

- You can hover your mouse pointer over the chapter marker to see information about the chapter.
- You can click the delete icon (▦) the chapter summary to remove the chapter.
- You can drag the chapter marker to move it to a new place on the timeline.

Step 7   Click **Save**.

Add Transitions Between Segments

The option to add transitions between two parts of your video is not available if the Pulse feature set or mobile application access is enabled.

Procedure

Step 1   If your video does not have separate segments, move the play head to the place in your video where you want to add a transition and click **Split the Video**.

The two segments appear in the segment browser below the video. A transition placeholder appears between them.

Step 2   Click a transition placeholder in the segment browser to choose it.

Step 3   Open the **Add Transitions** drawer if it is closed.

Add Transitions

Step 4   Mouseover any transition in the drawer to see its effect animated.

These are the transition effects.

Wipe right.   Wipe left.   Wipe up.   Wipe down.   Spin out, then in, then out.   Spin out.   Diagonal wipe left.   Diagonal wipe right.   Dilate.   Fade.   Sweep.

Step 5   Click the **Add** button above a transition effect to use it.

Tip   If you choose the wrong transition effect by mistake, you can drag it from the segment browser to the trash can. Then, simply choose another effect.

Step 6   Click **Save**.

Synchronize Slides to Your Video

Procedure

1. If you did not upload slides when you initially uploaded or recorded the video, see Upload Slides.

2. After you have uploaded your slides, synchronize them to the video. See Synchronize Slides

Upload Slides

To add slides to your video package, export your slide deck as a series of sequentially numbered JPEG images. Then, collect these images together in a compressed ZIP archive.

Tip   For best results, export your slides using the following dimensions:
— If your viewers mostly use the default slide window: 360x270 pixels
— If your viewers mostly use the resizable "tearoff" slide window: 800 x600 pixels.

Procedure

Step 1   Open the **Slides** drawer.

Step 2   Click **Add Slides**.

Step 3   Browse to the individual .jpg files or to the .zip file that contains your slides. If you are uploading individual .jpg files, you can select multiple files in the dialog box.

Step 4   Click **Open**.

The slides appear in the slide drawer.

Synchronize Slides

Procedure

Step 1   Open the **Add Slides** drawer if it is closed.
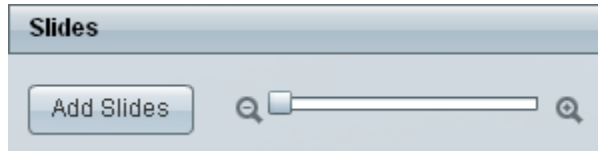
Step 2   You can use the zoom slider at the top of the drawer to resize your slides for better legibility.

Step 3   Move the play head on your video to where you want to add the slide, and then click **Add** on the slide you want to synchronize to that location.

Tip   You can play your video and hover your mouse over the next slide you want to add. Click Add when the play head gets to the place where you want the slide to appear. This way you can quickly add slides without pausing the playback.

Step 4   Repeat for each slide in the slide deck.

Step 5   Click **Save**.

Change the Video Thumbnail

By default, Cisco Show and Share assigns a thumbnail according to the following rules:

If your video is ...	It uses this frame for the thumbnail...
less than 3 seconds long	0 seconds
Between 3 and 8 seconds long	4 seconds
8 seconds or longer	8 seconds

If you have a video that is longer than 8 seconds, but the title shot only lasts for 5 seconds, the automatically generated thumbnail may not contain your video title. Or, if you recorded a message, the system may have captured an unflattering facial expression for the thumbnail. Use this procedure to correct the situation.

Procedure

Step 1   Open the **Advanced Options** drawer if it is closed.
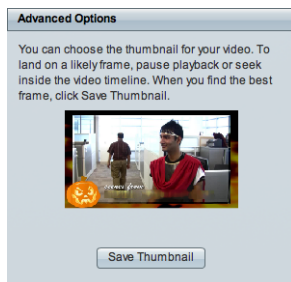
Step 2   Move the playback head to the frame you want to use as the thumbnail.

Step 3   Click **Save Thumbnail**.

Step 4   Click **Save**.

Label Speakers

When the Pulse feature set is enabled, the Pulse speaker identification engine attempts to identify the speaker in a video. It does this by comparing the voice print with those of previously identified speakers. If the Pulse engine cannot identify the speaker, it assigns the voiceprint a generic label, such as Speaker 1.

How to Label Unidentified or Guest Speakers in a Video

If ...	Then, Edit the Video and ...
A speaker is unidentified	• Use the Label Unidentified Speakers workflow to assign a speaker name. **Note** The speaker name must be from users that are already present within Cisco Show and Share. • If the speaker is not present in Show and Share, use the Label Guest Speakers workflow to create and assign a guest speaker name.
One speaker is labeled as multiple speakers	Use either the Label Unidentified Speakers or the Label Guest Speakers workflow to assign the same name to the multiple speakers. Play the video. The speaker names are merged during video playback.
Multiple speakers are labeled as one speaker	Use the Label Guest Speakers workflow to assign a speaker name in the First field and a second speaker name in the Last field. **Note** Add two e-mail addresses in the Email field, separated by a comma. First Lady1_firstname Lady1_lastname, Last Lady2_firstname Lady2_lastname Email lady1@someplace.com, lady2@someotherplace.com
A speaker is labeled incorrectly and the correct name is unknown	Use the Label Guest Speakers workflow to create a guest speaker named *Unknown speaker* and assign this name to the speaker. **Note** Leave the e-mail address field empty.
Music is labeled as a speaker	Use the Label Guest Speakers workflow to create a guest speaker named *Nonspeech* and assign this name to the speaker. **Note** Leave the e-mail address field empty.

Guidelines and Limitations

- For appliances running Release 5.3 and earlier, you can only assign unidentified speaker names from the users that are already present within Cisco Show and Share.

  For appliances running Release 5.3.7 and later, if you have a guest speaker from outside of your organization and that person does not have a Cisco Show and Share account, you can assign that person's name as a guest speaker.

- If you assign a new speaker name to a previously-identified speaker, that change will appear in all future video uploads. However, it will not change the speaker label for existing videos unless that video is re-uploaded and processed by the Pulse engine.

- Videos uploaded before the Pulse feature set was enabled will not contain speaker identification. You need to re-upload the video for it to be processed by the Pulse engine.

- Sometimes the same speaker can be labeled as two different speakers, or a previously identified speaker fails to be identified. This can happen when the audio quality differs between videos or video segments. Simply assign the same name to the two different speakers or to the unidentified speaker. The more samples you have of a speaker's voice, the more accurate the system becomes.

Label Unidentified Speakers

Procedure

Step 1   Choose **My Account > Videos > Uploaded**.

Step 2   Hover your mouse over the row for the video you want to edit and click **Edit Video**.

Step 3   Open the **Speakers** drawer if it is closed.

The list of speakers identified in the video appears. The color codes assigned to the speaker appear in the timeline where that speaker was identified.

Step 4   Click Name next to the speaker you want to identify.

The **Assign Speaker Name** dialog box appears.

Step 5   Use the page controls at the bottom of the dialog box or the search field above the name list to find the user that you want to assign.

Step 6   Click the username and then click **Select**.

Step 7   Click **Rename the voiceprint** in the confirmation dialog box.

The voiceprint in the current and any future uploaded videos is identified with the name you selected.
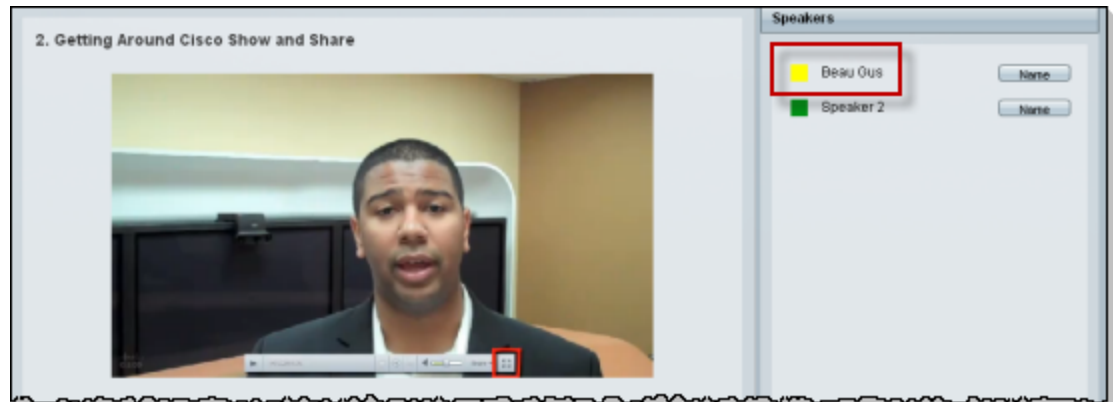
When you view the video in the Video Playback page, the speaker identification appears on the Pulse tab.
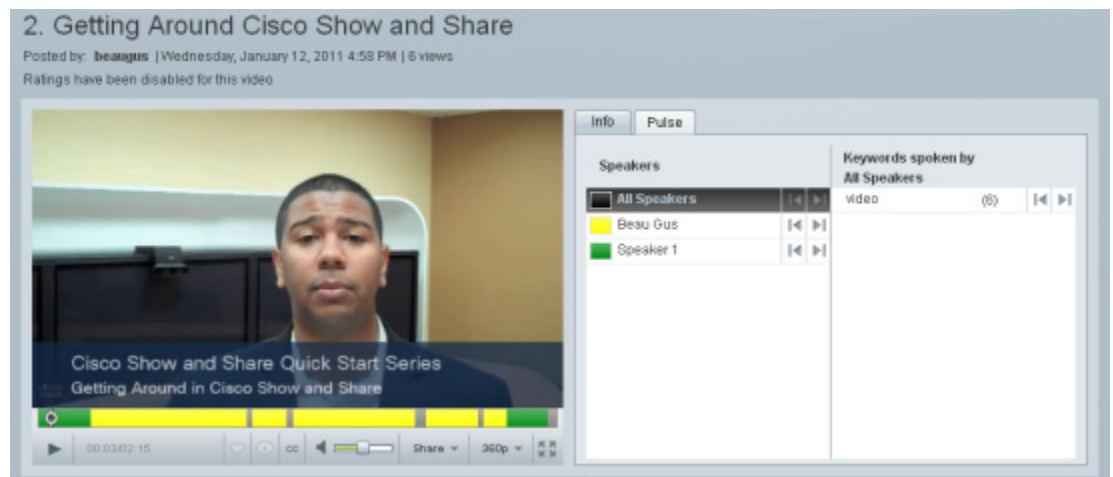
Step 8   Repeat this procedure for each speaker you need to identify.

Step 9   Click **Save**.

Label Guest Speakers

For appliances running Release 5.3.7 and later, if the speaker is not a user that is already present within Cisco Show and Share, you can label that speaker's name as a guest speaker from outside of your organization.

Guidelines and Limitations

- If you label a guest speaker, that change will appear only for the existing video. If the video is uploaded again and processed by the Pulse engine, you will need to re-label the guest speaker.

- Videos uploaded before the Pulse feature set was enabled will not contain speaker identification. You need to re-upload the video for it to be process by the Pulse engine.

Procedure

Step 1   Choose **My Account > Videos > Uploaded**.

Step 2   Hover your mouse over the row for the video you want to edit and click **Edit Video**.

Step 3   Open the **Speakers** drawer if it is closed.

The list of speakers identified in the video appears. The color codes assigned to the speaker appear in the timeline where that speaker was identified.

Step 4   Click **Name** next to the speaker you want to identify.

The **Assign Speaker Name** dialog box appears.
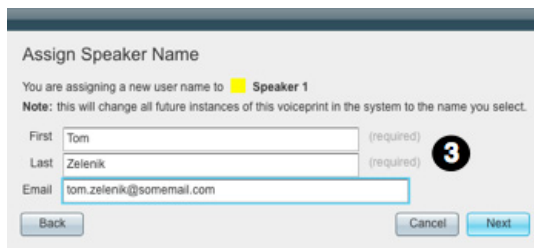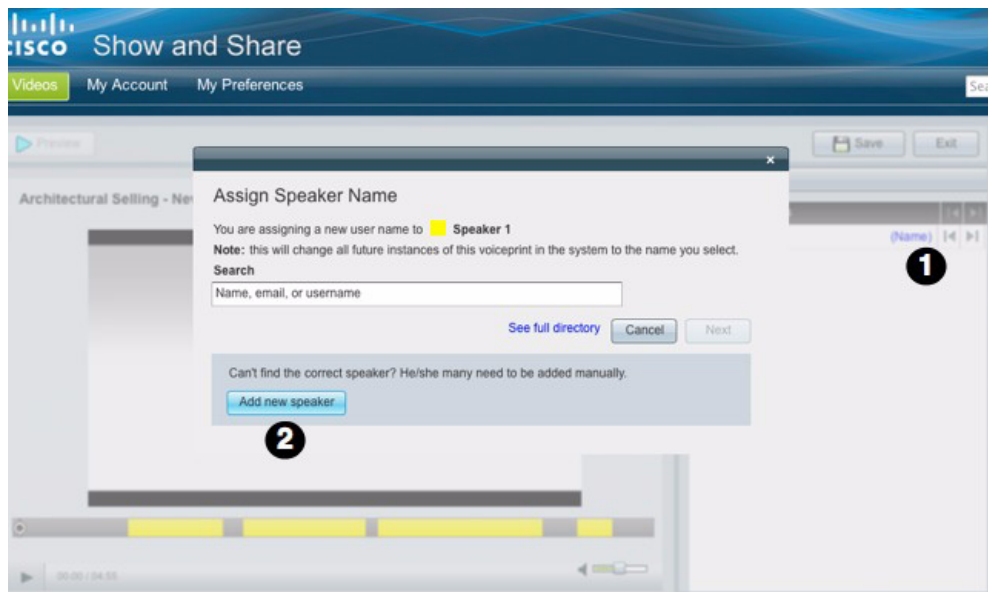
1	Name	3	Assign Speaker Name
2	Add new speaker	—	—

Step 5   Click **Add new speaker**.

Step 6   Enter the first and last names. Optionally, you can add an e-mail address.

Step 7   Click **Next**.

Step 8   Verify the information and then click **Finish**.

When you view the video in the Video Playback page, the speaker identification appears on the Pulse tab.

Step 9   Repeat this procedure for each speaker that you need to identify.

Step 10   Click **Save**.

Step 11   Click **Exit**.

> $\bigcirc\!\!\!\!\!\!\!\diagdown$
>
> **Tip**   Changes take effect when you publish the video.

Delete Keywords

For appliances running Release 5.3.7 and later, you can remove incorrect Pulse keywords on a video-by-video basis.

Guidelines and Limitations

- If you delete keywords, that change will appear only for the existing video. If the video is uploaded again and processed by the Pulse engine, you will need to delete the keywords again.

- Keywords are also deleted from the Cisco Show and Share search functionality.

Procedure

Step 1   Choose **My Account > Videos > Uploaded**.

Step 2   Hover your mouse over the row for the video you want to edit and click **Edit Video**.

Step 3   Open the **Keywords** drawer if it is closed.

The list of keywords identified in the video appears. The color codes assigned to the keywords appear in the timeline where that speaker was identified.

Step 4   Check the check boxes next to the keywords that you want to remove from this video.

> ✎
>
> **Note**   You cannot undo keyword deletion.

Step 5   Click **Save**.

Step 6   Click **Exit**.

Troubleshooting

My edits do not appear when I play the video back after publishing. Why weren't they saved?

Cisco Show and Share uses nondestructive editing. This means that instead of changing the actual video, Cisco Show and Share inserts markers and pointers to indicate the changes. This type of editing requires the video to be served from a Flash streaming server. If the videos are stored on the Cisco Show and Share server itself, they will be served from a Flash streaming server.

However, quite often the video source is actually stored and served from an external server dedicated to storing large quantities of video files. If the video is being served from another type of server, for example a simple web server, then the edits that you make will not appear during playback. If you experience this problem, contact your system administrator for more information about the type of server being used for the videos.

Where do I go to change the keywords for the Pulse keyword identification feature?

Viewers and Authors cannot add keywords to the Pulse keyword identification engine. Your Cisco MXE administrator is responsible for maintaining the list.

Publish Your Video

Revised: November 2013

After you have uploaded or recorded a video and made any edits, the final task you have is to publish it. Before you publish your video, you can:

- Update the title, description, and tags.
- Assign it to categories.
- Choose who can see it.
- Disable page options (comments, ratings, tags, and sharing) individually.
- Link to related videos.
- Schedule exactly when it should become visible to other users.
- Schedule exactly when it should be archived (hidden from other users).

Procedures

Follow these steps to publish your video. Only the fist and last steps are mandatory; the other steps are optional items you can perform before publishing your video.

Access the Publish Your Video Page

You can access the Publish Your Video page from several places within Cisco Show and Share:

Draft Videos	Go to: **My Account > Videos > Uploaded**. Click **Publish**.
Upload a Video	Click **Go to Publish Page**.
Record a Video	Click **Go to Publish Page**.
Draft Live Event	Go to: **My Account > Videos > Live Events**. Click **Publish**.
Video Approver	Go to: **My Account > Action Items and Requests**. Click **Publish**.

The Publish Your Video page appears.

1	Video Summary. See Edit the Video Summary, page 6-4, to change this information.
2	Page Permissions. See Add the Video to a Category, page 6-7, Restrict Viewer Access to the Video, page 6-4, and Set the Video Interaction Options, page 6-9, to change this information.

1	Add Related. See Add Related Videos, page 6-10, to add related videos.
2	Scheduling. See Schedule Publication, page 6-11, to schedule when your video should be available to viewers.

Edit the Video Summary

This is an optional step in publishing your video.

Procedure

Step 1   Expand the Video Summary drawer.

Step 2   Click **Edit**.

The Title, Description, and Tags fields become editable.

Step 3   Enter the new information in the fields. When entering more than one tag, separate the tags with a space.

Restrict Viewer Access to the Video

This is an optional step in publishing your video. When you restrict access to a video, it will no longer appear on the Home page. Instead, it will appear in the Private tab of the My Account > Videos page for users that you give access to the video.

✎

Note   Videos with restricted viewer access cannot be added as related videos.

You do not need to add yourself to the viewing privileges of videos that you upload. You are automatically given privileges to those videos and the videos will appear on the Private tab on your My Account page.

Procedure

Step 1   Expand the **Page Permissions, Categories and Options** drawer.

Step 2   Choose **Allow only specific users to view this video**.

The Group table appears.

Step 3   Click **Select Group**.

The Group Selector dialog appears.

Select User Group

My Groups   Public Groups

Create New Group   Search

☐ Name   Description   Number of Members

☐ My Workgroup   These are my immediate coworkers.   3

Jump to page 1 ▼ ◄ 1 ►   Items per page 10 ▼ Total: 1

▸ Groups Selected (0)

OK   Cancel
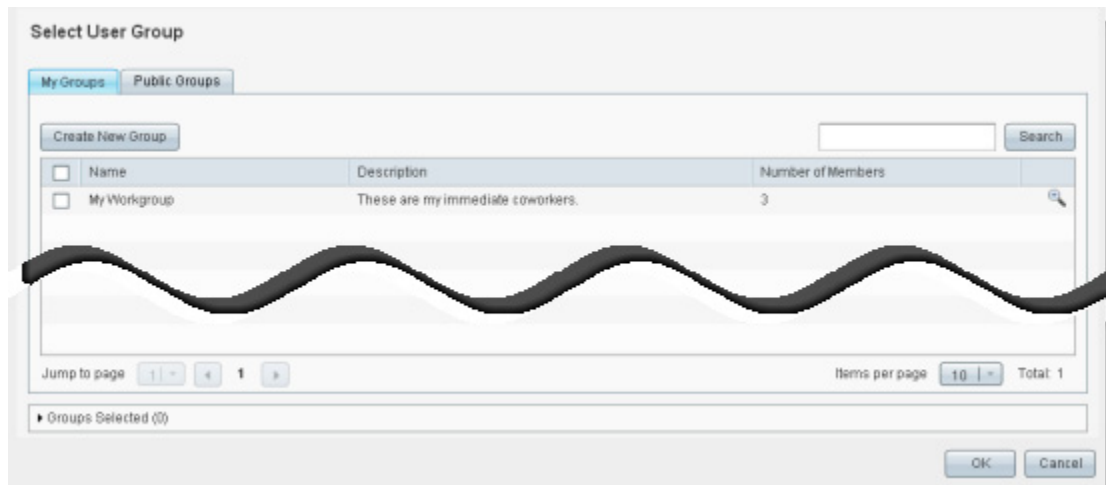
Step 4   To use one or more groups that you have created, do the following:

    a.   Select the check box next to the group name. You can select more than one group.

    b.   Click **OK**.

Step 5   To pick an existing public group, do the following. Public groups are groups that you or others have created and have given permission for others to use and edit.

    a.   Click the **Public Groups** tab.

    a.   Select the check box next to the group name. You can select more than one group.

    b.   Click **OK**.

Step 6   To create a new group, do the following:

    a.   Click **Create New Group**.

       The Create New Group dialog appears.

Create New Group

Name: *
Description: *
☐ Allow others to edit this group ⓘ

Group Members   Search

☐ First Name   Last Name   Username

Jump to page 1 ▼ ◄ 1 ►   Items per page 10 ▼ Total: 0

Remove Selected Users   Add New Users   Delete This Group

Save Group   Cancel
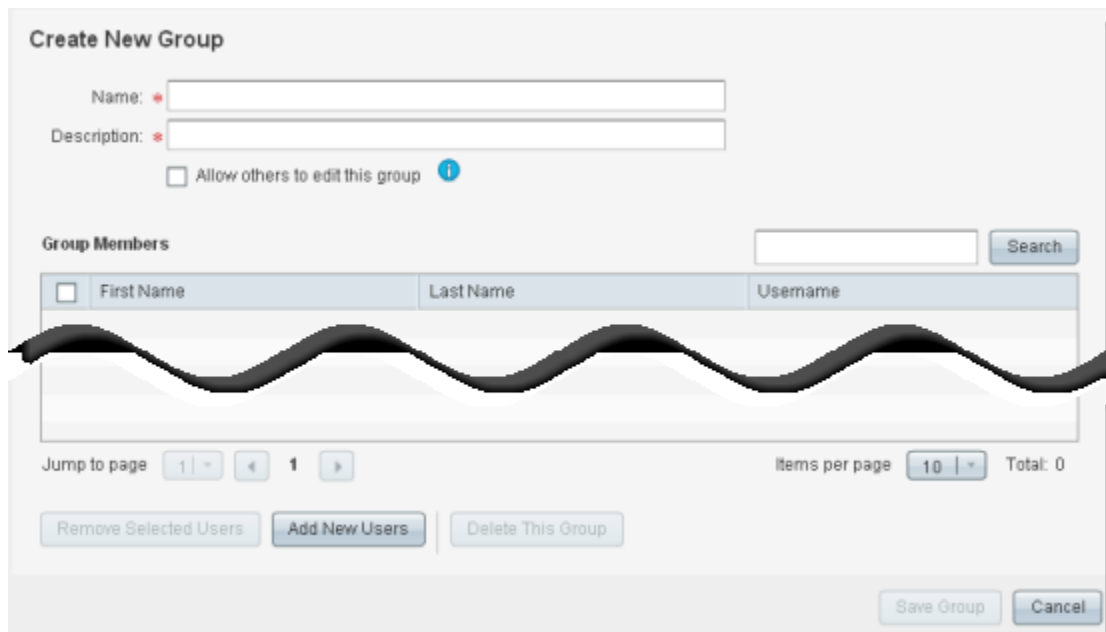
b. Type a name for your new group in the **Name** field. This field is required.

c. Type a description for your new group in the **Description** field. This field is required.

d. Select **Allow others to edit this group** if you want to make the group public.

Selecting this option allows other people to add and remove users from this group. They will also be able to delete the group.

If you make the group public, it will not appear on the My Groups tab. Instead, it will appear on the Public Groups tab.

e. Click **Add New Users**. You must add at least one user to the group to save the group.

The Select Group Users dialog appears.

f. You can page through the list of users or use the search function to find the users to add. Select the check box next to their name to include the user in the group.

g. Click **Save** to close the Select Group Users dialog box.

h. Click **Save Group** to close the Create New Group dialog box.

a. Select the check box next to the group name. You can select more than one group.

b. Click **OK**.

Step 7 To remove a group from the Group table, click the trash can icon next to the group. To disable viewing restrictions (and make the video public), select **Allow all users to view this video**.

Disable Pulse Speakers and Keywords

For appliances running Release 5.3.7 and later, you can disable Pulse Speakers and Keywords on a video-by-video basis if the Pulse feature is enabled globally.

You cannot enable or disable a feature for a video if the system administrator disabled it globally.

Procedure

Step 1   Expand the **Page Permissions, Categories and Options** drawer.

Step 2   Select **Do not Display Pulse Speakers and Keywords**.

Step 3   Choose **Save and Preview** or choose **Publish**.

Add the Video to a Category

Procedure

Step 1   Expand the **Page Permissions, Categories and Options** drawer.

Step 2   Click **Categorize my video**.

Step 3   Click **Select Category**.

The category picker appears.
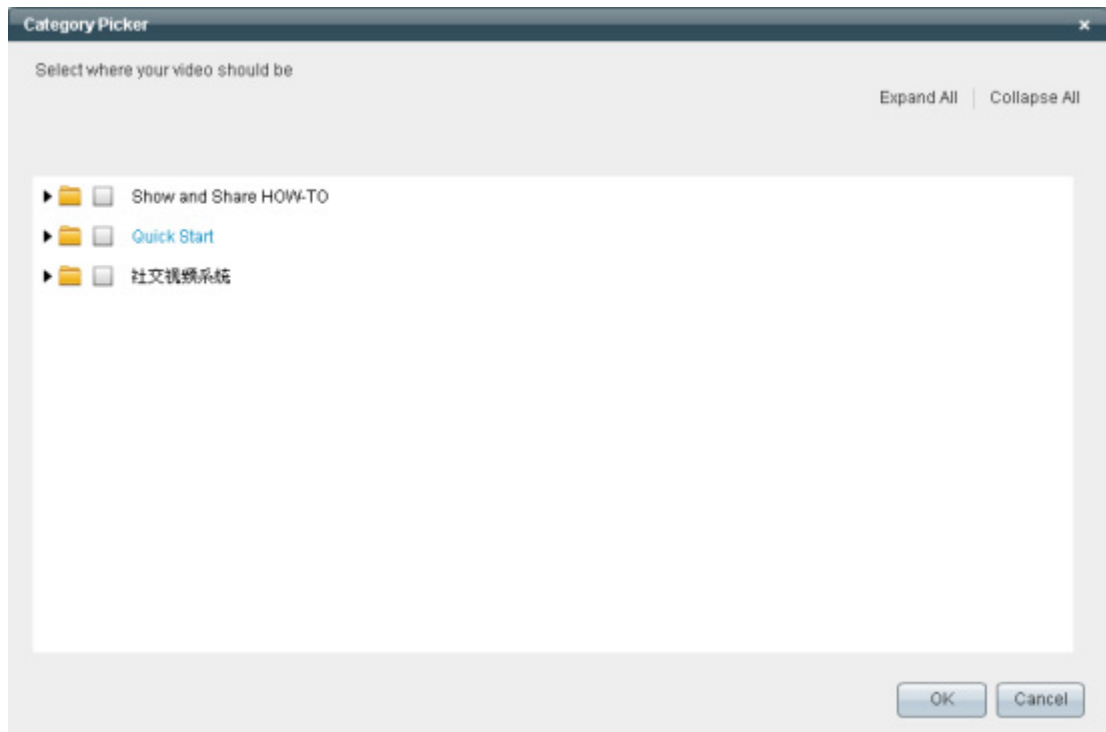
Step 4 Click **Expand All** to list the available categories or click the triangle icon to the left of a category to expand only that category.

Step 5 Check the check box for each category that you want to use. Uncheck any check boxes, as needed, for categories that you prefer not to use.

Step 6 Click **OK** to confirm your choices and close the Category Picker.

Set the Video Interaction Options

You can disable specific interaction features, such as the ability to comment on a video, on a video-by-video basis if those features have been enabled globally.

You cannot enable a feature for a video if the system administrator has disabled it globally.

Procedure

Step 1   Expand the **Page Permissions, Categories and Options** drawer.
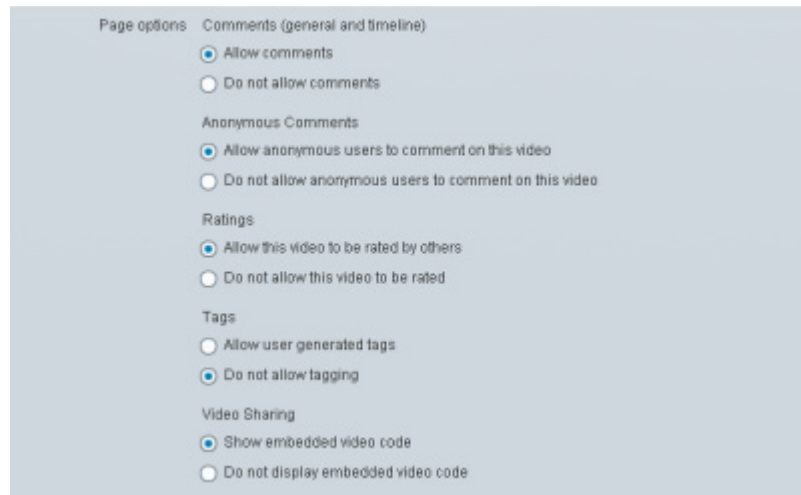
Step 2   Disable specific features for this video:

To Disable...	Select
Comments (general and timeline)	**Do not allow comments**
Anonymous comments	**Do not allow anonymous users to comment on this video** Selecting this option forces users to log in if they want to leave a comment.
Ratings	**Do not allow this video to be rated** When sorted by rating, videos with ratings disabled appear higher in the video list than videos with no ratings (a rating of 0).
Tags	**Do not allow tagging** Viewers will be unable to add additional tags. You can still add tags in the video properties.
Video sharing	**Do not display embedded video code** This will prevent viewers from being able to embed the video in a web page. They will still be able to share the video through e-mail or by posting a link to the video.

Add Related Videos

Note Videos with restricted viewer access cannot be added as related videos.

Procedure

Step 1 Expand the **Add Related** drawer.

Step 2 To have Cisco Show and Share automatically choose related videos, choose the **Select Automatically** option. Related videos are chosen based on the tags and categories they have in common with the video you are publishing.

Step 3 To choose the related videos manually:

   a. Select **Let me choose**.
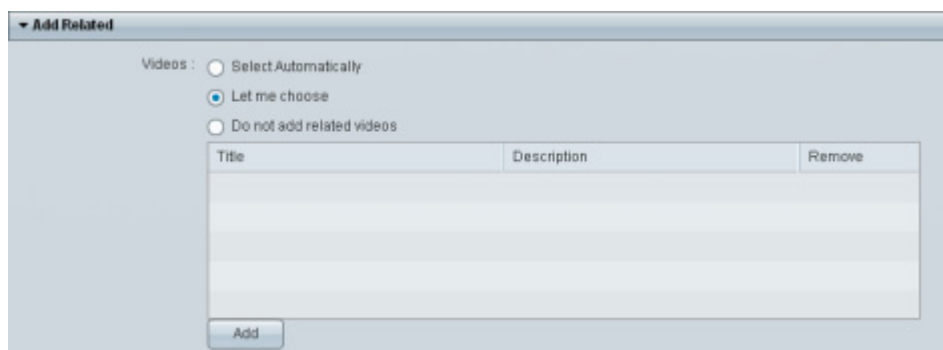
   b. Click **Add**.

   The video Browser appears.
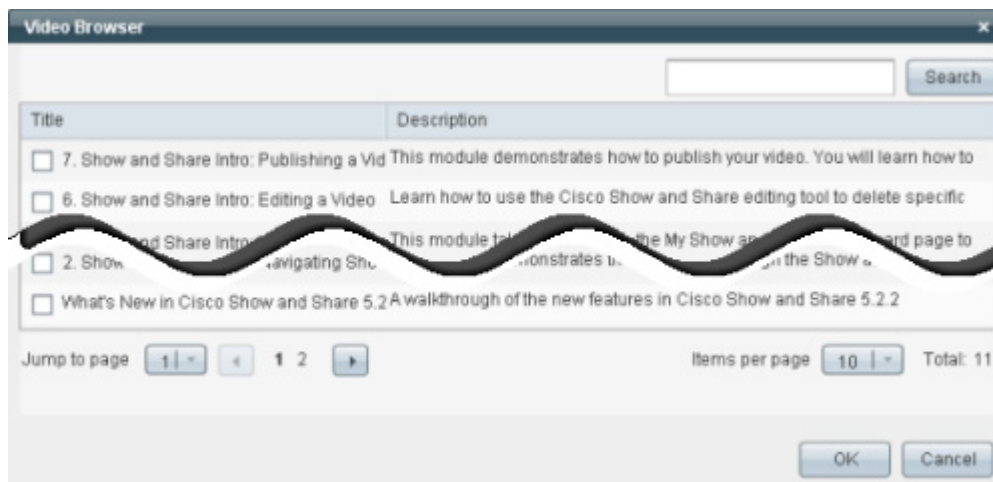
   c. Browse through the list using the page controls at the bottom of the Video Browser or search for videos using the Search box. Search looks for the term in video titles, descriptions, tags, and author attributes.

   d. Select the check box to the left of the videos you want to include in the Related Videos list.

e.   Click **OK**.

Schedule Publication

By default, videos are published immediately after you click Publish. You can schedule videos to publish at a later date and time. You can also specify a date and time when the video should no longer be available to viewers (however, it will still appear on your Uploaded video tab on the My Account page).

Procedure

Step 1   Expand the **Scheduling** drawer.

Step 2   To schedule a date and time for the video to appear:

a.   Choose **At a scheduled time**.

b.   Click in the date box and select a date from the calendar that appears.

c.   Use the drop-down lists to schedule a specific time.

Step 3   (Optional) To schedule a date and time when viewers should no longer be able to access the video:

a.   Check the **Archive this video** check box.

b.   Click in the date box and select a date from the calendar that appears.

c.   Use the drop-down lists to schedule a specific time.

Publish the Video

After setting any optional video attributes, publish your video.

Procedure

Step 1   (**Optional**) Click **Save and Preview** to save your video as a draft and go to the video preview page.

Step 2   Click **Publish**.

Create, Add, and Manage Videos

Revised: November 2013

Topics in this section describe ways that you can contribute video and supplemental files to your Cisco Show and Share community.

Prerequisites

You must sign-in to Cisco Show and Share and have Video Author privileges to record or upload video. To record video in Cisco Show and Share, you must have a video capture device built in or attached to your computer. To record audio, you must have a microphone built in or attached to your computer.

About Video Uploads

When you upload a video to Cisco Show and Share, one of two things happens:

1. The video is uploaded to Cisco Show and Share in its native format and served back to viewers in that form.

2. The video is sent to a Cisco MXE to be transcoded into a common format, in this case the .mp4 format, and is served back to viewers in that format. This format is also compatible with the Cisco Show and Share video editor, which enables you to synchronize slides with the video.

The Cisco MXE also enables the Cisco Show and Share mobile application support, the Pulse keyword and speaker identification features, and the ability to select different resolutions when viewing videos. Having a Cisco MXE integrated with your Cisco Show and Share system also enables additional upload formats.

To tell which type of system you have, check the status of the video after uploading it. If the status starts with the word Processing, then you have a Cisco MXE integrated with your Cisco Show and Share and the additional file formats and benefits are available to you.

Procedures

Adding a video to Cisco Show and Share is accomplished in three easy steps:

Record, Upload, or Link a Video

You can add video to Cisco Show and Share in one of two ways:

Use a Webcam to Record Video from Your Computer

We support many built-in and external webcams and microphones so that you can record video easily.

Note   When you use this method, Cisco show and Share encodes your video at a resolution of 320 x 240, with a 400 kbps bitrate.

If your system has the Pulse features enabled, videos recorded in Cisco Show and Share will be transcoded by the Cisco MXE. Pulse keyword and speaker identification will be available for them and they will be viewable in the Cisco Show and Share mobile application.

Before You Begin

Exit from all open software except your browser. This makes memory and network bandwidth available for video capture and data transfer.

Procedure

Step 1   Open the Record a Video page:

- Navigate to the **Home** page and then choose **Add Video > Record a Video**.

  Add Video
  Upload a Video
  Record a Video
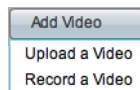
- Navigate to the **My Account** page and then click **Record Video**.

  Record Video

  If you are not logged-in to Cisco Show and Share, you will be prompted to log in. The Record a Video page appears.

Step 2 Click **Allow** in response to the Camera and Microphone Access prompt.

This prompt allows Cisco Show and Share to temporarily use your webcam and microphone. To protect your security and privacy, this permission expires when you leave this page or close your browser. Until you respond to this prompt, you cannot do anything else on the Record a Video page.

Tip If you do not see the Camera and Microphone Access prompt, confirm that your computer hardware and software meet all requirements. See http://cisco.com/go/dms/releasenotes. If you are recording from Mac OS X, you may need to reset the zoom setting in your browser by pressing Command+0.

Step 3 Enter a title for your video in the **Title** field.

This title identifies the video that your webcam will record and any supplemental or downloadable files—such as slides or a text transcript—that you might later package together with it.

Step 4 (Optional) Enter a description for your video in the **Description** field.

The description you enter appears on the Info tab of your video on the Video Playback page. The Description field supports a small subset of HTML that you can use to format the text. See HTML Supported by the Description Field, page 7-12, for more information.

Step 5 (Optional) Enter tags for your video in the **Tags** field. You can enter more than one tag for your video. Separate multiple tags with a space.

Step 6   If you have more than one video or audio device attached to you computer, select the ones you want to use for this session from the **Video Device** and **Audio Device** drop-down lists in the Capture Settings drawer.

After a few seconds, your webcam should be activated and you should see yourself in the preview window. If you do not see yourself, try choosing a different device.
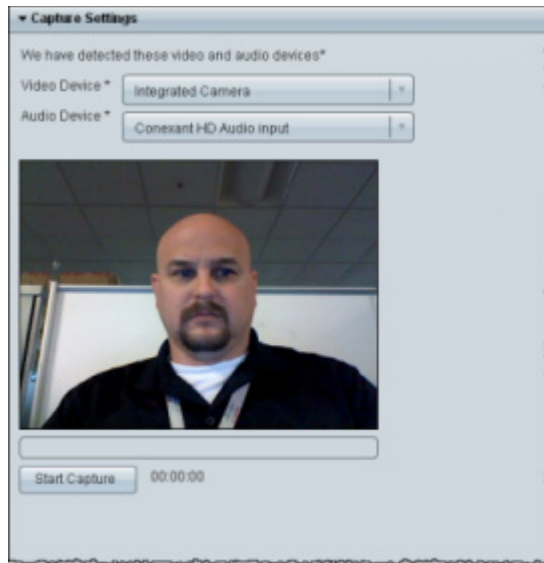
Step 7   Click **Start Capture**. Pause for a few seconds, then begin to speak.

> **Note**   If your recording lasts for 90 minutes, you are given notice that the recording will automatically shut off. You can cancel the warning and continue recording for longer than the 90 minutes.

While recording, you can do the following:

- Click **Pause** to pause the recording.
- Click **Continue** to resume recording.
- Click **Start Over** to erase the current recording and start again.

  If you make a mistake while recording, it might not be necessary to start over. If video editing is enabled for your implementation of Cisco Show and Share, You can use Cisco Show and Share's editing tools to edit out the mistake. Simply pause for a second and then re-record the part where you made the mistake.

Step 8   Click **Pause** when you are ready to save your video.

Step 9   (**Optional**) Click **Download a local copy of this video** to save a copy of the video locally. The dialog boxes and download location depend upon the browser you are using.

Step 10 Now you can add additional content to the video or save and publish your video. See the following topics for more information:

- Add Supplemental or Downloadable Files to a Video, page 7-9
- Save or Publish Your Video, page 7-11

Upload a Video File

You can upload and publish video files that use supported formats and filename extensions.

Table 7-1 shows the audio and video formats supported for upload to Cisco Show and Share. If you have a Cisco MXE integrated with Cisco Show and Share, additional upload formats are available in addition to the standard supported formats.

Table 7-1   Supported Audio/Video Upload Formats

	Standard Supported Formats	Additional Supported Formats With a Cisco MXE
Video Formats	.wmv .wma .asf .asx .flv .mp4 .m4v	.3g2 .3g .avi .mov .mp4v .mpg .mxf .qt .arf (WebEx recording)[1]
Audio Formats	.mp3	—

1. Requires a Cisco MXE 3500 running Release 3.3 software.

Note   In this release, Windows Media on the Macintosh platform is available only with a Windows emulator.

Note   When you upload a video for transcoding by using an iPhone or iPad, the Cisco MXE 3500 transcodes the file in the lowest resolution setting. This is because the iPhone or iPad application compresses the video on the client side to a lower resolution. The uploaded video causes Cisco Show and Share to automatically request the low resolution version from the Cisco MXE 3500. For best results, you should upload the video by using a PC.

Limitations and Restrictions

The maximum file size you can upload is 2 GB.

Procedure

Step 1   Open the Upload Video page:

- Navigate to the **Home** page and then choose **Add Video > Upload a Video**.
- Navigate to the **My Account** page and then click **Upload Video**.

If you are not logged-in to Cisco Show and Share, you will be prompted to log in. The Upload a Video page appears.

Procedures

Step 2   Enter a title for your video in the **Title** field.

```
▼ Add Video Information

    Title:  *  [                                    ]

Description:   [                                    ]
               [                                    ]
               [                                    ]

     Tags:     [                                    ]
```

This title identifies the video and any supplemental or downloadable files—such as slides or a text transcript—that you might later package together with it.

Step 3   (Optional) Enter a description for your video in the **Description** field.

The description you enter appears on the Info tab of your video on the Video Playback page. The Description field supports a small subset of HTML that you can use to format the text. See HTML Supported by the Description Field, page 7-12, for more information.

Step 4   (Optional) Enter tags for your video in the **Tags** field. You can enter more than one tag for your video. Separate multiple tags with a space.

Step 5   Expand the **Add Video** drawer.

Step 6   Click **Browse**. Browse to the local video file and click **Open**.

Step 7   (Optional) If you are uploading a .wmv file, and the system administrator has enabled this feature, an additional checkbox appears. If your .wmv file contains embedded closed captioning or slide synchronization, and you want to preserve them, check this checkbox.

This option is only available for Windows media files. And it only appears if the system uses Cisco MXE to transcode video and if the system administrator has allowed bypassing the conversion of Windows media files.

If you selected a Windows media file, and it contains closed captioning or built-in slide synchronization (added outside of Cisco Show and Share), selecting this checkbox preserves your closed captioning or slide synchronization points. If you do not check the checkbox, and your system automatically transcodes videos on upload, the video is converted to .mp4 format and any embedded closed captioning is lost.

Step 8   Now you can add additional content to the video or save and publish your video. See the following topics for more information:

- Add Supplemental or Downloadable Files to a Video, page 7-9
- Save or Publish Your Video, page 7-11

Link to a Video File

Instead of uploading a file, you can link to a file that resides on another server. When you link to a file on another server, that file remains on and is served from that server.

Table 7-2   Server Types Supported for External Linking

Format	File Extensions	Notes	Link Source			
			HTTP	MMS	RTMP	RTSP
Windows Media	.wmv .wma .asf .asx	Decoded and played by the Windows Media plug-in.	N	Y	N	Y
Adobe Flash video	.flv	Decoded and played by the Adobe Flash plug-in.	Y	N	Y	N
MPEG4 Part 10/H.264	.mp4 .m4v	Decoded and played by the Adobe Flash plug-in.	N	N	Y	Y

Note   In this release, Windows Media on the Macintosh platform is available only with a Windows emulator.

Guidelines and Limitations

- You cannot edit files that are linked to from external servers.
- Pulse features are not available for externally linked files becasue they are not processed by the Cisco MXE.
- Externally linked files will not be available through the mobile application.

Procedure

Step 1   Open the Upload Video page:

- Navigate to the **Home** page and then choose **Add Video > Upload a Video**.

Add Video
Upload a Video
Record a Video
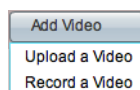
- Navigate to the **My Account** page and then click **Upload Video**.

Upload Video

If you are not logged-in to Cisco Show and Share, you will be prompted to log in. The Upload a Video page appears.

Step 2   Enter a title for your video in the **Title** field.

This title identifies the video and any supplemental or downloadable files—such as slides or a text transcript—that you might later package together with it.

Step 3   (Optional) Enter a description for your video in the **Description** field.

The description you enter appears on the Info tab of your video on the Video Playback page. The Description field supports a small subset of HTML that you can use to format the text. See HTML Supported by the Description Field, page 7-12, for more information.

Step 4   (Optional) Enter tags for your video in the **Tags** field. You can enter more than one tag for your video. Separate multiple tags with a space.

    a.   Expand the **Add Video** drawer and click **link your video by adding a video URL**.

        The fields for linking to a URL appear.

Step 5   Enter a video URL in the URL field.

This URL must be to an actual video file, not to a web page that contains a video. For example, you cannot point to a YouTube page and have the video appear in Cisco Show and Share.

Step 6   (Optional) Add a duration for the video in the **Duration** field.

This allows Cisco Show and Share to accurately display the length of the video and progress through the video.

Step 7   Click **Save URL**.

Step 8   Now you can add additional content to the video or save and publish your video. See the following topics for more information:

    • Add Supplemental or Downloadable Files to a Video, page 7-9

    • Save or Publish Your Video, page 7-11

Add Supplemental or Downloadable Files to a Video

Add Slides to a Video

To add slides to your video package, export your slide deck from your slide software as a series of sequentially numbered JPEG images. Then, collect these images together in a compressed ZIP archive.

Tip   For best results, export your slides using the following dimensions:
— If your viewers mostly use the default slide window: 360x270 pixels
— If your viewers mostly use the resizable "tearoff" slide window: 800 x600 pixels.

Procedure

Step 1   Expand the **Add Optional Files** drawer.

Step 2   Under Slides, click **Browse**.

Step 3   Browse to the individual .jpg files or to the .zip file that contains your slides. If you are uploading individual .jpg files, you can select multiple files in the dialog box.

Step 4   Click **Open**.

Step 5   (Optional) Click **Sort all slides by file name** to cause them to be sorted in alphanumeric order in the slide chooser window.

Tip   Later, you can use the video editor to synchronize the playback timing of your slides and video. See Synchronize Slides to Your Video, page 5-8. This is available for Flash videos only.

Add a Text Transcript to a Video

Transcripts are simple text files that contain the text of your video. You need to create them manually. Cisco Show and Share does not create them for you.

If you are saving your transcript as text from a word processing application, choose UTF-8 as the output encoding. If you do not, certain formatting, such as curly quotation marks and apostrophes, may not appear correctly in the transcript tab. Also, Do not add extra returns between paragraphs in your text file. It will result in large gaps between the paragraphs on the Transcripts tab.

Procedure

Step 1   Expand the **Add Optional Files** drawer.

Step 2   Under Text Transcript, click **Browse**.

Step 3   Select your text transcript file and click Open.

Add Downloadable Files to a Video

You can upload any number of additional files to your video, such as a presentation, a PDF file, or downloadable media files, to your video. Additionally, you can add links to files that are hosted on another server, such as a web server.

Note   Some browsers will automatically play attached media files when they are clicked on. When uploading an audio or video file for viewers to download, create a .zip archive of the video first, and then upload the .zip file.

Limitations and Restrictions

Remote files that you link to must be available through HTTP or HTTPS.

Procedure

Step 1   Expand the **Add Optional Files** drawer.

Step 2   To upload a file from your computer:

    a.   Under Downloadable Files, click **Browse**.

    b.   Navigate to the file you want to upload.

    c.   Click **Open**.

Step 3   To add a link to a file hosted on another server:

    a.   Under Downloadable Files, click **add URLs to externally hosted files**.

    b.   Enter the URL of the file.

    c.   Click **Save URL**.

Step 4   Repeat the above steps for each file you want to attach or link to.

Save or Publish Your Video

Once you have recorded or specified the video to upload, added your video information, and attached any supporting files, it is time to save or publish your video.

- If you are going to edit your video, or make some changes later, click **Save as Draft**.
- If you want to publish your video, either immediately or at some point in the future, click **Go to Publish Page**.

✎

Note   If the approval workflow is enabled for Cisco Show and Share, the Go to Publish Page button is replaced by a **Submit for Review** button.

- To leave without saving or publishing your video, click **Cancel**. The video will not be saved to Cisco Show and Share.

If you have a Cisco MXE integrated with Cisco Show and Share, it will move to a "processing" state while the Cisco MXE transcodes and, optionally, applies the Pulse features. The time spent in this state can depend upon several factors, including the number of videos being processed and whether or not the Pulse features have been enabled. It can take up to several times the length of the video to process.

Reference

- About Video Status, page 7-11
- HTML Supported by the Description Field, page 7-12
- FAQ, page 7-14

About Video Status

When you upload a video, you are returned to the My Account page. Typically, your videos will be in the Draft or Published state. If your server is configured to have a Cisco Media Experience Engine convert uploaded videos to a common format, you will see two additional states: Processing - Draft and Processing - Publish. Table 7-3 describes each video status.

Table 7-3   Video Status Descriptions

Status	Description
Processing - Draft	An uploaded video has been submitted to a Cisco Media Experience Engine for processing. It will be saved as a draft when processing is complete.
Draft	The video is saved as a draft. Only you can view the video.
Processing - Publish	An uploaded video has been submitted to a Cisco Media Experience Engine for processing. It will be published when processing is complete.
Published	The video is published. Anyone with permission can view the video.
Failed	An uploaded video has been submitted to a Cisco Media Experience Engine for processing but could not be processed. Click the information icon for more information about the failure.
Approved	A video was submitted for publication but needed approval. It was approved.

HTML Supported by the Description Field

The following HTML is supported in the Description field of videos:

HTML Element	Usage
<a>	Creates a hypertext link. Supported Attributes • **href** (required)—Specifies the URL for the link. The URL must include **http://**. • **target** (optional)—Specifies the name of the target window to open the link in. Use **_blank** to open the link in a new window or tab. The links created are not underlined or colored. You must use the <u> and <font> elements to manually underline and color your links. **Usage Example** `<a href="https://video.example.com/vportal/VideoPlayer.jsp?ccsid=C-6cafd231 -ff6e-4ca0-b08f-f6306a6c0790:1#" target="_blank">See a sample video</a>`
<u></u>	Underlines text. **Example Usage** `You should <u>underline</u> links to make them stand out.`
<i></i>	Makes text italic. **Example Usage** `See the <i>Cisco Show and Share User Guide</i> for more information.`
	Makes text bold. **Example Usage** `Click <b>Prepare to Publish</b> to continue.`
	Inserts a paragraph. The line break for the paragraph does not happen before the opening tag; the line break is inserted after the closing tag. **Supported Attributes** **align** (optional)—Specify the alignment of the paragraph. Valid values are left, right, center, and justify. By default, paragraphs are left justified. **Example Usage** `<p>This is a paragraph</p><p>This is another</p>`
 	Inserts a line break. Note that you do not use a closing tag. **Example Usage** `The next sentence is on a new line. The next sentence.`

HTML Element	Usage
	Creates a bulleted list. Do not put each on its own line; put them all on one line. If put each on its own line, you will end up with large gaps between the bulleted items. Do not wrap the entries with tags. **Example Usage** - Item 1 - Item 2 - Item 3 **Result** • Item 1 • Item 2 • Item 3
	Inserts an image in the Description field. The image must be hosted on a web server. **Supported Attributes** • **src** (required)—The URL of the image to be displayed. Must be a URL that begins with **http://**. • **align** (optional)—The horizontal alignment of the image. Valid values are left and right. The default value is left. • **height** (optional)—The height of the image, in pixels. • **hspace** (optional)—The amount of horizontal space that surrounds the image where no text appears. The default value is 8. • **id** (optional)—The identifier for the image. Not really useful in Cisco Show and Share. • **vspace** (optional)—The amount of vertical space that surrounds the image where no text appears. The default value is 8. • **width** (optional)—Specifies the width of the image, in pixels. **Example** `<img src="http://example.com/published/images/ShowAndShare.png" />`

HTML Element	Usage
<font>	Change the font. You can use the color, face, and size attributes. **Supported Attributes** You can use one or more of the following attributes: • **color**—Specify the text color. You must use hexadecimal (#FFFFFF) values. Color names are not supported. There is a list of hexadecimal color codes here: http://www.webmonkey.com/2010/02/color_charts/ • **face**—Specify the font face. You can specify a comma-separated list of font names--the first available font will be used. If a specified font face is not available, a substitute font is used. • **size**—Specify the size, in points, of the font. You can also use relative sizes, such as +4 or -3. **Example Usage** `<font size="+2" color=" #0000FF">This Is A Large, Blue Heading</font>`
< textformat> </textformat>	Lets you use a subset of paragraph formatting properties. **Supported Attributes** • **blockindent**—Specifies, in points, the indentation from the left margin to the text in the <textformat></textformat> tags. All lines are indented. • **indent**—Specifies, in points, the indentation from the left margin to the first character in the <textformat></textformat> tags. Only the first line is indented. • **leading**—Specifies, in points, the amount of vertical space between lines. • **leftmargin**—Specifies, in points, the left margin of the paragraph. • **rightmargin**—Specifies, in points, the right margin of the paragraph.

FAQ

Q. Is there a limit to the duration of an uploaded video?

A. No, the limitation is in the amount of storage space your video server has. However, there is a file size limitation of 2 Gb.

Q. Is there a limit to the duration of a video recorded in Cisco Show and Share.

A. No, the limitation is in the amount of storage space your video server has.

Q. Can I change the resolution of recorded video if I use an HD webcam?

A. No, the resolution for video recorded from a webcam is fixed at 320x240.

Troubleshooting

I cannot click Allow in the Adobe Flash Player Settings dialog box when I try to record a video.

If the dialog box does not appear, confirm that your computer hardware and software meet all requirements. See http://cisco.com/go/dms/releasenotes. If you are recording from Mac OS X, you may need to reset the zoom setting in your browser by pressing Command+0.

If that does not work, or if the dialog box appears but you cannot click Allow, do the following:

1. Navigate to a different page (such as the Home page).

2. Right click the page background and choose **Settings** from the context menu.

   The Adobe Flash Player Settings dialog box appears.
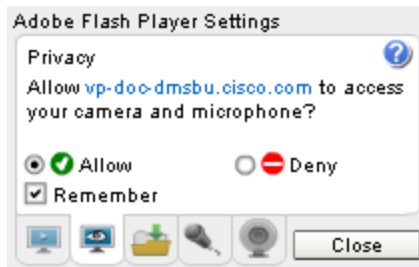
3. Select the **Allow** radio button.

4. Check the **Remember** checkbox.

5. Click **Close**.

6. Return to the Record a Video page.

Why do boxes appear in my text transcript or video description?

This is caused by having special characters, such as curly quotes and apostrophes, in the source. This typically occurs in transcripts pasted into text files from a word processing application.

To fix this, open your transcript in a text editor and replace the characters that appear as boxes with their keyboard equivalent.

Why are my slides not synching to the video.

For slide sync to work, your video must be served from a Flash streaming server. Contact your system administrator.

■ **Troubleshooting**

CHAPTER **8**

Live Events

Revised: June 2014

Topics in this chapter describe how you create, publish, and administer live events. See these sections:

Prerequisites

To succeed at these tasks, you must have Live Event user privileges. In addition:

- Your system administrator must:
  - Install a license to activate support for live events.
  - Configure a Cisco Digital Media Encoder (DME) and add it to Cisco Show and Share to create DME live events, or setup a third-party encoder and streaming server to create non-DME live events.

You must be signed-in as a Live Event user to manage live events in Cisco Show and Share. The Live Event user can create, edit, publish, administer, and delete live events.

Concepts

About Live-Events

Some videos in Cisco Show and Share portray events while they occur, in real time. This video type is a *live event*. Other videos show events that occurred in the past. This video type is *on demand*.

Live Events

Authorized audience members can watch a Cisco Show and Share *live event* stream at a fixed date and time that is reserved in advance.

After the live event starts, audience members who connect late will see the event in progress. They cannot see what came before. During a live event, audience members all see the same thing at the same time. They cannot pause, go forward or backward, or jump to different parts of the video.

When the live event has concluded, it is available for viewing if you have saved the live event stream to an encoded video file. You can then publish the file as a *video on demand* (VoD) (Window media files only).

> **Note**   When you output a VoD from a live event stream that includes synchronized slides, you can publish the VoD file after the event is finished. The slides remain synchronized.
>
> However, if you have MXE transcoding with Cisco Show and Share or if you edit the file in other video editing software, you will lose the slide synchronization instructions from the live event. This loss occurs because the synchronization data is part of the encoded video. Therefore, the data is lost if you re-render or re-encode the video.

On Demand

Authorized audience members can watch a Cisco Show and Share VoD file from the moment that it is published until the moment that it is deleted or archived. Audience members can pause, go forward or backward, or jump to different parts of a VoD at any time.

Video/Audio Streams

Streams are transmitted.

- A *multicast* stream reaches a group of computers simultaneously in a single transmission. This method works well when broadcasting to a large number of viewers.
- A *unicast* stream reaches a single computer at a time. This method works well when broadcasting to a limited number of viewers (up to 20).

Audiences that receive a stream cannot save or edit it, ordinarily. But they can play it—at their discretion—if their computers are equipped to play it.

Video/Audio Files

Files are downloaded manually. Viewers that download a file can save it, and they can play or edit it—at their discretion—if their computers are equipped to play or edit it.

About Digital Media Encoders

When you create a live event, you can designate a Cisco Digital Media Encoder (DME) to manage and broadcast the event. This is a DME live event. For a non-DME live event, you can designate a streaming server to broadcast the event. For more information about selecting the live event type, DME or non-DME, contact your system administrator.

DME Live Events

In relation to Cisco Show and Share, DMEs are devices that convert video and audio to the special formats that computers use. Encoders:

1. Take in the live signals or recorded data that represent video and audio.

2. Convert and compress the information.

3. Generate computer-playable media in the form of streams, files, or both.

The system administrator configures the encoders and encoding formats and profiles that you select when creating a DME live event. Encoding formats are named collections of settings—*presets*—for the encoders. Cisco Show and Share includes a selection of factory-defined encoding formats. The system administrator can also create, change, rename, and delete encoding formats.

Each named encoding format specifies:

- A media output type, such as WMV.

- Dimensions, such as 400x300, that are suitable for a particular type of playback device.

- A bandwidth consumption rate that is optimized for the expected network capacity.

- The overall quality (bit rate, frame rate, and more).

DMEs support two basic modes of operation, called *pull* and *push*. The system administrator configures a pull and/or push mode depending on how the streaming infrastructure is configured.

- In pull configurations, the streaming server pulls streams from the encoder. The encoder is passive.

- In push configurations, the encoder pushes streams to the streaming server. The encoder initiates.

Non-DME Live Events

You can create, manage, and broadcast live events without a Cisco DME in your network. In a non-DME configuration, you can designate a streaming server to broadcast the event when you create the live event draft.

About the Question-and-Answer Workflow

Live events in Cisco Show and Share can include options for viewers to submit written comments and questions. When you use this feature, the workflow can involve several members of your Cisco Show and Share community. This section describes the sequence of events.

1. You choose if the live event should support viewer questions and comments when you create the live event draft.

2. During a live event, viewers write and send their messages and comments in real time, from the Cisco Show and Share portal where they watch the live event.

3. The live event moderator—the person signed-in as the Live Event user—pre-screens incoming questions and comments as they arrive. The moderator can:

   - Move high-priority questions to the Presenter's View tab.

- • Move low-priority questions to the Removed Questions tab, either manually or automatically by keyword.
- • Use keyword filters to display and manage or delete messages that match the defined keywords.

4. The presenter can respond to any of the pre-screened questions and comments.

This illustration represents the question-and-answer workflow.
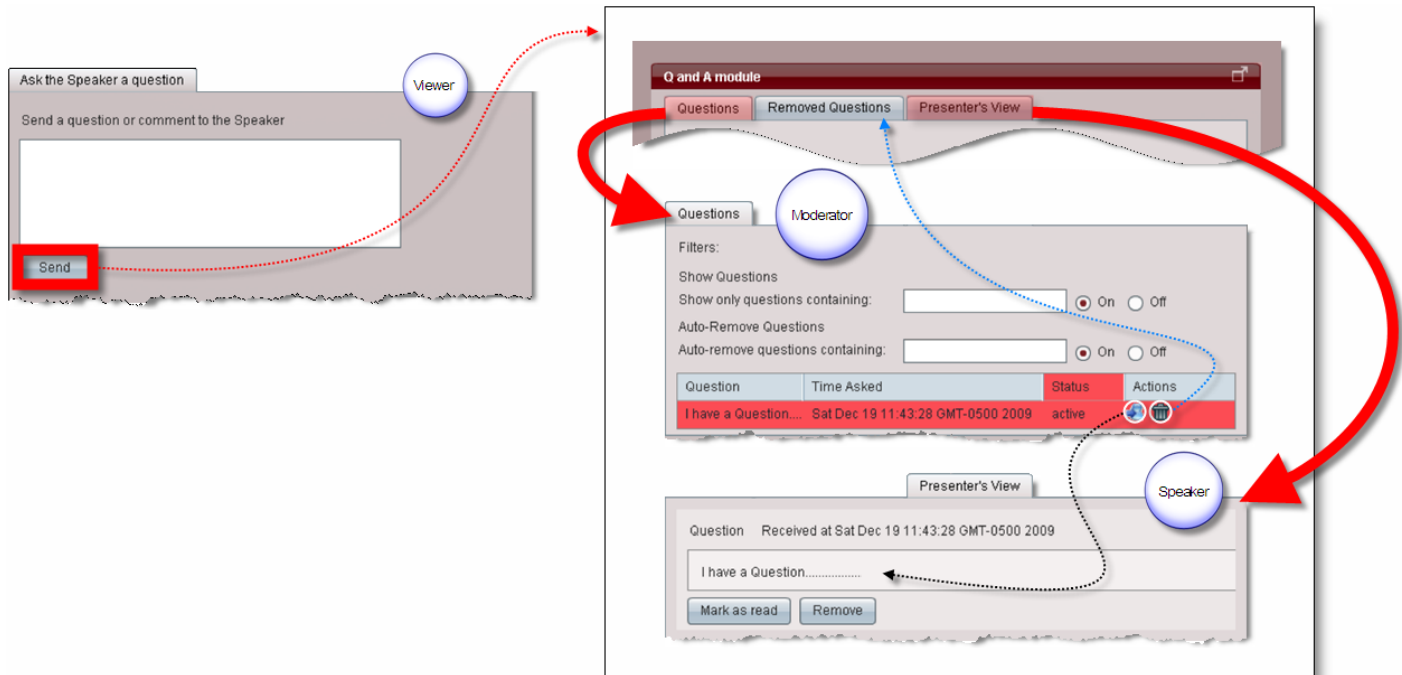
Some Notes About Communication Between Cisco Show and Share and the DMM

All Show and Share server communications with the DME must go through the DMM. For more detail about communication between Cisco Show and Share and the DMM, see the "Ports Used by Digital Media Suite Components" chapter of the *Administrator Guide for Cisco Show and Share 5.3.x*.

The DMM makes calls to the DME—it communicates via SOAP over HTTP on port 80. The DME does not make any calls to the DMM.

There are three modes for streaming Windows media:

- • In test mode, the browser pulls the stream directly from the DME. The port is configurable, and the recommended ports are 6000-7000.
- • In pull mode, the streaming server pulls the stream from the DME. The port is configurable, and the recommended ports are 6000-7000.
- • In push mode, the DME pushes the stream to a streaming server. The port is configurable.

Guidelines and Limitations

Observe these guidelines and limitations when configuring or moderating a live event:

- DME live events are compatible only with Cisco Digital Media Encoders. Non-DME live events may be compatible with many encoders from different manufacturers.

- Non-DME live events—If you are using a streaming server to broadcast the live event, the server must support one of these audio/video formats:

    - Windows Media Video (WMV)

    - Flash

    - MP4

- Live event scale

    - Multicast—The total number of supported viewers depends on your network and streaming infrastructure. You should contact your system administrator and refer to the streaming server documentation for more information.

    - Unicast—For a DME live event, you can unicast to a maximum of 20 viewers. For a non-DME live event, you should contact your system administrator for the maximum number of unicast viewers.

- Live event login time—Will depend on the network infrastructure. Typically, the maximum login time from the first viewer page request to the last viewer page request is approximately three minutes. (This is the total time it takes for the server to accommodate all viewer requests, not individual viewer login time.)

- Accessing a live event—Viewers should access the live event broadcast through a direct URL instead of through the Cisco Show and Share portal. For example:
  https://abc.com/vportal/VideoPlayer.jsp?ccsid=C-a0cc544d-e57d-41e5-a7cc-9c1e5b8369cd:1

- Advance viewer login—Viewers can log in and access the pre-event placeholder before the live event begins.

- Live Event moderators—For appliances running Release 5.3.7 and later, multiple Live Event users can log in. When multiple Live Event users log in, Live Event draft preview is not supported.

  For appliances running Release 5.3, only one person (the author) should be signed-in as the active Live Event user. Sharing the author's credentials to allow multiple people to sign-in and administer the event is not a supported configuration.

- Flash certificate issues—There are two issues regarding certificates:

    - Accessing a live event broadcast—If Show and Share is using a self-signed certificate to support HTTPS communications, viewers might encounter an error message when accessing the live event broadcast on their browsers. To bypass this issue, viewers need to accept the security certificate and proceed to the live event page.

    - Uploading files while creating a live event—Adobe Flash only trusts these third-party Certification Authorities: ChosenSecurity, GlobalSign, Thawte, and Verisign. If Show and Share is using any other third-party certificate to support HTTPS communications, file upload might not work properly.

- Latency—There is a built-in latency of about five seconds from when the video is captured and shown in the Administrator console to when it appears on the viewer's desktop. The delay applies to both the video and the slide markers; the slides will change at the correct time set by the administrator.

- Slideshow files—Supported file type is JPEG with filenames in numerical order. For a DME live event you can upload a ZIP archive that contains sequentially numbered JPEG presentation slides. For a non-DME event the slideshow feature is not supported.

- Creating VoDs—For a DME live event, you must select the **Store as file (auto-archive)** option in the Advanced Settings window when you create the live event draft. This feature is not supported for non-DME live events.

- Optional features—Some VoD features, such as anonymous comments, video ratings and tags, are enabled or disabled by the system administrator. Contact your system administrator for more information.

Procedures

You must be signed-in as a Live Event user to configure, edit, publish, administer, and delete live events.

See the "Guidelines and Limitations" section on page 8-5 for information about creating and administering a live event.

Prepare for a Live Event

See these sections to prepare a live event:

Administer a Live Event

See these sections to start and administer a live event:

Create a DME Live Event Draft

For systems that include a Cisco DME, use this procedure to create a DME live event draft. Follow these steps:

Step 1 Choose **Show and Share** from the global navigation. Log in with your username and password.

Step 2 Click **My Account**, and then click **Create a Live Event**. The Create a Live Event window opens.
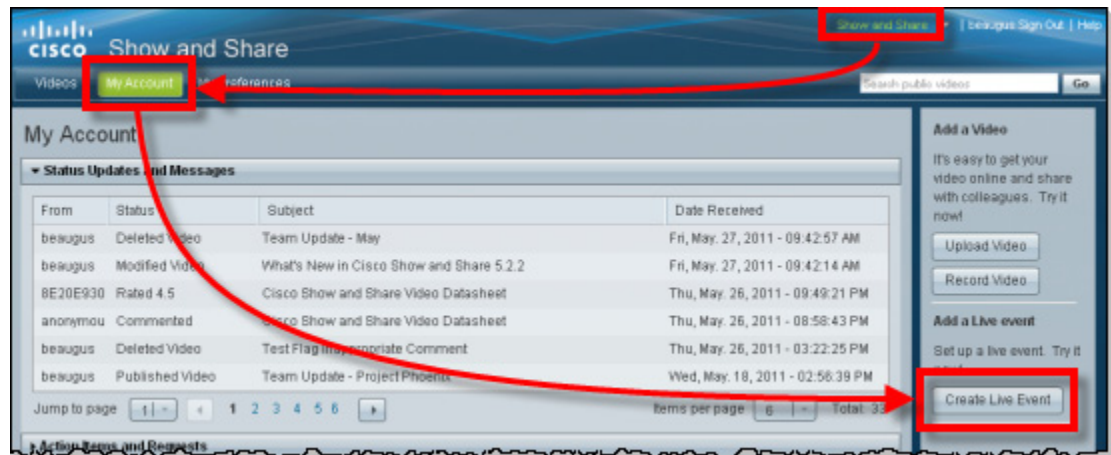
Step 3   In the Choose a Live Event Type field, click **DME Live Event**.

Step 4   Enter a name and description for the live event. Enter tags (optional) that describe the live event.

Step 5   Choose an encoder from the drop-down Encoder list. (The available encoders are managed by the system administrator.)

    a.   If you choose an encoder with a default configuration, the **Video URL** is automatically populated.

    b.   If you choose an encoder and enter Advanced settings, the **Video URL** is populated when you choose a publishing mode.

Step 6   Choose the Default Settings or the Advanced radio button:

    a.   Click **Default Settings** to use the encoder default configuration.

        Enter the **Date** and **Time** for when the live event will start and stop. Click **Forever** if you want the event to remain in the video listing page indefinitely.

    b.   Click **Advanced** to customize the encoder configuration.

        Enter the **Date** and **Time** for when the live event will start and stop. Click **Forever** if you want the event to remain in the video listing page indefinitely.

        In addition, you can specify:

        –   Encoding format (preset)—choose a predefined encoder setting.

        –   DME Input Channel—choose a specific channel.

        –   Publishing mode—choose a Push or Pull publishing mode.

        –   Video, Audio, and Video Input Standard—choose the modes appropriate for the event.

        –   Store as file (auto archive)—automatically save the live event file to convert to a VOD after the event. The file type must be **.wmv** and the event must have a **Stop** time and date.

Step 7   In the Live Event Images drawer, specify:

    a.   Thumbnail image—the JPEG image displayed as a thumbnail in the event directory listing.

    b.   Pre-event image—the JPEG image displayed as a placeholder before the live event is active.

    c.   Post-event image—the JPEG image displayed after the live event has concluded.

> ✎
> **Note**   You should specify all three images. If you save the event without these images, the live
> event thumbnail will be a default green film roll, and the pre-event and post-event
> placeholders will be empty in the video player page.

Step 8   In the Optional Items drawer:

a.   Choose whether to use the Question and Answer module during the live event.

When this module is turned On, viewers can submit questions to presenters in real time. See the
for more information.

b.   Choose whether to use the Polling module during the live event.

When this module is turned On, viewers can respond to predefined polling questions. The poll can
include any number and combination of true/false questions and multiple-choice questions.

When you write a multiple-choice question, you must also write at least two possible answers to
the question.

– Click **Add more polling replies** to add an answer.

– Click **Add another question** to expand the poll.

– Click **Preview Poll** to review the poll.

c.   Choose whether to enable a slideshow for viewing during the live event. Browse to select the
individual JPEG files or a ZIP archive that contains sequentially numbered JPEG copies of
presentation slides.

d.   Choose whether to attached related files for viewer download. These files are attached to the live
event so that viewers can download them after the event has begun.

Step 9   Click **Save as Draft**.

Step 10   Stop. You have completed this procedure.

Create a non-DME Live Event Draft

For systems that do not include a Cisco DME, use this procedure to create a non-DME live event draft. Follow these steps:

Step 1   Choose **Show and Share** from the global navigation. Log in with your username and password.

Step 2   Click **My Account**, and then click **Create a Live Event**. The Create a Live Event window opens.
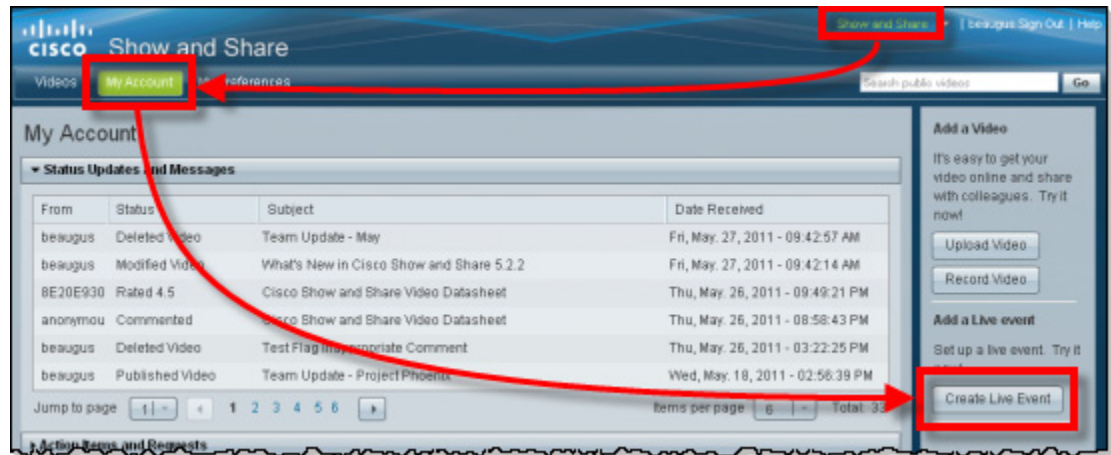
Step 3   In the Choose a Live Event Type field, click **non-DME Live Event**.

Step 4   Enter a name and description for the live event. Enter tags (optional) that describe the live event.

Step 5   Enter the **video URL** of the streaming server in the Video URL field.

Step 6   Choose a **Video Format** that supports the video URL protocol:

- For a Windows Media Video URL (*http://encoder:8888*), choose **WMV**.

- For a Flash URL (*rtmp://servername/application/codecID:streamname.extension*), choose **FLV 16:9**, **FLV 4:3**, or **MPEG-4 H.264 16:9**.

- For a Quicktime URL (*rtsp://servername/filename.sdp* or *http://servername/filename.sdp*), choose **MPEG-4 H.264 4:3**.

Step 7   Enter the **Date** and **Time** for when the live event will start and stop. Click **Forever** if you want the event to remain in the video listing page indefinitely.

Step 8   In the Live Event Images drawer, specify:

a.   Thumbnail image—the JPEG image displayed as a thumbnail in the event directory listing.

b.   Pre-event image—the JPEG image displayed as a placeholder before the live event is active.

c.   Post-event image—the JPEG image displayed after the live event has concluded.

> ✎
>
> **Note**   You should specify all three images. If you save the event without these images, the live event thumbnail will be a default green film roll, and the pre-event and post-event placeholders will be empty in the video player page.

Step 9   In the Optional Items drawer:

    a.   Choose whether to use the Question and Answer module during the live event.

    When this module is turned On, viewers can submit questions to presenters in real time. See the "About the Question-and-Answer Workflow" section on page 8-3 for more information.

    b.   Choose whether to use the Polling module during the live event.

    When this module is turned On, viewers can respond to predefined polling questions. The poll can include any number and combination of true/false questions and multiple-choice questions.

    When you write a multiple-choice question, you must also write at least two possible answers to the question.

      – Click **Add more polling replies** to add an answer.

      – Click **Add another question** to expand the poll.

      – Click **Preview Poll** to review the poll.

Step 10   Click **Save as Draft**.

Step 11   Stop. You have completed this procedure.

Preview a Live Event Draft

After you save a live event draft and before you publish it, you can preview it. This procedure is optional. Follow these steps:

Step 1   Choose **Show and Share** from the global navigation. Log in with your username and password.

Step 2   Choose **My Account > Videos > Live Events**.

Step 3   Choose the live event draft and click **Play**. The preview video window opens.
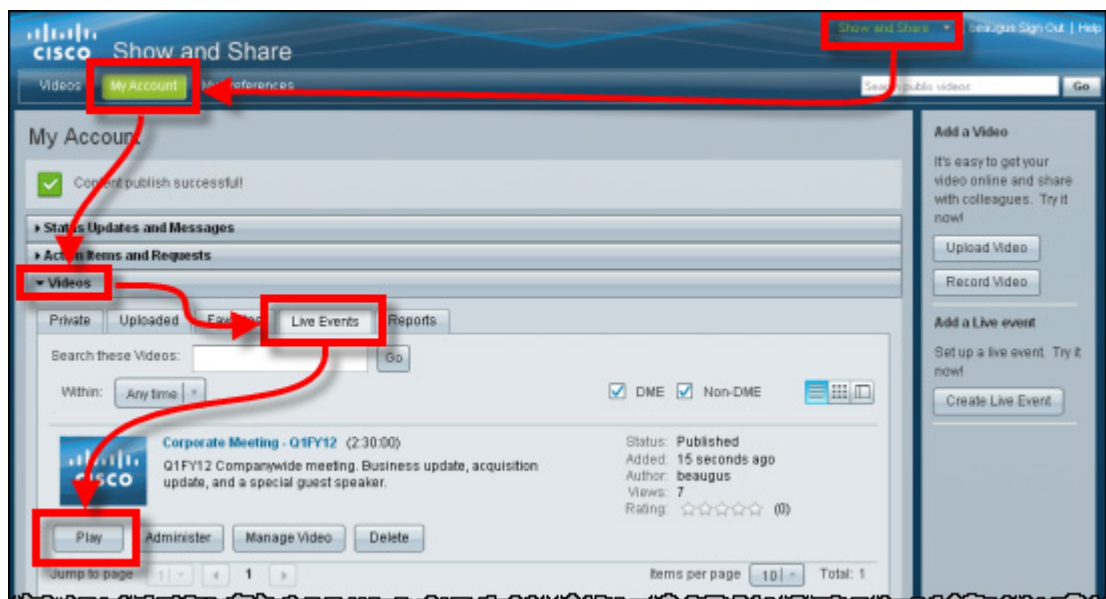
Step 4   Click **Back** when you are finished.

Step 5   Stop. You have completed this procedure.

Edit a Live Event Draft

After you save a live event draft and before you publish it, you can edit the event settings. This procedure is optional. Follow these steps:

Step 1   Choose **Show and Share** from the global navigation. Log in with your username and password.

Step 2   Choose **My Account > Videos > Live Events**.

Step 3   Choose the live event draft and click **Manage Video. The Edit a Live Event window opens.**
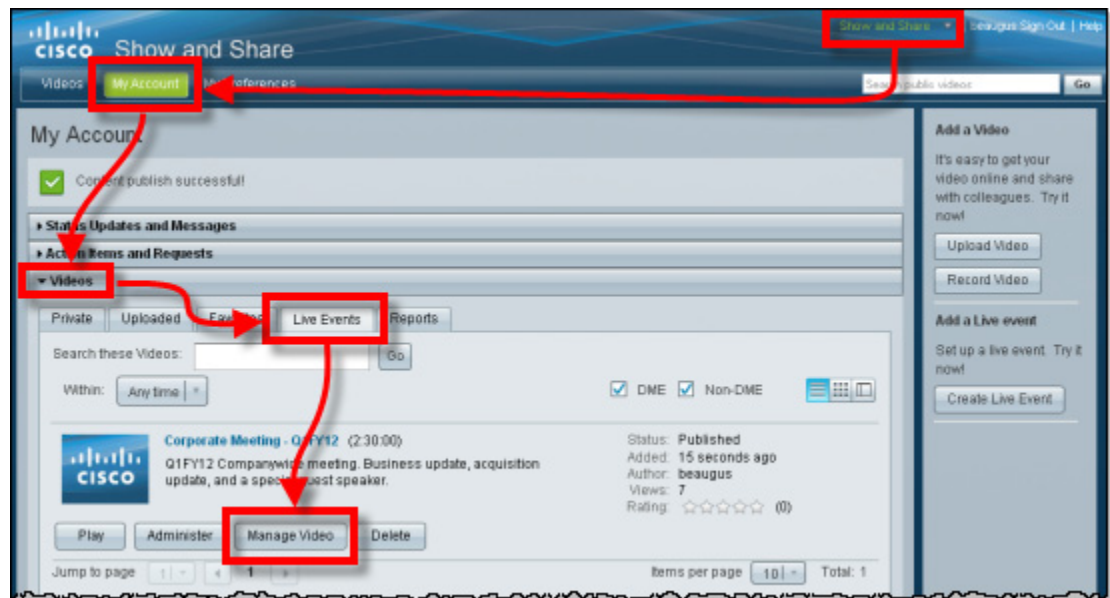
Step 4   Change options, settings, and values, as needed. These are the same options, settings, and values that you entered when you created the live event draft.

Step 5   Click **Save as Draft**.

Step 6   Stop. You have completed this procedure.

Publish a Live Event Listing

You can publish a listing for the live event. Doing this helps other Cisco Show and Share community members to plan ahead. An event listing tells them:

- *What*—You plan to host a live event
- *Why*—Its purpose
- *When*—Its start and stop times
- *Who*—The identities of the scheduled presenters and intended audience

You must create and save a live event draft before you can publish a listing for it. This procedure is required. Follow these steps:

Step 1 Choose **Show and Share** from the global navigation. Log in with your username and password.

Step 2 Choose **My Account > Videos > Live Events**.

Step 3 Choose the live event draft and click **Publish**. The Publish a Live Event page opens.
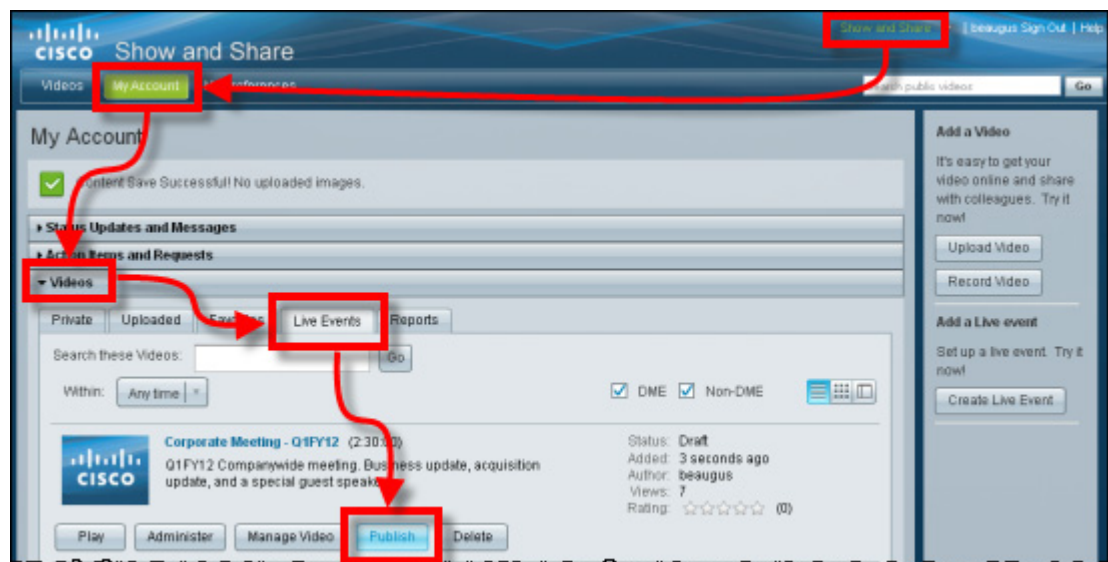
Step 4 Verify the values in the Live Event Summary. Click **Edit** to correct any values that are wrong. If you click **Edit**, the Publish a Live Event page closes; the Edit a Live Event page opens in its place. See the "Edit a Live Event Draft" section on page 8-11 for more information.

Step 5 Specify the Page Permissions and Categories values:

   a. User Access

     – Click **Allow all users**—to allow all users in the Cisco Show and Share community to view this video.

     – Click **Allow only specific users to view this video**—Specify an existing user group or create a new user group.

    b. Video Categories

       – Click **Do not categorize my video**

       – Click **Categorize my video**—Specify an existing an existing category name or create a new category.

Step 6   Specify the Scheduling details:

    a. Click **Immediately**—to make the listing visible now.

    b. Click **At a scheduled time**—to schedule a future time and date for the listing to become visible.

       – Enter the **Date** and **Time** values.

Step 7   Click **OK** to publish the listing for the live event.

Step 8   Stop. You have completed this procedure.

Send a Live Event Notification

You must create, save, and publish a live event draft before you can send a live event notification. This procedure is required. Follow these steps:

Step 1   Choose **Show and Share** from the global navigation. Log in with your username and password.

Step 2   Choose **My Account > Videos > Live Events**.

Step 3   Choose the live event that you want to advertise and click **Play**.

Step 4   When the selected live event page opens, copy the event URL displayed in the browser address bar. For example:

https://abc.com/vportal/VideoPlayer.jsp?ccsid=C-a0cc544d-e57d-41e5-a7cc-9c1e5b8369cd:1

    ✎

Note   Do not use the top-level Show and Share portal URL; using the portal URL could cause network congestion during viewer log in.

Step 5   Paste the selected live event URL in your email notification. Send the email.

If you restricted access to specific users or groups when you created the event, only the authorized users can log in and view the event.

Step 6   Stop. You have completed this procedure.

Start and Administer (Moderate) a Live Event

To start and administer, or moderate, a live event, you must have Live Event user privileges and be signed-in as the Live Event user.

Note
- For appliances running Release 5.3.7 and later, multiple Live Event users can log in. When multiple Live Event users log in, Live Event draft preview is not supported.

- For appliances running Release 5.3, only one person (the author) should be signed-in as the active Live Event user. Sharing the author's credentials to allow multiple people to sign-in and administer the event is not a supported configuration.

When you are signed-in as the Live Event user, you can use the Live Event Administration page to turn On the live event stream. Then, after the stream is started:

- Viewers can watch the live event in real time through Cisco Show and Share.

- You can administer special features as the event moderator.
  - Did you activate the "Question and Answer" feature when you prepared the live event draft? If so, viewers can submit questions for the presenters to answer. You, as the event moderator, can pre-screen the questions for the presenters before they respond.

  - Did you activate the "polling" feature when you created the live event draft? If so, you can run an ad-hoc survey spontaneously during the live event. Or, if you prepared an audience survey and saved it as part of the draft, you can run that survey during the live event. Viewers can use Cisco Show and Share to submit their answers to the survey questions.

  - Did you activate the "slide show" feature when you created the live event draft? And did you upload a files or a ZIP archive that contains sequentially numbered JPEG copies of presentation slides for the live event? If so, you can sync the slide deck to the event in real time. (The slideshow feature is only supported for DME live events.)

- You can invite additional viewers after the event has started by clicking the Share tab to send a URL or an email invitation. However, only viewers that have been granted access during Publish a Live Event Listing can access the live event. See the "Publish a Live Event Listing" section on page 8-12.

Start the Live Event

You must create, save, and publish a live event draft before you can start and administer it. This procedure is required. Follow these steps:

Step 1   Choose **Show and Share** from the global navigation. Log in with your username and password.

Step 2   Choose **My Account > Videos > Live Events**.

Step 3   Choose the live event draft, and then click **Administer.** The Administer a Live Event page opens.
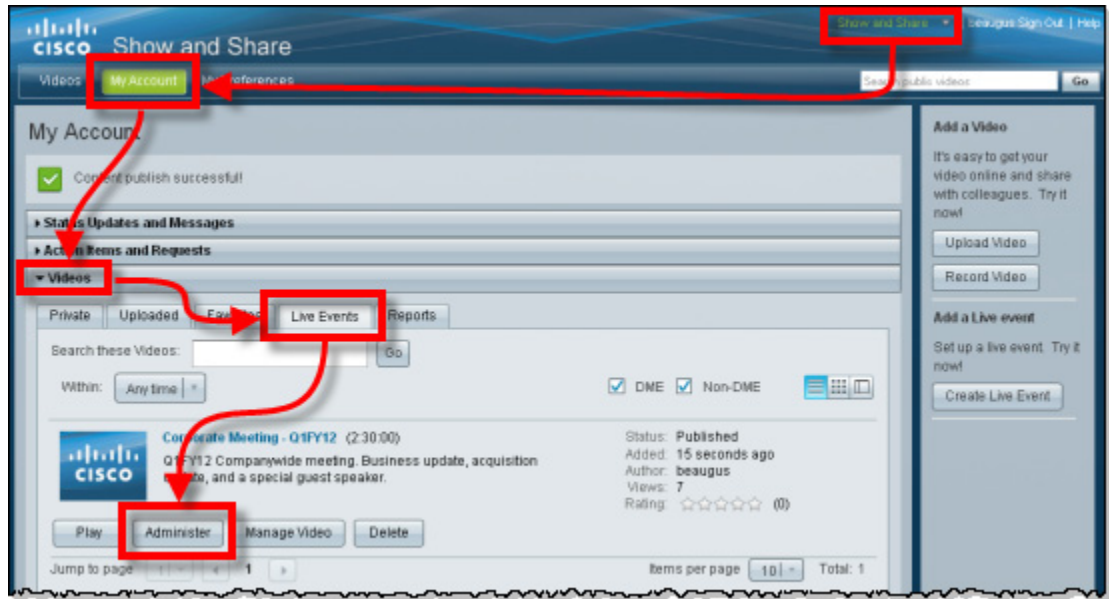
Step 4   To begin broadcasting, access the Main Administrative Controls window.

a.   For a DME live event:

To start the live event stream, click Encoder **Start** and then Broadcast **Start**. Viewers will see the broadcast when you click Broadcast **Start**. (There is an 8 to 12 second delay while the video is digitized.)

To preview the audio/video before enabling the broadcast, click Encoder **Start** and then Preview **Start**. You can adjust the input volume by using the audio slider in the Current Encoder Settings window. (The preview image updates every few seconds while in the preview mode.) When you are ready to being broadcasting, click Broadcast **Start**.

Note   For appliances running Release 5.3.7 or later, Live Event draft preview is not supported when multiple Live Event users log in. In Release 5.3, only one person (the author) should be signed-in as the active Live Event user.

b.   For a non-DME live event:

To start the live event stream, click Broadcast **Start**.
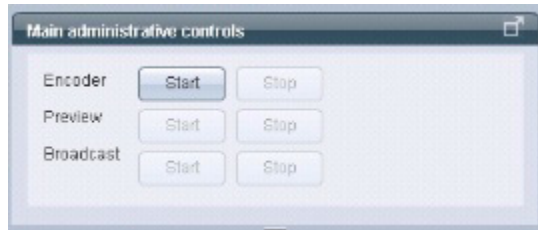
Step 5 To moderate viewer questions and comments, use the Questions tab to manage viewer submissions in real time.

    a. Click icons in the Actions column, at your discretion.

       – The presenter icon moves a question to the Presenter's View tab.

       – The trash icon moves a question to the Removed Questions tab.

    b. Define a filter and turn it On to see only the comments and questions that meet your filtering criteria.

    c. Define a filter and turn it On to automatically move off-topic comments and questions to the Removed Questions tab when they meet your filtering criteria.

    You can turn a filter Off to disable it temporarily. Or, you can clear its definition to disable it permanently.

Step 6 To conduct a poll, use the Polling tab to survey the viewers anonymously.

    a. Click **Open polling** to start a polling cycle.

    b. To show a question to the viewers for any length of time.

       – Click **Display question to audience** when you are ready to solicit responses to a question. The viewers can choose one of the prepared responses and submit that response as their vote.

       – Click **Remove question from audience** when you are finished with a question. The question is hidden and viewers can no longer submit a response.

       – Click **Display polling results to audience** when you want to share the polling results with the viewers.

    c. Click **Close polling** to stop the polling cycle.

Step 7 To manage a slide show, use the Slide Show Controller tab to select the desired slide (only DME live events).

Step 8 To stop broadcasting, access the Main Administrative Controls window.

    a. For a DME live event:

    Click Broadcast **Stop and then Encoder Stop**.

    b. For a non-DME live event:

    Click Broadcast **Stop**.

    Note It is important to **Start** and **Stop** the Encoder for each live event. Leaving the encoder running with an event configuration might cause inconsistent results if used for a different event. (Only DME live events.)

Step 9 Stop. You have completed this procedure.

Create a VoD From a Live Event

These are the requirements for creating a VoD after a live event broadcast:

- The event must be a DME live event.
- When creating the live event draft, the **Store as file (auto-archive)** option in the Advanced Settings window must be selected before the broadcast begins. See the "Create a DME Live Event Draft" section on page 8-6.
- The Encoder must be started for the specific live event after the **Store as file** setting was saved (**Start** Encoder, **Start** Broadcast).
- The Encoder must be stopped when the live event is finished (**Stop** Broadcast, **Stop** Encoder).

This procedure is optional. Follow these steps:

Step 1   Choose **Show and Share** from the global navigation. Log in with your username and password.

Step 2   Choose **My Account > Videos > Live Events**. A list of the live events that you administer appears.

Step 3   Select the live event for which you want to create a VoD, and then click **Manage**. The Edit a Live Event page opens.

Step 4   In the Live Event Basic Setup window, click **Save as VoD**. The file is automatically downloaded and saved in the Show and Share **Videos > Uploaded** tab.

Step 5   Navigate to the Uploaded tab. Select the event and click **Publish**.

Step 6   In the Publish Your Video window, enter the publishing information and any additional attributes. Click **Publish**.

Step 7   Stop. You have completed this procedure.

Download Questions From a Live Event

You can download a list of the questions submitted by viewers during a live event. This procedure is optional. Follow these steps:

Step 1   Choose **Show and Share** from the global navigation. Log in with your username and password.

Step 2   Choose **My Account > Videos > Live Events**. A list of the live events that you administer appears.

Step 3   Select the live event for which you want to download the question list, and then click **Administer**. The Administer a Live Event page opens.

Step 4   Click **Export Questions**.

Step 5   A dialog box prompts you to specify a download location for the question file. By default, the file is named QuestionsReport.txt. (You might be able to rename the file before downloading.)

The file contains the question asked, the time it was asked, and the status of the question.

Step 6   Stop. You have completed this procedure.

Delete a Live Event

✎
Note   Before deleting a live event, confirm that the encoder configuration related to the live event is not running: **Administer** > **Stop** Broadcast, **Stop** Encoder (only DME live events).

You can delete the live event file. This procedure is optional. Follow these steps:

Step 1   Choose **Show and Share** from the global navigation. Log in with your username and password.

Step 2   Choose **My Account > Videos > Live Events**. A list of the live events that you administer appears.

Step 3   Choose the live event draft, and then click **Delete**.

Step 4   Click the **Delete** button. A Warning popup window opens with the option to delete the live event file. Choose **Yes** to delete the file.

A system message will confirm that the deletion was successful.

Step 5   Stop. You have completed this procedure.

Reference

- Supported Dimensions for Encoded Video, page 8-18
- Supported Encoding Bit Rates for Flash Video on DMEs, page 8-18
- Supported Encoding Profiles for Windows Media on DMEs, page 8-19

Supported Dimensions for Encoded Video

These are the supported dimensions for video. All dimensions are in pixels.

- Show and Share Default 400x300
- FULL 640x480
- CIF 320x240
- QCIF 160x120
- CUSTOM

Supported Encoding Bit Rates for Flash Video on DMEs

These are the supported encoding bit rates for video. All values are in kbps.

- 32
- 40
- 56
- 64

- 80
- 96
- 112
- 128
- 160
- 192
- 224
- 256
- 288
- 320

Supported Encoding Profiles for Windows Media on DMEs

Capture Profiles for Windows Media 9 Conversions

- Convert To Windows Media 9 (2M)
- Convert To Windows Media 9 (1.5M)
- Convert To Windows Media 9 (768K)
- Convert To Windows Media 9 (350K)
- Convert To Windows Media 9 (50K) for Mobile Streaming

Capture Profiles for Broadband

Film
- Video for broadband film content (1500 Kbps total)
- Video for broadband film content (768 Kbps)

NTSC
- Video for broadband NTSC (1500 Kbps total)
- Video for broadband NTSC (2 Mbps total)
- Video for broadband NTSC (256 Kbps)
- Video for broadband NTSC (384 Kbps)
- Video for broadband NTSC (768 Kbps)
- Windows Media Video 8 for Broadband (NTSC, 1400 Kbps)
- Windows Media Video 8 for Broadband (NTSC, 700 Kbps)

PAL
- Windows Media Video 8 for Broadband (PAL, 384 Kbps)
- Windows Media Video 8 for Broadband (PAL, 700 Kbps)

Variable Bit Rate

- Windows Media 8 Best Quality based VBR for Broadband.

- Windows Media 8 Fair Quality based VBR for Broadband

- Windows Media 8 High Quality based VBR for Broadband.

Capture Profiles for Color PDAs

- Video for color PDA devices (150 Kbps)

- Video for color PDA devices (225 Kbps)

Capture Profiles for Dial-up Modems and ISDN

- Video for dial-up modems or LAN (28.8 to 100 Kbps)

- Video for dial-up modems or single channel ISDN (28.8 to 56 Kbps)

- Video with audio emphasis for dial-up modems (28.8 Kbps)

- Video with voice emphasis for dial-up modems (28.8 Kbps)

- Windows Media Video 8 for Dial-up Modems (28.8 Kbps)

- Windows Media Video 8 for Dial-up Modems (56 Kbps)

- Windows Media Video 8 for Dial-up Modems or LAN (28.8 to 100 Kbps)

- Windows Media Video 8 for Dial-up Modems or Single-channel ISDN (28.8 to 56 Kbps)

- Video for e-mail and dual-channel ISDN (128 Kbps)

- Video for LAN, cable modem, or xDSL (100 to 768 Kbps)

- Video for single-channel ISDN (64 Kbps)

- Video for Web servers (28.8 Kbps)

- Video for Web servers (56 Kbps)

- Windows Media 9 (1.5M)

- Windows Media 9 (2M)

- Windows Media 9 (350K)

- Windows Media 9 (50K) for Mobile Streaming

- Windows Media 9 (768K)

- Windows Media Video 8 for Color Pocket PCs (150 Kbps)

- Windows Media Video 8 for Color Pocket PCs (225 Kbps)

- Windows Media Video 8 for LAN, Cable Modem, or xDSL (100 to 768 Kbps)

- Windows Media Video 8 for Local Area Network (100 Kbps)

- Windows Media Video 8 for Local Area Network (256 Kbps)

- Windows Media Video 8 for Local Area Network (384 Kbps)

- Windows Media Video 8 for Local Area Network (768 Kbps)

Troubleshooting

In addition to these topics, also see the "Guidelines and Limitations" section on page 8-5 for configuration information.

There is a delay between when I select a slide as a Live Event administrator and when it appears on the viewer's screen

When you select a slide, the slide synchronization information is embedded in the video stream itself. There is a built-in latency of about five seconds that is used for buffering the video stream (for smoother playback). When the video stream arrives at the viewer's browser, Cisco Show and Share retrieves the slide indicated by the embedded information. So, although you might see a delay from when you select a slide from the admin console to when it appears on a viewer's desktop, the delay applies to both the video and the slide. Viewers see the slide change at the correct time set by the administrator.

There is an error message when viewers without the QuickTime plugin attempt to view a live H.264 stream

The QuickTime plugin is used to decode H.264 live event streams in Cisco Show and Share. The system administrator can enable or disable the automatic download of the QuickTime plugin. When enabled, Cisco Show and Share attempts to download the plugin if it is not installed. When disabled, browsers without the plugin will receive an error message when attempting to view a live H.264 stream.

There is an error message when viewers without the Windows media plugin attempt to view a live WMV stream

Viewers should download and install the Windows media plugin prior to accessing a WMV stream.

When administering a DME live event, the Encoder Start button does not respond

If the encoder start button does not respond, physically check that the DME is stopped. If needed, manually stop the encoder. Then click Encoder **Start** and Broadcast **Start** to begin the live broadcast. (Only DME live events.)

■   **Troubleshooting**

Use Show and Share Author Reports

Revised: November 2013

Cisco Show and Share includes reporting features that let you know if people are watching your videos and for how long.

- About Cisco Show and Share Author Reports, page 9-1
- Procedures, page 9-5

About Cisco Show and Share Author Reports

Authors can run three different reports for their videos: Page Views, Video Views, and Viewer Aggregation. Each report can be run for specific video or for all your videos. You can only view reports for videos that you uploaded, however the "superuser" user can view reports for any video.

To learn more about each report and what it can tell you about your video viewership, see the following topics:

- About the Page View Report, page 9-2
- About the Video View Report, page 9-3
- About the Viewer Aggregation Report, page 9-4

About the Page View Report

The page view report shows how many time your video pages have been accessed per day. If you do not choose a specific video, it is the total number of times all of your video pages have been accessed. If you select a specific video, it is the total number of times, per day, that the single video page has been accessed.

The report is shown as a graph and as a table of data. The data can be downloaded as a Microsoft Excel spreadsheet.

Figure 9-1   Page View Report Graph

Figure 9-2   Page View Report Table

Date	Page Views
2010-10-15	7
2010-10-18	1
2010-10-19	1
2010-10-20	3
2010-10-27	3
2010-11-03	2
2010-11-10	6
2010-11-11	3
2010-11-12	3

About the Video View Report

The video view report shows how many times a video has been played. This differs from the page view report because it counts not only the number of times your video page has been accessed but also the number of times a video has been played when embedded in other web pages using the embed code.

✎

Note If your embedded videos are not set to autoplay when the page is accessed, the number of video views reported when a page with an embedded video may be incremented twice—once when the page containing the embedded video is accessed and once when the video is played.

The report shows how many times the video was viewed, the average play time, and the total play time.

Figure 9-3   *Video Views Report Graph*

Figure 9-4   *Video Views Report Table*

Date	Avg Play Time	Total Play Time	Video Views
2010-09-22	00:00:00	00:00:00	2
2010-09-23	00:09:46	01:18:09	8
2010-09-28	00:08:07	00:56:49	7
2010-09-30	00:00:12	00:00:12	1
2010-10-05	00:12:12	00:24:23	2
2010-10-08	00:00:00	00:00:00	1
2010-10-12	00:00:30	00:04:02	8
2010-10-13	00:01:51	00:12:58	7

About the Viewer Aggregation Report

The viewer aggregation report shows which viewers are watching your videos and for how long. For each day that the selected video was viewed, this report shows who watched the video, how many times the viewer watched the video, the average play time for the video, and the total play time for the video. Anonymous users and days with no video views are not shown in the report.

Figure 9-5   *Viewer Aggregation Report Table*

Date	Username	Avg Play Time	Total Play Time	Video Views
2010-11-14	superuser	00:03:20	00:03:20	1
2010-11-14	TestUser1	00:00:44	00:00:44	1

Procedures

Generate Reports

Before You Begin

This software uses scalable vector graphics in its charting. For browser requirements, see *Release Notes for Cisco Digital Media Suite 5.2.x* on Cisco.com.

Procedure

Step 1 Log-in to Cisco Show and Share.

Step 2 Choose **My Account**, open the **Videos** drawer, and then and then click the **Reports** tab.

Step 3 Choose the desired report from the **Report by** list.

Step 4 Select a date range for the report to cover by doing one of the following:

- Choose a pre-defined range from the **Date range** list.
- Enter a specific range using the **Start date** and **End date** fields. You can type a date directly in the field in MM/DD/YYYY format or you can click the calendar button to scroll to the desired date.

Step 5 (Optional) Select a specific video to run the report on:

   a. Click to expand the **Select video** drawer.

   A list of your videos appears.

   b. If needed, use the Search by Title field to search for a specific title or the sort list to help navigate to the video.

   c. Click the video title to select the video.

Step 6 Click the **Create report** button.

A graph and a table of data for your report appears at the bottom of the page.

Export Report Data

You can export your report data to an Excel spreadsheet.

Procedure

Step 1 Run your report as described in Generate Reports, page 9-5.

Step 2 Click the **Export to Excel** button below the report data table.

Step 3 Depending upon your browser, you may be prompted to open or save the file. Follow the instructions in your browser's dialog box.

Step 4   If you receive an error when opening the file that the file is not the same format as the extension indicates, click **Yes** to open the file. This error is harmless and your data will open normally.
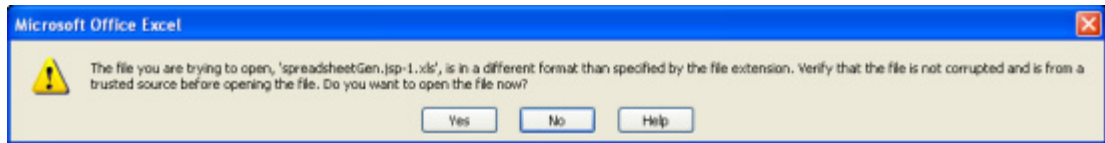
Tip   Hash marks *(#####) in a cell indicate that the data in the cell is wider than the cell size. Simply resize the column to display the data.*

Free Manuals Download Website

http://myh66.com

http://usermanuals.us

http://www.somanuals.com

http://www.4manuals.cc

http://www.manual-lib.com

http://www.404manual.com

http://www.luxmanual.com

http://aubethermostatmanual.com

Golf course search by state

http://golfingnear.com

Email search by domain

http://emailbydomain.com

Auto manuals search

http://auto.somanuals.com

TV manuals search

http://tv.somanuals.com