Bosch Live Site

BOSCH
Invented for life

| Home | Webcast ⌄ | Feedback ⌄ | Site ⌄ | Statistics ⌄ | Support ⌄ | Exit ⌄ |

[u : bosch-live] [   ] [sl: English]

Dec ▾ 2012 ▾ , Dec ▾ 2012 ▾

Filter   Reset

Book a webcast   Recycle bin

1

| Webcast hours remaining | 33:42:50 | | Contract end date: 2013-10-17 |

Title	Attachments	Visibility	Hits	Date

1

Webcast Planner and Player

DCNM-LWA

BOSCH

en Software manual

Table of contents

1   About this manual

The purpose of this manual is to provide information required for installation, configuration and operating the DCN multimedia Webcast Planner and Player application. This manual describes no hardware installation instructions. If required, refer to the DCN multimedia Webcast Application software manual.

This manual is available as a digital document in the Adobe Portable Document Format (PDF). For more information about DCN multimedia in general, refer to the product related information on www.boschsecurity.com.

1.1   Intended audience

This manual is intended for operators and users of the DCN multimedia Webcast Planner and Player application.

1.2   Copyright and disclaimer

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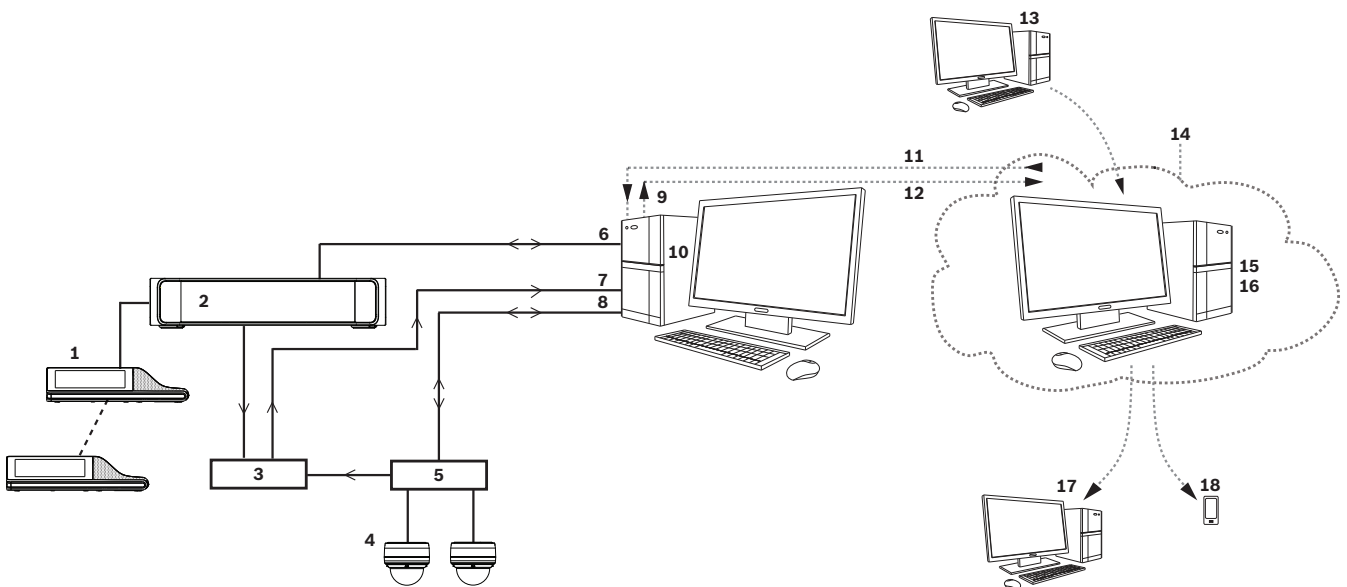
1.3   Document history

Release date	Documentation version	Reason
2014.01.27	V1.0	1st edition.

2   System overview

The DCN multimedia Webcast Planner and Player is a password protected website used to book and manage meetings in the **Player Micro site** (start time, settings and appearance) as well as attach content such as agenda points, presentations, polls/surveys, links and documents. Once meeting times and content are finalised, they are then loaded into the **Webcast Application**.

The **Micro site** is the website which hosts all the webcasts published by the **Webcast Application**. The **Player** is included in the **Micro site** and is used to view any live or published webcasts along with the attached content added in the **Planner**.

Webcasting with HD cameras

1.   DCN multimedia - Multimedia Device (DCNM-MMD).
   –   For information, refer to the DCN multimedia manuals.
2.   DCN multimedia Audio Powering Switch (DCNM-APS).
   –   For information, refer to the DCN multimedia manuals.
3.   Audio to Serial Digital Interface (SDI) converter. Used with HD cameras.
   –   **NOTICE**: Use Audio output 2 (recording output) on the DCNM-APS.
   –   For information, refer to Requirements and the available documentation of the SDI converter.
4.   Bosch HD Conference Dome.
   –   For information, refer to the available documentation of the used camera.
5.   HD-SDI video switcher for HD cameras (Needed when more than 1 camera will be used.).
   –   For information, refer to the available documentation of the used video switcher or Allegiant.
6.   DCN multimedia software suite.
   –   For information, refer to the DCN multimedia manuals.
7.   Audio and video from the HD-SDI converter to the HD-SDI capture card.

- For information, refer to Requirements and the available documentation of the SDI converter.
8. Ethernet connection to the HD-SDI video switcher (by using HD cameras).
   - For information, refer to Requirements and the available documentation of the video switcher or capture card.
9. DCN multimedia Webcast Application (DCNM-LWA).
   - For information, refer to the DCN multimedia Webcast Application software manual.
10. Windows PC.
    - For information, refer to the DCN multimedia Webcast Application software manual.
11. Sync webcast booking (Webcast planner).
    - For information, refer to this software manual.
12. Stream or publish webcast (Webcast Player + Microsite).
    - For information, refer to the DCN multimedia Webcast Application software manual and this software manual.
13. Client booking a webcast.
    - For information, refer to this software manual.
14. Internet environment.
15. Webcast Planner (internet accessible) application.
    - For information, refer to this software manual.
16. Webcast Player + Microsite (internet accessible).
    - For information, refer to this software manual.
17. Users view the webcast on PC or MAC.
18. Users view the webcast on mobile device.

2.1   Software and License requirements

The **Player** and **Micro site** is designed to run on the browsers and operating systems listed below:

Computers need to use the following internet browsers:

Browser	Instructions
Internet Explorer 9 or higher.	To view live webcasts, IE users must install a free flash plug-in, version 11.
Firefox 16 or higher.	To view live webcasts, Firefox users must install a free flash plug-in, version 11.
Chrome (22) or higher.	
Safari 6 or higher.	To view live webcasts, Safari users must install a free flash plug-in, version 11.

Smart phones and **tablets**, need to use the following operating systems:

Operating system	Instructions
iOS version 5.0 or higher	
Android 4.0 or higher	Browser: Chrome (22). To view live webcasts, Android users must install a free flash plug-in, version 11. **Notice**: Chrome for Android is supported from Android V4.0.
Windows Phone 7.5	IE browser. Live Webcast not supported by Windows. Published webcasts are viewable.

3   Installation

Webcast Planner and Player do not need to be installed on your computer. It is an internet based application which runs on the browsers and operating systems as listed in section *Software and License requirements, page 7*.

> **i**   **Notice!**
>
> To link the Webcast Planner and Player with the Webcast Application:
> Refer to the Webcast Application user manual.

Website Login
To **load** the Webcast Planner website, type the following address in your internet browser:
1.   https://planner.boschsecuritywebcasting.com
     You will be requested to enter your login **username** and **password** (received by e-mail after activation of the webcast application software).
2.   Type your **username** and **password** in the text box and click **Login**
     After logging in, the Webcast Planner **home page** appears as default destination.

3.1   Webcast Planner home page

The Webcast Planner home page is the default destination after logging in or after clicking **Home** in the menu. The home page lists all the webcasts of the current and previous month. This chapter is based on the fact that webcasts are planned already. A new customer has to start with booking a webcast. If required, refer to *Booking a webcast, page 12*.

Home page filtering
The filter settings allow you to view webcasts in the past or future:
‣   Click **Reset** to show webcasts of the current month.

Webcast titles, attachments and Icons
Each webcast is listed with the following:
–   The **title** of the webcast.
–   A count of any included **agenda points** or **attachments**.
     –   These would be displayed in text next to the title; i.e.'3 attachments' or '3 agenda points'.
–   If the webcast is live, private or published, they would include one of the following icons:
     –   An earth icon shows if webcast is live.
     –   A padlock icon shows if the webcast is private.
     –   An archived icon shows if the webcast has been published.

Visibility setting
The **Visibility** column shows whether the webcast is shown on the **Micro site** and **RSS** feed (see *Micro site layout, page 20*):
1.   Clicking on the word **visible** changes it to **hidden**.
2.   To change it back to **visible**, simply click the word **hidden**.

Hits column and activity report
The **Hits** column shows the number of times the webcast has been loaded by viewers:
‣   Clicking on the number of hits takes you to the activity report for that webcast.

Date column
The **Date** column shows the date of the meeting. For archived webcast, it also shows the expiry date.

Extending webcasts

Clicking the **expiry date** (displayed in the date column) allows you to extend the webcast by 1 year. Please note that; extending the webcast will deduct webcasting hours of your existing webcast hours. If there are no webcast hours remaining, you need to buy new webcast hours.

Webcast Menu

Hovering on the webcast **title** shows a menu for that webcast with the following items:

Edit	This will allow you to edit a previously created webcast booking. This is the same as using the menu item **Webcast** > **Edit a webcast**.
Add an agenda point	This only shows in the menu if a webcast has no agenda points attached. It will take you to the **Edit Agenda Point** form where you can enter agenda points for each webcast.
Add item	This allows you to add a link, document, presentation, polls or survey to a webcast.
Clone	This will allow you to duplicate a webcast or create reoccurring webcasts (refer to the **Cloning webcasts** description following).
Delete	This will allow you to delete the webcast.
View	This will open up a new window showing you the webcast player as it is setup. (refer to the **Webcast URL** paragraph following).
Edit webcast index points	Menu item visible only at a published webcast.
Embedding	You can embed the webcast in any website. Note: iFrame will only work in iFrame enabled websites.

Viewing attached items

If the webcast has **no attachments** or **agenda points**, it shows a white dot in the blue square.

If the webcast has **attached items** or **agenda points**, then an arrow is shown instead.

Clicking the **arrow** button expands the table to show any **attached items** or **agenda points**.

Hovering over any item will show an **Edit** link for that item.

Viewing agenda points

If **agenda points** exists, they can be expanded by using the down arrow next to **Agenda**.

Hovering over **Agenda**, shows an **Edit** button which takes you to the **Edit Webcast Agenda** form where agenda points can be added, reordered or deleted.

Reordering attached items

Items attached to a webcast can be reordered by dragging them directly in this view.

This can only be done for items on the root of the webcast.

Items attached to the **agenda points** can be edited or reordered in the **Edit Webcast Agenda** form.

Cloning webcasts

Webcasts can be cloned using the **Clone** link on any webcast. This means that a duplicate of a webcast can be recreated on a new date. The cloning feature can also be used to create a recurring webcasts which can be set to repeat daily, weekly, monthly or annually.

This is the same feature as the **Webcast** > **Clone an existing webcast** menu item.

Webcast URL

The planned webcast can be accessed in advance of it being available on the micro site via the URL available through the **View** link on the webcast row. Clicking **View** will open up a new window showing you the webcast as it will appear in the player. View is the last menu item which appears on the webcast row menu. This menu appears when you hover over the webcast title as described in the **Webcast Menu** paragraph previous.

It can also provide the URL you need to send to users if you want them to view the webcast before the day it goes live.

Information Dashboard

The Webcast Planner site also has an information dashboard on the **Home** page, above the webcast listing, showing 3 important items of client information:

– The client hosting service end date.
– A display of how many webcast hours left.

Notification and restriction of hours

If the number of contracted hours falls to less than 10% you will receive a notification email.

If your webcast hours have run out, you will not be able to book, publish or play any webcasts.

4   Configuration (webcast planner)

4.1   Customisation

Edit site title text

From the **Site** > **Edit site title** form, the site title text can be removed entirely by checking the **Display site title** text box. The site title text can be edited in another section on the **Edit site title** form, reached via the **Site** > **Edit site title** menu item.

Edit site introduction text

The micro site also has customisable title and introductory text on the home page underneath the Welcome bar. The introductory text is edited on the **Edit site introduction** form, reached via the **Site** > **Edit site introduction** menu item.

There is a simple box for the introductory text's title. The introductory text itself is edited using a rich text editor, allowing formatting and inclusion of pictures in the introduction.

Edit default player text

The player itself also has a home page text area called the **Player Text** which can be set as default text to appear on all webcasts unless it is customised per webcast.

The **Default Player Text** for the webcast player can be edited on the **Edit default player text** form, reached via the **Site** > **Edit default player text** menu item.

The player text is edited using a rich text editor.

Fonts and colors

The appearance of the **Micro site** and **Player** can be altered in the **Planner**, via the **Site** > **Fonts and colors** menu item.

–   You can select 1 of 2 options: **Default** or **Custom**.

–   **Default** will be the Bosch branding, according to the Bosch style guide.

–   All **Custom** branded sites footers will show 'powered by Bosch'.

Custom branding will enable you to alter the appearance of three areas:

1.   The **banner image** file (max 992px x 400px).

2.   The micro site's **title text**.

3.   The **navigation bar** (color, navigation font color, size and font family).

Miscellaneous Settings

Banner Image

To upload a banner image, select **Use new image** and click browse to select an image file from your computer, ensure that it is a maximum pixel size of 992px x 400px. The file will be uploaded when the entire **Edit site banner and navigation** form is submitted.

Navigation Bar

The custom navigation bar color and font are chosen on the **Edit fonts and color** form by either entering the **RGB** value directly, or selecting it from the color picker by moving the clear circle around the color palette. The color can then be selected by clicking the color circle on the bottom right.

The navigation font family and size are also customisable from this same form.

You must click **submit** before these customisations will take effect.

Customisation settings

If you have not previously chosen **custom** branding, when switching from **default** to **custom**, the base brand settings will be: no logo, no title and grey menu bar.

If you have previously chosen **custom** branding, when switching from **default** to **custom**, the brand settings including banner image file, colours and fonts will appear as previously set.

Default Twitter Account

By linking a Twitter account to the micro site, a tweet will be sent up to 1 hour before each meeting's planned start time, with details and a link to the webcast.

In the **Site** > **Miscellaneous Settings** form, click the **Add twitter access** link and enter the correct Twitter account details.

Default Map Location

In the **Site** > **Miscellaneous Settings** menu item you can set a default map location by entering latitude and longitude, or the name of a place, into the **Default map centre point string** field. Whenever a webcast or agenda item is then Geotagged, this default location will appear on the pop-up map.

Default Email Address

The default email address where notifications of published webcasts and notification of passwords are sent to can be entered in **Site** > **Miscellaneous Settings** menu item.

Sharing Settings

The sharing feature which allows users to share webcasts via email and social networks can be enabled or disabled by default on the player site wide in this **Site** > **Miscellaneous Settings** menu.

Micro site privacy setting

The micro site itself can be made private at any point in the **Site** > **Miscellaneous settings** menu item by changing the micro site privacy setting to **yes** and supplying a **webcast access code**.

– Only one **webcast access code** can be set against the micro site.
– If a micro site **webcast access code** is set, upon correctly entering the credentials, the viewer has access to all available webcasts, except for webcasts which were made private before the micro site was passworded.

Webcast privacy setting

Individual webcasts can also be made private by setting the **privacy** setting to **yes** and supplying a **webcast access code** in either the book a webcast and edit a webcast forms.

– Only one **webcast access code** can be set against each webcast.
– When the webcast's **private** setting is **no**, the webcast is viewable by all.
– When the webcast's **private** setting is **yes**, the webcast is viewable by anyone entering the correct **webcast access code**.

4.2   Booking a webcast

The first task to be completed in the **Planner** is booking a webcast, which can be done via the **Webcast** > **Book a Webcast** menu item.

Live Webcast check box

You can choose whether the meeting is to be broadcast live or not (default is live) via the **Live Webcast** check box.

Start Time and Date

To create a valid webcast booking you must first select a time and date in the future. Clicking the **date** box will also bring up a popup calendar.

The webcast start time cannot be edited once a webcast has started.

Hidden Webcasts

Webcasts can be made to not appear on the **Micro site** webcast listings nor in the **RSS** feed by clearing the **Show on Site** checkbox in the **Book a Webcast** and **Edit a Webcast** forms.

The default state for a '**live**' webcast is show on site.

The default state for a **non-'live'** webcast is hidden and therefore show on site is unchecked.

Private Webcasts

Each webcast can also be made private which means it will appear on the webcast listings but needs an access code to be able to view it.

To make a webcast private, simply check the **Make webcast private** box and enter an access code of your choosing. See *Customisation, page 11* section.

Feedback email

Each webcast has a feedback form so users can submit comments directly about the webcast. This email is viewable in the **Feedback** > **View feedback** and can also be sent directly to a specific email address.

The default feedback email is set in the **Site** > **Edit Feedback** menu item. See *Feedback, page 14* section.

If feedback for a particular webcast needs to go to a different email address, then in the **Book a webcast** (or **Edit a webcast**) form, choose the **Use Custom** setting of the **Feedback email address** section to add a new email address. See *Feedback, page 14*.

Sharing Webcasts

When enabled in the settings, all webcasts can be shared by users via email or through social networks. By default all webcasts will follow the site default.

To turn off this default, select the **No sharing** option on the **Book a Webcast** or **Edit a Webcast** forms.

Geolocation

To associate a webcast to a specific location, click on the **Geographical data** field on the **Book a webcast** and **Edit a webcast** forms and you will be presented with a zoomable Google street map.

In the search box you can either type a zip code, a street name and city, latitude and longitude or just a city name. Geo-location is more appropriate for locating agenda items.

To remove the location, click in the **Geographical data** box and click the **Remove Marker** button so the red marker disappears.

Webcast Title & Description

The title and description is the only other setting apart from the Time and Date which is necessary in order for a webcast to be valid and booked. The description information will appear.

Player Text

The player text is the text which appears in the home tab of a webcast. The content of this tab will default to the custom **Player Text** set in the **Site** > **Edit default player text**, unless it is customised here.

If the **Use Custom** is chosen, then a rich text editor appears allowing formatting and inclusion of pictures in the introduction.

4.3   Feedback

Each webcast has a feedback form so users can submit comments directly about the webcast. The Feedback form can be both customised and disabled on the **Feedback tab** > **Edit Feedback**.

Enable/Disable Feedback
The **Show feedback (site wide)** dropdown can be set to either, **Show** or **Hide**. If **Hide** is chosen, the feedback icon will disappear from the player for all webcasts.

Default feedback email
The default feedback email address to where all feedback is also sent can be changed in the email form box. The feedback email can also be changed for a particular webcast in the **Book a webcast** or **Edit a webcast** form.

Feedback option
There is a checkbox to '**Save feedback to database only (don't send email)**'. This means that feedback will only be viewable from the **Feedback tab** > **View Feedback**. The default is to receive feedback to the email address as well as in the database.

Feedback Spam filter
Feedback forms in the **Player** by default include a spam filter by way of a ReCaptcha question to ensure that the form is being submitted by a real person. The **Use spam filter** checkbox option allows you to switch the spam filter **off** (by default it is checked for **on**).

Feedback Name
The **Feedback** name box allows you to change the name of the **Feedback** form which appears on the **Player**. The default name entered is **Feedback**.

Feedback Thank you
The **Feedback** form also allows you to change the thank you message on the **Feedback** form to anything. The default is **Thank you for your feedback**. (This appears after the feedback has been sent).

4.4   Adding Items

Clicking the **Add Item** link on the webcast row brings up the **Add items to webcast** popup box where the following items can be added to webcasts (The webcast row is found by going to the home menu, then hover your webcast):
– Add a link (*Adding/editing a link, page 15*)
– Add a document (*Adding/editing a document, page 15*)
– Add a presentation (*Adding/editing a presentation, page 15*)
– Add a poll (*Adding/editing a poll, page 16*)
– Add a survey (*Adding/editing a survey, page 16*)

Items can also be added directly to **Agenda Points** using the same pop up box. See *Adding/editing agenda points, page 17*.

4.4.1   Adding/editing a link

In the **Add a link** form accessible from the **Add Item** popup box, you can enter a web link to attach to any webcast or agenda point.
In the **Add a link** form, simply enter a web link. The **http://......** must also be included in the web address.

Edit link
To edit a link later, on the home page use the arrow to show the list of attached items and hover over the link to bring up the Edit link which takes you to the **Edit a link** form.

4.4.2   Adding/editing a document

In the **Add a document** form accessible from the **Add Item** popup box, you can upload a document and enter its title.
Documents can be of any format; the only limit is that the file must be less than **10 MB**.

Editing or deleting documents
To edit or delete a document, hover over the item in the home page to reveal the **Edit | Delete** link. Once in the **Edit a document** form you can change the title of the document.
Deleting a document from a webcast, deletes it permanently from the server.

Updating documents
If a document needs to be replaced with a different version, then in the same **Edit a document** form, choose **Use new document** from the dropdown box the document title and choose a new document to upload.

4.4.3   Adding/editing a presentation

In the **Add a presentation** form accessible from the **Add Item** popup box, you can set the title of the presentation and select a PowerPoint file to be converted (Max. 10 MB).
– You can upload files with the following file extensions: pptx, ppt, pptm, ppsx, pps, ppsm, potx, pot, potm, odp.
– You will be shown an error message if the file is invalid.
– Below the upload box there is some text warning you that animations or embedded videos will not be replicated in the uploaded version.

Uploading presentations
While the file is uploaded you are shown a waiting message.
Once the conversion is finished, the page is automatically reloaded to show the individual slides on the edit presentation page.
If the PowerPoint file is corrupted, the user will be shown an error message and the site administrator will automatically receive an email to check the issue.

Rearrange slides

Once uploaded, you are taken to the **Edit a presentation** form where you can rearrange slides by dragging and dropping.

Edit / Delete slides

In the **Edit a presentation** form, the **Edit** and **delete** links appear by hovering over the individual slides.

Using **Edit** you can edit the title of the slide. In the same form you can upload a new image by selecting **Use new slide image** from the drop down box and choosing a new file to replace the existing one.

To edit the presentation later, on the home page use the arrow to show the list of attached items and hover over the presentation to bring up the **Edit** link which takes you to the **Edit a presentation** form.

Uploading images rather than PowerPoint

If you are not using PowerPoint for your presentations, then it's possible to just upload JPG or PNG files instead.

Use the **Add a Presentation** form in the **Add item** menu item, enter the title of the presentation, then instead of choosing a presentation file click the **Browse** button and click the **Add** button instead. You will then be taken to the **Add a slide** form where you can enter the title and browse for the image file.

4.4.4   Adding/editing a poll

In the **Add a poll** form accessible from the **Add Item** popup box, you can enter a poll's title, its live date, duration, Poll question and thank you message.

One Poll question can be entered per poll with multiple answers.

If you need a poll to appear immediately, ensure that the live date is set to present time or in the past.

Poll answers

Once you have entered a **Poll question** and clicked **Add**, you are taken to the **Edit a poll** page where you can add one answer at a time. There are no restrictions on the amount of answers which can be added.

Reordering answers

The order in which answers are presented can be ordered (or reordered at any time) by using the drag and drop function on the **Edit a poll** form.

Editing/deleting answers

Hovering on any answer you will see an **Edit | Delete** link which allows you to edit or delete the answer at any point.

4.4.5   Adding/editing a survey

In the **Add a survey** form accessible from the **Add Item** popup box, you can enter a survey title, its live date, duration and thank you message.

Survey questions

After clicking **Add in the Add a survey** form, you are taken to the **Edit a survey** form where you are able to add questions to the survey.

4 types of questions can be added:

1.   Quantitative question (one answer from a selection).
2.   Quantitative question (multiple answers from a selection of checkboxes).
3.   Qualitative question (free text - single line).
4.   Qualitative question (free text - multiline).

Entering and ordering answers

After selecting quantitative questions, you are taken to the **Edit question** form where you can add answers for that question.

Each answer can be reordered by using the drag and drop function.

To edit answers afterwards, simply hover over them to either edit or delete them.

Edit Survey

After entering questions and answers, you can go back to the **Edit a survey** form using the **Return to edit survey** link at top of the form.

On the **Edit a survey** form, each question can be reordered, edited or deleted

4.4.6 Adding/editing agenda points

Agenda points are added to webcasts by clicking the **Add an agenda point** link in the **webcast row** menu. To add subsequent agenda items, you can also use the **Edit webcast agenda** form. If the webcast contains agenda points, they can be edited by hovering over the **Agenda** title and clicking **edit**. This brings up the **Edit webcast agenda** form.

Editing Agenda Items and adding items

Hovering over any **agenda point** will bring up a menu row with three items: **Edit**, **Add Item** and **Delete**. Editing the agenda item will allow you to change its name and add a multilingual agenda if you have a multilingual site.

Agenda Geolocation

Associating agenda items with a geographical location allows viewers to go straight to agenda items (in published mode) straight from the Geotag map.

In the **Edit webcast agenda** form, there is a Geographical data field which when clicked shows a zoomable Google street map.

In the **search** box you can either type a zip code, a street name and city, latitude and longitude or just a city name. A yellow arrow will appear which you can use to more precisely locate the webcast position using the **zoom** buttons, then click **Ok**. Geolocation is more appropriate for locating agenda items.

To remove the location, click in the **Geographical data** box and click the **Add/Remove Marker** button so the yellow arrow disappears.

Attaching items to agenda points

Clicking the **Add Item** link next to each agenda will bring up the same **Add Item** popup box. This will allow you to attach multiple documents, presentations, links, polls and surveys to an agenda item. Documents and links attached to agenda items move with their associated agenda item.

Reordering Agenda Points

Items in the agenda can be reordered by dragging and dropping agenda items on the **Edit webcast agenda** form.

4.5 Published webcasts

Published webcasts means they are no longer live but are accessible to be viewed from the archive.

Webcast that have been published using the **Webcast Application** will show a **Published** icon on the planner home page.

Edit Index Points

Published webcast will show an extra link on hover: **Edit webcast index points**.

The **Edit webcast index points** form allows you to edit the time of existing index point or delete it.

New webcast index points can also be added to the published webcast. Select any of the following and select a time in hours, minutes and seconds:

Captions	Information label added to specific point in the webcast.
Agenda points	Choose from dropdown list of pre-existing agenda points (If you need to add or amend agenda items, see the *Adding/editing agenda points, page 17* section).
Slides	Choose from a dropdown list of pre-existing presentation slides (If you need to add or amend a presentation slides, see the *Adding/editing a presentation, page 15* section).

Requests and active speaker lists are not editable.

4.6 Delete webcasts

Webcasts can be marked as deleted by clicking the **delete** link that appears when you hover over the webcast row on the **Home** page. Webcasts are then moved to the **Recycle Bin**. Deleted webcasts don't appear in webcast listings in the micro site nor in the RSS feed. Deleted webcast cannot be viewed via their URL.

Undelete webcasts
Webcasts are undeleted by clicking the **Recycle bin** button on the **Home** page and then click the **restore** link that appears when the mouse hovers over the item. The webcast will appear again in webcast listings, RSS feeds and via its URL.
After two months of being marked deleted, a webcast can no longer be undeleted.

4.7   Statistics

Webcast statistics are available from the **top level** > **Statistics** menu item.

There are two types of reports available:

Webcast report
The **Webcast Report** allows you to see the total number of hits a webcast has received in the **Hits** column, then breaks that number down into hits during **live** and **published** states.

The webcast report can be filtered per month or across several months as well ordered by title, live date, hits, live hits, or published hits.

Each report also includes a link for viewing the webcast in its player.

Individual webcast report
Clicking the webcast title in the webcast report shows the single webcast report for that webcast.

The single webcast report page shows the number of hits (live, published and total) per monthly period since it was created.

Session/IP Reports
The **Session/IP report** shows the number of sessions per IP addresses which visited the micro site or player pages.

The report can be generated per month or across several months.

5   Operation (webcast planner)

5.1   Micro site layout

The Player micro site is the website which hosts all the webcasts published by the Bosch Webcast Application. The micro site and player **URL address** will be unique to each client and automatically generated when purchased the webcast application.

The micro site has two pages in the navigation: **Home** and **Webcasts**.

Home page
The **Home page** is the default landing page for the micro site and comprises all the items following:

Introductory text
The **introductory text** is the first welcome to the micro site and possibly to webcasting which end users will have. It is therefore important that this text is welcoming and explains the site well.

See *Customisation, page 11* > **Introductory Text** for instructions on how to edit the text, which can be done using HTML and images.

Future and recent webcasts
The **list of webcasts** on the **Home** page shows a maximum of 5 future and 5 recent webcasts. Each webcast is displayed by its title, description and date. Clicking a webcast opens the player in a new page.

Current webcasts
If a webcast is planned for the current day, the micro site displays the link to the webcast below the introduction text along with the live time.

Search box
The **search box** allows you to search through all current and published webcasts by keyword. The search includes webcast titles and descriptions as well as the title of any attachments.

RSS feed
An **RSS** feed (of webcasts) is available and represented by the **RSS icon**, which appears on the **Home** page or the **Webcasts** page.

Webcasts
The **Webcasts** link goes to a list of all the available published webcasts.
Webcasts appear in chronological order, newest to oldest. Each webcast will open in a new page.

5.2   Microsite branding and privacy

Default branding
A micro site with **default branding** will have a blue navigation bar, and a Bosch logo as described in the *Micro site layout, page 20* section.

Custom branding
A micro site with **custom** branding will adhere to the settings selected in the Planner (nav bar color, nav bar text color, size, and custom image). See *Customisation, page 11* section.

Site password
A viewer attempting to load any page or webcast from a micro site that has a site-wide **username** and **password** set, will be required to enter these before they can continue to the requested page.

Webcast password
A viewer attempting to view any webcast that has a **username** and **password** set will be required to enter these before they can continue to view the webcast.

5.3   Player viewership

Live viewership
Each **live** webcast will restrict viewership to 10,000 (ten thousand) simultaneous viewers.

Published viewership
Each **published** webcast will restrict viewership to 100,000 (one hundred thousand)
simultaneous viewers.

> **Caution!**
> Keep in mind the fair use policy.

5.4   Player controls and captions

Player size and Aspect ratio
The player window size is 480 x 270 pixels and will show videos in a 16:9 aspect ratio window.
Video that is 16:9 aspect ratio will fill the player window.
Video that is 4:3 aspect ratio will be centred in the player window with black to left and right.

Flash plugin
If the viewer doesn't have the flash plug-in installed on their computer they will receive a
message, in the GUI language, informing them that it needs to be installed.

Caption & Message overlays using Flash
On players that support flash, the name of the person is speaking (the speaker caption) is
overlayed on the bottom of the player screen seen below.
The agenda point or any messages (such as **Pause**, or **Webcast not started yet**) is overlayed
on the top of the player screen.

Video controls
Some of the controls differ in live and published mode, those that do are described below.
Each control setting allows you to:
1.   **Start** and **pause** the video in both live and published view.
     See the video time elapsed in minutes and seconds.
2.   Move the video to any point in a published mode only using the scrubber bar.
     The total length of the video in minutes in published mode. In live mode this will show the
     status Live.
3.   Mute the webcast (In published and live webcasts.).
4.   Increase or decrease the volume of the video (Also in published and live webcasts.).
5.   Makes the video full screen. Pressing the keyboard ESC button brings it back to the
     default player (Also in published and live webcasts.).

5.5   Starting and stopping webcasts

Pausing video
If the webcast is paused through the **Webcast Application**, the **Player** will automatically **stop**
the video and show **Webcast paused**. The webcast will **restart** automatically when the
Webcast Application is set to restart.
After pausing the webcast in live mode, restarting the video will replay from the live stream
only i.e. the webcast does not cache locally.

Stopping video
If the webcast is stopped through the **Webcast Application**, the top overlay will display
Webcast has concluded.

–   The player shows video around 15-30 seconds later than the **Webcast Application**,
    therefore it is important to add that time onto the end of a webcast before stopping it.

Not started alert

In live mode, if the webcast has not started, the top overlay will show the message **Webcast
has not started yet**.

Video start

If the webcast is started through the **Webcast Application**, the top text is cleared and the
video is launched automatically after a few seconds of buffering.

5.6   Player tabs

The **Player tabs** shows all the tabs which can appear as part of a **live** or **published** webcast.
The Player tabs only appear if an item of that type has been attached to the webcast. i.e. the
presentation tab only appears on webcasts which have a presentation attached.
The viewer can move between different tab sections by clicking the tabs. Hovering on the tab
shows the tab name as a tooltip

–   *Home tab, page 23*
–   *Index tab, page 23*
–   *Presentation tab, page 24*
–   *Geotags tab, page 24*
–   *Poll/Survey tab, page 25*
–   *Speaker tab, page 25*
–   *Help icon, page 25*
–   *Share form, page 25*
–   *Feedback form, page 25*

See also
–   *Customisation, page 11*

5.6.1 Home tab

The home tab shows the **Player Text** information which can be customised in the **Planner**. See *Customisation, page 11* for global customisation, or to customise the text per webcast see Player text of *Booking a webcast, page 12*.

5.6.2 Index tab

Index tab – live webcasts

Before and during a meeting, the **index** tab will show the agenda and any associated documents, presentation slides, links, polls or surveys.

Documents, presentation slides links, polls or surveys attached to the root of the webcast appear at the top above the agenda points.

– Any items attached to specific agenda points will appear below its associated agenda point.

– Clicking a document or link on the **index** tab opens up the document or link in a new page.

– Clicking a presentation slide opens up the **presentation** tab in the thumbnail mode (see *Presentation tab, page 24*).

– Clicking on a poll or survey opens up the poll or survey in its tab.

If an agenda point has been geo tagged, an earth icon next to the agenda allows you to switch automatically to the **Geotag tab** and displays the corresponding pin pop-up.

Index tab – published webcasts

The **Index tab** of published webcasts will work in the same way as **live webcasts** except for a few differences listed below.

For published webcast, the index tab shows a list of timed events, in chronological order, with timestamp next to the names of the active speaker.

– Clicking an event in the **index tab** moves the video to play from that time point.

Sharing agenda points

The **share** button also appears next to agenda items in published view and will allow viewers to share links by email and social networks. Sharing from agenda items will provide a link which starts directly at the agenda item in the webcast. See *Share form, page 25* section.

Detail view – published webcasts

The viewer can determine the level of detail that they can see in the index tab of published webcasts by using show/hide controls:

– Show/hide polls or surveys.

– Show/hide presentations.

– Show/hide speaker profiles.

5.6.3   Presentation tab

Before a meeting has started, the **Presentation tab** will show the presentations available for that webcast.

Presentation views

The viewer can switch between thumbnail, individual and timed slides mode for viewing the presentation. The viewer can switch between the presentation viewing modes at will.

Thumbnail view

The **Thumbnail view**, the icon to the right, shows a thumbnail of each presentation slide. The scroll bar will take you through multiple presentations. Clicking a thumbnail will switch the view to the individual mode, with the clicked slide showing.

Individual view

In **Individual view**, the middle icon shows each slide in its default size or hovering over the slide will reveal a zoom icon. Using the zoom icon, the slide can also be opened in an external browser window at a larger size.

Clicking the slide directly will take you to the next slide in the presentation.

Hovering over slide will allow you to use the left and right arrows to go to the next or previous slide.

Timed slides

Timed slides mode, the left icon, automatically shows the slide as currently selected by the webcast operator. This works in both live and published view.

A message will be displayed in the slide area, to show when the first timed slide is available.

Slide alert

If the operator updates the live slide whilst the viewer is not on the Presentation tab, the Presentation tab will blink, and continue to blink until the viewer selects that tab or until the slides have been unselected in the Webcast application.

When the viewer clicks on a blinking Presentation tab the presentation will open in timed slides mode.

5.6.4   Geotags tab

When a webcast, or any of its agenda items, has geo-location information associated with it, the Geotags tab shows in the player.

Associating agenda items with a geographical location is a very useful way to break down meeting content and allows viewers to go straight to agenda points (in published mode) straight from the Geotag map.

The Geotags tab shows a Google map with pins for the webcast and agenda geo-locations.

Geolocated webcasts

On the Geotags tab, the location of the webcast is indicated by a red pin. Clicking the pin brings up a pop-up box with the title of the meeting. This location is set in the Planner, **Webcast** -> **Book a webcast** menu item. See **Geolocation** in *Booking a webcast, page 12* section.

Geolocated agenda points

On the Geotags tab, the location of an agenda point is indicated by a blue pin. Clicking the pin brings up a pop-up box with the title of the agenda point. In published webcasts there will also be a link which takes the viewer directly to that index point in the video. This location is set in the Planner, **Edit** > **webcast agenda** menu item. See **Agenda Geolocation** in *Adding/ editing agenda points, page 17* section.

By default, the map is zoomed automatically to show all pins associated with the webcast and its agenda items, so even if pins are in different countries, the default map would be zoomed out to show both countries.

5.6.5 Poll/Survey tab

If there is one or more polls or surveys associated with a webcast, they will be shown on the Polls/Survey tab.

If a poll or survey has been started before the webcast date and time viewers will be able to fill it in. See *Adding/editing a poll, page 16* section on how to setup a poll or survey.

Polls and surveys can only be filled out once per computer.

Poll results

Once a poll has reached its end date, on clicking it the viewer will be able to see the final results.

Survey results

Once a survey has reached its end date, on clicking it, the viewer will see the message **This survey has been closed**.

5.6.6 Speaker tab

The Speakers tab will show two lists:

– The first shows all delegates who have their microphones on.
– The second shows all delegate names that are on the waiting list while the video is playing. The order of delegates in each list is undefined.

5.6.7 Help icon

The help page shows player-specific help and information to the viewer. This information is not customisable.

5.7 Share form

The share form allows viewers to share a link to a webcast with others via email, send to a **Friend link**, or via social networks, **Link to This link**.

The **Link to This form**, allows viewers to attach the webcast link directly to 3 main social networks including into their browser's favourite bar.

5.8 Feedback form

If enabled in the Planner, a **feedback** button appears on the right hand side of the window. The feedback form allows viewers to submit feedback to the client. The title of the webcast is entered as the subject of the feedback email which can also be set to go directly to the clients email box.

If the spam filter has been enabled in the Planner, **Site** > **Edit Feedback** section, then viewers will have to fill in the recaptcha words in order to send any feedback. This ensures that only real people are using the form.

5.9 Player on mobile devices

Mobile Flash detection

When a mobile device is detected, the page detects what plugin the video needs. On **iOS**, the flash player and controls are replaced by **QuickTime**.

Flash Overlay

The **QuickTime** player cannot display the captions or agenda as an overlay. This data is available in the **index** and **speakers** tabs instead.

480 and 1002 pixels,

If the device's horizontal resolution is between 480 and 1002 pixels, the tabs will move underneath the video. The micro site image (Bosch or custom) becomes invisible to save on space.

320 and 480 pixels

Between 480 and 320 pixels the video gets resized as do the tabs underneath. The **help** and **feedback** buttons become hidden to save on space.

Tab layout

When the tabs go underneath the video, the page will change height depending on how much content is in the tab, so you do not have double scrolling on touch devices.

Metadata sync

The metadata on a live webcast may get out of sync on mobile players.

6 Troubleshooting

Problem	Possible cause	Possible solution
Not able to view a live webcast on the player from my Windows smartphone.	Live webcasts can't be viewed on a Windows smartphone.	It is possible to view the publised webcast.
Can't view a live webcast.	Internet connection lost or too slow.	Reconnect to the internet. Check minimum requirements.
I can't upload a powerpoint in the planner.	– 10MB is the maximum of a powerpoint. – The powerpoint is corrupt. – Internet connection is too slow to upload (timeout).	– Keep out high resolution pictures. – Check the powerpoint on corrupted files or upload a new one. – Reconnect to the internet and try again.
My booked webcast is lost.	The webcast is moved to the recycle bin.	– Restore the booked webcast. – If the expiration date is reached, extend the webcast.

Customer service
If a fault cannot be resolved, please contact your supplier or system integrator, or go directly to your Bosch representative.