



RAYV DASHBOARD

USER GUIDE

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VERSION 1.0

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INTRODUCTION

The RayV Dashboard is a sophisticated management application that satisfies all customers TV website back-office needs. From website design to sales analysis and order generation, RayV's full blown CRM solution enables clients to quickly and effortlessly deploy their online catalogues to millions of users worldwide.

General RayV Dashboard functionalities include:

- Initial setup and definition of the TV Website, its contents, and the products (SKUs) it sells.
- Ongoing maintenance and support for the customer site and its end-users.
- Continuous analysis of all orders and sales, through the generation of various reports.

Note: In this guide, the term *customer* refers to the owner of the TV Website. End-users are the users of the TV Website. Users are users of the RayV Dashboard.

OVERVIEW OF THE E-COMMERCE COMPONENTS

The purpose of the TV Website is to sell TV products to end-users. To that end, you must configure various e-commerce entities in the RayV Dashboard. However, in order to configure them properly you must understand the inter-relationships between them. This section lists the e-commerce entities and describes briefly how they interact.

- **TV content** entities. These define the TV content (channels, programs, and VODs) available from the TV Website.
- **TV product** entities. End-users do not actually purchase TV content. Rather, they purchase a TV product which defines the business terms for viewing TV content. An example of a TV product is a yearly subscription for \$200 to an 'HD movies' package.

- **End-users.** End-user accounts are usually created automatically in the system when end-users access the site or register at the site. However, you can create, delete and manage end-user accounts at the RayV Dashboard.
- **Orders.** Orders are created automatically in the system when end-users place an order in the TV Website. You can view and partially modify existing orders.
- **End-user roles.** Although at first glance these may seem unnecessary, the end-user roles are what determine the viewing entitlements of the end-user. The reason is that the TV products are not directly associated with TV content. Instead, you associate end-user roles with each TV content entity and each TV product entity. Briefly, the following process occurs when an order for a TV product has been successfully processed:
 - a. The system assigns to the purchaser all the user-roles associated with the TV product.
 - b. For each content item (channel, program, VOD) available in the TV Website, the system checks for matches between the roles associated with the content item, and the purchaser's roles. If the purchaser was assigned one of the roles associated with the content item, the purchaser may view that content.

For a full explanation, refer to the introductory material in *Configuring End-user Roles*.

INTENDED AUDIENCE

The RayV Dashboard is intended for three types of users:

- **System** – A user with full read-write permissions to the entire RayV Dashboard functionality. The System user role is intended for TV Website administrators.
- **Support** – A user with all the permissions of a System user, except for permission to perform initial site configuration activities. The Support user role is intended for TV Website support and maintenance personnel.
- **Reports** – A user with read-only permission to view the RayV Dashboard (except for initial site configuration definitions and data reconciliation). This user can employ the full capabilities of the RayV Dashboard Reports mechanism. The Reports user role is intended for marketing and finance personnel.

This user guide is intended for all three types of users, in the following way: the guide

describes the full functionality of the RayV Dashboard, thus all the sections are relevant to a System user. Sections that describe actions which a Support user cannot perform are prefaced with a note to that effect. All the sections relevant to a Support user are relevant also to a Reports user, while keeping in mind that the Reports user can view but not manage.

The following table details the permissions of each type of user, where:
 RW denotes full read-write permissions, and RO denotes read-only permissions.

Table 1: User Permissions to RayV Dashboard Capabilities

User Menu	System User	Support User	Reports User
Home	RW	RW	RO
Store	RW	RW, except for Batch Update	RO
Content	RW	RW, except for Site UI options	RO, not including Site UI
Broadcasting	RW	RW, except for Player Settings	RO, not including VODs
Geo Restrictions	RW	RW	RO, not including Geo filtering
Customers	RW	RW	RO
Orders	RW	RW	RO, not including Recurring payment plans
Tools	RW	RW	No permissions
Reports	RW	RW	RW
Configuration	RW	No permissions	No permissions

SUGGESTED WORKFLOW

The recommended workflow is to first perform the actions described in *Initial Setup of the TV Website*. Once the site is up and running, the ongoing support and maintenance actions you typically perform are described in *Maintaining and Supporting the TV Website*. At the same time, marketing and finance personnel typically perform the actions described in *Analyzing the Performance of the TV Website*.

INITIAL SETUP OF THE TV WEBSITE

The user creating the TV Website must be a RayV Dashboard System user. Typically, the System user performs the following actions during initial setup of the TV Website:

1. Configuring various global, content, and security settings for the TV Website (described in *Configuring TV Website Settings* on page 133).
2. Defining end-user roles (described in *Configuring End-user Roles* on page 127).
3. Viewing the various dictionaries, and editing the settings if necessary (described in *Managing Dictionaries* on page 148).
4. Defining geo restrictions (described in *Managing TV Website GEO Restrictions* on page 163).
5. Defining the products sold at the site (bundles, SKUs), the coupons being offered, and business affiliates if relevant. These actions are described in *Building Your TV Products* on page 23.
6. Viewing and editing site content entities (channels, programs, and VODs) for the content loaded into the TV Website by the content providers. These actions are described in *Managing TV Content* on page 45.
7. Setting up the site's content pages, and the site's entire look and feel. These actions are described in *Designing the TV Website Content and Look* on page 2.

MAINTAINING AND SUPPORTING THE TV WEBSITE

Ongoing support and maintenance of the TV Website typically includes the following activities:

1. *Managing TV Website GEO Restrictions*. For support personnel, this mainly consists of continuously responding to requests for IP Overrides and ZIP Overrides (described in *Managing IP Overrides* on page 174).
2. Performing ongoing adjustments of TV content entities (described in *Managing TV Content* on page 45).
3. *Managing End-users* (described on page 79).
4. Managing Orders (described on page 91).
5. *Performing Data Reconciliation* of orders (described on page 105).

ANALYZING THE PERFORMANCE OF THE TV WEBSITE

Finance and marketing personnel use the RayV Dashboard mainly to generate various sales, orders, and end-users reports (described in *Generating Reports* on page 109).

GETTING STARTED

To access the RayV Dashboard:

1. Navigate to the URL supplied by RayV. A login screen appears.

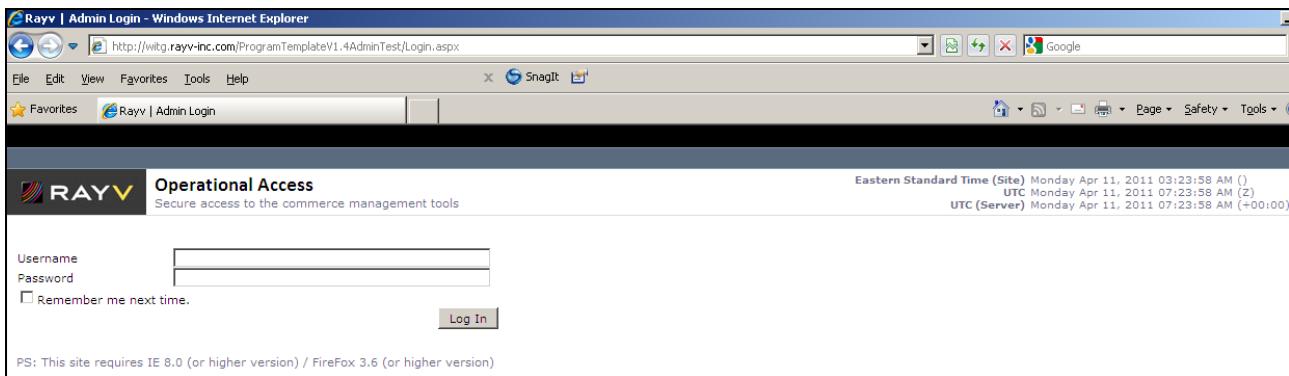


Figure 1: Login Screen

2. Enter the Username and Password supplied by RayV, and click **Log In**. The RayV Dashboard appears, displaying the RayV Dashboard Home page.

Home Store Content Broadcasting GEO Restrictions Customers Orders Tools Reports Configuration Log Off

Store Operations Home Page

Available tools

Eastern Standard Time (Site) Thursday Apr 07, 2011 07:36:00 AM ()
UTC Thursday Apr 07, 2011 11:36:00 AM (Z)
UTC (Server) Thursday Apr 07, 2011 11:36:00 AM (+00:00)

Clear Cache (1809)

Select a View

Home (selected)

Store
Content
Broadcasting
GEO Restrictions
Customers
Orders
Tools
Reports
Configuration
Log Off

Sales Statistics

Sales

Sales Today:	Yesterday:	This Month:	This Year:	Sales Total:
			100,00 € EUR	150,00 € EUR
			\$110,00 USD	\$115,00 USD
Processed: 0	Processed: 0	Processed: 0	Processed: 5	Processed: 7

Order Stats

	Regular
Today Processed:	0
Today Non Processed:	0
Today all:	0
...	...
Total Processed:	7
Total Non Processed:	2
Total all:	9

Customers Stats

	Regular
Today registered and paid	0
Today registered only	0
Today all	0
...	...
Total registered and paid :	5
Total registered only:	40
Total all:	45

Todays Programs

Name	Run time	Status	Recording Status
Rides (EID: EP006261600056 7, CH: HD Theater)	4/8/2011 6:00:00 AM	Idle	Idle
Behind the Scenes (EID: SH00234903000014, CH: Trinity Broadcasting Network)	4/19/2011 8:00:00 PM	Idle	Idle
Cooking for Real (EID: EP010374600078 16, CH: Food HD)	4/14/2011 3:30:00 PM	Idle	Idle
Bones (EID: EP007542010120 11, CH: TNTHD (TNT-HD))	4/7/2011 1:00:00 AM	Idle	Idle
The Easter Experience (EID: SH01134748000014, CH: Trinity Broadcasting Network)	4/14/2011 7:00:00 AM	Idle	Idle

Figure 2: RayV Dashboard Home Page

The Home page displays:

- **Sales Statistics** Real-time statistics regarding sales, orders, and end-users.
- **Todays Programs** A list of the daily programs broadcasting on the TV Website.
- **Queue stats** Information about services running in the background.
- **Missing content alerts** A list of resources (fields containing text snippets) in the TV Website that the system suspects are missing values. For more information, refer to *Locating Missing Resources* on page 18.

RAYV DASHBOARD GUI COMPONENTS

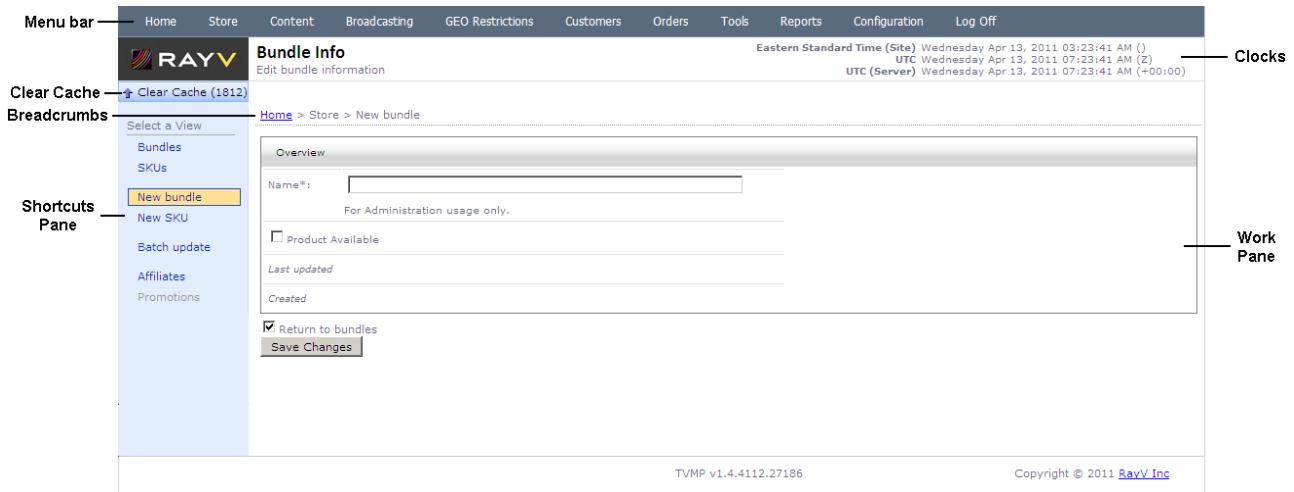


Figure 3: GUI Components

The RayV Dashboard GUI contains the following components:

- Menu bar, for accessing all the options available in the RayV Dashboard.
- **Clear Cache** button, for updating the TV Website immediately with the changes entered in the RayV Dashboard.
- Breadcrumb trail to aid navigation.
- Shortcuts pane, providing shortcuts to the options that are on the same hierarchical level as the currently selected option.
- Work pane, where you perform all the actions available in the RayV Dashboard.
- Clocks section, with clocks displaying the time according to three time zones:
 - **Eastern Standard Time** – The current time in the RayV Dashboard and the TV Website.
 - **UTC** – The current UTC time.
 - **UTC (server)** – The current UTC time at the server hosting the TV Website.

Note: The UTC and UTC (server) time should be identical. If they are not, contact RayV Support.

UPDATING TV WEBSITE SETTINGS

The TV Website is periodically updated with the latest configuration changes entered in the RayV Dashboard. If you wish to update the TV Website immediately with the most recent changes, click **Clear Cache** in the left pane of the RayV Dashboard (Figure 3).

Section I

Building Your TV Website



DESIGNING THE TV WEBSITE CONTENT AND LOOK

Initially, the TV Website has a basic skeleton structure and a default look and feel.

You can add content pages of various types to the website, and change the text of the elements (titles, messages, etc.) in the basic skeleton. You can also change the look and feel of the entire website by applying a skin, a cascading stylesheet, or various graphic files.

MANAGING CONTENT PAGES

The TV Website has a basic skeleton structure. To add content to the TV Website, you can define new content pages. The process of creating a new content page includes:

- Specifying a content template. There are several types of content templates. These templates, called *Attribute templates*, determine which attributes will appear in the page. After choosing the template, you specify the content of the attributes. The available attributes templates include:
 - **Virtual page** – Defines a basic content page.
 - **Splash page** – Defines a basic splash page.
 - **Bundles page** – Defines a basic content page for displaying bundles.
 - **Contact us page** – Defines a page providing contact information.
 - **Telco homepage template** – Defines an advanced home page.
 - **Default homepage template** – Defines a default home page
- Specifying a layout template. This template determines the layout of the resulting page. Note that you must specify the layout template that corresponds to the attributes template you selected.
- Specifying a relative path for the new page. This defines the location of the content page in the TV Website.

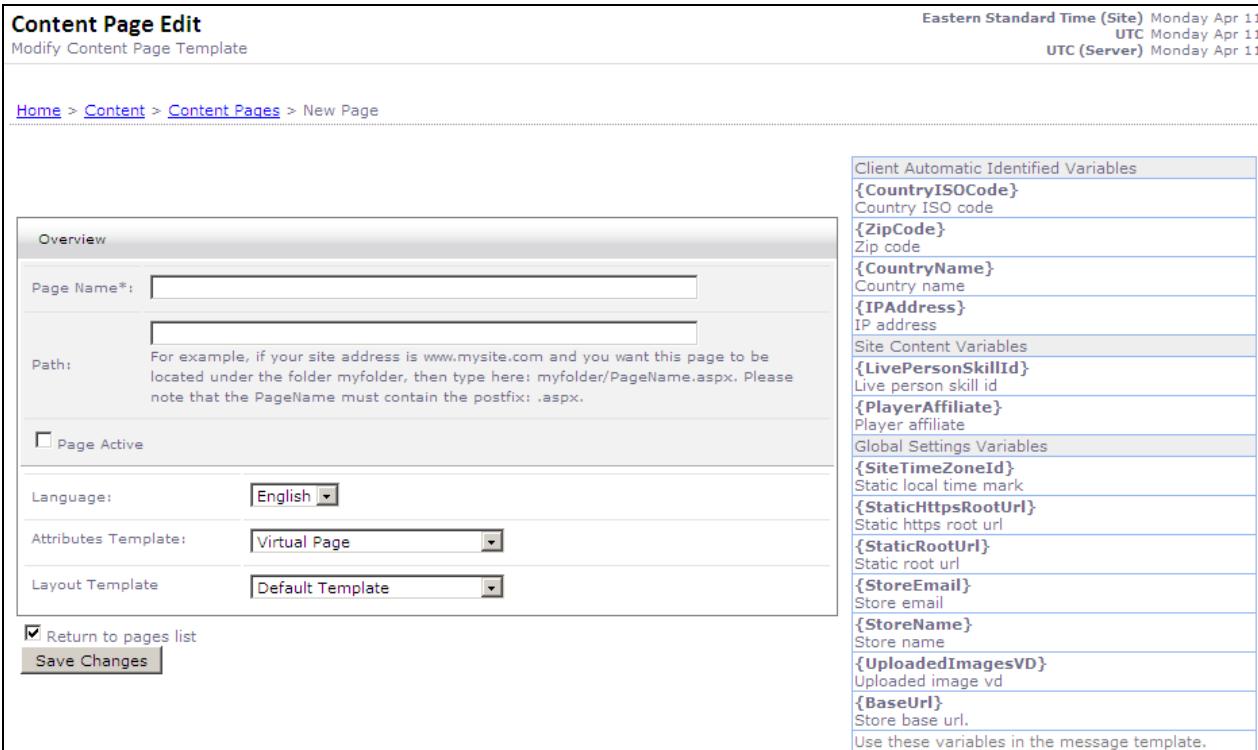
The following sections describe how to create a content page, edit a content page, and delete a content page.

CREATING A CONTENT PAGE

You can create a page on your TV Website.

To create a content page:

1. Select **Content → New Page**. The Content Page Edit screen appears.



The screenshot shows the 'Content Page Edit' interface. At the top right, it displays system time information: Eastern Standard Time (Site) Monday Apr 11, UTC Monday Apr 11, and UTC (Server) Monday Apr 11. Below this, the breadcrumb navigation shows 'Home > Content > Content Pages > New Page'. The main form has an 'Overview' section containing fields for 'Page Name*' (with a placeholder for a path), 'Path' (with a note about folder structure), 'Page Active' (checkbox), 'Language' (set to English), 'Attributes Template' (set to Virtual Page), and 'Layout Template' (set to Default Template). At the bottom left of the overview section are 'Return to pages list' and 'Save Changes' buttons. To the right of the overview section is a vertical list of 'Client Automatic Identified Variables' including {CountryISOCode}, {ZipCode}, {CountryName}, {IPAddress}, {LivePersonSkillID}, {PlayerAffiliate}, and several 'Global Settings Variables' like {SiteTimeZoneId}, {StaticHttpsRootUrl}, {StaticRootUrl}, {StoreEmail}, {StoreName}, {UploadedImagesVD}, {BaseUrl}, and a note to 'Use these variables in the message template.'

Figure 4: Content Page Edit – Creating a New Content Page

2. Enter information into the fields. The fields are described in the following table.

Table 2: New Content Page – Description of Fields

Parameter	Description
Page Name	The name of the content page
Path	The path of the page, relative to the root of the TV Website.
Page Active	Indicates whether this page will appear in the TV Website.

Parameter	Description														
Language	<p>The language of the content displayed in the final page. The available languages are specified in the Languages screen (refer to Managing Languages on page 157).</p> <p><i>Note: If the end-user selected to view the TV Website in a different language, the page will be displayed in the default language, as specified in the Global Settings screen (refer to Configuring Global Settings on page 133).</i></p>														
Attributes Template	<p>The type of page. The following types are available:</p> <ul style="list-style-type: none"> ■ Virtual Page ■ Contact Us Page ■ Splash Page ■ Bundles Page ■ Telco homepage Template ■ Default homepage Template 														
Layout Template	<p>Determines the layout of the page, i.e., where the attributes are displayed on the page. Several types of layout templates are available. You must select the layout template that corresponds to the selected attributes template, as follows:</p> <table border="0" data-bbox="457 1051 1171 1385"> <thead> <tr> <th data-bbox="457 1051 822 1084">For this Attributes template</th> <th data-bbox="822 1051 1171 1084">Use this Layout template</th> </tr> </thead> <tbody> <tr> <td data-bbox="457 1102 822 1136">■ Virtual page</td> <td data-bbox="822 1102 1171 1136">Default template</td> </tr> <tr> <td data-bbox="457 1154 822 1188">■ Contact us</td> <td data-bbox="822 1154 1171 1188">Contact Us template</td> </tr> <tr> <td data-bbox="457 1206 822 1239">■ Splash page</td> <td data-bbox="822 1206 1171 1239">Splash template</td> </tr> <tr> <td data-bbox="457 1257 822 1291">■ Bundles page</td> <td data-bbox="822 1257 1171 1291">Default template</td> </tr> <tr> <td data-bbox="457 1309 822 1343">■ Telco homepage template</td> <td data-bbox="822 1309 1171 1343">Telco homepage template</td> </tr> <tr> <td data-bbox="457 1361 822 1394">■ Default homepage template</td> <td data-bbox="822 1361 1171 1394">Default homepage template</td> </tr> </tbody> </table>	For this Attributes template	Use this Layout template	■ Virtual page	Default template	■ Contact us	Contact Us template	■ Splash page	Splash template	■ Bundles page	Default template	■ Telco homepage template	Telco homepage template	■ Default homepage template	Default homepage template
For this Attributes template	Use this Layout template														
■ Virtual page	Default template														
■ Contact us	Contact Us template														
■ Splash page	Splash template														
■ Bundles page	Default template														
■ Telco homepage template	Telco homepage template														
■ Default homepage template	Default homepage template														

3. Click **Save Changes**. The content page is created.

*Note: If you check the **Return to pages list** checkbox, then after changes are saved you are returned to the Content Pages list (Figure 12). You can continue editing the template by clicking it in the list.*

The page refreshes and displays the following sections:

- **Attributes**, containing the attribute fields that correspond to the attributes template you selected.
 - **Geo Restriction**, for specifying which geo restrictions to apply to this page.
4. In the **Attributes** section, enter information into the fields. For explanations about the attribute fields in the different attribute templates, refer to the following

sections:

- *Specifying Attributes for a Virtual Page, Bundles Page, and Splash Page* on page 8.
- *Specifying Attributes for a Contact Us Page* on page 9.
- *Specifying Attributes for a Default Home Page* on page 11.
- *Specifying Attributes for a Default Telecommunications Home Page* on page 12.

Important: Note that you can use variables in the text fields. The list of available variables appears in the top-right corner of the screen. When the page is displayed in the TV Website, the variable is replaced with its actual value. The actual value of each variable is determined as follows:

Table 3: Values of Variables Used in Attribute Templates

Variable Type	Value Determined by
Client automatic Identified Variables	Dynamically learned from the end-user's IP address.
Site Content Variables	As defined in Configuration → Site Settings → Site Content.
Global Settings Variables	As defined in Configuration → Site Settings → Global Settings.

5. In the **Geo Restriction** section, specify which geographical entities are allowed, or denied, access to the page. Refer to *Specifying Geo Restrictions* on page 7.
6. Click **Save changes**.

Note: To delete the page, click **Delete**.

To view the final page, navigate to the page in the TV Website (according to the address you specified in the **Path** field). The following figures show an example of a content page's definition in the RayV Dashboard, and the final page appearance in the TV Website.

Attributes

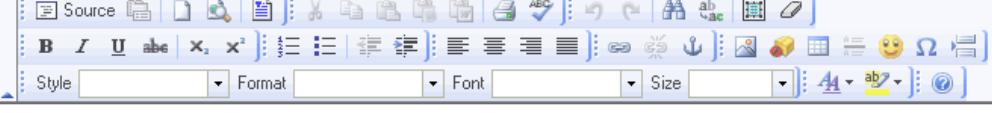
Page Title:	<input type="text" value="Contact"/>	Enter page title
Meta Keywords:	<input type="text"/>	
Meta Description:	<input type="text"/> Enter short description	
Description:	<div style="border: 1px solid #ccc; padding: 5px;">  <p>For questions regarding your account, the registration process, and/or viewing the live or VOD content, please contact {StoreName} via email or live online chat.</p> </div>	
Enter description for the item		
Phone Number:	<input type="text" value="+1 800 000 000"/>	
Email:	<input type="text" value="ProgramTemplate1.3@rayv.com"/>	
Enable Rayv Support:	<input checked="" type="radio"/> Yes <input type="radio"/> No	

Figure 5: Defining the Attributes of a Contact Page

RAYV

Language Selection: French Korean English Login

 Username
 Remember Me
 [Forgot Password?](#)

LOGIN

CONTACT US

For questions regarding your account, the registration process, and/or viewing the live or VOD content, please contact Rayv via email or live online chat:

Email
ProgramTemplate1.3@rayv.com

Phone Number
 +1 800 000 000

 **LIVE CHAT SUPPORT ►**

[Support](#) [T&C](#) [Privacy Policy](#) [Contact Us](#)

Figure 6: The Final Page Appearance

SPECIFYING GEO RESTRICTIONS

Geo restrictions are a mechanism for restricting an end-user's access to various TV Website elements (specific site pages, specific site content, specific site products), based on the geographical location of the end-user. The geographical location is derived from the end-user's IP address.

In Geo restrictions, you define which geographical locations are allowed, or denied, access to the TV Website element.

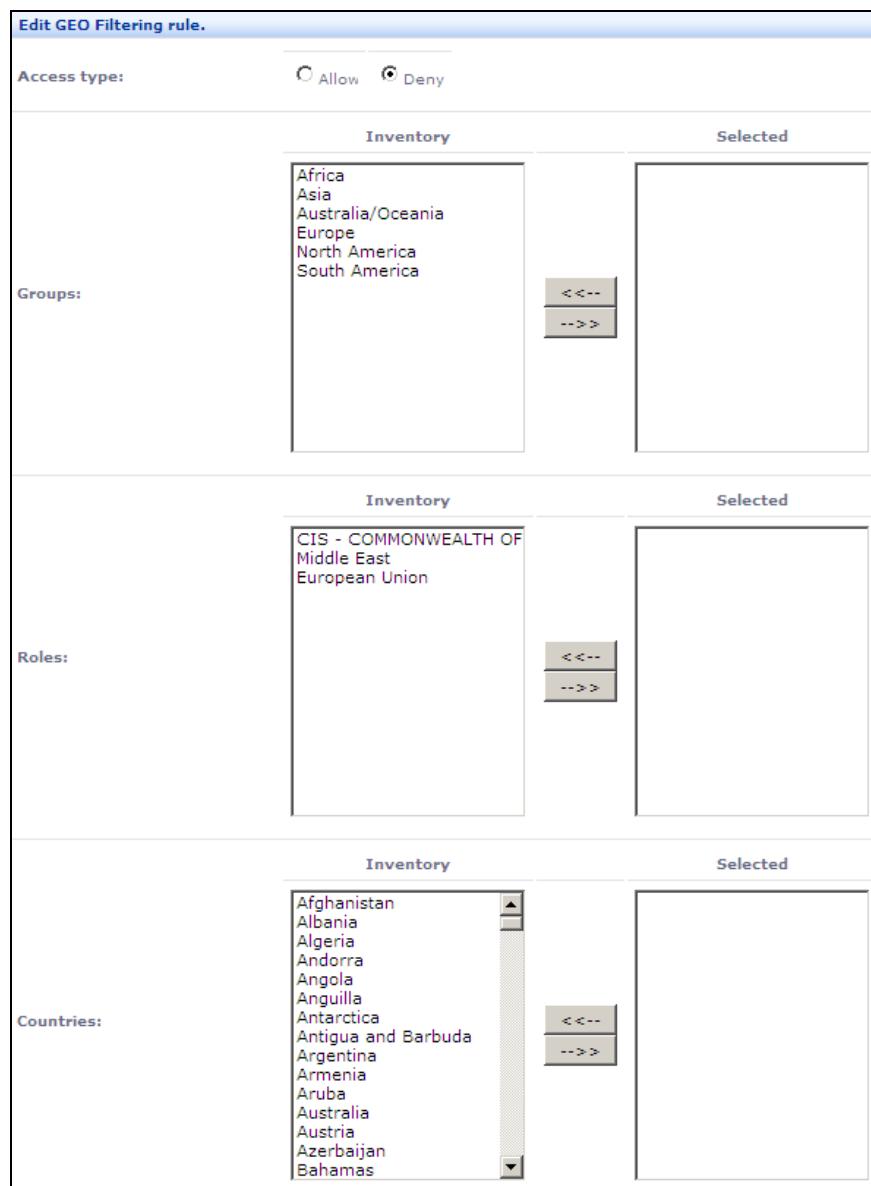


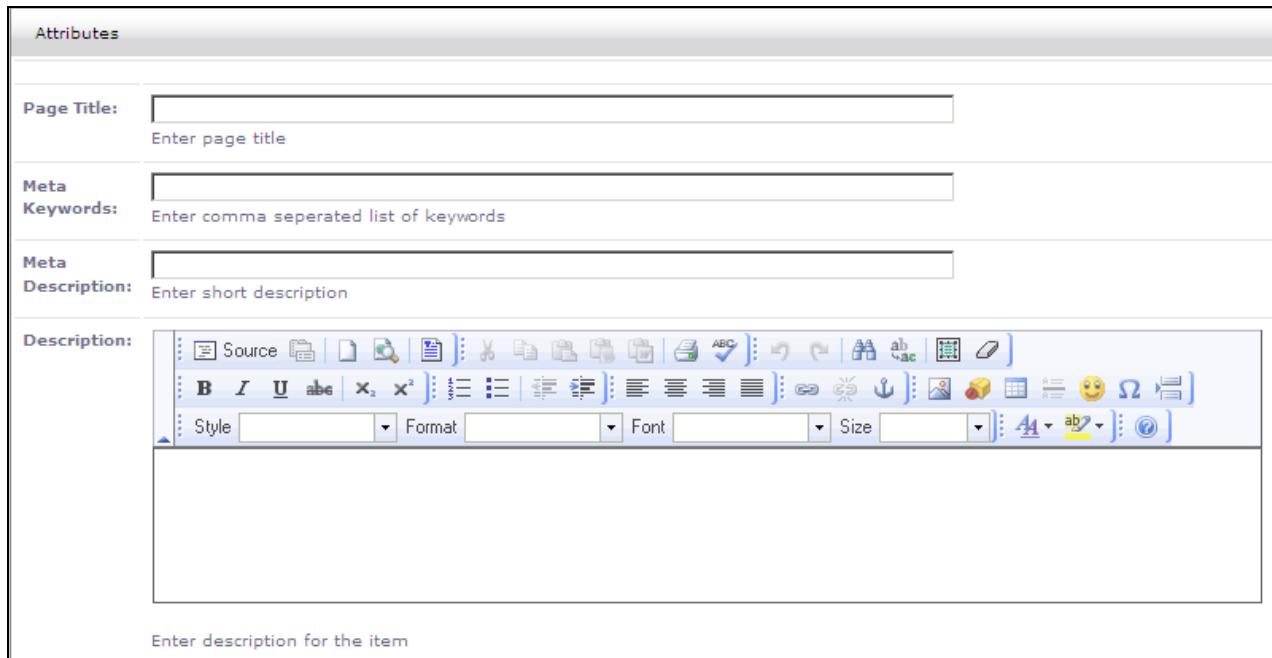
Figure 7: Geo Restrictions

To define geo restrictions:

1. In **Access type**, specify whether the geographical entities you are selecting are allowed access to the element or denied access to the element.
2. Specify the geographical entities to which the geo restriction applies. There are three types of geographical entities to which you can apply a geo restriction:
 - **Groups** – Groups of countries. For information on configuring country groups, refer to *Managing Country Groups* on page 148).
 - **Roles** – Geographical roles. For information on configuring geographical roles, refer to *Managing Geo Filtering Roles* on page 155).
 - **Countries** – Specific countries. For information on configuring countries, refer to *Managing Countries* on page 150).

For each geographical entity you wish to specify, select the entity in the **Inventory** box and click .

SPECIFYING ATTRIBUTES FOR A VIRTUAL PAGE, BUNDLES PAGE, AND SPLASH PAGE



The screenshot shows the 'Attributes' dialog box with the following fields:

- Page Title:** A text input field with placeholder text "Enter page title".
- Meta Keywords:** A text input field with placeholder text "Enter comma separated list of keywords".
- Meta Description:** A text input field with placeholder text "Enter short description".
- Description:** A rich text editor area with a toolbar containing icons for Source, Style, Font, and Size, along with various styling options like bold, italic, underline, and alignment.
- Enter description for the item:** A placeholder text at the bottom of the description area.

Figure 8: Attributes for Defining a Virtual Page, Bundles Page, and Splash Page

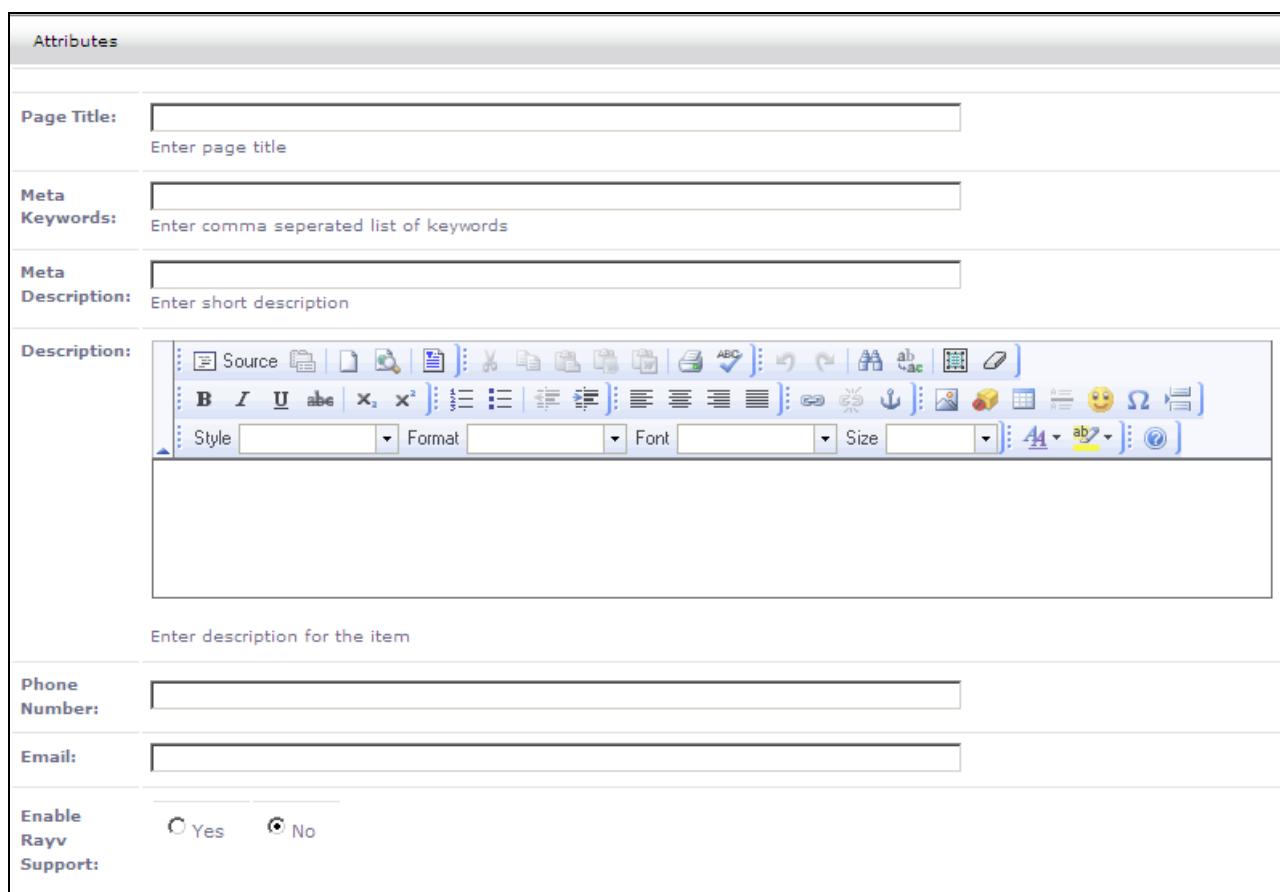
The attributes defining a Virtual Page, Bundles Page, or Splash Page are described in

the following table:

Table 4: Virtual Page, Bundles Page, and Splash Page Templates- Description of Attributes

Parameter	Table Heading
Page Title	The title of the page.
Meta Keywords	Meta keywords for this page.
Meta Description	Meta description of this page.
Description	The text content of the page.

SPECIFYING ATTRIBUTES FOR A CONTACT US PAGE



The screenshot displays the 'Attributes' configuration interface for a Contact Us page. The interface includes the following fields:

- Page Title:** A text input field with placeholder text "Enter page title".
- Meta Keywords:** A text input field with placeholder text "Enter comma separated list of keywords".
- Meta Description:** A text input field with placeholder text "Enter short description".
- Description:** A rich text editor area with a toolbar containing various formatting options like bold, italic, underline, and alignment. Below the editor is a placeholder text "Enter description for the item".
- Phone Number:** A text input field.
- Email:** A text input field.
- Enable Rayv Support:** A radio button group with two options: "Yes" (unchecked) and "No" (checked).

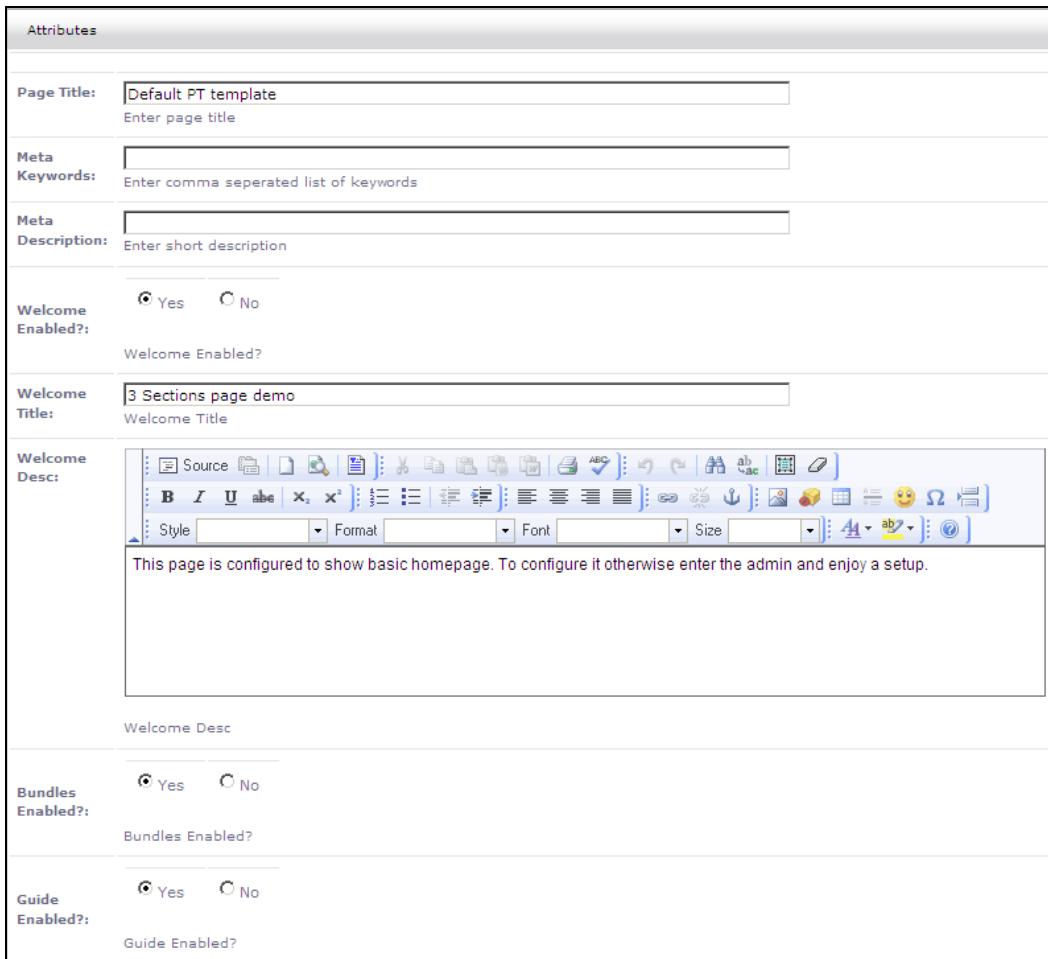
Figure 9: Attributes for Defining a Contact Us Page

The attributes defining a Contact Us page are described in the following table:

Table 5: Contact Us Page Template – Description of Attributes

Parameter	Description
Page Title	The title of the page.
Meta Keywords	Meta keywords for this page.
Meta Description	Meta description of this page.
Description	The text content of the page.
Phone Number	A phone number for contacting the customer (TV Website owner).
Email	An email address for contacting the customer (TV Website owner).
Enable RayV support	Indicate whether to enable a link to RayV support from the page.

SPECIFYING ATTRIBUTES FOR A DEFAULT HOME PAGE



The screenshot shows the 'Attributes' configuration page for a default home page. It includes the following fields:

- Page Title:** Default PT template
- Meta Keywords:** Enter comma separated list of keywords
- Meta Description:** Enter short description
- Welcome Enabled?:** Yes No
- Welcome Title:** 3 Sections page demo
- Welcome Desc:** This page is configured to show basic homepage. To configure it otherwise enter the admin and enjoy a setup.
- Bundles Enabled?:** Yes No
- Guide Enabled?:** Yes No

Figure 10: Attributes for Defining a Default Home Page

The attributes defining a default home page are described in the following table:

Table 6: Default Home Page Template – Description of Attributes

Parameter	Description
Page Title	The title of the page.
Meta Keywords	Meta keywords for this page.
Meta Description	Meta description of this page.
Welcome Enabled?	Indicates whether the page includes a Welcome section.
Welcome Title	The title of the Welcome section.
Welcome Desc	The text content of the Welcome section.
Bundles enabled?	Indicates whether the bundle is enabled. If it is not, then its associated SKUs will not be displayed in the TV Website.
Guide enabled?	Indicates whether to display the programs guide.

SPECIFYING ATTRIBUTES FOR A DEFAULT TELECOMMUNICATIONS HOME PAGE

Attributes

Page Title: Enter page title

Meta Keywords: Enter comma separated list of keywords

Meta Description: Enter short description

About Us Enabled?: Yes No
About Us Enabled?

AboutUs Title: AboutUs Title

AboutUs Desc: 

Signup Enabled?: Yes No
Signup Enabled?

Signup Title: Signup Title

Signup Desc: 

Welcome Enabled?: Yes No
Welcome Enabled?

Welcome Title: Welcome Title

Welcome Desc: 

Bundles Enabled?: Yes No
Bundles Enabled?

Figure 11: Attributes for Defining a Telecommunications Home Page

The attributes defining a Telecommunications home page are described in the following table:

Table 7: Telecommunications Home Page Template – Description of Attributes

Parameter	Description
Page Title	The title of the page.
Meta Keywords	Meta keywords for this page.
Meta Description	Meta description of this page.
About Us Enabled?	Indicates whether the page includes an About Us section.
About Us Title	The title of the About Us section.
About Us Description	The text content of the About Us section.
Signup Enabled?	Indicates whether the page includes a Signup section.
Signup Title	The title of the Signup section.
Signup Description	The text content of the Signup section.
Welcome Enabled?	Indicates whether the page includes a Welcome section.
Welcome Title	The title of the Welcome section.
Welcome Desc	The text content of the Welcome section.
Bundles Enabled?	Indicates whether to display the available bundles.

EDITING A CONTENT PAGE

You can edit the definitions of an existing content page.

To edit a content page:

1. Select **Content → Content Pages**. The Content Pages screen appears, listing all the defined content pages.

Content Pages					Eastern Standard Time (Site) Wednesday Mar 02, 2011 06:07:19 AM ()	UTC Wednesday Mar 02, 2011 11:07:19 AM (Z)	UTC (Server) Wednesday Mar 02, 2011 11:07:19 AM (+00:00)
Define/Edit content pages							
Home > Content > Content Pages					Current Language: any		
New Content Page 							
	Name	Subject	PageTemplate	MetaClass	Options		
<input type="checkbox"/>	Account_Expired	This package requires subscription	Default Template	BundlesPage			
<input type="checkbox"/>	AreaNotSupported	Area Not Supported	Default Template	Virtual Page			
<input type="checkbox"/>	Bundle1	My Bundles Page	Default Template	BundlesPage			
<input type="checkbox"/>	Contact_Us_page	Contact Us	Contact Us Template	Contact Us Template			
<input type="checkbox"/>	ContactUs	Contact Us	Contact Us Template	Contact Us Template			
<input type="checkbox"/>	Country_Not_Supported	Country Not Supported	Default Template	Virtual Page			
<input type="checkbox"/>	Default_HomePage	subject	Default HomePage Template	Default HomePage Template			
<input type="checkbox"/>	FAQ	FAQ	Default Template	Virtual Page			
<input type="checkbox"/>	Form_Validation_Error_Page	Form Validation Error Page	Default Template	Virtual Page			
<input type="checkbox"/>	Legal	Legal	Default Template	Virtual Page			
<input type="checkbox"/>	Privacy_Policy	Privacy Policy	Default Template	Virtual Page			
<input type="checkbox"/>	SingleLoginError	Access Limiter Error	Default Template	Virtual Page			
<input type="checkbox"/>	splash3	sdfsdf	Default Template	Virtual Page			
<input type="checkbox"/>	splash3	sdfsdf	Splash Page Template	Splash Page			
<input type="checkbox"/>	SplashPage1	Splash Page1	Splash Page Template	Splash Page			

Figure 12: Content Pages List

1. Click a content page in the **Name** column. The Content Page Edit screen appears (Figure 4), displaying the definitions of the content page.
2. Edit the definitions as desired. For an explanation of the various parameters, refer to the explanations in *Creating a Content Page* on page 3.

DELETING A CONTENT PAGE

You can delete an existing content page.

To delete a content page:

1. Select **Content → Content Pages**. The Content Pages screen appears (Figure 12).
2. Delete pages as follows:
 - To delete a single page, click  in the **Options** column.
 - To delete multiple pages, mark the corresponding checkboxes, and click **Run Batch**.

MANAGING THE TV WEBSITE'S USER INTERFACE

Note: Only a System user can manage the TV Website's user interface. Therefore, the **Site UI** option in the **Content** menu is not available for non-System users.

CUSTOMIZING THE TV WEBSITE'S LOOK AND FEEL

The TV Website has a basic look and feel, determined by the skin applied to it. You can override the look and feel by selecting a different skin, or by applying a CSS file to the entire TV Website. You can also set the look of specific elements such as the logo by specifying a graphic file for the element.

To customize the TV Website's appearance:

1. Select **Content → Site UI → Overrides**. The UI Overrides screen appears.

Edit Address

Edit Address

Eastern Standard Time (Site) Thur
UTC Thur
UTC (Server) Thur

Home > Content > Site UI > Overrides

Site template management.

Common

Override CSS: [Browse / Upload](#)

Download one of those skins to have an example CSS file: [Coffee/Tomato](#).

Store Logo: [Browse / Upload](#)

[?](#)

Login Background: [Browse / Upload](#)

[?](#)

Regular Button Background: [Browse / Upload](#)

[?](#)

Sign Up Button Background: [Browse / Upload](#)

[?](#)

Chat Button Background: [Browse / Upload](#)

[?](#)

X Sign: [Browse / Upload](#)

[?](#)

Arrow Right: [Browse / Upload](#)

[?](#)

Skin Select:

Default
Coffee
Tomato

You can download those Skins up here: [Default/Coffee/Tomato](#)

[Save Changes](#)

Tips

File Uploading
You can manually upload files to site through the [Upload](#) option, all those files can be accessed from the Web through the [http://\[DomainName\]/Files/\[Folders\]/\[\]](#).

CSS Changes
You can override all the classes from original CSS file. Note, all images urls should be relative to the CSS file location.

Figure 13: UI Overrides Screen

2. *Optional Specify a different skin in the **Skin Select** drop-down list. Note that the currently-applied skin is highlighted.
3. *Optional Specify a CSS file. The settings in the CSS file will override the skin settings of the specified skin. To specify a CSS file:
 - c. Click **Browse/Upload**. A CKFinder 2 window appears.

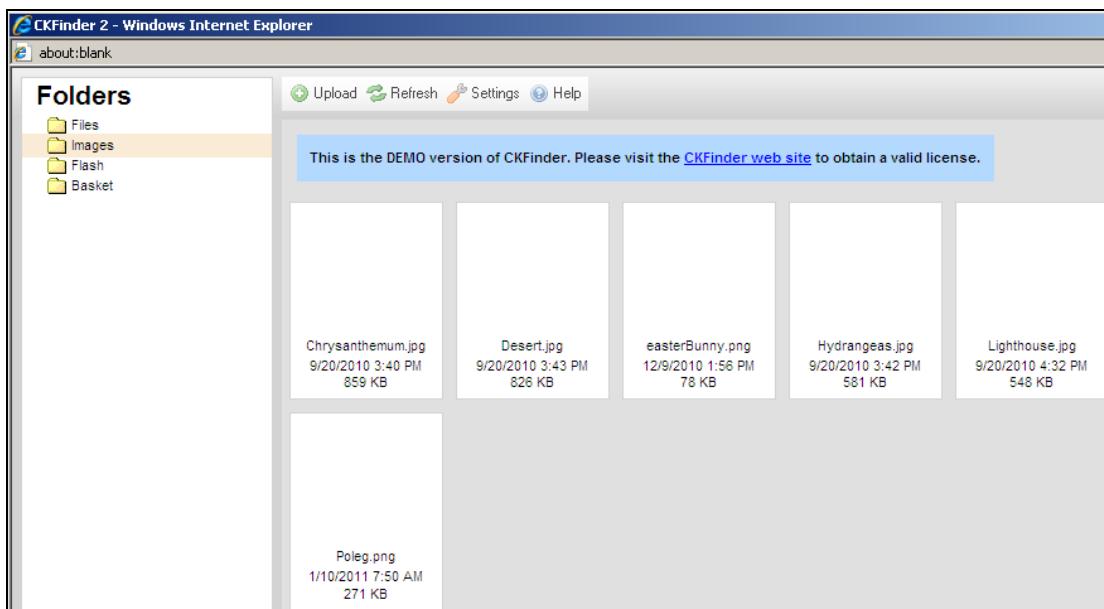


Figure 14: CKFinder 2

- d. Click **Upload**.
 - e. In the **Upload New File** section that appears, click **Browse**.
 - f. Browse to the location of the desired file, select it, and click **Open**.
 - g. Click **Upload Selected File**.
4. **Optional* Specify a graphic file to define the look and feel of individual elements, such as the store logo. You can perform this for all the elements listed under the Override CSS field. The graphic file will override the previous appearance of the element. To specify a file, follow instructions (a) to (g) in the preceding step for the element you wish to change.
5. **Optional* You can also modify a graphic file of one of the skins available in the **Skin Select** drop-down list, and apply it to an individual element. To do so:
- a. Click the skin you wish to download, adjacent to the **You can download those Skins up here** link. A File Download window appears.
 - b. Click **Save**. A Save As window appears.
 - c. Select a location for the .rar file.
- You can now extract an individual graphic file, modify it, and save it. If you wish, you can upload the modified file and apply it to an individual component, as described in Step 4.

MANAGING TEXT RESOURCES

You can view and edit the resources (text snippets) that appear in the skeleton of the TV Website.

To view and edit resources:

1. Select **Content → Site UI → Resources**. The Resources Edit screen appears.

Resources Edit			Eastern Standard Time (Site) Thursday Mar 03, 2011 05:58:07 AM () UTC Thursday Mar 03, 2011 10:58:07 AM (2) UTC (Server) Thursday Mar 03, 2011 10:58:07 AM (+)																							
Resources Edit																										
Home > Content > Site UI > Resources																										
<input checked="" type="checkbox"/> Enable Admin Resources management support																										
ForgotPassword.aspx																										
			<table border="1"> <thead> <tr> <th>English</th> <th>Korean</th> <th>French</th> </tr> </thead> <tbody> <tr> <td>ACCOUNT_CHANGE_TITLE</td> <td>Modify Password</td> <td>수정 비밀 번호</td> </tr> <tr> <td>ACCOUNT_PASS_RECOVERY_USEERR_TEXT</td> <td>User Name is not valid.</td> <td>사용자 이름이 유효하지 않습니다.</td> </tr> <tr> <td>REMIND_SUBMIT</td> <td>Submit</td> <td>제출</td> </tr> <tr> <td>REMIND_TITLE</td> <td>Forgot Password</td> <td>비밀 번호 찾기</td> </tr> <tr> <td>RESET_PASSWORD_BAD_INPUT</td> <td>Invalid user name.</td> <td>잘못된 사용자 이름입니다.</td> </tr> <tr> <td>RESET_PASSWORD_MESSAGE</td> <td>Forgot your password? Enter your login</td> <td>암호를 잊으셨습니까? 아래에 구하의 로그인 사</td> </tr> </tbody> </table>			English	Korean	French	ACCOUNT_CHANGE_TITLE	Modify Password	수정 비밀 번호	ACCOUNT_PASS_RECOVERY_USEERR_TEXT	User Name is not valid.	사용자 이름이 유효하지 않습니다.	REMIND_SUBMIT	Submit	제출	REMIND_TITLE	Forgot Password	비밀 번호 찾기	RESET_PASSWORD_BAD_INPUT	Invalid user name.	잘못된 사용자 이름입니다.	RESET_PASSWORD_MESSAGE	Forgot your password? Enter your login	암호를 잊으셨습니까? 아래에 구하의 로그인 사
English	Korean	French																								
ACCOUNT_CHANGE_TITLE	Modify Password	수정 비밀 번호																								
ACCOUNT_PASS_RECOVERY_USEERR_TEXT	User Name is not valid.	사용자 이름이 유효하지 않습니다.																								
REMIND_SUBMIT	Submit	제출																								
REMIND_TITLE	Forgot Password	비밀 번호 찾기																								
RESET_PASSWORD_BAD_INPUT	Invalid user name.	잘못된 사용자 이름입니다.																								
RESET_PASSWORD_MESSAGE	Forgot your password? Enter your login	암호를 잊으셨습니까? 아래에 구하의 로그인 사																								
bundles.aspx																										
default.aspx																										
ContactUs.aspx																										
test.aspx																										
RegisterStep1.aspx																										

Figure 15: Resources Edit Screen

2. Click a resource name to view the text to be displayed.
3. *Optional Edit the text, in any of the languages displayed.
4. Click **Save Changes** at the bottom of the screen.

LOCATING MISSING RESOURCES

You can view a list of the resources that the system suspects are missing values. The system suspects that a resource is missing a value if:

- No value was entered for the resource.
Or
- The value of the resource is identical to the resource name.

To view alerts about missing resources in content pages:

1. Select **Home → Dashboard**. The Store Operations Home Page screen appears (Figure 2).
2. Scroll to the **Missing content alerts** section (Figure 16).

Missing content alerts		
Name	Missing Language	Missing Content
Key name	Missing Language	Location Page
LAUNCH	English	Live.aspx
SUPPORT	English	ContactUs.aspx
PLAYER_TYPE	English	default.aspx
PURCHASE_PACKGES_TITLE	English	Bundles.aspx
CHECKOUT_PACKAGE_CHOOSE	English	bundles.aspx
CHANGE_PASS_COMPLETE_TEXT	English	ChangeEmailPassword.aspx
BIRTHDAY	English	RegisterStep1.aspx

Figure 16: Missing Content Alerts Section in the Dashboard Home Page

The section lists the resources that the system suspects are missing a value. The section provides the following information about those resources:

- **Key name** – The name of resource that is missing a value.
 - **Missing Language** – The language in which a value is missing.
 - **Location Page** – The name of content page that displays the resource.
3. Click a resource in the **Key name** column. The Resources Edit page appears, showing the resources of the corresponding content page.
 4. Locate the resource in the list, and if desired, enter a value for the resource, or edit the existing value.
 5. Click **Save changes**.

EXPORTING AND IMPORTING RESOURCES

The *Managing Text Resources* section describes how to view and edit resources within the RayV Dashboard. An alternative method is to export all the resources to a CSV file, edit the file, and then import the edited file. The settings in the imported file will override the previous settings.

To export resources:

1. Select **Content → Site UI → Resources Export/Import**. The Resources Export/Import screen appears.

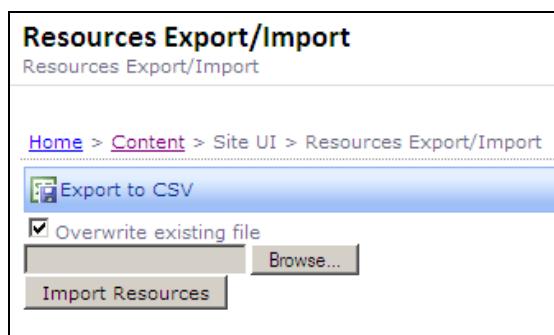


Figure 17: Resources Export/Import Screen

2. Click **Export to CSV**.

Edit the CSV file as desired, and save the updated version.

To import resources:

1. Select **Content → Site UI → Resources Export/Import**. The Resources Export/Import screen appears (Figure 17).
2. Click **Import Resources**.

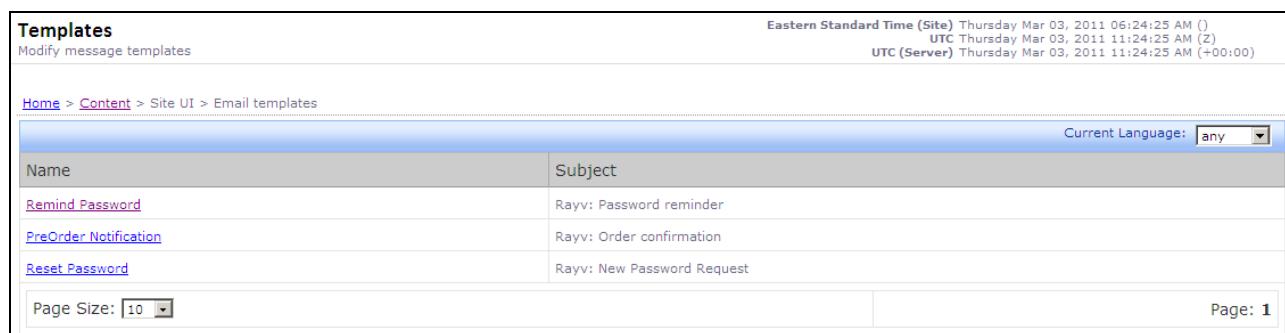
The settings in the imported CSV file overwrite the previous settings.

MODIFYING EMAIL TEMPLATES

You can modify the template of various system emails, sent by the TV Website to end-users.

To modify an email template:

1. Select **Content** → **Site UI** → **Email templates**. The Templates screen appears.



The screenshot shows a web-based application interface for managing email templates. At the top, there's a header bar with the RayV logo and some timestamp information: Eastern Standard Time (Site) Thursday Mar 03, 2011 06:24:25 AM (), UTC Thursday Mar 03, 2011 11:24:25 AM (Z), and UTC (Server) Thursday Mar 03, 2011 11:24:25 AM (+00:00). Below the header, the page title is "Templates" with a subtitle "Modify message templates". A breadcrumb navigation path is shown: Home > Content > Site UI > Email templates. On the right side of the header, there's a "Current Language" dropdown set to "any". The main content area is a table with two columns: "Name" and "Subject". The table contains three rows of data:

Name	Subject
Remind Password	Rayv: Password reminder
PreOrder Notification	Rayv: Order confirmation
Reset Password	Rayv: New Password Request

At the bottom left, there's a "Page Size" dropdown set to "10". At the bottom right, it says "Page: 1".

Figure 18: Email Templates Screen

Note: You can filter the display by the language used in the templates. To do so, select a language in the **Current Language** drop-down list. Only templates written in the selected language will appear in the list.

2. Click a template you wish to modify. The Template Info window appears, displaying the current template settings.

Template Info

Modify message template info

Eastern Standard Time (Site) Thursday Mar 03, 2011 06:25:46 AM
 UTC Thursday Mar 03, 2011 11:25:46 AM
 UTC (Server) Thursday Mar 03, 2011 11:25:46 AM

Home > Content > Site UI > Email templates > Email template

Template Name*	Remind Password
Language:	English
Subject*	Rayv: Password reminder
 <pre>Hello {fullname},</pre> <p>Your password to your Rayv account is: {password}</p> <p>Please save this email in a secure place.</p> <p>Sincerely, Rayv</p>	
<small>Last updated</small> <small>Created</small> <input checked="" type="checkbox"/> Return to templates list <input type="button" value="Save Changes"/>	

Figure 19: Template Info Screen

3. You can edit any of the fields. Note that you can insert any of the available variables (listed in the right side of the screen) into the body of the email. The fields you can edit are described in the following table:

Table 8: Fields in an Email Template

Field	Description
Template Name	The name of the email template.
Language	The language used in the subject and body of the email.
Subject	The text that will appear in the subject line of the final email.
Body	The text that will appear in the subject line of the final email. You can insert any of the available variables (listed in the right side of the screen).

4. Click **Save Changes**.

Note: If you check the **Return to templates list** checkbox, after changes are saved you are returned to the Templates list page.



BUILDING YOUR TV PRODUCTS

The Store menu enables you to

- Manage bundles and SKUs. These determine the actual products displayed in the TV Website, intended for purchase by end-users.
- Manage the coupons you can offer to end-users.
- Manage affiliates. Affiliates are owners of websites that include a link to the TV Website. Affiliates receive a commission for every subscriber that was referred by them.

OVERVIEW OF BUNDLES AND SKUS

The products that the end-user can purchase are called SKUs (Stock Keeping Units). Each SKU is associated with a bundle. Each bundle, in turn, is associated with user roles. Each user role specifies what actual content (programs, channels, VODs.) a user can view. When an end-user purchases an SKU, the end-user is assigned the corresponding roles, which determines the content that the end-user can view.

Each SKU is also characterized by a time period and price. These define when the end-user can view the content, and how much the SKU costs. Thus for example, a music bundle might have two SKUs: an SKU which costs \$100 per month, and an SKU for \$1100 a year.

The process of creating your TV products consists of the following:

1. Create user roles (refer to *Creating an End-user Role* on page 129).

2. Create bundles, and associate each with the desired user roles (refer to *Managing Bundles* on page 24).
3. When you create the bundles, create SKUs for each bundle as well (refer to *Managing SKUs* on page 27). The SKUs are the products displayed in the TV Website, intended for purchase by end-users.

MANAGING BUNDLES

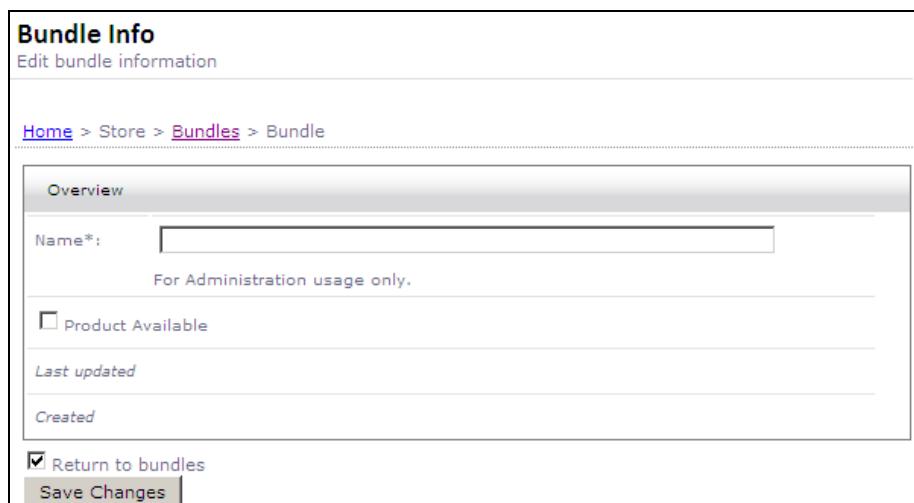
You can create bundles, view a list of all created bundles and their related SKUs, edit a bundle's settings, and delete bundles.

CREATING A BUNDLE

You can create a new bundle.

To create a bundle:

1. Select **Store** → **New Bundle**. The Bundle Info screen appears.



The screenshot shows the 'Bundle Info' screen with the following details:

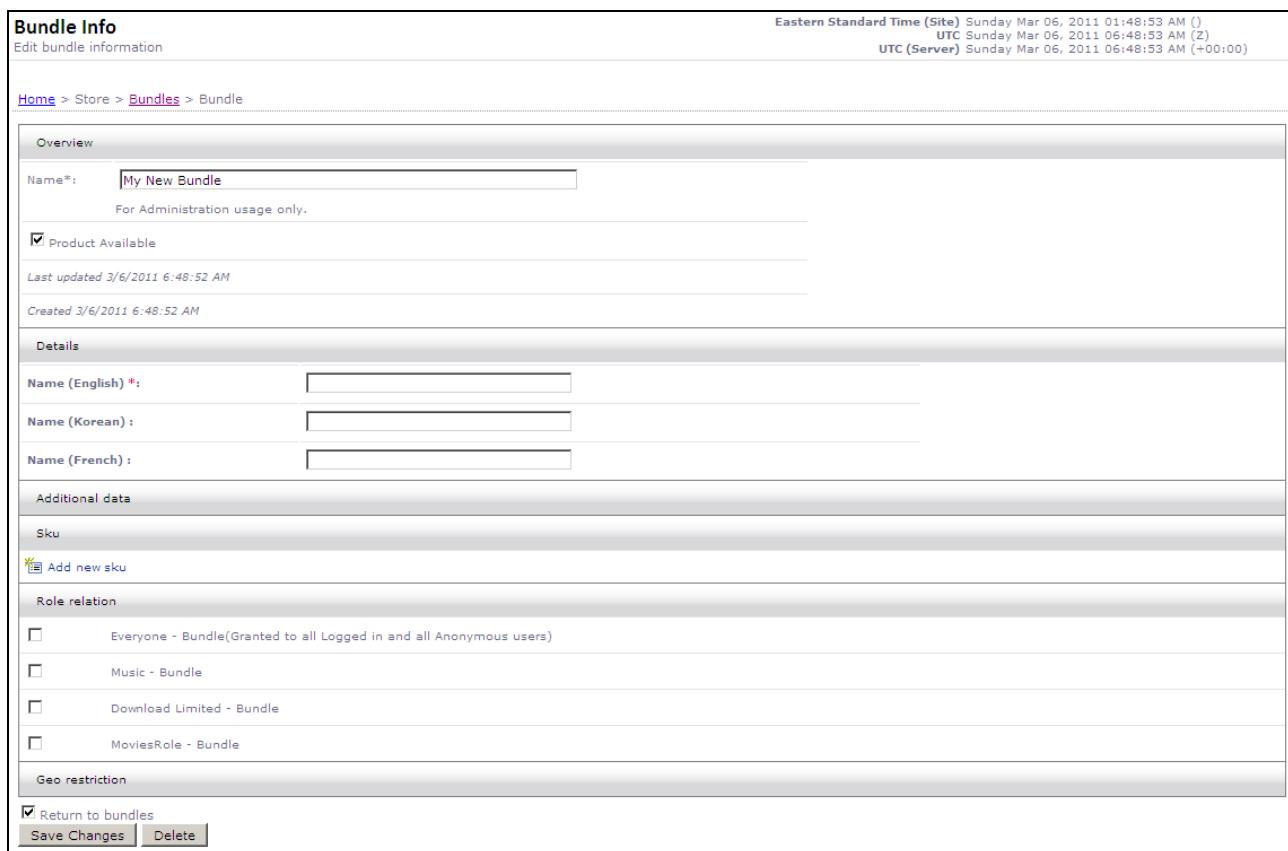
- Bundle Info** heading with a link to 'Edit bundle information'.
- Breadcrumbs: Home > Store > Bundles > Bundle.
- Overview** section:
 - Name***: A text input field.
 - A note: "For Administration usage only."
 - Product Available**: A checkbox.
 - Last updated**: A timestamp.
 - Created**: A timestamp.
- Return to bundles**: A checkbox.
- Save Changes**: A button.

Figure 20: Bundle Info Screen – Creating a New Bundle

2. Enter a name in the **Name** field. This name is for administrative usage, and is not displayed in the TV Website.
3. Check the **Product Available** checkbox.
4. Click **Save Changes**. The bundle is created.

The page refreshes and displays the following sections:

- **Details** section, for specifying the name of the bundle in each of the available languages.
- **Additional data** section, for specifying a description of the bundle in each of the available languages.
- **SKU** section, for defining which SKUs (products) to associate with this bundle.
- **Role relation** section, for specifying which roles to associate with this bundle.
- **Geo Restriction** section, for specifying which geo restrictions to apply to this bundle.



Bundle Info
Edit bundle information

Eastern Standard Time (Site) Sunday Mar 06, 2011 01:48:53 AM ()
 UTC Sunday Mar 06, 2011 06:48:53 AM (Z)
 UTC (Server) Sunday Mar 06, 2011 06:48:53 AM (+00:00)

Home > Store > [Bundles](#) > Bundle

Overview

Name*: For Administration usage only.

Product Available

Last updated 3/6/2011 6:48:52 AM
Created 3/6/2011 6:48:52 AM

Details

Name (English) *:

Name (Korean) :

Name (French) :

Additional data

Sku

[Add new sku](#)

Role relation

Everyone - Bundle(Granted to all Logged in and all Anonymous users)
 Music - Bundle
 Download Limited - Bundle
 MoviesRole - Bundle

Geo restriction

Return to bundles

[Save Changes](#) | [Delete](#)

Figure 21: Bundle Info

5. In the **Details** sections, enter a name for the bundle in each of the available languages. You must at least enter a name in the default language field (marked with a red asterisk).
6. In the **Additional data** sections, enter a description for the bundle in each of the available languages.
7. Click **Add New Sku**. The Sku Info screen appears, enabling you to define a new

SKU (refer to *Creating an SKU* on page 28).

Note: When you create an SKU directly (by navigating to **Store → New SKU**), you must associate it with a specific bundle. Any SKUs you create and associate with this bundle, will automatically appear in the SKU list displayed here.

The SKUs you define will appear in a table. The table is identical in appearance and behavior to the Bundle SKUs table (Figure 24). You can edit, delete, or clone SKUs from within this table. For instructions, refer to *Editing an SKU* on page 30, *Cloning an SKU* on page 31, and *Deleting an SKU* on page 31.

8. In the **Role relation** sections, check the roles you wish to associate with this bundle.
9. In the **Geo restriction** section, specify which geo restrictions to apply to this page. For explanations, refer to *Specifying Geo Restrictions* on page 7.
10. Click **Save changes**.

Note: If you check the **Return to bundles** checkbox, then after changes are saved you are returned to the Bundles list.

Note: To delete the bundle, click **Delete**.

EDITING A BUNDLE

You can edit the definitions of an existing bundle.

To edit a bundle:

1. Select **Store → Bundles**. The Bundles screen appears, listing all the defined bundles, their related SKUs, and their status.

Bundles List of all bundles in the system			Eastern Standard Time (Site) Sunday Mar 06, 2011 02:38:18 AM () UTC Sunday Mar 06, 2011 07:38:18 AM (Z) UTC (Server) Sunday Mar 06, 2011 07:38:18 AM (+00:00)
Home > Store > Bundles			
 New Bundle			
<input type="checkbox"/>	Name	Related Skus	Status
<input type="checkbox"/>	Music Bundle/495	Show Items (3)	Enabled
<input type="checkbox"/>	MP3 download limited/496	Show Items (1)	Enabled
<input type="checkbox"/>	Movie Bundle/504	Show Items (1)	Enabled
<input type="checkbox"/>	yaelTest/505	None	Enabled
<input type="checkbox"/>	My New Bundle/506	None	Enabled
Page Size: <select>10</select>		Page: 1	
Delete Run batch			

Figure 22: Bundles List

2. Click a bundle in the **Name** column. The Bundle Info screen appears (Figure 21), displaying the definitions of the bundle.
3. Edit the definitions as desired. For an explanation of the various parameters, refer to the explanations in *Creating a Bundle* on page 24.

DELETING A BUNDLE

You can delete an existing bundle.

To delete a bundle:

1. Select **Store → Bundles**. The Bundles screen appears, listing all the defined bundles (Figure 22).
2. Check one or more checkboxes corresponding to the bundles you wish to delete.
3. Click **Run Batch**.

The selected bundles are deleted.

MANAGING SKUS

Each SKU is associated with a bundle. The SKUs associated with a bundle are the actual products you can purchase. Each SKU is characterized by a time period and a price.

CREATING AN SKU

To create an SKU:

1. Select **Store → New SKU**. The Sku Info screen appears.

Sku Info

Edit sku information

Home > Store > New SKU

Common SKU Information

Bundle:	Music Bundle
Name*:	<input type="text"/>
For Administration usage only.	
<input checked="" type="checkbox"/> SKU Available	
External Unique Identifier (Code)*:	SKU77800718
For Example: Plimus Contract Id.	
Price (USD)*:	<input type="text"/>
Currency	Argentine Peso

SKU Attributes

Subscription Configuration

Subscription type:	ImmediateFixedDuration
Duration unit type:	Hours
Subscription duration units type e.g. for 6 months subscription, units = month	
Duration amount*:	0
Subscription duration amount e.g. for 6 months subscription, amount = 6	

Regular Billing Cycle (For Payment Provider)

You can setup a billing cycle for the sku. The customer will be billed the amount of sku price regulary. The payment plan automatically created upon order completion.

Bill on recurring basis:	<input type="radio"/> Yes <input checked="" type="radio"/> No
Length of each billing cycle:	<input type="text"/> (Pick one) <input type="button" value="▼"/> <input type="text"/> (Pick one) <input type="button" value="▼"/>
Stop recurring after:	<input type="text"/> (Continue until cancelled) <input type="button" value="▼"/>

Role relation

In order to manage roles relations, please go to the [bundle](#) section.
Notice: If you made any changes, please save before you click on the bundle section link.

Geo restriction

Last updated

Created

Return to bundle

Save Changes

Figure 23: SKU Info Screen – Creating a New SKU

2. Enter information into the fields. The fields are described in the following table.

Table 9: SKU Info – Description of Fields

Parameter	Description
<i>Common SKU Information</i>	
Bundle	The bundle with which this SKU is associated.
Name	The administrative name of the SKU. This name is for administrative usage, and is not displayed in the TV Website.
SKU Available	Whether this SKU is available to end-users.
External Unique Identifier (Code)	A unique code for this SKU, created by the system. Intended for the payment companies.
Price (USD)	The price of the SKU.
Currency	The currency at which the price is quoted.
<i>SKU Attributes</i>	
Name	The SKU name, in each of the available languages. You must at least enter a name in the default language field (marked with a red asterisk).
Description	The SKU description, in each of the available languages.
<i>Subscription Configuration</i>	
Subscription type	Select one of the following subscription types: <ul style="list-style-type: none"> ■ ImmediateFixedDuration – The subscription starts immediately, and lasts for a specified fixed amount of time. ■ Seasonal – The subscription starts immediately, and ends by a specified date and time. ■ AddedFixedDuration – Intended for future expansion
Duration unit type Duration amount	These fields appear only if you select an ImmediateFixedDuration subscription type Specify the duration of the subscription in number of hours, months, years, or days. For example, to specify a duration of 4 months, select Months in the Duration unit type list, and enter 4 in the Duration amount field.
Expiration date	This field appears only if you select a Seasonal subscription type. Specify by which date and time the subscription will expire.

Parameter	Description
<i>Regular Billing Cycle</i>	
Bill on recurring basis	Indicates whether the end-user pays in recurring payments (Yes), or a one-time payment (No).
Length of each billing cycle	If you specified to bill on a recurring basis (Yes), enter the details of the payment plan:
Stop recurring after	Length of each billing cycle: Specify after how many days, weeks, months, or years a payment is due. Stop recurring after: Specify the total number of payments. If you select Continue until cancelled , the end-user will be billed regularly until the end-user cancels the subscription.
<i>Role relation</i>	Enables editing the list of end-user roles associated with the bundle.
<i>Geo restriction</i>	The geo restrictions associated with this SKU. Usually, no geo restrictions are specified here, and the system takes the geo restrictions from the bundle associated with this SKU. If you do specify geo restrictions for the SKU, they are logically AND'ed with the geo restrictions defined for the associated bundle.
	For instructions on how to set geo restrictions, refer to <i>Specifying Geo Restrictions</i> on page 7.

3. Click **Save changes**.

Note: If you check the **Return to product** checkbox, then after creating or editing the SKU, you are returned to the screen of the bundle with which this SKU is associated.

EDITING AN SKU

You can edit the definitions of an existing SKU.

To edit an SKU:

1. Select **Store → SKUs**. The Bundle SKUs screen appears, listing all the defined SKUs.

Bundle SKUs						Eastern Standard Time (Site) Sunday Mar 06, 2011 04:29:56 AM ()
						UTC Sunday Mar 06, 2011 09:29:56 AM (Z)
						UTC (Server) Sunday Mar 06, 2011 09:29:56 AM (+00:00)
Home > Store > SKUs						
 New SKU						
Name	Bundle	Price	Enabled			
Music Bundle/495 : Unlimited Offer (763/20330242) - 100,00 €	Music Bundle/495	100,00 €	Enabled			X
Music Bundle/495 : Daily Express (764/20330243) - \$5,00	Music Bundle/495	\$5,00	Enabled			X
MP3 download limited/496 : Unlimited Hot (765/20330244) - \$50,00	MP3 download limited/496	\$50,00	Enabled			X
Music Bundle/495 : For tests (766/SKU53434588) - \$ 555,00 (Disabled)	Music Bundle/495	\$ 555,00	Disabled			X
Movie Bundle/504 : one week subscription (773/SKU94357697) - \$5,00	Movie Bundle/504	\$5,00	Enabled			X
Page Size: <select>25</select>						Page: 1
Delete	Run batch					

Figure 24: Bundle SKUs List

2. Click an SKU in the Name column. The SKU Info screen appears (Figure 23), displaying the definitions of the SKU.
3. Edit the definitions as desired. For an explanation of the various parameters, refer to the explanations in *Creating an SKU* on page 28.

CLONING AN SKU

You can create a copy of an SKU, and then change the clone's name and parameters as desired. This is useful if you wish to create an SKU that is very similar to an existing SKU.

To clone an SKU:

1. Select **Store → SKUs**. The Bundle SKUs screen appears, listing all the defined SKUs (Figure 24).
2. Click in the right-most column of the line listing the SKU you wish to clone.
A new entry appears, which is a copy of the SKU you cloned.
3. Click the new entry. The SKU Info screen appears (Figure 23), displaying the definitions of that SKU.
4. Enter a new name, change parameters as desired, and click **Save changes**.

DELETING AN SKU

You can delete an existing SKU, if it was never purchased. An SKU that had been

purchased cannot be deleted.

To delete an SKU:

1. Select **Store → SKUs**. The Bundle SKUs screen appears, listing all the defined SKUs (Figure 24).
2. Delete SKUs as follows:
 - To delete a single SKU, click  in the right-most column. The SKU is deleted.
 - To delete multiple SKUs, mark the corresponding checkboxes, and click **Run Batch**. The selected SKUs are deleted.

BATCH UPDATE OF BUNDLES OR SKUS

Note: Only a System user can perform batch updates of bundles or SKUs. Therefore, the **Batch Update** menu option is not available for non-System users.

The Batch Update screen enables you to quickly view, compare, and edit various properties of all the bundles and SKUs in the system.

To quickly view or update properties of bundles or SKUs:

1. Select **Store → Batch update**. The Batch Update screen appears.

Batch Update
Update products and skus in the system

Eastern Standard Time (Site) Tuesday
UTC Tuesday
UTC (Server) Tuesday

Home > Store > Batch update

Object: **Sku** ▾
Meta Class: **(any)** ▾
Field: **Price** ▾

Name	Price
Music Bundle: Unlimited Offer	100 Euro ▾
Music Bundle: Daily Express	5 U.S. Dollar ▾
MP3 download limited: Unlimited Hot	50 U.S. Dollar ▾
Music Bundle: For tests	555 Argentine Peso ▾
Movie Bundle: one week subscription	5 U.S. Dollar ▾
Music Bundle: For tests Copy	555 Argentine Peso ▾
Music Bundle: clone test	100 Euro ▾

Page Size: **10** ▾

Update

Figure 25: Batch Update Screen

2. In the **Object** drop-down list, select the object whose properties you wish to view: Bundle or SKU. The table in the bottom half of the screen displays all the objects of the selected type currently defined in the system.
3. In the **Field** drop-down list, select the property you wish to view. The screen refreshes and the right-hand column of the table shows the values of the property, for all the objects listed in the table.
4. *Optional Edit the property of an object by placing the cursor in the relevant field and editing the value in the field.
5. Click **Update**. The objects whose properties were edited are updated.

MANAGING AFFILIATES

Affiliates are organizations with sites that include a link to your TV Website. For every end-user who buys a product from the TV Website, the affiliate who sent the user to the TV Website receives a commission.

CREATING AN AFFILIATE

To create an affiliate:

1. Select **Store → Affiliates → New affiliates**. The Manage Affiliate screen appears.

Figure 26: Manage Affiliate Screen – Creating or Editing an Affiliate

2. Enter information into the fields. The fields are described in the following table.

Table 10: Manage Affiliate – Description of Fields

Parameter	Description
Affiliate Name	The name of the affiliate.
Web Site URL	The address of the affiliate's site.
Commission Percentage	The commission that the affiliate receives for each end-user who was referred from the affiliates.
Is disabled	Indicates whether the affiliate is disabled.

EDITING AN AFFILIATE

You can edit the definitions of an existing affiliate.

To edit an affiliate:

1. Select **Store → Affiliates → All Affiliates**. The Affiliates Management screen appears, listing all the defined affiliates.

Affiliates Management				Eastern Standard Time (Site) Sunday Mar 06, 2011 05:01:51 AM () UTC Sunday Mar 06, 2011 10:01:51 AM (Z) UTC (Server) Sunday Mar 06, 2011 10:01:51 AM (+00:00)
Manage affiliates				
Home > Store > Affiliates > All affiliates				
 New Affiliate				
Name	Identifier	Landing Link	Options	
RayV	35369aeb-935e-413e-96ab-319d8e3e462e	http://witq.rayv-inc.com/ProgramTemplateV1.4Test/?aff=35369aeb-935e-413e-96ab-319d8e3e462e	X	
Test	5990d9c7-3716-486c-820b-5aa9efde57d3	http://witq.rayv-inc.com/ProgramTemplateV1.4Test/?aff=5990d9c7-3716-486c-820b-5aa9efde57d3	X	
Page Size: <input type="button" value="10"/>		Page: 1		

Figure 27: Affiliates Management Screen

The Affiliates Management screen lists all the affiliates, including each affiliate's web address and the unique code (Identifier) that the system assigned to the affiliate.

2. Click an entry in the list. The Manage Affiliate screen appears (Figure 26), displaying the definitions of the affiliate.
3. Edit the definitions as desired. For an explanation of the various parameters, refer to the explanations in *Creating an Affiliate* on page 34.

DELETING AN AFFILIATE

You can delete an existing affiliate.

To delete an affiliate:

1. Select **Store → Affiliates → All Affiliates**. The Affiliates Management screen appears (Figure 27).
2. To delete an affiliate, click X in its **Options** column.

MANAGING COUPONS

You can define various discount coupons to offer to your end-users. For each coupon, you define the discount, to whom the coupon is available, its start and expiration date,

and the coupon code.

Note that an end-user can redeem a coupon only if the end-user knows the coupon code.

CREATING A COUPON

To create a coupon:

1. Select **Store → Promotions → New Coupon**. The Coupon Edit screen appears.

The screenshot shows the 'Coupon Edit' interface. At the top right, it says 'Eastern Standard Time' and 'UTC (-5 hours)'. Below that is a breadcrumb trail: Home > Store > Promotions > New coupon. The main form has several sections:

- Name***: A text input field.
- Description**: A text input field.
- Discount Available**: A checkbox that is unchecked.
- Discounts (Volume Discount)**: A section with a dropdown menu set to 'Whole order'. It includes radio buttons for 'Fixed reduction' and 'Percentage' (which is selected), followed by a percentage input field.
- Limitations**: A section with a dropdown menu set to 'Unlimited'. It includes fields for 'Coupon Code' (empty), 'Start Date' (set to 4/11/2011), and 'Expiration Date' (set to 5/11/2011). There is also a checked checkbox for 'Return to coupons list'.
- Buttons**: At the bottom left are 'Save Changes' and 'Cancel' buttons.

Figure 28: Coupon Edit Screen – Creating a Coupon

2. Enter information into the fields. The fields are described in the following table.

Table 11: Coupon Edit Screen – Description of Fields

Parameter	Description
Name	The coupon's name.
Description	The coupon's description.
Discount Available	Indicates whether the coupon is available.
<i>Discounts (Volume Discount)</i>	

Parameter	Description
Discount based on	<p>For which components the discount is offered:</p> <ul style="list-style-type: none"> ■ Whole order – The discount will apply to all the SKUs being purchased. ■ All of these SKUs – The discount will apply to certain SKUs. If you select this option, then after you click Save Changes the screen refreshes and a Select button appears. Click the button to select for which SKUs the discount will be offered. A Select SKUs screen appears. Check the checkboxes of the SKUs you wish to specify.
Fixed reduction	Indicates that the discount is a fixed sum subtracted from the original price (in the currency of the original price). If you select this option, enter a value in the Fixed reduction field
Percentage	Indicates that the discount is a percentage of the total price. If you select this option, enter a percentage in the Percentage field.
<i>Limitations</i>	
Limitation	<p>The coupon policy. The possible options include:</p> <ul style="list-style-type: none"> ■ Unlimited – The coupon can be used by any end-user who enters the coupon code, any time they make a purchase. ■ One time only – The coupon can be used once, by the first end-user who enters the coupon code. ■ One time per end user – The coupon can be used once by every end-user who enters the coupon code. ■ First n end users – The coupon can be used by the first n end-users who enter the coupon code. If you select this option, the screen refreshes, enabling you to specify the value of n.
Coupon code	Specify the code that the end-user must enter in order to receive the discount.
Start Date	When the coupon starts to go into effect.
Expiration Date	When the coupon expires.

3. Click **Save Changes**.

Note: If you check the **Return to coupons list** checkbox, you are returned to the Discount Coupons list (Figure 29) after the changes are saved.

VIEWING COUPON DETAILS AND UTILIZATION

You can view all coupons and their pertinent details, such as how many were redeemed of each type.

To view all coupons:

1. Select **Store → Promotions → Coupons**. The Discount Coupons screen appears, listing all the defined coupons and their main characteristics.

Discount Coupons						Eastern Standard Time (Site) Sunday Mar 06, 2011 05:26:24 AM ()	UTC Sunday Mar 06, 2011 10:26:24 AM (Z)	UTC (Server) Sunday Mar 06, 2011 10:26:24 AM (+00:00)
Home > Store > Promotions > Coupons								
 New Coupon								
Name	Status	Start/End Dates	# Redeemed	Amount	Revenue			
testfree	Active	5/3/2010 12:00:00 AM - 7/31/2011 12:00:00 AM	10	\$ 1,665,00 300,00 € \$110.00				
testme	Expired	2/24/2011 12:00:00 AM - 2/28/2011 12:00:00 AM	1	50,00 €	50,00 €			
S94AN35G	Expired	2/24/2011 12:00:00 AM - 2/28/2011 12:00:00 AM	0					
J95QF32R	Expired	2/24/2011 12:00:00 AM - 2/28/2011 12:00:00 AM	0					
R52MN48Q	Expired	2/24/2011 12:00:00 AM - 2/28/2011 12:00:00 AM	0					
E28TL95K	Expired	2/24/2011 12:00:00 AM - 2/28/2011 12:00:00 AM	0					
L92QA63N	Expired	2/24/2011 12:00:00 AM - 2/28/2011 12:00:00 AM	0					
R42ZY67J	Expired	2/24/2011 12:00:00 AM - 2/28/2011 12:00:00 AM	0					
T25SP38Q	Expired	2/24/2011 12:00:00 AM - 2/28/2011 12:00:00 AM	0					
R97WM56X	Expired	2/24/2011 12:00:00 AM - 2/28/2011 12:00:00 AM	0					
Q97CP26M	Expired	2/24/2011 12:00:00 AM - 2/28/2011 12:00:00 AM	0					
B96GL84S	Expired	2/24/2011 12:00:00 AM - 2/28/2011 12:00:00 AM	0					

Page Size:

Page: **1**

Figure 29: Discount Coupons List

For every coupon, the following information is displayed:

Table 12: Discount Coupons List – Description of Information

Column	Description
Name	The name of the coupon.
Status	<p>Indicates the status of the coupon:</p> <ul style="list-style-type: none"> ■ Disabled – The coupon was disabled; that is, the Discount Available checkbox in the Coupon Edit Screen (Figure 28) is not checked. ■ Active – The coupon is not disabled, and is within the period defined by the Start and Expiration dates. ■ Expired – The coupon has expired (passed its expiration date).
Start/End Dates	When the coupon is in effect.
# Redeemed	The number of coupons of this type that were redeemed by end-users.
Amount	The discount offered by the coupon, summed up for all SKUs to which the coupon applies. Note that if the SKUs are in different currencies, this column displays the value for each currency.
Revenue	The amount of revenue generated by the total usage of the coupon. Note that if the coupon is a 100% price reduction, then regardless of the number of redeemed coupons, the revenue is always \$0.

EDITING A COUPON

You can edit the definitions of an existing coupon.

To edit a coupon:

1. Select **Store → Promotions → Coupons**. The Discount Coupons screen appears (Figure 29), listing all the defined coupons.
2. Click a coupon in the Name column. The Coupon Edit screen appears (Figure 30), displaying the definitions of the selected coupon.
3. Edit the definitions as desired. For an explanation of the various parameters, refer to the explanations in *Creating a Coupon* on page 36.

BATCH CREATION OF COUPONS

You can easily create multiple coupons that are clones of the coupon they are based on. The generated coupons will differ from each other and from the base coupon only by their coupon code (which is the code the end-user needs to enter in the order form to redeem the coupon), and by the coupon name (which is identical to the coupon code).

All the generated coupons will be available immediately after generation, unless their start date has not yet arrived.

To generate a batch of coupons based on an existing coupon:

1. Create a coupon on which to base the batch of coupons. For instructions on creating a coupon, refer to *Creating a Coupon* on page 36.
2. Select **Store → Promotions → Coupons**. The Discount Coupons screen appears (Figure 29), listing all the defined coupons.
3. Click the desired coupon in the **Name** column. The Coupon Edit screen appears (Figure 30), displaying the definitions of the selected coupon.

Coupon Edit

Modify Discount Coupon

Eastern Standard Time
UTC (S)

Home > Store > Promotions > [Coupons](#) > Coupon

Name*:	<input type="text" value="Ucoupon"/>															
Description:	<input type="text"/>															
<input type="checkbox"/> Discount Available																
Discounts (Volume Discount).																
Discount based on:	<input type="button" value="All of these SKUs"/>															
Select SKU's the Discount Coupon should be assigned to.																
<input type="button" value="Select"/> <table border="1"> <thead> <tr> <th>Name</th> <th>Bundle</th> <th>Price</th> <th>Enabled</th> <th>Remove</th> </tr> </thead> <tbody> <tr> <td>Music Bundle/495 : Unlimited Offer (763/20330242) - 100,00 €</td> <td>Music Bundle/495</td> <td>100,00 €</td> <td>Enabled</td> <td><input type="button" value="Remove"/></td> </tr> <tr> <td>Music Bundle/495 : For tests (766/SKU53434588) - \$ 555,00 (Disabled)</td> <td>Music Bundle/495</td> <td>\$ 555,00</td> <td>Disabled</td> <td><input type="button" value="Remove"/></td> </tr> </tbody> </table>		Name	Bundle	Price	Enabled	Remove	Music Bundle/495 : Unlimited Offer (763/20330242) - 100,00 €	Music Bundle/495	100,00 €	Enabled	<input type="button" value="Remove"/>	Music Bundle/495 : For tests (766/SKU53434588) - \$ 555,00 (Disabled)	Music Bundle/495	\$ 555,00	Disabled	<input type="button" value="Remove"/>
Name	Bundle	Price	Enabled	Remove												
Music Bundle/495 : Unlimited Offer (763/20330242) - 100,00 €	Music Bundle/495	100,00 €	Enabled	<input type="button" value="Remove"/>												
Music Bundle/495 : For tests (766/SKU53434588) - \$ 555,00 (Disabled)	Music Bundle/495	\$ 555,00	Disabled	<input type="button" value="Remove"/>												
Page Size:	<input type="button" value="10"/>															
Page:	<input type="button" value="1"/>															
<input type="radio"/> Fixed Price <input type="text"/> <input checked="" type="radio"/> Percentage <input type="text"/> %																
Limitations.																
Limitation:	<input type="button" value="Unlimited"/>															
Coupon Code:																
Start Date	<input type="text" value="3/6/2011"/> <input type="button"/> <input type="button"/>															
Expiration Date	<input type="text" value="4/6/2011"/> <input type="button"/> <input type="button"/>															
<input type="checkbox"/> Return to coupons list <input type="button" value="Save Changes"/> <input type="button" value="Delete"/> Generate a bulk of coupons similar to this one, with random generated codes																

Figure 30: Coupon Edit – Editing a Coupon's Settings

Note: You can modify the coupon's settings before generating multiple clones of it. If you modify it, click **Save Changes** for the modifications to take effect.

4. Click **Generate a bulk of coupons similar to this one, with random generated codes**. The Bulk Generate Coupons screen appears.

Bulk Generate Coupons
generate a bulk of many coupons

Eastern Standard Time (Site)
UTC (Server)

[Home](#) > Store > Promotions > [Coupons](#) > Coupon Generator

Random Code generation options

Prefix	<input type="text"/>	Can be left empty.
Suffix	<input type="text"/>	Can be left empty.
Number of coupons to generate	<input type="text"/>	
Length of random string (not including the prefix or suffix)	<input type="text" value="8"/>	
<input checked="" type="checkbox"/> Use Upper Case <input type="checkbox"/> Use Lower Case <input checked="" type="checkbox"/> Use Numeric		

Coupon attributes

Name	*note: the coupon names will be identical to the generated coupon codes.	
Description	All generated coupons will have the same description.	
Discount available	All the generated coupons will be available immediately after generation, unless their start date has not yet arrived.	

Discounts (Volume Discount).

Discount based on:	<input type="text" value="Whole order"/>	- Whole order: Discount isn't sku-specific, i.e. can be used with any SKU whatsoever. - All of these SKUs: Discount will be accepted only for those SKU that were specified in the following list.
<input checked="" type="radio"/> Fixed Price	<input type="text"/>	<input checked="" type="radio"/> Percentage <input type="text" value="100"/> %

Limitations.

Limitation	<input type="text" value="Unlimited"/>	- One time only: The first customer to use this discount is also the last, and will only be able to do it once. - One time per customer: All customers in the system can get this discount, but each only once.
Start Date	<input type="text" value="5/3/2010"/>	<input type="button"/>
Expiration Date	<input type="text" value="7/31/2011"/>	<input type="button"/>

[Generate bulk coupons](#) [Back to coupons](#)

Figure 31: Bulk Generate Coupons

- Enter or view information into the fields. The fields are described in the following table.

Table 13: Bulk Generate Coupons – Description of Fields

Field	Description
<i>Random Code generation options</i>	This section enables you to direct the code generator which generates the coupon codes.
Prefix	A prefix (optional), to append to the beginning of the random string. You can enter an alphanumeric string of up to 16 characters.

Field	Description
Suffix	A suffix (optional), to append to the end of the random string. You can enter an alphanumeric string of up to 16 characters.
Number of coupons to generate	The number of coupons you wish to generate.
Length of random string (not including the prefix or suffix)	The length of the coupon code, not including the prefix or suffix.
Use Upper Case	Indicate whether to use upper case letters in the coupon code.
Use Lower Case	Indicate whether to use lower case letters in the coupon code.
Use Numeric	Indicate whether to use numbers in the coupon code.
<i>Coupon attributes</i>	
Description	The description common to all the generated coupons.
<i>Discounts (Volume Discount)</i>	This section displays the discount settings of all the generated coupons. The settings are derived from the base coupon, and cannot be changed.
Discount based on	For which components of the order the discount is offered: <ul style="list-style-type: none"> ■ Whole order – The discount applies to all the SKUs being purchased. ■ All of these SKUs – The discount applies to the SKUs listed below.
Fixed Price	Indicates that the discount is a fixed sum subtracted from the original price (in the currency of the original price).
Percentage	Indicates that the discount is a percentage of the total price.
<i>Limitations</i>	This section displays the coupon policy of all the generated coupons. The settings are derived from the base coupon, and cannot be changed.
Limitation	The coupon policy. This is one of the following: <ul style="list-style-type: none"> ■ Unlimited – Each coupon can be used by any end-user who enters the coupon code, any time they make a purchase. ■ One time only – Each coupon can be used once, by the first end-user who enters the coupon code. ■ One time per end user – Each coupon can be used once by every end-user who enters the coupon code. ■ First n end users – Each coupon can be used by the first <i>n</i> end-users who enter the coupon code.

Field	Description
Start Date	When the coupons start to go into effect.
Expiration Date	When the coupons expire.

6. Click **Generate bulk coupons**.

The RayV Dashboard application creates the coupons. It also creates a CSV file, listing the coupon codes (which are also the coupon names). This list can help customers to easily send coupon codes to end-users. Because coupons can be redeemed only by entering a coupon code, a coupon is available to an end-user only if the end-user has the coupon code.

A File Download window appears, querying whether you would like to open or save the CSV file.

7. Open or save the CSV file.

*Note: If you check the **Back to coupons** checkbox, you are returned to the Discount Coupons screen (Figure 29).*

DELETING A COUPON

You can delete an existing coupon.

To delete a coupon:

1. Select **Store → Promotions → Coupons**. The Discount Coupons screen appears (Figure 29), listing all the defined coupons.
2. To delete a coupon, click  in its right-most column.



MANAGING TV CONTENT

OVERVIEW OF CHANNELS, PROGRAMS AND VODs

Typically, each content provider of the TV Website periodically prepares files with information and data regarding the available channels, programs, and VODs (program recordings). An automatic process imports these files, and creates the corresponding program entities, channel entities, and VOD entities in the RayV Dashboard.

Each channel is actually comprised of two kinds of entities:

- Channel – A logical entity, to which you can associate multiple channel streams.
- Channel stream – Specifies the actual provider of the content, and various parameters such as the stream key, bitrate, etc.

For example, the TV Website may provide a Free Sports channel, and a regular Sports channel (available for a fee). The content provider may have three channel streams for the sports channel – a low quality stream, a medium quality stream, and a high quality stream. The provider will then associate the low quality stream with the Free Sports channel, and all three streams with the regular Sports channel.

A program is also a logical entity, which defines what kind of content is broadcast at what times on a given channel. However, some programs are not broadcast live. Instead, VODs (recordings) are broadcast. The entities VOD title and VOD stream are similar to the entities Channel and Channel stream. That is, a VOD stream is the actual recording of a program. You can have different quality recordings of the same program, so multiple VOD streams can be associated with a VOD title. The VOD title is the logical entity that defines which program was recorded, which VOD streams are associated with it, and when the recordings are broadcast.

MANAGING CHANNELS

You can view a list of all channels and their related channel streams, edit a channel's settings, and delete channels.

VIEWING THE CHANNELS LIST

You can view the list of all channels defined in the system.

To view the channels list:

1. Select **Broadcasting → Channels→ All Channels**. The Channels screen appears.

The screenshot shows a web-based administration interface for managing channels. At the top, there are time zone details: Eastern Standard Time (Site) Wednesday Mar 09, 2011 03:47:35 AM (), UTC Wednesday Mar 09, 2011 08:47:35 AM (Z), and UTC (Server) Wednesday Mar 09, 2011 08:47:35 AM (+00:00). Below this, the page title is 'Channels' with a subtitle 'List of all channels'. The URL is Home > Broadcasting > [Channels](#) > All Channels. A header bar includes 'Demo channel configuration' and 'All Channels list'. A sub-header 'New Channel' has a 'New Channel' button. The main content is a table with columns: Name, Lang (Subtitles), Enabled, Related Streams, Thumbnail, and Options. The table contains three rows:

Name	Lang (Subtitles)	Enabled	Related Streams	Thumbnail	Options
Demo	en (ko)	Enabled	Show Items (1)	[Thumbnail]	
Night and Glory		Enabled	Show Items (3)	[Thumbnail]	
Cubbing Music	en	Enabled	Show Items (1)	[Thumbnail]	

At the bottom, there are 'Page Size: 10' and 'Page: 1' dropdowns.

Figure 32: Channels Screen

The screen lists all the defined channels, the language in which they are broadcast, their status, their related streams, and related thumbnails (if assigned).

EDITING A CHANNEL'S SETTINGS

You can edit the definitions of an existing channel.

To edit a channel:

1. Select **Broadcasting → Channels→ All Channels**. The Channels screen appears (Figure 32).
2. Click a channel in the **Name** column, or click in its **Options** column. The Edit Channel screen appears (Figure 33), displaying the definitions of the channel.

Edit Channel

Eastern

Home > Broadcasting > [Channels](#) > [All Channels](#) > New channel

General fields

Key:	a5d86286-6ace-4f79-855d-00fa9a726c9	
Name (English) *:	Cable News Network	
Name (Korean) :	Cable News Network	
Name (French) :	Cable News Network	
Language:	English	
Subtitles:	None	
Thumbnail:	h4/NowShowing/10142/s10142_h4_aa.png	Browse / Upload
Ordering*:	0	
External ID:	Cable News Network(CNN)//Eastern Observin	
This field is used to reference this object with external Systems like Tribune.		
Media Category:	preorder free subscribed	
Enabled:	<input checked="" type="checkbox"/>	

Additional data fields

Streams relation

All streams	Default Stream	None
	<input type="checkbox"/> clubbingtv, Rayv, High	
	<input type="checkbox"/> OhadNidges, Rayv, Low	
	<input checked="" type="checkbox"/> demo1200, Rayv, High	
	<input type="checkbox"/> easterbunny, Rayv, High	
	<input type="checkbox"/> demo800, Rayv, Medium	
	<input type="checkbox"/> easterbunny@12345, Flash (Akamai), Low	

Geo restriction

Role relation

<input type="checkbox"/> Everyone - Bundle(Granted to all Logged in and all Anonymous users)
<input type="checkbox"/> Music - Bundle
<input type="checkbox"/> Download Limited - Bundle
<input type="checkbox"/> MoviesRole - Bundle

Return to channels list

[Save Changes](#) [Delete](#)

Figure 33: Edit Channel Screen

3. Edit the definitions as desired. For an explanation of the various parameters, refer to the following table.

Table 14: Edit Channel – Description of Fields

Parameter	Description
<i>General Fields</i>	
Key	An ID automatically assigned by the system upon creation of the channel.
Name	The channel name, in each of the available languages.
Language	The language in which the channel is broadcasting. This field is intended for the convenience of the end-user. If it is not relevant to specify a language here, you can select None .
Sub titles	The language of the subtitles. This field is intended for the convenience of the end-user. If it is not relevant to specify a language here, you can select None
Thumbnail	A thumbnail image for the channel in the TV Website.
Ordering	The order of appearance of this channel in the list of channels on the TV Website.
External ID	The provider's channel associated with this TV Website channel.
Media Category	The media category (also called <i>content category</i>) associated with this channel. For more information about media categories, refer to <i>Managing Content Categories</i> on page 159
Enabled	Indicates whether the channel is enabled in the TV Website.
<i>Additional Data Fields</i>	
Description	The channel description, in each of the available languages.
<i>Streams relation</i>	
Default Stream	If more than a single channel stream is associated with this channel, this indicates which stream is the default channel stream. A value of None indicates there is no default stream.
All streams	The channel streams associated with this channel.
Geo restriction	The geo restrictions associated with this channel. For instructions on how to set geo restrictions, refer to <i>Specifying Geo Restrictions</i> on page 7.
Role relation	The user roles associated with this channel. For more information on user roles, refer to <i>Configuring End-user Roles</i> on page 127.

4. Click **Save Changes**.

Note: If you check the **Return to Channels list** checkbox, you are returned to the Channels list after the changes are saved.

DELETING A CHANNEL

You can delete an existing channel.

To delete a channel:

1. Select **Broadcasting** → **Channels** → **All Channels**. The Channels screen appears (Figure 32).
2. To delete a channel, click  in its **Options** column.

MANAGING CHANNEL STREAMS

You can view a list of all defined channel streams and their related channels, edit a channel stream's settings, and delete channel streams.

VIEWING THE LIST OF CHANNEL STREAMS

You can view the list of all channel streams defined in the system.

To view the channel streams list:

1. Select **Broadcasting** → **Channels** → **All Streams**. The Channel Streams List screen appears, listing all the defined channel streams, their related channels, and other pertinent settings.

Channel streams list								Eastern Standard Time (Site) Tuesday May 31, 2011 06:34:38 AM ()
								UTC Tuesday May 31, 2011 10:34:38 AM (Z)
								UTC (Server) Tuesday May 31, 2011 10:34:38 AM (+00:00)
Home > Broadcasting > Channels > All streams								
 New ChannelStream Activate Fallback Channel Streams								
Streams List								
Stream Key	MD Stream Key	Channels	Type	Quality	Recording	Fallback Stream	Options	
Ifactory@s41352	Ifactory_flash	Show Items (1)	Flash	Medium	Disabled		 	
Ifactorypromo@s43718	Ifactorypromo_flash	Show Items (1)	Flash	Medium	Disabled		 	
Ifactory2	Ifactory2	Show Items (1)	Rayv	High	Disabled		 	
Ifactory	Ifactory	Show Items (1)	Rayv	High	Disabled		 	
Page Size: <select>10</select>						Page: 1		
CDN Fallback Tool								

Figure 34: Channel Streams List

EDITING A CHANNEL STREAM'S SETTINGS

You can edit the definitions of an existing channel stream.

To edit a channel stream:

1. Select **Broadcasting → Channels → All Streams**. The Channel Streams List screen appears (Figure 34).
2. Click a channel stream in the **Stream Key** column, or click in its **Options** column. The Edit Channel Stream screen appears (Figure 35), displaying the definitions of the channel stream.

Edit channel stream

Channel stream common and related data configuration

Eastern

Home > Broadcasting > [Channels](#) > [All streams](#) > New stream

Stream Configuration	
Stream System Identifier:	d23a42f4-fd4a-4a34-8f4c-29236e0cd7c0
Stream Key*:	lfactory@s41352
Meta Data Stream Key:	lfactory_flash
Unique ID in meta data engine for specified channel stream.	
BitRate*:	1200000
Stream Type:	Flash
Provider:	Akamai
Quality:	Medium
Fallback Channel Stream:	None
Channels relation	
<input checked="" type="checkbox"/> Laugh Factory, en	
<input type="checkbox"/> Laugh Factory Demo, en	
Broadcaster Configuration	
Broadcaster Name:	
Broadcaster Url:	
Broadcaster Username:	
Broadcaster Password:	
External Pod Name:	
<input checked="" type="checkbox"/> Return to Channel Streams list <input type="button" value="Save Changes"/> <input type="button" value="Delete"/>	

Figure 35: Edit Channel Stream

3. Edit the definitions as desired. For an explanation of the various parameters, refer to the table below.

Table 15: Edit Channel Stream – Description of Fields

Parameter	Description
<i>Stream Configuration</i>	
Stream System Identifier	An ID automatically assigned by the system upon creation of the channel stream.
Stream Key	The stream key.
Meta Data Stream Key	The unique ID that synchronizes between the RayV Dashboard and the meta data API.
BitRate	The bitrate of the stream.

Parameter	Description
Stream Type	<p>The type of player. The possible options are:</p> <ul style="list-style-type: none"> ■ Flash – If this option is selected, a Provider field is displayed, specifying the content provider. ■ RayV ■ SSM
Provider	<p>The specific content provider (for the Flash stream type). Keep in mind that you must also specify the address of the provider's servers in the CDN Configuration screen. For more information, refer to <i>Specifying Provider Settings</i> on page 74.</p>
Quality	<p>The quality level assigned to this channel stream (High, Medium, or Low). The quality level usually depends on the bitrate of the other channel streams available for the channel. For example, if a channel has two channel streams, one with a bitrate of 600 bps and one with 1000 bps, the 600 bps stream is probably termed "Low Quality". However, if another channel has two channel streams, one having a bitrate of 600 bps but the other a bitrate of 300 bps, then in this case the 600 bps stream is probably termed "High Quality".</p>
Fallback Channel Stream	<p>The fallback stream for the associated channel(s). Generally, this is the channel stream with the lowest bitrate. The value "None" means that no fallback stream is defined.</p> <p>For instructions on how to activate the fallback channel stream, refer to <i>Activating the Fallback Channel Streams</i> on page 53.</p>
Stream Affiliate	<p>The Stream Affiliate for the SSM stream type.</p>
<i>Channels relation</i>	<p>The channels associated with this stream.</p>
<i>Broadcaster Configuration</i>	<p>The data in this section provides information about the machine that is actually broadcasting the content. You can also enter data for enabling recording from within the RayV Dashboard.</p>
Enable Recording	<p>The field appears only if recording is globally enabled, to inform you that recording is enabled.</p> <p>To globally enable/disable the recording function, check or uncheck the Programs Recording Enabled? option in the Global Settings screen (Figure 80).</p>
Broadcaster Name	<p>The name of the machine broadcasting the content.</p>
Broadcaster Url	<p>The URL of the machine broadcasting the content.</p>

Parameter	Description
Broadcaster Username	The username for accessing the machine broadcasting the content.
Broadcaster Password	The password for accessing the machine broadcasting the content.
External Pod Name	Reserved for future use.

4. Click **Save Changes**.

Note: If you check the *Return to Channel Streams list* checkbox, you are returned to the Channel Streams list after the changes are saved.

DELETING A CHANNEL STREAM

You can delete an existing channel stream.

To delete a channel stream:

1. Select **Broadcasting → Channels → All Streams**. The Channel Streams List screen appears (Figure 34).
2. To delete a channel stream, click  in its Options column.

ACTIVATING THE FALBACK CHANNEL STREAMS

Each channel stream has at most one fallback channel stream (defined in the Edit Channel Stream screen, Figure 35). If you select the option of activating the fallback channel streams, then for all the channel streams that have a fallback stream, the fallback channel stream will be broadcast.

To activate the fallback channel streams:

1. Select **Broadcasting → Channels → All Streams**. The Channel Streams List screen appears (Figure 34).
2. Click  [Activate Fallback Channel Streams](#).

MANAGING PROGRAMS

You can view all available programs in various ways: in daily/weekly/monthly program guides, or in various lists showing the main characteristics of the programs. In addition, you can view and edit the definitions of individual programs.

Note that the viewing dates and times appearing in the program guides and program lists are identical to the TV Website time. A clock showing the current time in the TV Website is displayed in the top line at the top right corner of the RayV Dashboard.



Figure 36: Clock Used in Program Guides and Programs Lists

VIEWING THE PROGRAM GUIDE

You can view a daily, weekly, or monthly program guide, for any day, week or month.

To view the program guide:

1. Select **Broadcasting** → **Programs** → **All programs**. The Program List screen appears. In the **Weekly Calendar** section, the listings for today's programs are displayed.

Programs List
List of all Programs

Eastern Standard Time (Site) Thursday Apr 07, 2011 03:47:52 AM ()
UTC Thursday Apr 07, 2011 07:47:52 AM (Z)
UTC (Server) Thursday Apr 07, 2011 07:47:52 AM (+00:00)

[Home](#) > Broadcasting > [Programs](#) > All programs

 New Program | Refresh Recording Statuses

Weekly Calendar

Thursday, Apr 7, 2011

today month week day ▶ ▷

		Thursday 4/7			
		Wildlife Man	Angel	11:30 - E.V. Hill	11:30 - Paid Programming
12pm		12:00 - 1:00 Extreme Engineering	12:00 - 1:00 Charmed	12:00 - Paid Programming	12:00 - Backstage Pass
1pm	1:00 - 3:00 CNN Newsroom	1:00 - 2:00 Extreme Engineering	1:00 - 2:00 Charmed	12:30 - Ancient Secrets of the Bible	12:30 - Cindy Crawford's Meaningful
2pm		2:00 - 3:00 Overhaulin'	2:00 - 3:00 Supernatural	1:00 - Building a Difference	1:00 - Ninja Kitchen System
3pm	3:00 - 5:00 CNN Newsroom	3:00 - 4:00 Supernatural	3:00 - 4:00 Rides	1:30 - The Gospel Truth With Andrew	1:30 - Quick Fix Meals With Robin
4pm		4:00 - 5:00 Greatest Tank Battles	4:00 - 5:00 Las Vegas	2:00 - Semi-Homemade Cooking	2:00 - Joseph Prince: Destined to
5pm	5:00 - 7:00 CNN Newsroom	5:00 - 6:00 Las Vegas	5:00 - Barefoot Contessa	2:30 - Paula White	2:30 - Boy Meets Grill
6pm		6:00 - 7:00 The Closer	6:00 - Kenneth Copeland	3:00 - Down Home With the Neelys	3:00 - Changing Your Life
7pm	7:00 - 9:00 CNN Newsroom	7:00 - 8:00 Cold Case	5:30 - Barefoot Contessa	3:30 - Cooking for Real	3:30 - Joyce Meyer: Enjoying Every
8pm		8:00 - 9:00 Law & Order	6:00 - ONTAB: RM Vintage Motorcycles	4:00 - Paula's Best Dishes	4:00 - Changing Your World
9pm	9:00 - 11:00 The Situation Room With Wolf Blitzer	9:00 - 10:00 Wrecks to Riches	6:30 - Unfolding Majesty With Debra	4:30 - Paula's Home Cooking	4:30 - John Hagee Today
10pm		10:00 - 11:00 Law & Order	7:00 - Kirk Cameron	5:00 - MotorWeek	5:00 - Rod Parsley
11pm	11:00 - 12:00 Rides	11:00 - 12:00 Iron Chef America	7:30 - Secrets of a Restaurant Chef	5:30 - Wheeler Dealers	5:30 - This Is Your Day
			8:00 - Behind the Scenes	6:00 - ONTAB: RM Vintage Motorcycles	6:00 - 30-Minute Meals
			8:30 - Giada at Home	6:30 - ONTAB: RM Vintage Motorcycles	6:30 - 30-Minute Meals
			9:00 - 10:00 Law & Order	7:00 - Guy's Big Bite	7:00 - Chasing Classic Cars
			9:30 - Marilyn Hickey	7:30 - Against All Odds	7:30 - Chasing Classic Cars
			10:00 - 11:00 The 700 Club	8:00 - Cooking for Real	8:00 - Wheeler Dealers
			10:30 - 11:00 John King, USA	8:30 - Lifestyle Magazine	8:30 - Wheeler Dealers
				9:00 - James Robison	9:00 - Barefoot Contessa
				9:30 - 5 Ingredient Fix	9:30 - 5 Ingredient Fix
				10:00 - Paula's Best Dishes	10:00 - What's My Car Worth?
				10:30 - 30-Minute Meals	10:30 - What's My Car Worth?
				11:00 - 12:00 John King, USA	11:00 - John Hagee Today
					11:30 - This Is Your Day

Figure 37: Programs List – Weekly Calendar

2. You can perform any of the following:

- Click **week**, **month**, or **day** to view this week's, this month's, or today's program guide.
- Click **◀** to view the program guide of the previous week, month or day.
- Click **▶** to view the program guide for the next week, month or day.

VIEWING AND MANAGING PROGRAMS

You can view a list of all the programs broadcast today, or a list of all the programs available on the TV Website.

To view a list of today's programs or all programs:

1. Select **Broadcasting** → **Programs** → **All programs**. The Programs List screen appears, displaying the program guide at the top of the screen (Figure 37).
 2. Scroll down and click the **Today Programs** section or the **All Programs** section.
- A list of programs appears. The difference between Today's Programs and All

Programs is that Today's Programs shows only the programs that were broadcast or will be broadcast today, while All Programs shows all the programs available on the TV Website, regardless of when they are broadcast.

Today Programs							
Name	Next Run	Channel	Status	Recording Status	Scheduler	Related VODs	Options
Rides/EP00626160005617	4/8/2011 6:00:00 AM	HD Theater		Idle	Show Items (2)	Related Vods (0)	
Behind the Scenes/SH00234903000014	4/18/2011 8:00:00 PM	Trinity Broadcasting Network		Idle	Show Items (20)	Related Vods (0)	
Cooking for Real/EP01037460007816	4/14/2011 3:30:00 PM	Food HD		Idle	Show Items (2)	Related Vods (0)	
Bones/EP00754201012011	4/7/2011 1:00:00 AM	TNTHD (TNT-HD)		Idle	Show Items (1)	Related Vods (0)	
The Easter Experience/SH01134748000014	4/14/2011 2:00:00 AM	Trinity Broadcasting Network		Idle	Show Items (2)	Related Vods (0)	
Restaurant: Impossible/EP01358810000516	4/10/2011 5:00:00 PM	Food HD	On Air	Idle	Show Items (3)	Related Vods (0)	

Figure 38: Programs – Today's Programs

All Programs							
Name	Next Run	Channel	Status	Recording Status	Scheduler	Related VODs	Options
Greatest Tank Battles/EP01220612000917	4/14/2011 5:00:00 PM	HD Theater		Idle	Show Items (1)	Related Vods (0)	
Hermie & Friends/SH00864851000014	4/16/2011 9:00:00 PM	Trinity Broadcasting Network		Idle	Show Items (2)	Related Vods (0)	
Sandra's Money Saving Meals/EP01145112000316	4/18/2011 2:00:00 PM	Food HD		Idle	Show Items (1)	Related Vods (0)	
Wheeler Dealers/EP0060753000617	4/13/2011 8:30:00 PM	HD Theater		Idle	Show Items (5)	Related Vods (0)	

Figure 39: Programs – All Programs

For every program in the Today's Programs and All Programs lists, the following information is displayed:

Table 16: Today's Programs and All Programs – Description of Information

Column	Description
Name	The name of the program.
Next Run	When the program is next broadcast. If it will not be broadcast again, then the time when it was last broadcast is shown.
Channel	The channel name.

Column	Description
Status	If the program is being broadcast now, the status is On Air . Otherwise, no status is shown.
Recording Status	The recording status: <ul style="list-style-type: none"> ■ Recording – The program is being recorded. ■ Idle – The program is not being recorded. ■ Error – An error occurred during recording.
Scheduler	When the program is scheduled to run during the next two weeks. To see the schedule, hover over the Show Items text.
Related VODs	A list of VODs of this program, if any.

You can perform the following actions:

- View or modify a program's definitions. To do so, click the program in the **Name** column. The Edit Program screen appears. For explanations, refer to *Editing a Program* on page 57.
- View or modify a channel's definitions. To do so, click the channel in the **Channel** column. The Edit Channel screen appears. For explanations, refer to *Editing a Channel's Settings* on page 46.
- View the event log of a recording operation. To do so, click in the Recording Status column. The Event Logs screen appears, displaying a log of events.
- View a VOD of the program. To do so, click the VOD in the **Related VODs** column. The Edit VOD Title screen appears. For explanations, refer to *Editing a VOD Title* on page 64.
- Record a program. For information, refer to *Recording a Program* on page 62.
- Delete a program. For information, refer to *Deleting a Program* on page 62.

EDITING A PROGRAM

To edit a program's settings:

1. Select **Broadcasting** → **Programs** → **All programs**. The Program List screen appears.
2. Select a program in one of the following ways:
 - Click a program in the program guide displayed in the Weekly Calendar

section (Figure 37).

- Click a program in the **Today Programs** section (Figure 38) or **All Programs** section (Figure 39).

The Edit Program screen appears (Figure 40), displaying the definitions of the program.

Edit Program

Eastern Standard Time (Site) Mon
UTC Mon
UTC (Server) Mon

Home > Broadcasting > [Programs](#) > [All programs](#) > New program

Common fields

Program Id:	88638d3e-d0a7-4e43-a4b8-c8666c1d13c
Title (English) *:	Inside West Coast Customs
Title (Korean) :	Inside West Coast Customs
Title (French) :	Inside West Coast Customs
Category (New):	* A new category will be added to a list after a "Save" action.
Category (Existing):	<input type="button" value="Series"/> <input type="button" value="Special"/> <input type="button" value="Feature Film"/> <input type="button" value="Paid Programming"/> <input type="button" value="Sports non-event"/>
RecordingStatus:	Idle
Media Category:	preorder free subscribed
Channel:	HD Theater, en
External Id:	EP013728910003 7

Scheduler

- Schedule (328045) - From 4/9/2011 8:00:00 AM till 4/9/2011 9:00:00 AM
- Schedule (328046) - From 4/11/2011 12:00:00 AM till 4/11/2011 1:00:00 AM
- Schedule (328047) - From 4/11/2011 3:00:00 AM till 4/11/2011 4:00:00 AM
- Schedule (328048) - From 4/11/2011 8:00:00 PM till 4/11/2011 9:00:00 PM
- Schedule (328049) - From 4/15/2011 12:00:00 AM till 4/15/2011 1:00:00 AM
- Schedule (328050) - From 4/15/2011 3:00:00 AM till 4/15/2011 4:00:00 AM

Geo restriction

Role relation

Tools

For tests only section

Duplicated Qty ** :	24
Start Hour ** :	0
Duration Time ** :	14100
Delay Time ** :	300
<input type="button" value="Generate Duplicates"/>	

Return to Programs list

Figure 40: Edit Program

3. Edit the definitions as desired. For an explanation of the various parameters, refer to the following table.

Table 17: Edit Program – Description of Fields

Parameter	Description
<i>General Fields</i>	
Program ID	An ID automatically assigned by the system upon creation of the program.
Title	The program name, in each of the available languages.
Category (New)	Enables specifying a new category to associate with this program.
Category (Existing)	The category associated with this program.
Recording Status	<p>Displays the recording status of the program:</p> <ul style="list-style-type: none"> ■ Recording – The program is being recorded. ■ Idle – The program is not being recorded. ■ Error – An error occurred during recording. <p>For more information about enabling recording, refer to <i>Configuring Global Settings</i> on page 133. For more information about recording programs, refer to <i>Recording a Program</i> on page 62.</p>
Media Category	The media category (also called <i>content category</i>) associated with this program. For more information about media categories, refer to <i>Managing Content Categories</i> on page 159.
Channel	The channel on which this program is broadcast.
External Id	This field is intended for synchronization with an external source of information.
<i>Scheduler</i>	Specifies when the program is aired.
New Scheduler	Enables manually adding a schedule. For more information, refer to <i>Defining a Schedule</i> on page 61.
<i>Geo restriction</i>	The geo restrictions associated with this program. For instructions on how to set geo restrictions, refer to <i>Specifying Geo Restrictions</i> on page 7
<i>Role relation</i>	The user roles associated with this program. For more information on user roles, refer to <i>Configuring End-user Roles</i> on page 127
Tools	Enables batch creation of programs. This section is intended for initial setup and testing of a site. If you wish to use this option, consult RayV Support.

4. Click **Save Changes**.

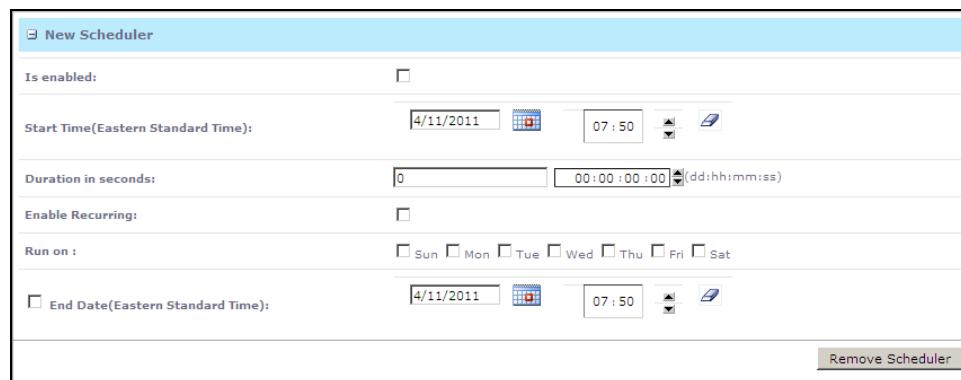
Note: If you check the **Return to Programs list** checkbox, you are returned to the Program List after the changes are saved.

DEFINING A SCHEDULE

You can manually add a schedule to a program or a VOD.

To manually add a schedule:

1. In the Edit VOD Title screen (Figure 43), or Edit Program Screen (Figure 40), expand the **Scheduler** section, and click **New Scheduler**. The screen refreshes and the following appears.



The screenshot shows the 'New Scheduler' dialog box. It has a blue header bar with the title 'New Scheduler'. Below it are several input fields and checkboxes:

- 'Is enabled': A checkbox followed by a calendar icon.
- 'Start Time(Eastern Standard Time)': A date input field showing '4/11/2011' and a time input field showing '07:50' with a dropdown arrow.
- 'Duration in seconds': An input field with a value of '0' and a unit selector '(dd:hh:mm:ss)'.
- 'Enable Recurring': A checkbox.
- 'Run on': A checkbox followed by days of the week: Sun, Mon, Tue, Wed, Thu, Fri, Sat.
- 'End Date(Eastern Standard Time)': A date input field showing '4/11/2011' and a time input field showing '07:50' with a dropdown arrow.
- 'Remove Scheduler': A button at the bottom right.

Figure 41: New Scheduler

2. Specify information in the fields. The following table describes the fields.

Table 18: New Scheduler Screen – Description of Fields

Parameter	Description
Is enabled	Indicates whether the program/VOD is available in the TV Website.
Start time (Eastern Standard Time)	<p>The date field specifies from when the program/VOD is available in the TV Website.</p> <p>The time field indicates the time during the day when the program/VOD is available.</p>
Duration in seconds	How long the program/VOD is available (in seconds), starting from the time specified in the time field of Start Time .

Parameter	Description
Enable recurring	Indicates whether the program/VOD is available only once, or on a recurring basis.
Run on:	If the program/VOD is available on a recurring basis, indicates on which days of the week it is available.
End Date (Eastern Standard Time)	If you specified Enable recurring , you can specify in this field the last date and time when the program/VOD is available in the TV Website.

Note: To delete the schedule you created, click **Remove Scheduler**.

RECORDING A PROGRAM

You can record a program.

To record a program:

1. Verify that recording is globally enabled. For more information about enabling recording, refer to *Configuring Global Settings* on page 133.
2. Verify that the program is being aired now:
 - a. Select **Broadcasting** → **Programs** → **All programs**.
 - b. In the **Weekly Calendar** section, check whether the program is on the air now. Alternatively, in the **Today Programs** section (Figure 38), check whether the program's status is On Air.
3. In the **Today Programs** section (Figure 38) or **All Programs** section (Figure 39), click  to start or set recording.

For further instructions, refer to the Live Recording chapter in the *RayV Broadcaster Getting Started User Guide*.

DELETING A PROGRAM

To delete a program:

1. Select **Broadcasting** → **Programs** → **All programs**. The Program List screen appears.
2. Open the **Today Programs** section (Figure 38) or **All Programs** section (Figure 39).
3. To delete a program, click  in its **Options** column.

MANAGING VOD TITLES

You can view a list of all existing VOD titles and their related VOD streams, edit the definitions of a VOD title, and delete VOD titles.

VIEWING VOD TITLES STATUS AND DETAILS

You can view a list of all VOD titles and their pertinent details, such as their streaming status and when they are available on the TV Website.

To view all VOD titles:

1. Select **Broadcasting → VODs → All VOD Titles**. The VOD Titles screen appears, listing all the defined VOD titles and their main characteristics.

VOD Titles						Eastern Standard Time (Site) Sunday Mar 13, 2011 05:10:02 AM () UTC Sunday Mar 13, 2011 09:10:02 AM (Z) UTC (Server) Sunday Mar 13, 2011 09:10:02 AM (+00:00)
List of all VOD Titles						
Home > Broadcasting > VODs > All VOD titles						
New VOD Title						
Name	Related Streams	Status	Thumbnail	Program	Scheduler	Options
Dumbo Test	Show Items (1)	Streaming ...		(EID: 9421, CH: Night and Glory)	• (35882) - From 6:21 AM for 86400 sec., each Sun, Mon, Tue, Wed, Thu, Fri, Sat, Starting from 12/12/2010, Never Ends.	 
Page Size: <select>10</select>						Page: 1

Figure 42: VOD Titles List

For every VOD title, the following information is displayed:

Table 19: VOD Titles – Description of Information

Column	Description
Name	The name of the VOD title.
Related Streams	The VOD streams associated with this VOD title.
Status	Indicates the status of the VOD title. A status of Streaming indicates that the VOD is on the air.
Thumbnail	The thumbnail image associated with this VOD title.
Program	The program that was recorded.
Scheduler	When the VOD title is available on the TV Website.

EDITING A VOD TITLE

You can edit the definitions of an existing VOD title.

To edit a VOD title:

1. Select **Broadcasting** → **VODs** → **All VOD Titles**. The VOD Titles screen appears.
2. Click a VOD title in the **Name** column, or click  in its **Options** column. The Edit VOD Title screen appears, displaying the definitions of the VOD.

Edit Vod Title

Eastern Standard Time (Site) Monday Apr 11, 2011 02:20:26 AM ()
UTC Monday Apr 11, 2011 06:20:26 AM (Z)
UTC (Server) Monday Apr 11, 2011 06:20:26 AM (+00:00)

Home > Broadcasting > [VODs](#) > [All VOD titles](#) > New VOD title

Vod common fields

Key:	94997982-9ccf-453c-a19a-911409cb1e2
Short Name (English) *:	Dumbo Test
Short Name (Korean) :	Dumbo Test
Short Name (French) :	Dumbo Test
Full Name (English) *:	Dumbo Test
Full Name (Korean) :	Dumbo Test
Full Name (French) :	Dumbo Test
Thumbnail:	<input type="text"/> Browse / Upload
Ordering*:	0
<input checked="" type="checkbox"/> Enabled	
Media Category:	preorder free subscribed
Program:	NUMB3RS (EID: EP007128720068 1)
<input type="checkbox"/> Override Program Date	
New Program date EST (overrided):	4/11/2011 Calendar 02:20 Edit
Duration (Seconds):	123456
Language:	None
Subtitles:	None
Default Stream	None
All streams	<input checked="" type="checkbox"/> Dumbo Test, File/CDNetworks, High/1200, dps/dumbo
<input type="checkbox"/> Everyone - Bundle(Granted to all Logged in and all Anonymous users)	
<input checked="" type="checkbox"/> Music - Bundle	
<input type="checkbox"/> Download Limited - Bundle	
<input checked="" type="checkbox"/> MoviesRole - Bundle	

Figure 43: Edit VOD Title

3. Edit the definitions as desired. For an explanation of the various parameters, refer to the following table.

Table 20: Edit VOD Title – Description of Fields

Parameter	Description
VOD General Fields	
Key	An ID automatically assigned by the system upon creation of the VOD.
Short name	The VOD's short name, in each of the available languages.
Full Name	The VOD's full name, in each of the available languages.
Thumbnail	A thumbnail image for the VOD in the TV Website
Ordering	The order of appearance of this VOD in the list of VODs displayed in the TV Website.
Enabled	Indicates whether the VOD is enabled in the TV Website.
Media Category	The media category (also called <i>content category</i>) associated with this VOD. For more information about media categories, refer to <i>Managing Content Categories</i> on page 159.
Program	The program that was recorded.
Override Program date	When this checkbox is checked, the date and time fields below display the new date and time when the VOD will be broadcast.
New Program date EST (overridden)	Enables scheduling a new date and time for broadcasting the VOD
Duration (seconds)	The duration of the VOD.
Language	The language in which the VOD is broadcast. This field is intended for the convenience of the end-user. If it is not relevant to specify a language here, you can select None .
Subtitles	The language of the subtitles. This field is intended for the convenience of the end-user. If it is not relevant to specify a language here, you can select None
Streams relation	
Default Stream	If more than a single VOD stream is associated with this VOD title, this indicates which stream is the default VOD stream. A value of None indicates there is no default VOD stream.
All streams	The selected VOD streams are the ones associated with this VOD title.
Scheduler	Specifies when the VOD is available on the TV Website.
New Scheduler	Enables manually adding a schedule. For more information, refer to <i>Defining a Schedule</i> on page 61.

Parameter	Description
<i>Geo restriction</i>	The geo restrictions associated with this VOD. For instructions on how to set geo restrictions, refer to <i>Specifying Geo Restrictions</i> on page 7
<i>Role relation</i>	The user roles associated with this VOD. For more information on user roles, refer to <i>Configuring End-user Roles</i> on page 127

4. Click **Save Changes**.

Note: If you check the **Return to VOD Titles list** checkbox, you are returned to the VOD Titles list after the changes are saved.

DELETING A VOD TITLE

You can delete an existing VOD title.

To delete a VOD title:

1. Select **Broadcasting** → **VODs** → **All VOD Titles**. The VOD Titles screen appears (Figure 42).
2. To delete a VOD title, click  in its **Options** column.

MANAGING VOD STREAMS

You can view a list of all defined VOD streams and their related VODs, edit the settings of a VOD stream, and delete VOD streams.

Note that VOD streams are usually created by the content provider. However, you can also manually create a VOD stream by recording a program (refer to *Recording a Program* on page 62).

VIEWING THE LIST OF VOD STREAMS

You can view the list of all available VOD streams.

To view the list of VOD streams:

1. Select **Broadcasting** → **VODs** → **All VOD streams**. The VOD Streams List appears.

The screenshot shows the 'VOD Streams List' page. At the top right, it displays the date and time: Eastern Standard Time (Site) Sunday Mar 13, 2011 07:07:54 AM (), UTC Sunday Mar 13, 2011 11:07:54 AM (Z), and UTC (Server) Sunday Mar 13, 2011 11:07:54 AM (+00:00). Below this is a breadcrumb navigation: Home > Broadcasting > VODs > All VOD streams. A blue header bar contains buttons for 'New VOD Stream' and 'Import from Excel'. The main content area is titled 'Vod streams' and contains a table with one row. The table columns are Name, Provider, Quality, URL, Enabled, and Options. The single row shows 'Dumbo Test File/CDNetworks_High/1200_dps/dumbo' as the Name, 'CDNetworks' as the Provider, 'High' as the Quality, 'dps/dumbo' as the URL, and 'True' as the Enabled status. The Options column includes edit and delete icons. Below the table is a 'Page Size' dropdown set to 10 and a 'Page: 1' indicator. A 'Tools' section is at the bottom.

Name	Provider	Quality	URL	Enabled	Options
Dumbo Test File/CDNetworks_High/1200_dps/dumbo	CDNetworks	High	dps/dumbo	True	

Figure 44: VOD Streams List

For an explanation of the information provided about each VOD stream, refer to Table 21.

EDITING A VOD STREAM

You can edit the settings of a VOD stream.

To edit a VOD stream:

1. Select **Broadcasting → VODs → All VOD streams**. The VOD Streams List appears (Figure 44).
2. Click a VOD stream in the **Name** column, or click in its **Options** column. The VOD Stream Edit screen appears, displaying the definitions of the VOD stream.

VODStreamEdit List
List of all VODStreamEdit

[Home](#) > Broadcasting > [VODs](#) > [All VOD streams](#) > New VOD stream

Vod Stream common fields	
VODId:	b1125f8b-a320-4a76-9edb-6c4bcc2fcc8
Stream Provider:	CDNetworks
Type:	File
URL*:	dps/dumbo
Video Quality:	High
BitRate (Bits):	1200
Width*:	900
<input checked="" type="checkbox"/> Enabled	
VOD Relation	
<input type="checkbox"/> (Disabled) <input checked="" type="checkbox"/> Dumbo Test	
<input checked="" type="checkbox"/> Return to VODStreams list <input type="button" value="Save Changes"/> <input type="button" value="Delete"/>	

Figure 45: VOD Stream Edit

3. Edit the definitions as desired. For an explanation of the various parameters, refer to the following table.

Table 21: Edit VOD Stream – Description of Fields

Parameter	Description
<i>VOD stream General Fields</i>	
VOD ID	An ID automatically assigned by the system upon creation of the VOD stream.
Stream Provider	The provider of the VOD stream.
Type	The VOD stream type: <ul style="list-style-type: none"> ■ File – VOD file. ■ Podcast – Voice only. ■ Stream – VOD stream.
URL	The URL of the VOD stream.

Parameter	Description
Video Quality	The quality level assigned to this VOD stream (High, Medium, or Low). The quality level usually depends on the bitrate of the other VOD streams available for the VOD. For example, if a VOD has two VOD streams, one with a bitrate of 600 bps and one with 1000 bps, the 600 bps stream is probably termed "Low Quality". However, if another VOD has two VOD streams, one having a bitrate of 600 bps but the other a bitrate of 300 bps, then in this case the 600 bps stream is probably termed "High Quality".
BitRate (Bits)	The bitrate of the VOD stream.
Width	The width, in pixels, of the VOD stream.
Enabled	Indicates whether the VOD stream is available in the TV Website.
VOD relation	The VOD title(s) associated with this VOD stream.

4. Click **Save Changes**.

Note: If you check the **Return to VOD Streams list** checkbox, you are returned to the VOD Streams list after the changes are saved.

DELETING A VOD STREAM

You can delete an existing VOD stream.

To delete a VOD stream:

1. Select **Broadcasting** → **VODs** → **All VOD streams**. The VOD Streams List appears (Figure 44).
2. To delete a VOD title, click  in its **Options** column.

IMPORTING A RAYV VOD STREAM

This feature is reserved for future use.

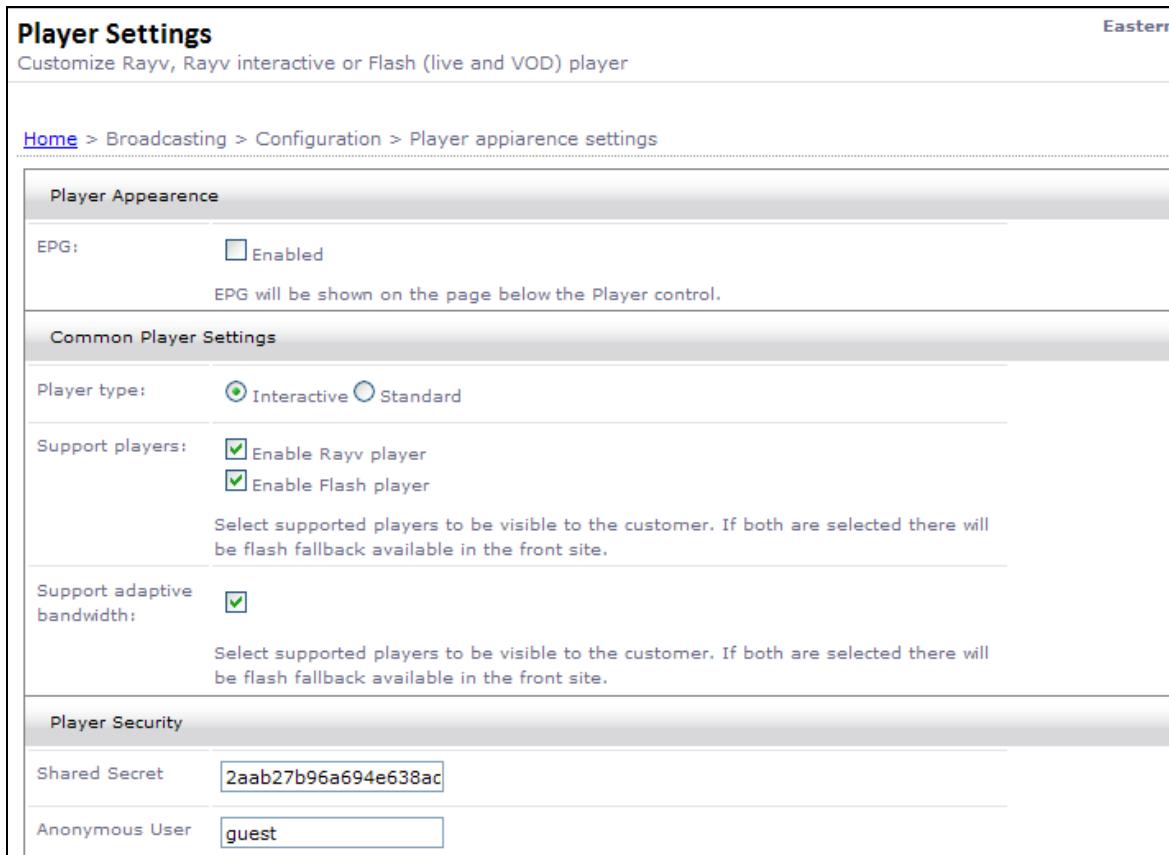
CONFIGURING PLAYER SETTINGS

Note: Only a System user can manage player settings. Therefore, the Player Settings menu option is not available for non-System users.

You can customize the settings of the player(s) running in the TV Website. You can specify different settings for the demo player (used to display content to non-registered end-users), and for the live player (used to display content to registered end-users).

To customize player settings:

1. Select **Broadcasting** → **Configuration** → **Player appearance Settings**. The Player Settings screen appears.



The screenshot shows the 'Player Settings' screen in the RayV Dashboard. The top right corner displays the region 'Eastern'. The main title is 'Player Settings' with a subtitle 'Customize Rayv, Rayv interactive or Flash (live and VOD) player'. Below this, the breadcrumb navigation shows 'Home > Broadcasting > Configuration > Player appiarence settings'. The screen is divided into several sections:

- Player Appearance:** Contains an 'EPG' section with a checkbox labeled 'Enabled' and a note: 'EPG will be shown on the page below the Player control.'
- Common Player Settings:** Contains 'Player type' (set to 'Interactive'), 'Support players' (checkboxes for 'Enable Rayv player' and 'Enable Flash player' both checked), and 'Support adaptive bandwidth' (checkbox checked). Notes for support players and adaptive bandwidth mention flash fallback.
- Player Security:** Contains fields for 'Shared Secret' (value: 2aab27b96a694e638ac) and 'Anonymous User' (value: guest).

Figure 46: Player Settings Screen

Player Source: Demo	
Allow DVR:	<input checked="" type="checkbox"/>
Allow Detach:	<input checked="" type="checkbox"/>
Cover Image URL:	<input type="text"/> Browse / Upload
New cover image override can be uploaded or just define external url to the cover image. (Leave this field empty to default value)	
Flash Player URL:	<input type="text" value="http://opens.rayv.com/explayer/ainlalpha.swf"/> Browse / Upload
New Flash player override can be uploaded or just define external url to the flash player. (Leave this field empty to default value)	
Allow full screen mode:	<input checked="" type="checkbox"/>
Website:	<input type="text" value="LFACTORY"/>
Allow Guide:	<input type="checkbox"/>
Allow What's On:	<input type="checkbox"/>
Allow Channels Menu:	<input type="checkbox"/>
Allow Widgets Menu:	<input checked="" type="checkbox"/>
Allow Chat:	<input checked="" type="checkbox"/>
Environment:	<input type="radio"/> Production <input checked="" type="radio"/> QA
User Inactivity Interval:	<input type="text" value="1000"/>
Lite:	<input checked="" type="checkbox"/>
WidgetFacebookId:	<input type="text" value="859"/>
WidgetTwitterId:	<input type="text" value="861"/>
WidgetBroadcastkey:	<input type="text" value="LaughFactory_891f1c0:"/>
Debugging mode:	<input checked="" type="checkbox"/>
Live Media Category:	<input type="radio"/> preorder <input checked="" type="radio"/> free <input type="radio"/> subscribed
Width:	<input type="text" value="640"/>
Height:	<input type="text" value="360"/>
Player Source: Live	
Allow DVR:	<input checked="" type="checkbox"/>
Allow Detach:	<input checked="" type="checkbox"/>
Cover Image URL:	<input type="text"/> Browse / Upload

Figure 47: Player Settings Screen Continued

2. Edit the definitions as desired. For an explanation of the various parameters, refer to the following table.

Table 22: Player Settings – Description of Fields

Parameter	Description
<i>Player Appearance</i>	
EPG	Indicates whether an Electronic Program Guide is available in the TV Website, below the player control.
<i>Common Player Settings</i>	
Player type	Indicates the type of player running on the TV Website: Standard or Interactive (more advanced).
Support players	The players available to the end-user in the TV Website. You can choose either or both.
Support adaptive bandwidth	Reserved for future use.
<i>Player Security</i>	Currently, this section is relevant only for an interactive player type.
Shared Secret	This value must be coordinated with the subscription proxy.
Anonymous User	The user-name to assign to anonymous (non-registered) end-users.
<i>Player Source</i>	The section Player Source: Demo defines the settings of the demo player (used to display content to non-registered end-users). The section Player Source: Live defines the settings of the live player (used to display content to registered end-users).
Allow DVR	Indicates whether to enable the end-user to record what the end-user is watching.
Allow Detach	Indicates whether the player can be opened in a separate window. Currently, this option is relevant only for a RayV player.
Cover Image URL	Enables specifying a URL for the page that appears if the player does not load. If you do not enter a URL, a default page appears.
Flash Player URL	Enables overriding the existing player with a different player. For example, the override may be a player with a custom skin.
Allow full screen mode	Indicates whether the end-user can switch to full screen viewing.

Parameter	Description
Website	The name of the TV Website.
Allow Guide	Indicates whether to display an EPG in the player.
Allow Whats On	Indicates whether to display a “What’s On” option in the player.
Allow Channels Menu	Indicates whether to display a channels menu in the player.
Allow Widgets Menu	Indicates whether to display a Widgets menu in the player.
Allow Chat	Indicates whether to allow chat from within the player.
Environment	Specifies from which environment the player loads data: Production or QA.
User Inactivity Interval	After how many seconds of end-user inactivity, the content is displayed in the entire flash window.
Lite	N/A
WidgetFacebookId	An internal parameter. Do not change this value.
WidgetTwitterId	An internal parameter. Do not change this value.
WidgetBroadcastkey	An internal parameter. Do not change this value.
Debugging mode	Indicates whether the player is running in debugging mode or in release mode. This information is intended for logging purposes.
Live Media Category	Specifies which media category (also called <i>content category</i>) to display. For more information about media categories, refer to <i>Managing Content Categories</i> on page 159.
Width	Defines the size of the player’s window, in pixels.
Height	

3. Click **Save changes**.

SPECIFYING PROVIDER SETTINGS

For a flash channel stream, you must specify the content provider (Figure 35). In addition, you must specify the address of the content provider’s servers. This is performed in the CDN Configuration screen.

To specify content provider settings:

1. Select **Broadcasting → Configuration → CDN Settings**. The CDN Settings screen appears.

CDN Configuration

Eastern ST

[Home](#) > Broadcasting > Configuration > CDN settings

CDN Type: Akamai	
LiveConnection Name	<input type="text" value="http://secureds.rayv.co"/>
VodConnection Name	<input type="text" value="http://secureds.rayv.co"/>
CDN Type: CDNetworks	
LiveConnection Name	<input type="text"/>
VodConnection Name	<input type="text"/>
CDN Type: AkamaiHD	
LiveConnection Name	<input type="text"/>
VodConnection Name	<input type="text"/>
CDN Type: LimeLight	
LiveConnection Name	<input type="text"/>
VodConnection Name	<input type="text"/>

Save changes

Figure 48: CDN Configuration Screen

2. For each content provider that is providing content to the TV Website:
 - a. In the **LiveConnection Name** field, enter the address of the server providing the live streams.
 - b. In the **VODConnection Name** field, enter the address of the server providing the VOD files
3. Click **Save changes**.

Section II – Managing End-Users and Orders

MANAGING END-USERS

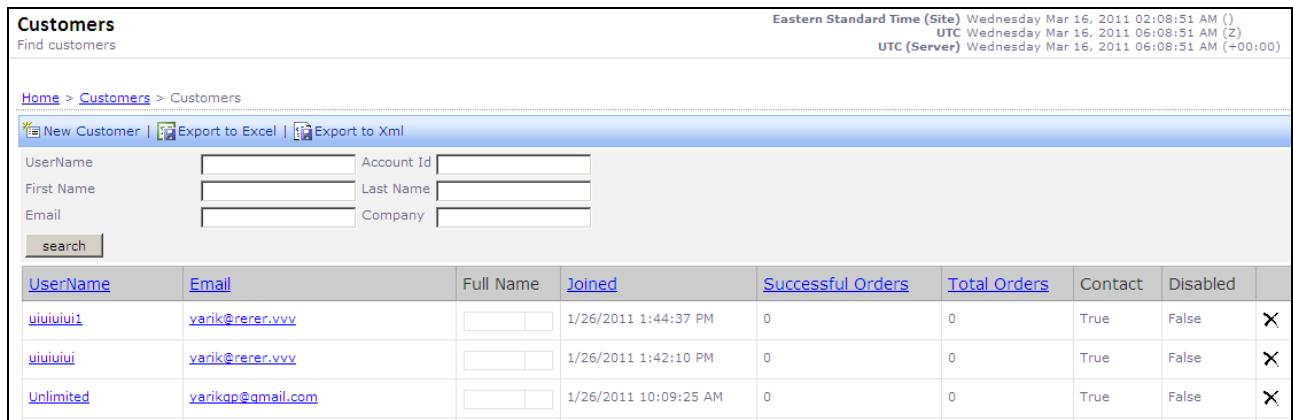
Customers are the end-users (subscribers) of the TV Website. End-users are usually created automatically in the system when end-users access the site or register at the site.

You can view the list of end-users, create a new end-user, or modify details of an existing end-user. In addition, you can create special end-users called Power users.

VIEWING THE END-USERS LIST

To view the list of end-users:

1. Select **Customers → Customers**. The Customers screen appears, displaying all end-users who registered at the TV Website.



The screenshot shows the 'Customers' screen with the following details:

- Header:** Eastern Standard Time (Site) Wednesday Mar 16, 2011 02:08:51 AM ()
UTC Wednesday Mar 16, 2011 06:08:51 AM (Z)
UTC (Server) Wednesday Mar 16, 2011 06:08:51 AM (+00:00)
- Breadcrumbs:** Home > Customers > Customers
- Buttons:** New Customer | Export to Excel | Export to Xml
- Search Fields:** UserName, First Name, Email, Account Id, Last Name, Company, search button
- Table Headers:** UserName, Email, Full Name, Joined, Successful Orders, Total Orders, Contact, Disabled
- Data Rows:**

UserName	Email	Full Name	Joined	Successful Orders	Total Orders	Contact	Disabled
uiuiui1	varik@rerer.vvv		1/26/2011 1:44:37 PM	0	0	True	False
uiuiui	varik@rerer.vvv		1/26/2011 1:42:10 PM	0	0	True	False
Unlimited	varikqp@gmail.com		1/26/2011 10:09:25 AM	0	0	True	False

Figure 49: Customers Screen

For every end-user, the following information is displayed:

Table 23: Customers List – Description of Information

Column	Description
UserName	The end-user's username, as entered by the end-user in the TV Website.
Email	The end-user's email address, as entered by the end-user in the TV Website.
Full Name	The full name of the end-user. This information is taken from the first address appearing in the Customer Details screen.
Joined	The date and time when the end-user created an account.
Successful Orders	The number of orders placed by the end-user which were processed to completion.
Total Orders	The total number of orders placed by the end-user, including those that were not processed to completion.
Contact	This field is reserved for future use.
Disabled	Indicates whether the end-user's account is disabled: False indicates the account is enabled; True indicates the account is disabled. You can enable/disable a user account in the end-user's Edit Customer screen (Figure 52). For information, refer to <i>Modifying an End-user's Details</i> on page 84.

In this screen you can perform the following actions:

- Sort the table by any column having an underlined column heading. To do so, click the column heading. To reverse the sorting order, click the column heading again.
- Filter the end-user's list. Refer to *Filtering the End-user's List* on page 80.
- Export end-users' details to an Excel file. Refer to *Exporting End-users' Details* on page 82.
- View or edit an end-user's details. Refer to *Viewing and Editing an End-user's Details* on page 82.

FILTERING THE END-USER'S LIST

You can filter the list of end-users. This is useful if you are searching for a certain end-user or group of end-users.

To filter the list of end-users:

1. In the Customers screen (Figure 49), locate the filter section (Figure 50).



Figure 50: Customer List – Filter Criteria Fields

2. Enter the desired filter criteria in the filter criteria fields. These fields are described in the table below. Note that you can enter partial strings. For example, if you enter “da” in the User Name field, the final list will display all the end-users with “da” anywhere in their user name.

Note: The filtering engine is not case sensitive.

Table 24: Customer List – Description of Filter Criteria Fields

Filter Criteria	Description
User Name	The end-user’s username in the TV Website.
Account Id	The end-user’s unique account Id, assigned by the online payment system (PayPal, Plimus, etc.) when processing the user’s order. You can view this number in the end-user’s order, by clicking the order in the Orders section of the Customer Details screen (refer to Figure 51).
First Name	The end-user’s first name, taken from the first address appearing in the Customer Details screen.
Last Name	The end-user’s last name, taken from the first address appearing in the Customer Details screen.
Email	The end-user’s email address.
Company	The end-user’s company, taken from the first address appearing in the Customer Details screen.

3. Click **Search**.

The list of end-users refreshes, and displays only the users matching the filter criteria.

To undo the filtering and display the entire list of end-users, delete all the filter criteria you entered in the filter criteria fields, and click **Search**.

EXPORTING END-USERS' DETAILS

You can export the list of end-users and their details to an Excel file.

Note: The Export operation always exports the full list of end-users. Thus, even if you applied a filter to the list and the on-screen display shows only a partial list of end-users, the export operation exports the details of all end-users in the system.

To export end-user information:

1. In the Customers screen (Figure 49), click  **Export to Excel**.

A window appears, asking you whether to open the final file or save it.

2. Instruct whether to open or save the Excel file.

An Excel file is created, displaying end-user information for all end-users.

VIEWING AND EDITING AN END-USER'S DETAILS

To view or edit an end-user's details:

1. Select **Customers** → **Customers**. The Customers screen appears (Figure 49).
2. Select an end-user. The Customer Details screen appears.

Customer Details

View customer info

Eastern Standard Time (Site) Wednesday Mar 16, 2011 03:40:22 AM ()
UTC Wednesday Mar 16, 2011 07:40:22 AM (Z)
UTC (Server) Wednesday Mar 16, 2011 07:40:22 AM (+00:00)

Home > Customers > Customers > Customer View

New Customer | Edit Customer | Login as Customer | Related Audit Log

Login:	turk
Email:	turk@lahmanjun.com
UniqueId:	4998dd32-95bf-4d09-b9a5-6bdb6c3aff72
Status:	Account enabled

Customer Addresses

Add new address

1.

Address: [\[Modify\]](#)
turk turk
turk
turk, il 54654
Israel

Orders

<input type="checkbox"/>	OrderId	Person	Total	Status	Completed	
<input type="checkbox"/>	201336	turk turk	\$50.00	Charged / Processed	1/6/2011 3:44:58 PM	X

Page Size: [10](#) [▼](#) Page: **1**

Perform batch order processing on selected orders:
[\[any\]](#) [Run batch](#)

Last updated 1/6/2011 3:43:46 PM
Created 1/6/2011 3:43:46 PM

Figure 51: Customer Details Screen

You can perform the following actions:

- Add or modify an address.
 - To add a new address, click **Add new address**.
 - To modify the existing address, click **Modify** adjacent to the existing address.
- View the end-user's list of orders. To do so, click an ID number in the **OrderId** column to view the full details of the order (refer to *Viewing Orders* on page 91 for a description of the details).
- *Optional Change the status of selected orders. To do so:
 - a. Check the checkboxes adjacent to the desired orders.
 - b. Select a status in the **Perform batch order processing on selected orders** drop-down list. For an explanation of the various statuses, refer to *Understanding the Status of an Order* on page 93.
 - c. Click **Run batch**.
- Modify the end-user's details. For information, refer to *Modifying an End-user's Details* on page 84.

- Login as an end-user. For information, refer to *Logging in as an End-user* on page 86.
- View the end-user's audit log. For information, refer to *Viewing an End-user's Audit Log* on page 87.

MODIFYING AN END-USER'S DETAILS

To modify an end-user's details:

1. Select **Customers** → **Customers**. The Customers screen appears (Figure 49).
2. Select an end-user. The Customer Details screen appears (Figure 51).
3. Click  **Edit Customer**. The Customer Details screen appears, displaying the end-user's details.

Customer Details
Modify customer info

Home > Customers > Customers > New customer

Basic Information

Login*:	<input type="text" value="Yael"/>	
Email*:	<input type="text" value="yarikgp@gmail.com"/>	
Password*:	<input type="password"/>	
UniqueId:	5dc0cb51-d3d0-4c21-abcd-def962c964df	
Roles:	<input type="checkbox"/> Customer <input type="checkbox"/> Administrator <input checked="" type="checkbox"/> Registered (Expiration: Unlimited) <input type="checkbox"/> PowerUser <input checked="" type="checkbox"/> Everyone (Expiration: Unlimited) <input type="checkbox"/> Music <input type="checkbox"/> Download Limited	
<input type="button" value="Restore purchased roles"/>		
Discount:	<input type="text" value="(no discount)"/>	
Shipping address	<input type="text" value="None"/>	
Billing address	<input type="text" value="None"/>	
<input type="checkbox"/> Account Disabled		
Key*:	<input type="text"/>	
Value*:	<input type="text"/>	
<input type="button" value="add attribute"/>		
Key	Value	Options
IP Location	GA	<input type="button"/> <input type="button"/>
ZipCode		<input type="button"/> <input type="button"/>

Figure 52: Customer Details – Editing Settings of a Customer

4. Edit the information as desired. The following table describes the fields you can edit and the actions you can perform.

Table 25: Customer Details Screen – Description of Editable Fields

Field/Action	Description
<i>Basic Information</i>	
Password	Enables changing the end-user's password. This is useful, for example, if an end-user forgot his/her password and has contacted Support.
Roles	The roles associated with this end-user. Note that as soon as an end-user registers at the TV Website, the user is assigned all roles of type <code>IsGeneral</code> . For more information about user roles, refer to <i>Configuring End-user Roles</i> on page 127.
Restore purchased roles	Click this to undo any manual editing of associated roles, and instead associate only the roles that would automatically be associated as determined by the SKUs that the end-user purchased.
Discount	Reserved for future use.
Shipping address	The end-user's shipping address(es), if any.
Billing address	The end-user's billing address(es), if any.
Account Disabled	Specifies whether this end-user's account is disabled. If an account is disabled, then from the point of view of the end-user trying to access the TV Website, it is as if the account was deleted.
Attributes	When an end-user registers at the TV Website, the system automatically obtains the following two attributes: <ul style="list-style-type: none"> ■ IP Location – The location (country code) of the end-user, as learned from the user's IP address. ■ Zip Code – The ZIP code of the end-user. This is relevant for end-users in the United States only. You can edit the values of these attributes.
Key	You can use the add attribute option to add comments to the user account.
Value	
Add attribute	Enter the comments in the Key and Value fields, and click add attribute .

5. Click **Save Changes**.

Note: To delete this end-user, click **Delete**.

LOGGING IN AS AN END-USER

You can log into the TV Website as a specific user, in order to see exactly what a certain

end-user is seeing. This is useful for troubleshooting and support purposes.

To log into the TV Website, from the RayV Dashboard, as a specific end-user:

1. Select **Customers → Customers**. The Customers screen appears (Figure 49).
2. Select an end-user. The Customer Details screen appears (Figure 51).
3. Click [Login as Customer](#).

The Login screen of the TV Website appears.

4. Enter your RayV Dashboard user credentials.

You can now view and perform any actions that the selected end-user can view or perform.

VIEWING AN END-USER'S AUDIT LOG

You can view the log of exchanges with the online payment processing company (such as PayPal or Plimus) regarding the purchases made by a selected end-user.

To view an end-user's audit log:

1. Select **Customers → Customers**. The Customers screen appears (Figure 49).
2. Select an end-user. The Customer Details screen appears (Figure 51).
3. Click [Related Audit Log](#).

The audit log of the selected end-user appears.

CREATING A NEW END-USER

End-users are usually created when they register at the TV Website. However, you can also create an end-user through the RayV Dashboard. This can be useful for support and troubleshooting purposes.

To create an end-user:

1. Select **Customers → New customer**. The Customer Details screen appears.

Customer Details
Modify customer info

Home > Customers > Customers > New customer

Basic Information

Login*:	<input type="text"/>
Email*:	<input type="text"/>
Password*:	<input type="password"/>
UniqueId:	<input type="text"/>
Roles:	<input type="checkbox"/> PowerUser <input type="checkbox"/> Everyone <input type="checkbox"/> LF Bundle
Discount:	(no discount) <input type="button" value="▼"/>
Shipping address	<input type="button" value="▼"/>
Billing address	<input type="button" value="▼"/>
<input type="checkbox"/> Account Disabled	
<i>Last updated</i>	
<i>Created</i>	
<input checked="" type="checkbox"/> Return to customers list <input type="button" value="Save Changes"/>	

Figure 53: Customer Details – Creating a New Customer

- Enter information into the fields. The fields are described in the following table.

Table 26: Customer Details Screen – Description of Fields

Parameter	Description
Login	The end-user's username in the TV Website.
Email	The email address of the end-user.
Password	The end-user's password in the TV Website.
Unique Id	The unique ID automatically assigned by the system upon creation of the end-user
Roles	The roles associated with this end-user.
Discount	
Shipping address	The end-user's shipping address(es).
Billing address	The end-user's billing address(es).
Account Disabled	Indicates whether this end-user account is active.

The screen also provides information about when the end-user was first created in the

system, and when the end-user details were last updated.

3. Click **Save Changes**.

*Note: If you check the **Return to customers list** checkbox, you are returned to the Customers list (Figure 49) after the changes are saved.*

GENERATING POWER END-USERS

You can create power end-users. These are end-users with the following special privileges:

- Ability to log into the TV Website and view content, from multiple machines concurrently.
- Ability to view any content in the TV Website, without charge.
- Ability to override any geo restriction.

Power users can be given as perks to customers or end-users.

To generate a batch of power end-users:

1. Select **Customers** → **Create bulk of new power customer**. The Power Customers Generator screen appears.

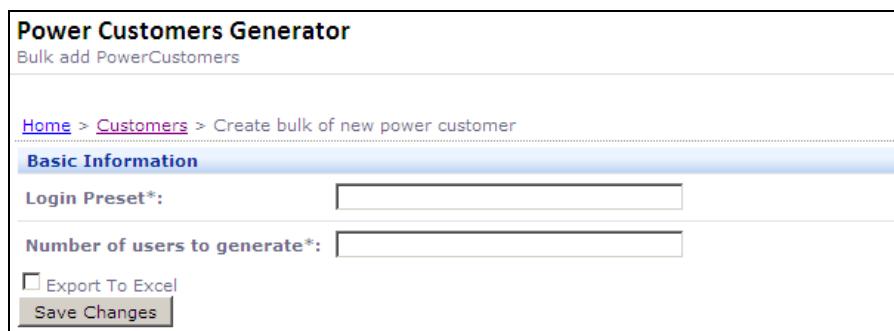


Figure 54: Power Customers Generator Screen

2. Enter a prefix for the user names in the **Login Preset** field.
3. Enter the number of end-users to generate, in the **Number of users to generate** field.
4. Check the **Export to Excel** checkbox if you wish to export the list of generated

power users to an Excel file.

5. Click **Save Changes**.
6. If you checked the **Export to Excel** checkbox, you are prompted to either save or open the final file. Specify your preference.

The batch of power end-users is generated. To view them, select **Customers** → **Customers**.

***Note:** A user is a power user if the PowerUser role is selected for that user (refer to Figure 52). If you edit a power user's settings, take care not to unselect the PowerUser role.*



MANAGING ORDERS

In the RayV Dashboard, you can view all the orders placed by end-users in the TV Website, change an order's attributes or status, and manage recurring payment plans. In addition, you can manage some aspects of working with PayPal and Plimus.

VIEWING ORDERS

You can view all the orders in the system, or various subsets of orders.

To view the orders placed by end-users:

1. Select **Orders → Orders**. The Orders screen appears, displaying a search section.

The screenshot shows the 'Orders' screen with a search form. The search form includes fields for Order Number, First Name, Transaction Id, Order Status (set to 'any'), Last Name, Profile Id, Payment Status (set to 'Any'), Customer Email, Plimus Account Id, Plimus Reference Number, and a 'search' button. There are also tabs for 'Search Form', 'Today', 'Processed', 'Not Processed', and 'Suspended'.

Figure 55: Orders Screen – Search Section

2. Specify which orders to display, in any of the following ways:
 - Click **Today** to display only the orders placed today.
 - Click **Processed** to display only processed orders. These are the orders that were successfully charged.
 - Click **Not Processed** to display only non-processed orders. These are the orders that have not yet been successfully charged.

- Click **Suspended** to display only orders having a status of Suspended in Paypal.
- Click **Search Form** to filter the list of orders. Enter filter criteria in the filter criteria fields (shown in Figure 55), and click **search**. The following table describes the filter criteria fields.

To view the entire list of orders, do not enter anything into the filter criteria fields.

Table 27: Orders Search: Description of Filter Criteria Fields

Filter Criteria	Description
Order Number	The order number.
Order Status	The Overall status of the order. For explanations, refer to <i>Understanding the Status of an Order</i> on page 93.
Payment Status	The Payment status of the order. For explanations, refer to <i>Understanding the Status of an Order</i> on page 93.
First name Last Name Customer Email	The first name, last name, and email address, as entered by the end-user when ordering.
Plimus Account Id Plimus Reference Number	Plimus fields, if the payment was performed using Plimus.
Transaction Id Profile Id	PayPal fields, if the payment was performed using PayPal.

The screen refreshes, and a list of all the orders that meet the filtering criteria is displayed.

Orders
View/Search order history

Eastern Standard Time (Site) Monday Mar 21, 2011 05:29:00
 UTC Monday Mar 21, 2011 09:29:00
 UTC (Server) Monday Mar 21, 2011 09:29:00

Home > Orders > Orders

Search Form	Today	Processed	Not Processed	Suspended	
Order Number	<input type="text"/>	First Name	<input type="text"/>	Transaction Id	<input type="text"/>
Order Status	<input type="text"/> any	Last Name	<input type="text"/>	Profile Id	<input type="text"/>
Payment Status	<input type="text"/> Any	Customer Email	<input type="text"/>		
Plimus Account Id	<input type="text"/>	Plimus Reference Number	<input type="text"/>		
<input type="button" value="search"/>					
OrderID	Person	Total	Status	Completed	
<input type="checkbox"/> 201340	Yael Last	\$50.00	Charged / Processed	Today, 8:57 AM	X
<input type="checkbox"/> 201339	Yael Last	\$5.00	Charged / Processed	Today, 8:20 AM	X
<input type="checkbox"/> 201338	yavik goldin	\$0.00	Charged / Not processed	2/8/2011 9:37:30 AM	X
<input type="checkbox"/> 201337	see eee	\$0.00	Offline Order / Processed	1/25/2011 12:00:00 AM	X
<input type="checkbox"/> 201336	turk turk	\$50.00	Charged / Processed	1/6/2011 3:44:58 PM	X
<input type="checkbox"/> 201335	sdfsdf sdfsdf	0,00 €	Charged / Processed	1/6/2011 11:53:06 AM	X
<input type="checkbox"/> 201333	daniel daniel	\$ 0,00	Charged / Processed	1/5/2011 10:28:21 AM	X
<input type="checkbox"/> 201332	ilan ilan	100,00 €	Charged / Processed	1/5/2011 10:19:48 AM	X
<input type="checkbox"/> 201331	ilanYilan ilanYilan	\$5.00	Charged / Processed	1/5/2011 10:08:37 AM	X
<input type="checkbox"/> 201330	ilan ilan	\$0.00	Charged / Processed	1/4/2011 5:06:11 PM	X

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Perform batch order processing on selected orders:

Figure 56: Orders Screen – Orders List

You can perform the following operations from within the Orders screen:

- Change the status of an order. For more information, refer to *Manually Changing the Payment Status of an Order* on page 94.
- View or edit the attributes of a specific order. For more information, refer to *Viewing and Editing Attributes of an Order* on page 95.
- View the details of the end-user who placed the order. To do so, click the end-user in the **Person** column. The Customer Details screen appears (Figure 51). For explanations, see the explanations following Figure 51.

UNDERSTANDING THE STATUS OF AN ORDER

In the Orders list (Figure 56), the status of each order is displayed in the Status column, in the form *Overall status / Payment status*.

- **Overall** status – Influences statistical operations performed on orders.

- **Payments** status – Determines whether to assign customer roles to the order. There are two possible payment statuses:
 - **Processed** – The order was successfully charged. As soon as an order receives this status, customer roles are assigned to the end-user who placed the order. In practical terms, this means that the end-user can start viewing content.
 - **Not Processed** – The order has not been successfully charged. No customer roles are assigned to the end-user, and the end-user cannot view content.

MANUALLY CHANGING THE PAYMENT STATUS OF AN ORDER

You can manually change the Overall status and the Payment status of selected orders.

When you manually change the Payment status of selected orders, the following occurs:

- When a Not Processed order is manually changed to Processed, the system assigns the end-user the corresponding user roles, and creates a payment plan if the SKU ordered is of type "bill on recurring basis".
- When a Processed order is manually changed to Not Processed, the system deletes the corresponding roles that were assigned to the end-user, but does not delete a previously created recurring payments plan, if any existed for this order.

To change the Payment status of orders in the Order Info screen (Figure 57):

1. In the Orders list (Figure 56), click an order number in the **OrderId** column.

The Order Info screen appears for the selected order (Figure 57).

2. Perform the following:

- If the payment status is **Not Processed**, click [Complete Order](#).
- If the payment status is **Processed**, click [Cancel Order](#).

The payment status changes.

To change the Payment or Overall status of orders in the Orders screen (Figure 56):

1. In the Orders list (Figure 56), display the orders whose status you wish to change. For information on how to view orders, refer to *Viewing Orders* on page 91.
2. Check the checkboxes adjacent to the orders whose status you wish to change.

3. Select a status in the **Perform batch order processing on selected orders** drop-down list. For an explanation of the various statuses, refer to *Understanding the Status of an Order* on page 93.
4. Click **Run batch**.

The status of the selected orders changes.

VIEWING AND EDITING ATTRIBUTES OF AN ORDER

You can view all the attributes of an order, and edit some of them.

To view or edit attributes of an order:

1. In the Orders list (Figure 56), click an order number in the **OrderId** column.

The Order Info screen appears for the selected order.

Order Info		Eastern Standard Time	
Order info			
Home > Orders > Orders > Orders			
Resend Notifications Cancel Order Related Audit Log			
Order Number :	201474		
Customer :	yarikgp		
Order Date :	5/30/2011	Calendar	
Payment Status :	Processed		
Status :	Offline Order	Logs related	
Order Email :	yarik@rayv.com		
Payment Information			
Description	Price	SKU Discount	Sub Total
Laugh Factory, Free Beta (782)	\$0.00	-\$0.00	\$0.00
Your Billing Information: [Modify] asdasd asdasd asdasd asdasd, 23423 Israel 342342423423		Shipping address Information: [Modify] , AA United States	
		Subtotal : \$0.00	Subtotal : \$0.00
		Order Discount : -\$0.00	Order Discount : -\$0.00
		Taxes : \$0.00	Taxes : \$0.00
		TOTAL : \$0.00	TOTAL : \$0.00
Discounts			
Payment Type			
<input checked="" type="radio"/> Free With Coupon			
Payment Attributes			
Cardholder's Name :	(as it appears on the card)		
Credit Card Number :			
Expiration Date (MMYYYY) :			
Card Code (CVV2, CVC2 or CID) :			
Common Attributes			
ClientCountryCode:	IL		
ClientLangCode:	en		
TestMode:	False		
ReferenceNumber:	1002771554		
PaymentMethod:	CC		
PlimusAccountId:	19236338		
CreditCardType:	VISA		
Currency:	USD		
RemoteAddress:	82.80.223.100		
<input checked="" type="checkbox"/> Return to orders list <input type="button" value="Save Changes"/>			
Complete Order	will mark the order as processed, adjust inventory, create payment plans		
Cancel Order	will mark order as unprocessed, adjust inventory but won't delete previously created payment plans		

Figure 57: Order Info Screen

2. View or modify the editable attributes. The following table describes the information provided in the Order Info screen.

Table 28: Order Info Screen – Description of Fields

Parameter	Description
Order Number	The unique order number.
Customer	The end-user's username in the TV Website. You can edit the end-user's details by clicking the end-user's name. The Customer Details screen appears (Figure 51). Refer to the explanations following Figure 51.
Order Date	When the order was placed. This field is editable.
Payment Status	The Payment status of the order. For explanations, refer to <i>Understanding the Status of an Order</i> on page 93.
Status	The Overall status of the order. For explanations, refer to <i>Understanding the Status of an Order</i> on page 93.
Order Email	The email address of the end-user who placed the order. You can edit this information.
<i>Payment Information</i>	
Description Price SKU discount Sub Total	The description, price, discount, and sub total for each of the SKUs purchased.
Total	The total amount of the order.
Your Billing Information	The end-user's billing address. You can edit this information.
Shipping Address Information.	The end-user's shipping address. This field appears only if shipping is necessary. You can edit this information.
<i>Discounts</i>	Specifies the discount coupon information, if any.
Discount Name Discount Amount	If a discount coupon was used, the Discount Name specifies the coupon's name, and the Discount Amount specifies the total discount. You can edit the discount coupon by clicking its name. The Coupon Edit screen appears (Figure 28). Refer to the explanations following Figure 28.

Parameter	Description
<i>Payment Type</i>	Specifies how the payment was made: via Plimus, with a coupon, etc.
<i>Payment Attributes</i>	Specifies the credit card details, if a credit card was used.
<i>Common Attributes</i>	Specifies the country code and language code of the end-user, as well as various purchase details.

- Click **Save Changes** if you edited any of the settings in the screen.

In the Order Info screen you can also perform the following:

- View an order's audit log. Refer to *Viewing an Order's Audit Log* on page 98.
- Resend the email notification sent upon placement of an order. Refer to *Resending a Notification* on page 98.
- Complete or cancel an order. Refer to *Manually Changing the Payment Status of an Order* on page 94.

VIEWING AN ORDER'S AUDIT LOG

You can view the log of exchanges with the online payment processing company (such as PayPal or Plimus), for a selected order.

To view an order's audit log:

- In the Orders list (Figure 56), click an order number in the **OrderId** column.
The Order Info screen appears for the selected order (Figure 57).
- Click [Related Audit Log](#).
The audit log of the selected order appears.

RESENDING A NOTIFICATION

When an end-user places an order in the TV Website, a notification is sent to the email address that the end-user provided. You can resend this notification.

To resend notification of an order:

- In the Orders list (Figure 56), click an order number in the **OrderId** column.

The Order Info screen appears for the selected order (Figure 57).

2. Click **Resend Notifications**. The email notification is sent.

MANAGING RECURRING PAYMENT PLANS

Most recurring payment plans are automatically created by the system, when an end-user purchases a monthly, daily, or yearly subscription in the TV Website. Or more technically – when an end-user purchases an SKU of type "bill on recurring basis" (for explanations on creating an SKU, refer to *Creating an SKU* on page 28).

In the RayV Dashboard you can view all existing recurring payment plans, and you can also create a recurring payment plan.

VIEWING RECURRING PAYMENT PLANS

To view all recurring payment plans:

1. Select **Orders → Recurring payment plans → Recurring payment plans**. The Payment Plans screen appears.

Payment Plans						W. Europe Standard Time (Site) Tuesday May 31, 2011 09:03:11 AM ()	
Add/remove/modify recurring payment plans created in the system						UTC Tuesday May 31, 2011 07:03:11 AM (Z)	
						GMT Standard Time (Server) Tuesday May 31, 2011 07:03:11 AM (+00:00)	
Home > Orders > Recurring payment plans > Recurring payment plans							
PlanId	Customer	Plan Type	Total Gross	Next Charge	Active		
1	yar222ik@rayv.com	Months	\$14.95	5/12/2011 12:00:00 AM	True	X	
2	yar222ik@rayv.com	Months	\$24.95	5/13/2011 12:00:00 AM	True	X	
3	yar222ik@rayv.com	Months	\$24.95	5/13/2011 12:00:00 AM	True	X	
4	yarik@rayv.com	Months	\$24.95	5/13/2011 12:00:00 AM	True	X	

Figure 58: Payment Plans Screen

The following table describes the information provided in the Payment Plans screen.

Table 29: Payment Plans Screen: Description of Columns

Column	Description
Plan Id	An ID automatically assigned by the system upon creation of the payment plan.
Customer	The name of the end-user who placed the order.
Plan Type	The type of plan: Daily, Monthly, or Yearly.

Column	Description
Total Gross	The total amount, as it was billed.
Next Charge	When the next payment is due.
Active	Indicates whether this payment plan is active.

CREATING A RECURRING PAYMENT PLAN

Most recurring payment plans are automatically created by the system, when an end-user purchases a monthly, daily, or yearly subscription in the TV Website. However, you can create a recurring payment plan in the RayV Dashboard for maintenance or troubleshooting purposes.

An internal recurring payment service runs every day to detect for which payment plans a bill is due that day.

To create a recurring payment plan:

1. Select **Orders → Recurring payment plans → New recurring payment plan**. The Edit Payment Plan screen appears.

Payment Plans
Add/remove/modify recurring payment plans created in the system

Home > Orders > Recurring payment plans > [Recurring payment plans](#) > New recurring payment plan

Payment Plan Information

Create or modify the payment plan. If plan is active it will be picked up by the recurring payment service. The payment service needs to be enable as well. The errors if any, will be reported in general error log and via email.

Customer Email:	<input type="text"/>
Length of each billing cycle:	(Pick one) <input type="button" value="▼"/> (Pick one) <input type="button" value="▼"/>
Stop recurring after:	(Continue until cancelled) <input type="button" value="▼"/>
Price:	<input type="text"/> <small>Enter amount in base currency. It will be converted to local customer currency automatically if rate is specified.</small>
Start Date:	<input type="text"/> <input type="button" value="Calendar"/> <input type="button" value="Edit"/>
End Date:	<input type="text"/> <input type="button" value="Calendar"/> <input type="button" value="Edit"/>
Completed cycles:	<input type="text"/>
Last payment made on:	<input type="text"/>
Total gross (USD):	<input type="text"/>
Text Response:	<input type="text"/>
Authorization Code:	<input type="text"/>
Confirmation Code:	<input type="text"/>
<input type="checkbox"/> Plan Active	

Payment method information

Select the payment method that will be used to process this plan. The payment provider will be responsible for processing the transaction and notifying about success or failure.

Payment method:	Credit Card <input type="button" value="▼"/>
Cardholder's Name: (as it appears on the card)	<input type="text"/>
Credit Card Number:	<input type="text"/>
Expiration Date (MMYYYY):	<input type="text"/>
Card Code (CVV2, CVC2 or CID):	<input type="text"/>

Billing Information

First Name:	<input type="text"/>
Middle Name:	<input type="text"/>
Last Name:	<input type="text"/>
Company:	<input type="text"/>
Street Address:	<input type="text"/>
	<input type="text"/>
City:	<input type="text"/>
State/Province:	<input type="text"/> Zip: <input type="text"/>
Country:	Afghanistan <input type="button" value="▼"/>
Phone:	<input type="text"/>
Fax:	<input type="text"/>

Last updated
Created

Return to payment plans list

Figure 59: Edit Payment Plan

2. Enter information into the fields. The fields are described in the following table.

Table 30: Edit Channel – Description of Fields

Parameter	Description
<i>Payment Plan Information</i>	
Customer Email	The email address of the end-user.
Length of each billing cycle Stop recurring after	The details of the payment plan: Length of each billing cycle specifies how often a payment is due, in number of days, weeks, months, or years. Stop recurring after specifies the total number of payments. If you select Continue until cancelled , the end-user will be billed regularly until the end-user cancels the subscription.
Price	The amount paid at every payment.
Start Date	When the first payment is due.
End Date	When the last payment is due.
Completed cycles	How many payments have already been made.
Last payment made on	When the latest payment was made.
Total gross (USD)	The sum total of all the payments made to date.
Text Response Authorization Code Confirmation Code	Values received from the online payment processing company.
Plan Active	Indicates whether the payment plan is active. The internal recurring payment service checks only active plans.
<i>Payment method information</i>	
Payment method	Relevant only for payments made with a credit card.
Cardholder's Name Credit Card Number Expiration Date (MMYYYY)	The name, credit card number, and expiration date on the credit card.
Card Code (CVV2, CVC2 or CID)	The card's CVV code (not the PIN number). This number is displayed on the credit card in the locations shown below:
	

Parameter	Description
<i>Billing Information</i>	
First Name	The end-user's first, middle and last name.
Middle Name	
Last Name	
Company	The name of the end-user's company.
Street Address	The full address of the end-user.
City	
State/Province	
Zip	
Country	
Phone	The phone and fax numbers of the end-user.
Fax	

3. Click **Save Changes**.

*Note: If you check the **Return to payment plans list** checkbox, you are returned to the Payment Plans list after the changes are saved.*

WORKING WITH PAYPAL

The TV Website supports making online payments using PayPal. In the RayV Dashboard, you can capture or void authorized PayPal funds. In addition, you can view the PayPal IPN queue for orders placed in the TV Website using PayPal.

CAPTURING OR VOIDING AUTHORIZED FUNDS

This feature is reserved for future use.

VIEWING THE PAYPAL IPN QUEUE

You can view the queue of PayPal Instant Payment Notification (IPN) messages created by PayPal. This can be useful as a monitoring tool, to aid support and troubleshooting.

To view the PayPal IPN queue:

1. Select Orders → PayPal → PayPal IPN Queue. The PayPal IPN Queue screen appears.

PaypalIpnQueue

Eastern Standard Time (Site) Tuesday Mar 22, 2011 03:53:39 AM ()
UTC Tuesday Mar 22, 2011 07:53:39 AM (Z)
UTC (Server) Tuesday Mar 22, 2011 07:53:39 AM (+00)

Home > Orders > Paypal > Paypal IPN queue

Date Range: Any From: [] To: [] Transaction Types: Any

Run Report

Figure 60: PayPal IPN Queue – Search Fields

2. Enter or select information in the search criteria fields. To show the entire PayPal IPN queue, do not enter anything in any of the search criteria fields.
3. Click **Run Report**. The screen refreshes to display all the IPN messages in the IPN queue that meet the search criteria.

PaypalIpnId	TransactionId	PayerEmail	PaymentStatus	TransactionType	ParentTransactionId	Currency	PaypalFee	GrossAmount	PaymentDate	OrderId	IsExpected	IsOfProcessedType	Processed
236	9L2540270A189523R	alexs@rayv.com	2	18		USD	3.8600	89.9500	10/22/2009 8:21:23 AM	198280	False	True	False
234	8CU01433XC0782936	ev_1221676857_per@rayv.com	2	8		USD	0.8800	19.9500	10/22/2009 8:06:26 AM	I-XUJBGDKMSULS	False	True	False
232	9KU03058D2778943L	ev_1221676857_per@rayv.com	2	8		USD	0.5900	10.0000	10/22/2009 8:16:51 AM	I-7DD11VCL0MA4	False	True	False
231	2GX95542M58278536	ev@rayv.com	2	8		USD	0.6400	10.0000	10/22/2009 7:46:43 AM	I-PDIXYVGWKRX	False	True	False
229	1RU37395GB462640C	ev@rayv.com	2	8		USD	0.9300	19.9500	10/22/2009 7:42:21 AM	I-6USMPYGVBVHE	False	True	False
227	1VT55033M1421491C	alex.strusberg@gmail.com	2	18		USD	3.8600	89.9500	10/22/2009 6:06:11 AM	198281	False	True	False
226	860689037P3150246	Maya@rayv.com	2	18		USD	5.2200	124.9000	10/22/2009 4:55:06 AM	198279	False	True	False
225	8CM09299KE832545H	alex.strusberg@gmail.com	2	18		USD	5.8100	139.9500	10/22/2009 4:54:40 AM	198278	False	True	False
224	18E96321XL863374B	alexs@rayv.com	2	18		USD	5.8100	139.9500	10/22/2009 4:28:24 AM	198275	False	True	False
223	5JS778814B0804642	Maya@rayv.com	2	18		USD	7.7600	189.9000	10/22/2009 4:15:29 AM	198274	False	True	False
222	78N73658CT834640R	Maya@rayv.com	2	18		USD	5.8100	139.9500	10/22/2009 4:12:53 AM	198273	False	True	False
220	8G605206WM043742A	ev_1221676857_per@rayv.com	2	8		USD	1.1700	29.9500	10/22/2009 4:02:14 AM	I-J0VE1URJUDKR	False	True	False
218	1A169621MR316550K	H@t.c	2	8		USD	1.1300	19.9500	10/22/2009 3:59:40 AM	I-R883KUSEUKF8	True	True	True
216	1S3854804G374910K	maya@rayv.com	2	18		USD	2.3000	50.0000	10/22/2009 3:45:16 AM	198272	False	True	False

Figure 61: PayPal IPN Queue

Note that the **Processed** column provides information about the payment status of the order:

- True – The order was processed.
- False – The order was not processed.



PERFORMING DATA RECONCILIATION

This feature is reserved for future use.

Section III – Generating Business Reports



GENERATING REPORTS

You can generate various reports to be used for sales evaluation, troubleshooting, and support. Reports include:

- Various *Sales Reports*.
- *End-users' Events Report*.
- *End-users' IP Distribution Report*.
- Real Time Order Statistics Report.
- Channels' Concurrent Viewers Report.

GENERATING SALES REPORTS

You can generate the following sales reports:

- *Orders Report*.
- *SKU Sales Report*.
- *Affiliates Sales Report*.
- *Discount Sales Report*.
- *Subscriptions Sales Report*.

GENERATING AN ORDERS REPORT

You can generate a full report of all orders placed in the TV Website, or various subsets of the orders.

To generate an orders report:

1. Select **Reports → Sales → Order Sales**. The Orders Report screen appears.

Sales Report									Eastern Standard Time (Site) Thursday Mar 24, 2011 04:54:09 AM () UTC Thursday Mar 24, 2011 08:54:09 AM (Z) UTC (Server) Thursday Mar 24, 2011 08:54:09 AM (+00:00)					
Home > Reports > Sales > Order sales														
Export to Excel Export to Excel (All)														
Date Range: <input type="button" value="Any"/> From: <input type="text"/> To: <input type="text"/> Payment Status: <input type="button" value="Processed"/> Currencies: <input type="button" value="Any"/>														
Run Report														
Total report Statistics: Total Orders: 20 Total non free Orders: 17 Total Discount Total Price \$ 1.665,00 ARS 150,00 € EUR 350,00 € EUR \$115,00 USD \$110,00 USD														
OrderId	Person Email	Discount	Total	SkuCount	Skus	Status	Payment type	Created						
201340	yarkgp@gmail.com	\$0,00	\$50,00	1	(MP3 download limited) Unlimited Hot (\$50,00)	Processed	Credit Card	3/21/2011 8:57:20 AM						
201339	yarkgp@gmail.com	\$0,00	\$5,00	1	(Music Bundle) Daily Express (\$5,00)	Processed	Credit Card	3/21/2011 8:19:53 AM						
201337	yarik@rayv.com	\$5,00	\$0,00	1	(Music Bundle) Daily Express (\$5,00)	Processed	Free With Coupon	1/25/2011 9:18:13 AM						
201336	turk@lahmanjun.com	\$0,00	\$50,00	1	(MP3 download limited) Unlimited Hot (\$50,00)	Processed	Other	1/6/2011 3:44:58 PM						
201335	asdasd@asdasd.com	100,00 €	0,00 €	1	(Music Bundle) Unlimited Offer (100,00 €)	Processed	Free With Coupon	1/6/2011 11:53:05 AM						
201333	daniel@rayv.com	\$ 555,00	\$ 0,00	1	(Music Bundle) For tests (\$ 555,00)	Processed	Free With Coupon	1/5/2011 10:28:21 AM						
201332	ylan@ilan.com	0,00 €	100,00 €	1	(Music Bundle) Unlimited Offer (100,00 €)	Processed	Other	1/5/2011 10:19:47 AM						

Figure 62: Orders Report

2. *Optional Filter the list of orders by specifying any of the following:

- Select a date range from the **Date Range** drop-down list. The **From** and **To** fields are populated accordingly. Alternatively, enter dates in the **From** and **To** fields, either directly or using the calendar.
- Select a status in the **Payment Status** drop-down list. For an explanation of the payment statuses, refer to *Understanding the Status of an Order* on page 93.
- Select a currency in the **Currencies** drop-down list. The available currencies are those that were used in orders placed on the TV Website.

3. Click **Run Report**.

The screen refreshes to display the orders that match the filtering criteria. The following table describes the information in the report.

Table 31: Orders Report – Description of Columns

Column	Description
Order Id	The order ID.
Person Email	The email of the end-user who placed the order.

Column	Description
Discount	The total discount received by the end-user for the order.
Total	The total cost of this order. In other words, how much the end-user is paying.
SKU Count	The number of SKUs purchased in this order.
SKUs	The list of SKUs purchased in this order.
Status	The payment status of the order.
Payment type	The method of payment.
Created	When the order was placed.

You can perform the following operations from within the Orders Report screen (Figure 62):

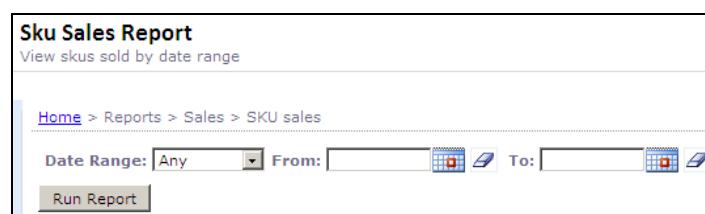
- View or edit the attributes of a specific order. To do so, click the order ID in the **Order ID** column. The Order Info screen appears. For more information, refer to *Viewing and Editing Attributes of an Order* on page 95.
- View or edit the details of the SKUs purchased in an order. To do so, click an SKU in the **SKUs** column. The SKU Info screen appears. For an explanation of the various parameters, refer to the explanations in *Creating an SKU* on page 28.

GENERATING AN SKU SALES REPORT

You can generate a report of all SKUs that were sold on the TV Website, or various subsets of the SKUs sold.

To generate an SKU sales report:

1. Select **Reports → Sales → SKU Sales**. The SKU Sales Report screen appears.



The screenshot shows the 'Sku Sales Report' interface. At the top, it says 'Sku Sales Report' and 'View skus sold by date range'. Below that is a breadcrumb navigation: 'Home > Reports > Sales > SKU sales'. Underneath the breadcrumb is a 'Date Range' section with dropdown menus for 'From:' and 'To:', each accompanied by a calendar icon. A 'Run Report' button is located at the bottom of this section.

Figure 63: SKU Sales Report – Filtering Criteria

2. *Optional Filter the list of SKU sales by date, as follows:

Select a date range from the **Date Range** drop-down list. The **From** and **To** fields are populated accordingly. Alternatively, enter dates in the **From** and **To** fields, either directly or using the calendar.

3. Click **Run Report**.

The screen refreshes to display the SKU sales that match the filtering criteria.

Sku Sales Report View skus sold by date range					Eastern Standard Time (Site) Thursday Mar 24, 2011 05:55:59 AM () UTC Thursday Mar 24, 2011 09:55:59 AM (Z) UTC (Server) Thursday Mar 24, 2011 09:55:59 AM (+00:00)
Home > Reports > Sales > SKU sales					
Date Range: <input type="button" value="Any"/> From: <input type="text"/> <input type="button"/> To: <input type="text"/> <input type="button"/>					
<input type="button" value="Run Report"/>					
Bundle Name	Sku Name	Active	Sold	Gross Revenue	
Music Bundle	Daily Express (\$5.00 USD)	True	5	\$15.00 USD	
Music Bundle	For tests (\$ 555.00 ARS)	False	3	\$ 0,00 ARS	
MP3 download limited	Unlimited Hot (\$50.00 USD)	True	4	\$100.00 USD	
Music Bundle	Unlimited Offer (100.00 € EUR)	True	5	150,00 € EUR	
	Totals		17	\$115.00 USD 150,00 € EUR	

Figure 64: SKU Sales Report

The following table describes the information in the report. Note that the columns show information for the specified data range only.

Table 32: SKU Sales Report – Description of Display

Column	Description
Bundle Name	The name of the bundle with which the SKU is associated.
SKU Name	The name of the SKU, sold during the specified date range.
Active	Indicates whether the SKU is currently active.
Sold	The number of SKUs of this type that were sold, during the specified date range.
Gross Revenue	The total revenue received from selling this SKU, during the specified date range.
Totals	The total revenue received from selling all the SKUs currently displayed in the screen, during the specified date range.

You can perform the following operations from within the SKU Sales Report screen (Figure 64):

- View or edit the attributes of a bundle. To do so, click the bundle in the **Bundle**

- Name** column. The Bundle Info screen appears. For an explanation of the various parameters, refer to the explanations in *Creating a Bundle* on page 24.
- View or edit the details of the SKUs purchased in an order. To do so, click an SKU in the **SKU Name** column. The SKU Info screen appears. For an explanation of the various parameters, refer to the explanations in *Creating an SKU* on page 28.

GENERATING AN AFFILIATES SALES REPORT

Affiliates are organizations with sites that include a link to your TV Website. For every end-user who buys a product from the TV Website, the affiliate who referred the user to your TV Website receives a commission.

You can generate a report of all the affiliates defined in the system, for various time periods.

To generate an Affiliates sales report:

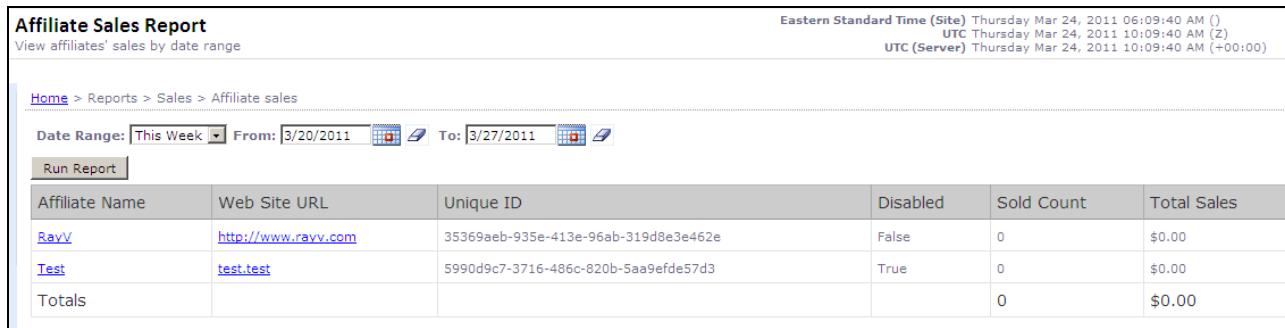
1. Select **Reports** → **Sales** → **Affiliates Sales**. The Affiliates Sales Report screen appears.



Figure 65: Affiliates Sales Report – Filtering Criteria

2. *Optional Filter the list of affiliate sales by date, as follows:
Select a date range from the **Date Range** drop-down list. The **From** and **To** fields are populated accordingly. Alternatively, enter dates in the **From** and **To** fields, either directly or using the calendar.
3. Click **Run Report**.

The screen refreshes to display the affiliate sales that match the filtering criterion.



The screenshot shows the 'Affiliate Sales Report' interface. At the top, it displays the date range as 'Thursday Mar 24, 2011 06:09:40 AM () UTC Thursday Mar 24, 2011 10:09:40 AM (Z) UTC (Server) Thursday Mar 24, 2011 10:09:40 AM (+00:00)'. Below this, there's a breadcrumb navigation: Home > Reports > Sales > Affiliate sales. A date range selector shows 'This Week' from '3/20/2011' to '3/27/2011'. A 'Run Report' button is present. The main table has columns: Affiliate Name, Web Site URL, Unique ID, Disabled, Sold Count, and Total Sales. The data rows are:

Affiliate Name	Web Site URL	Unique ID	Disabled	Sold Count	Total Sales
RayV	http://www.rayv.com	35369aeb-935e-413e-96ab-319d8e3e462e	False	0	\$0.00
Test	test.test	5990d9c7-3716-486c-820b-5aa9efde57d3	True	0	\$0.00
Totals				0	\$0.00

Figure 66: Affiliates Sales Report

The following table describes the information in the report.

Table 33: Affiliates Sales Report – Description of Display

Column	Description
Affiliate Name	The name of the affiliate.
Web Site URL	The address of the affiliate's site.
Unique ID	The unique code created by the system for this affiliate.
Disabled	Indicates whether the affiliate is currently disabled.
Sold Count	<p>The number of sales made as a consequence of referrals from the affiliate's site, during the specified date range.</p> <p>The value in the bottom row displays the total number of sales made as a consequence of referrals from all the affiliate sites currently displayed, during the specified date range.</p>
Total Sales	<p>The total revenue generated by sales made from referrals from the affiliate's site, during the specified date range.</p> <p>The value in the bottom row displays the total revenue generated by sales made as a consequence of referrals from all the affiliate sites currently displayed, during the specified date range.</p>

You can perform the following operations from within the Affiliates Sales Report screen (Figure 66):

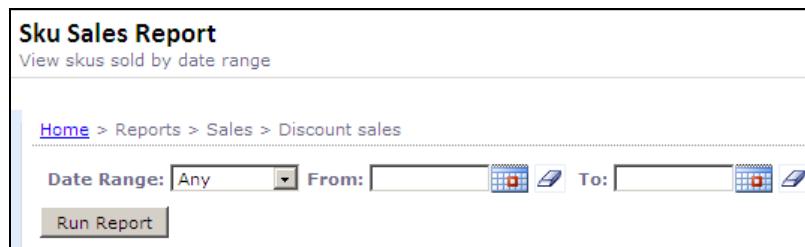
- View or edit the attributes of an affiliate. To do so, click the affiliate in the **Affiliate Name** column. The Manage Affiliate screen appears. For an explanation of the various parameters, refer to the explanations in *Creating an Affiliate* on page 34.
- Navigate to the affiliate's site. To do so, click the address in the **Web Site URL** column.

GENERATING A DISCOUNT SALES REPORT

You can generate a report of coupon usage for all the coupons defined in the system, or generate reports showing coupon usage during a specific time period.

To generate a discount sales report:

1. Select **Reports → Sales → Discount Sales**. The Discount Sales Report screen appears.



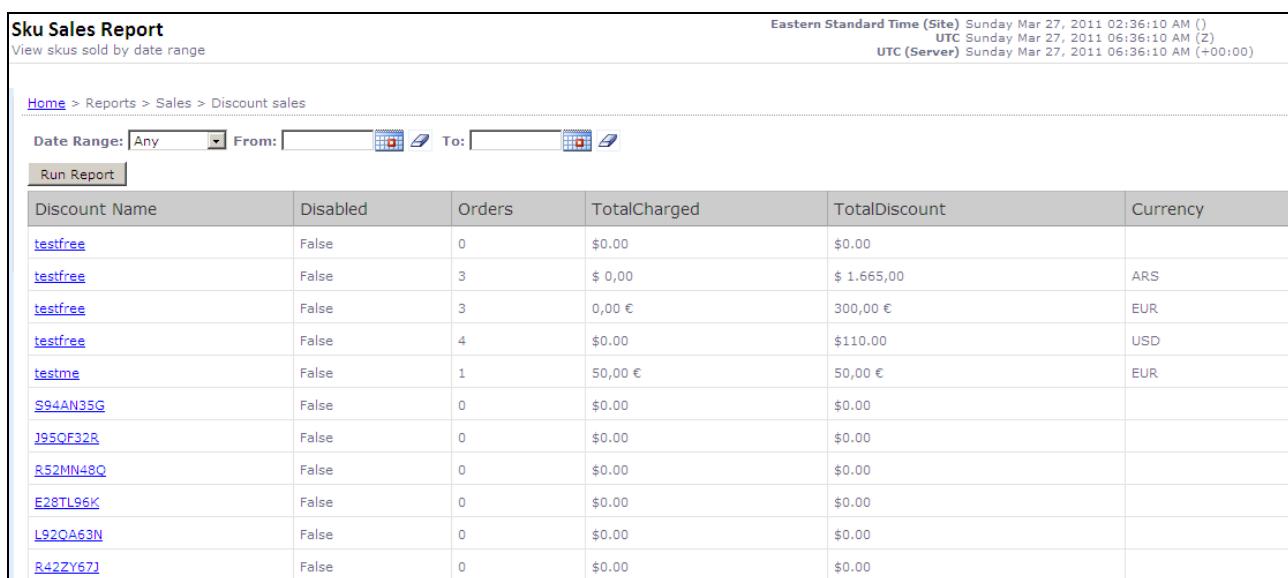
The screenshot shows the 'Sku Sales Report' interface. At the top, it says 'View skus sold by date range'. Below that is a breadcrumb navigation: 'Home > Reports > Sales > Discount sales'. Underneath the breadcrumb is a 'Date Range' dropdown set to 'Any', and two text input fields for 'From:' and 'To:', each with a calendar icon. Below these fields is a 'Run Report' button.

Figure 67: Discount Sales Report – Filtering Criteria

2. *Optional Filter the list of discounts by date, as follows:

Select a date range from the **Date Range** drop-down list. The **From** and **To** fields are populated accordingly. Alternatively, enter dates in the **From** and **To** fields, either directly or using the calendar.

3. Click **Run Report**. The screen refreshes to list all the coupons in the system and their relevant sales information.



The screenshot shows the 'Sku Sales Report' interface after running the report. At the top, it displays the date range: 'Eastern Standard Time (Site) Sunday Mar 27, 2011 02:36:10 AM () UTC Sunday Mar 27, 2011 06:36:10 AM (Z) UTC (Server) Sunday Mar 27, 2011 06:36:10 AM (+00:00)'. Below that is a breadcrumb navigation: 'Home > Reports > Sales > Discount sales'. Underneath is a 'Run Report' button. The main area is a table with columns: 'Discount Name', 'Disabled', 'Orders', 'TotalCharged', 'TotalDiscount', and 'Currency'. The table lists various coupons with their respective details.

Discount Name	Disabled	Orders	TotalCharged	TotalDiscount	Currency
testfree	False	0	\$0.00	\$0.00	
testfree	False	3	\$ 0,00	\$ 1.665,00	ARS
testfree	False	3	0,00 €	300,00 €	EUR
testfree	False	4	\$0.00	\$110.00	USD
testme	False	1	50,00 €	50,00 €	EUR
S94AN35G	False	0	\$0.00	\$0.00	
J95QF32R	False	0	\$0.00	\$0.00	
R52MN48Q	False	0	\$0.00	\$0.00	
E28TL96K	False	0	\$0.00	\$0.00	
L92QA63N	False	0	\$0.00	\$0.00	
R42ZY67J	False	0	\$0.00	\$0.00	

Figure 68: Discount Sales Report

The following table describes the information in the report.

Table 34: Discount Sales Report – Description of Display

Column	Description
Discount Name	The name of the coupon.
Disabled	Indicates whether the coupon is disabled. A value of False means the coupon is enabled; a value of True means the coupon is disabled.
Orders	The number of orders in which the coupon was redeemed, during the specified date range.
Total Charged	The total amount charged for the orders in which the coupon was redeemed, during the specified date range.
Total Discount	The total discount given for all the orders in which the coupons was redeemed, during the specified date range.
Currency	The currency in which the coupon was offered.

You can perform the following operations from within the Discount Sales Report screen (Figure 68):

- View or edit the definitions of a coupon. To do so, click the coupon in the **Discount Name** column. The Coupon Edit screen appears. For an explanation of the various parameters, refer to the explanations in *Creating a Coupon* on page 36.

GENERATING A SUBSCRIPTIONS SALES REPORT

You can generate a report of subscriptions by country, for all subscriptions purchased from the TV Website, or for subscriptions purchased within a specified date range or currency.

To generate a subscriptions sales report:

1. Select **Reports → Sales → Sales by country/subscription**. The Subscriptions Sales Report screen appears.

Sales Report
View Subscriptions in the system

Eastern Standard Time (Site) Sunday Mar 27, 2011 02:48:19 AM ()
UTC Sunday Mar 27, 2011 06:48:19 AM (Z)
UTC (Server) Sunday Mar 27, 2011 06:48:19 AM (+00:00)

Home > Reports > Sales > Sales by country/subscription

Date Range: Any From: To: Currencies: Argentine Peso

GlobalRegion	CountryName	For tests (\$ 555,00 ARS)	TotalSales
Unknown	Unknown	3	\$ 0,00 ARS
		3	

Figure 69: Subscriptions Sales Report – Filtering Criteria

2. *Optional Filter the list of subscriptions by specifying any of the following:
 - Select a date range from the **Date Range** drop-down list. The **From** and **To** fields are populated accordingly. Alternatively, enter dates in the **From** and **To** fields, either directly or using the calendar.
 - Select a currency in the **Currencies** drop-down list. The available currencies are those that were used in orders placed in the TV Website.
3. Click **Run Report**.

The screen refreshes to display the subscriptions that match the filtering criteria.

Sales Report
View Subscriptions in the system

Eastern Standard Time (Site) Sunday Mar 27, 2011 02:52:31 AM ()
UTC Sunday Mar 27, 2011 06:52:31 AM (Z)
UTC (Server) Sunday Mar 27, 2011 06:52:31 AM (+00:00)

Home > Reports > Sales > Sales by country/subscription

Date Range: Any From: To: Currencies: Any

GlobalRegion	CountryName	Daily Express (\$5.00 USD)	For tests (\$ 555,00 ARS)	Unlimited Hot (\$50.00 USD)	Unlimited Offer (100,00 € EUR)	TotalSales
Other	Gabon	2		1		\$55.00 USD
Unknown	Unknown		3			\$ 0,00 ARS
Unknown	Unknown				5	150,00 € EUR
Unknown	Unknown	3		3		\$60.00 USD
		5	3	4	5	\$115.00 USD 150,00 € EUR

Figure 70: Subscriptions Sales Report

The following table describes the information in the report.

Table 35: Subscriptions Sales Report – Description of Display

Column	Description
Global Region	The name of the geographical region in which the subscription SKU was purchased.
Country Name	The name of the country in which the subscription SKU was

Column	Description
	purchased. The country is deduced from the IP address of the end-user who purchased the subscription.
Names of SKUs purchased by subscribers	For each SKU listed: Displays the number of subscribers located in the specific region and country, who bought a subscription for this SKU, within the specified date range. The value in the bottom row displays the total number of subscribers who bought a subscription for this SKU, during the specified date range.
Total Sales	The total revenue generated by this SKU, for this region and country, within the specified date range. The value in the bottom row displays the total revenue generated by all SKUs currently displayed in the screen, during the specified date range.

GENERATING AN END-USERS' EVENTS REPORT

You can generate a report of end-users' events.

To generate an end-users' events report:

1. Select Reports → Customers → Events. The Events Report screen appears.

The screenshot shows the 'Events Report' page. At the top right, it displays time zones: Eastern Standard Time (Site) Sunday Mar 27, 2011 03: UTC Sunday Mar 27, 2011 07: UTC (Server) Sunday Mar 27, 2011 07:. Below this, the URL is Home > Reports > Customers > Events. The main area contains a form with fields: Date Range (drop-down menu set to 'Any'), From (calendar icon), To (calendar icon), Event Type (drop-down menu set to 'All'), Customer ID (text input field), and a 'Run Report' button at the bottom left.

Figure 71: Events Report – Filtering Criteria

2. *Optional Filter the list of end-user events by specifying any of the following:

- Select a date range from the **Date Range** drop-down list. The **From** and **To** fields are populated accordingly. Alternatively, enter dates in the **From** and **To** fields, either directly or using the calendar.
- Select the type of event in the **Event Type** drop-down list.
- Enter an end-user ID in the **Customer ID** field. To view the list of end-users and their IDs, refer to *Viewing the End-users List* on page 79.

3. Click **Run Report**.

The screen refreshes to display the end-user events that match the filtering criteria.

Events Report									Eastern Standard Time (Site) Sunday Mar 27, 2011 03:05:50 AM (1) UTC Sunday Mar 27, 2011 07:05:50 AM (2) UTC (Server) Sunday Mar 27, 2011 07:05:50 AM (+00:00)
View customer activity in the system									
Home > Reports > Customers > Events									
Date Range: Any From: <input type="button" value="Calendar"/> To: <input type="button" value="Calendar"/> Event Type: All Customer ID: 186584									
<input type="button" value="Run Report"/>									
CustomerId	UserName	Event Date	Event Type	Succeeded	IP Address	IP Location	Details		
186584	varikqp	2/14/2011 2:16:01 PM	Login	True	82.80.223.100	IL			
186584	varikqp	2/8/2011 11:49:41 AM	Login	True	82.80.223.100	IL			
186584	varikqp	2/8/2011 11:06:52 AM	Logout	True	82.80.223.100	IL			
186584	varikqp	2/8/2011 9:58:28 AM	Login	True	82.80.223.100	IL	Session Start: Authenticated.		
186584	varikqp	2/8/2011 9:37:00 AM	Login	True	82.80.223.100	IL			
186584	varikqp	2/6/2011 10:28:12 AM	Login	True	82.80.223.100	IL			
186584	varikqp	2/2/2011 2:15:20 PM	Login	True	82.80.223.100	IL			
186584	varikqp	1/25/2011 4:17:14 PM	Logout	True	::1				
186584	varikqp	1/25/2011 4:17:06 PM	LoginOnBehalf	True	::1				
186584	varikqp	1/25/2011 4:14:29 PM	Logout	True	::1				
186584	varikqp	1/25/2011 4:14:23 PM	Login	True	::1				
186584	varikqp	1/25/2011 10:48:50 AM	Login	True	::1				
186584	varikqp	1/24/2011 4:54:01 PM	Login	True	::1				

Figure 72: Events Report

The following table describes the information in the report.

Table 36: Events Report – Description of Display

Column	Description
Customer Id	The unique ID assigned by the system to the end-user.
User Name	The end-user's username, as entered by the end-user in the TV Website.
Event Date	When the event occurred.
Event Type	The type of event.
Succeeded	Whether the operation requested by the end-user succeeded.
IP Address	The IP address of the end-user.
IP Location	The country of the end-user, as deduced from the user's IP address.
Details	Further details about the event.

You can perform the following operations from within the Events Report screen (Figure 72):

- View or edit the definitions of an end-user. To do so, click the end-user in the

Customer ID or User Name column. The Customer Details screen appears. For an explanation of the various parameters, refer to the explanations in *Viewing and Editing an End-user's Details* on page 82.

GENERATING AN END-USERS' IP DISTRIBUTION REPORT

An end-user can log into the TV Website from different IP addresses. You can generate a report listing all end-users who accessed the TV Website from different IP addresses, or generate various subsets of this list.

To generate an end-users' IP distribution report:

1. Select **Reports → Customers → IP distribution**. The IP Distribution Report screen appears.

The screenshot shows the 'IP Distribution Report' page. At the top, it displays time zone information: Eastern Standard Time (Site) Sunday Mar 27, 2011 03:49:40 AM (), UTC Sunday Mar 27, 2011 07:49:40 AM (Z), and UTC (Server) Sunday Mar 27, 2011 07:49:40 AM (+00:00). Below this, the title 'IP Distribution Report' and subtitle 'View number of different IP addresses used by customer' are visible. A breadcrumb trail shows 'Home > Reports > Customers > IP distribution'. There is a 'Export to Excel' button. The main area contains filtering criteria: 'Date Range' dropdown set to 'Any', 'From' and 'To' date pickers, 'Event Type' dropdown set to 'Login', and a 'Minimal number of different IP addresses' dropdown set to '3'. A 'Run Report' button is at the bottom left.

Figure 73: IP Distribution Report – Filtering Criteria

2. *Optional Filter the IP distribution list by specifying any of the following:
 - Select a date range from the **Date Range** drop-down list. The **From** and **To** fields are populated accordingly. Alternatively, enter dates in the **From** and **To** fields, either directly or using the calendar.
 - Select the type of event in the **Event Type** drop-down list.
 - Select a number in the **Minimal number of different IP addresses** drop-down list.
3. Click **Run Report**.

The screen refreshes to display the IP distribution events that match the filtering criteria.

IP Distribution Report
View number of different IP addresses used by customer

Eastern Standard Time (Site) Sunday Mar 27, 2011 03:58:18 AM ()
UTC Sunday Mar 27, 2011 07:58:18 AM (Z)
UTC (Server) Sunday Mar 27, 2011 07:58:18 AM (+00:00)

[Home](#) > Reports > Customers > IP distribution

[Export to Excel](#)

Date Range:	Any	From:	To:	Event Type:	All	Minimal number of different IP addresses:	2
Run Report							
CustomerId	UserName	Event Type	Number of different IP addresses			Detailed Events	
186584	yankgp	All	2			View	

Figure 74: IP Distribution Report

The following table describes the information in the report.

Table 37: IP Distribution Report – Description of Display

Column	Description
Customer Id	The unique ID assigned by the system to the end-user.
User Name	The end-user's username, as entered by the end-user in the TV Website.
Event Type	The event specified in the Event Type drop-down list.
Number of different IP addresses	The number of different IP addresses from which the end-user logged into the TV Website.
Detailed Events	Enables viewing the Events Reports of the end-user.

You can perform the following operations from within the IP Distribution Report screen (Figure 74):

- View or edit the definitions of an end-user. To do so, click the end-user in the **Customer ID** or **User Name** column. The Customer Details screen appears. For an explanation of the various parameters, refer to the explanations in *Viewing and Editing an End-user's Details* on page 82.
- View an end-user's Events report. To do so, click **View** in the **Detailed Events** column. The Events Reports screen appears, displaying the events for the end-user. For an explanation of the display, refer to the explanations in Table 36.

VIEWING THE REAL TIME ORDER STATISTICS REPORT

You can view the distribution of orders in the past 30 minutes. The report displays the number of orders placed per minute, during the past 30 minutes.

Note: The Real Time Order Statistics Report can be viewed in FireFox only.

To view real time order statistics:

1. Select Reports → Real Time Order Statistics Report. The Real Time Orders Statistics Report appears.

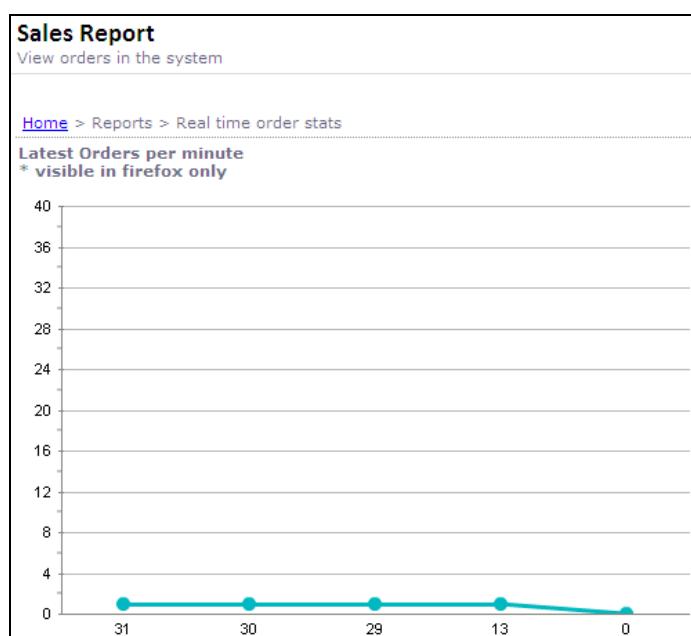


Figure 75: Real Time Orders Statistics Report

The Y axis represents the number of orders, while the X-axis represents the minutes past the hour. In the example shown in Figure 75, one order was placed at 13 minutes past the hour, one at 20 minutes past the hour, one at 30 minutes past the hour, and one at 31 minutes past the hour.

VIEWING THE CHANNELS' CONCURRENT VIEWERS REPORT

You can view the number of concurrent viewers for each of the channel streams defined in the system.

To view the number of concurrent viewers for each channel stream:

1. Select Reports → Channel concurrent viewers. The Channel Concurrent Viewers List appears.

ChannelConcurrentViewers List		Eastern Standard Time (Site) Sunday Mar 27, 2011 04:12:36 AM () UTC Sunday Mar 27, 2011 08:12:36 AM (Z) UTC (Server) Sunday Mar 27, 2011 08:12:36 AM (+00:00)
List of all ChannelConcurrentViewers		
Home > Reports > Channels concurrent viewers		
Total Viewers : 18 * refresh this page to see up-to-date numbers		
StreamKey	Viewers Now (Rayv Stream Name)	
clubbingtv	21 (clubbingtv)	
ChadNidges	Error (ChadNidges)	
demo1200	0 (demo1200)	
easterbunny	Error (easterbunny)	
demo800	0 (demo800)	
easterbunny@12345	Error (easterbunny@12345)	

Figure 76: Channel Concurrent Viewers List

2. *Optional Click the browser's Refresh button. The view refreshes to show the real-time data.

The following table describes the information in the report.

Table 38: Channel Concurrent Viewers List – Description of Display

Column	Description
Stream Key	The name of the channel stream.
Viewers Now (RayV Stream Name)	<p>Provides the following information:</p> <ul style="list-style-type: none"> ■ The number of concurrent viewers. ■ The RayV channel stream name. This information is provided in parentheses. <p>Note: Currently, the RayV Dashboard can only provide information for RayV streams. For streams that are non-RayV streams, a red Error is displayed. A red Error is displayed also for defined channel streams that are not actually being broadcast.</p>

You can perform the following operations from within the Channel Concurrent Viewers List screen (Figure 76):

- View or edit the definitions of a channel stream. To do so, click the channel stream in the **Stream Key** column. The Edit Channel screen appears. For an explanation of the various parameters, refer to the explanations in *Editing a Channel's Settings* on page 46.

Section IV – System Administration



TV WEBSITE CONFIGURATION

Note: Only a System user can manage the TV Website's configuration. Therefore, the Configuration menu is not available for non-System users.

CONFIGURING END-USER ROLES

End-user roles determine what content (programs, channels, VODs) the end-user can view.

TYPES OF END-USER ROLES

End-user roles determine viewing entitlements. When you create a role, you can specify two types of entitlements:

- Entitlements for paying end-users. These are determined by which bundles, VODs, channels and programs are associated with a role. For further explanations, refer to *How Roles Determine Viewing Rights of Paying End-users* below.
- Entitlements for non-paying end-users. These are determined by whether a role is tagged as Anonymous or General User. For further explanations, refer to *How Roles Determine Viewing Rights of Non-Paying End-users* on page 128.

HOW ROLES DETERMINE VIEWING RIGHTS OF PAYING END-USERS

An end-user purchases a TV product (bundle) in order to view TV content. More precisely, the end-user purchases a specific SKU of a bundle, which defines the specific business terms (price and subscription period) of the bundle.

However, in the RayV Dashboard, bundles are not directly associated with TV content (VODs, channels and programs). It is the end-user roles that tie together the TV products and TV content. The definition of each bundle, channel, program and VOD

includes a list of all the roles associated with that bundle/channel/program/VOD. Based on those role associations, viewing entitlements are determined as follows:

When an order for an SKU has been successfully processed:

1. The system assigns to the purchaser all the roles associated with the bundle to which this SKU belongs.
2. For each content item (channel, program, VOD) available in the TV Website, the system checks for matches between the roles associated with the content item, and the purchaser's roles. If the purchaser was assigned one of the roles associated with the content item, the purchaser may view that content.

It is important to note that roles can be associated with bundles, programs, channels and VODs in *two* ways: By specifying role definitions, and by specifying the individual bundle, program, channel or VOD definitions. Any role-assignment change in the role definition automatically causes a role-assignment change in the relevant bundle/program/channel/VOD, and vice versa.

The recommended workflow for creating and editing roles is therefore as follows:

When you create a role, assign it to the desired bundles/programs/channels/VODs in the Role Edit screen. However, if you subsequently wish to change the role assignment, change it in the relevant bundle/program/channel/VOD screen.

How Roles Determine Viewing Rights of Non-Paying End-Users

In addition to associating roles with bundles, channels, programs and VODs, each role can also be tagged as Anonymous, General User, neither of them, or both of them. This tagging determines the viewing rights of end-users who do *not* purchase content, as follows:

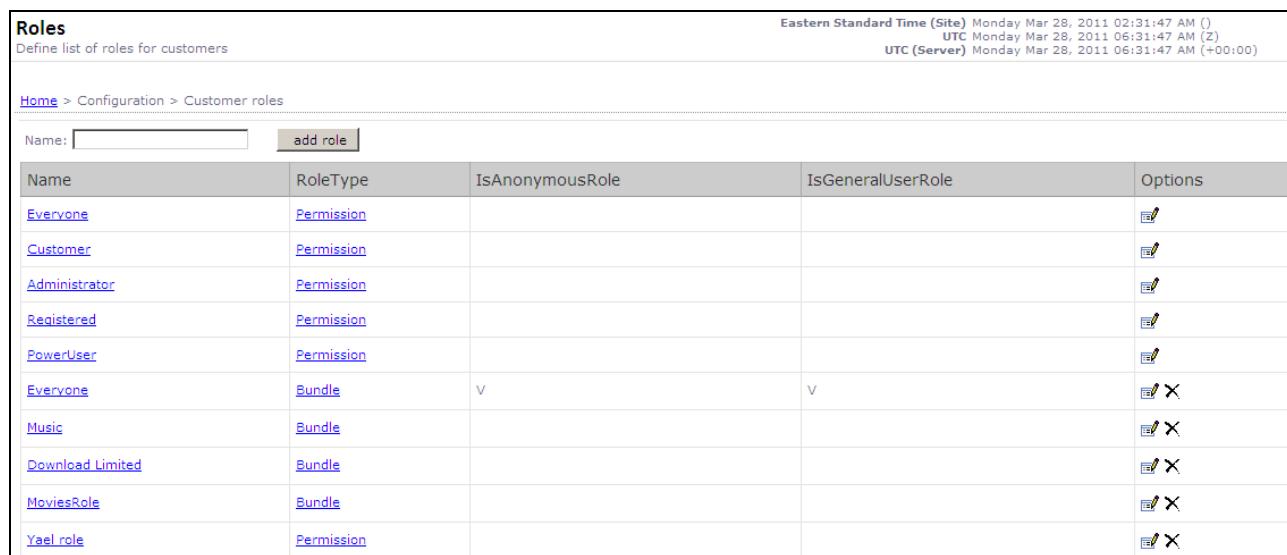
- Any end user who *accesses* the TV Website is automatically assigned all the roles tagged **Anonymous**. In practical terms, this means that the end-user will be able to view content (channel, program or VOD) with which you associated roles tagged as Anonymous.
- Any end user who *registers at* the TV Website is automatically assigned all the roles tagged **General User**. In practical terms, this means that the end-user will be able to view content (channel, program or VOD) with which you associated roles tagged as General User.

CREATING AN END-USER ROLE

You can create end-user roles.

To create an end-user role:

1. Select **Configuration → Customer roles**. The Roles screen appears, listing all the roles defined in the system.

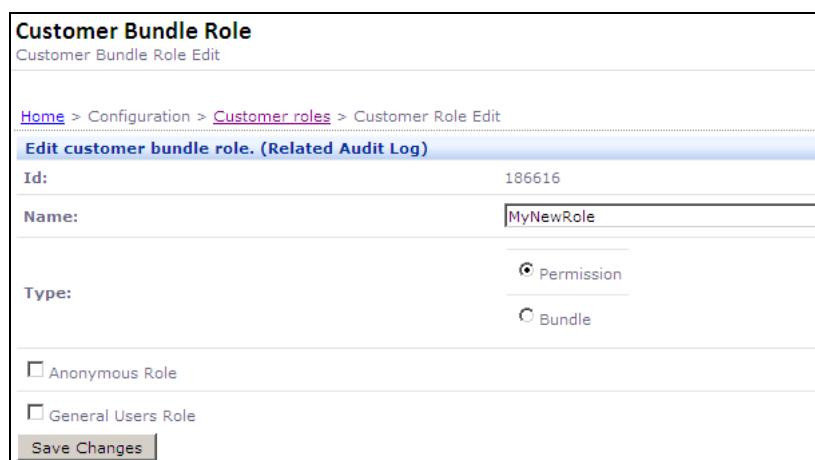


The screenshot shows the 'Roles' screen with the following details:

- Header:** Eastern Standard Time (Site) Monday Mar 28, 2011 02:31:47 AM ()
UTC Monday Mar 28, 2011 06:31:47 AM (2)
UTC (Server) Monday Mar 28, 2011 06:31:47 AM (+00:00)
- Section:** Define list of roles for customers
- Breadcrumb:** Home > Configuration > Customer roles
- Form:** Name: [input field] add role [button]
- Table:** A grid of roles with columns: Name, RoleType, IsAnonymousRole, IsGeneralUserRole, and Options. The rows include:
 - Everyone (Permission)
 - Customer (Permission)
 - Administrator (Permission)
 - Registered (Permission)
 - PowerUser (Permission)
 - Everyone (Bundle) - V
 - Music (Bundle)
 - Download Limited (Bundle)
 - MoviesRole (Bundle)
 - Yael role (Permission)

Figure 77: Roles Screen

2. In the **Name** field, enter a name for the role you are creating.
3. Click **add role**. The role is added to bottom of the list of roles.
4. Click the new role in the list. The Customer Bundle Role screen appears.



The screenshot shows the 'Customer Bundle Role' screen with the following details:

- Title:** Customer Bundle Role
- Section:** Customer Bundle Role Edit
- Breadcrumb:** Home > Configuration > Customer roles > Customer Role Edit
- Section:** Edit customer bundle role. (Related Audit Log)
- Form Fields:**
 - Id:** 186616
 - Name:** MyNewRole
 - Type:** Radio buttons for Permission (selected) and Bundle.
 - Checkboxes:** Anonymous Role (unchecked), General Users Role (unchecked).
 - Buttons:** Save Changes [button]

Figure 78: Customer Bundle Role Screen

5. *Optional Edit the role name in the **Name** field.
6. Specify how this role affects non-paying end-users:
 - Specify whether this role is an **Anonymous Role**. Any end-user who accesses the TV Website, even if that user does not register, is assigned all roles that are tagged as Anonymous.
 - Specify whether this role is a **General Users Role**. Any end-user who registers at the TV Website, even if that user does not purchase anything, is assigned all roles tagged as General User.
7. Click **Save Changes**. The screen refreshes (Figure 79).

Customer Bundle Role

Customer Bundle Role Edit

Eastern Standard Time (Site) Monday Mar 28, 2011 02:42:25
UTC Monday Mar 28, 2011 06:42:25
UTC (Server) Monday Mar 28, 2011 06:42:25

[Home](#) > Configuration > [Customer roles](#) > Customer Role Edit

Edit customer bundle role. (Related Audit Log)

Id:	186616
Name:	<input type="text" value="MyNewRole"/>
Type:	<input checked="" type="radio"/> Permission <input type="radio"/> Bundle
<input type="checkbox"/> Anonymous Role <input type="checkbox"/> General Users Role	
Save Changes	
SKUs Music Bundle Unlimited Offer Music Bundle Daily Express MP3 download limited Unlimited Hot Music Bundle For tests Movie Bundle one week subscription Music Bundle For tests Copy Music Bundle clone test	
<input type="button" value="Invert Selection"/> <input type="button" value="Alternating Select"/>	
Bundles Music Bundle/495 MP3 download limited/496 Movie Bundle/504 yaelTest/505 My New Bundle/506 tt/507	
<input type="button" value="Invert Selection"/> <input type="button" value="Alternating Select"/>	
Programs The Best Thing I Ever Ate (EID: EP011255030055, CH: Food HD) Anderson Cooper 360 (EID: SH006062990000, CH: Cable News Network) Une semaine en Europe (EID: SH000304740000, CH: France 24) 5 Ingredient Fix (EID: EP011377140029, CH: Food HD) Prophetic Whisper (EID: SH006424940000, CH: The Church Channel) Good Eats (EID: EP002739280268, CH: Food HD) Mujer Virtud de Nuestra Tierra (EID: SH008543830000, CH: ETBN Enlace USA) Late Night With Jimmy Fallon (EID: SH011263040000, CH: KXAN) Carroll Roberson (EID: SH004568500000, CH: The Church Channel) Restaurant: Impossible (EID: EP013588100003, CH: Food HD) Barefoot Contessa (EID: EP005366290004, CH: Food HD) Generación de Vencedores (EID: SH008853090000, CH: ETBN Enlace USA) Poker After Dark (EID: EP008723070417, CH: KXAN) Cupcake Wars (EID: EP012174000010, CH: Food HD) Secrets of a Restaurant Chef (EID: EP010507190057, CH: Food HD)	
<input type="button" value="Invert Selection"/> <input type="button" value="Alternating Select"/>	
VODs (Disabled) Dumbo Test	
<input type="button" value="Invert Selection"/> <input type="button" value="Alternating Select"/>	
Channels Cable News Network, en Demo, en (ko) ESPNHD, en France 24 English, en Night and Glory, ESPN2 HD, en Turner Network TV HD (Pacific), en ETBN Enlace USA, es Trinity Broadcasting Network, en Cubbing Music, en Discovery HD, en KXAN, en Smile of a Child Network, en Food HD, en The Church Channel, en	
<input type="button" value="Invert Selection"/> <input type="button" value="Alternating Select"/>	
Save Changes	

Figure 79: Customer Bundle Role Screen – Full Screen

8. Specify how this role affects paying end-users. To do so, specify with which bundles, programs, VODs, and channels this role is associated. To aid selection, you can use the following:
 - Clicking **Alternate Select** selects alternating rows.
 - Clicking **Invert Selection** inverts the current selection. This means that rows you had selected are unselected, and rows that you did not select are now selected.
9. Click **Save Changes** at the bottom of the screen.

VIEWING AND EDITING ROLES

You can view the list of all the roles defined in the system.

To view the list of roles or edit a role:

1. Select **Configuration → Customer roles**. The Roles screen appears (Figure 77), listing all the roles defined in the system.
2. To edit a role's definitions, click a role in the **Name** column. The Customer Bundle Role screen appears (Figure 79). Edit the settings as desired. For explanations, refer to the explanations in *Creating an End-user Role* on page 129.

Note: If you wish to edit role- assignments, it is recommended to edit the Role Relation section in the individual bundle/channel/program/VOD screen.

DELETING A ROLE

You can delete an end-user role.

To delete an end-user role:

1. Select **Configuration → Customer roles**. The Roles screen appears (Figure 77).
2. To delete a role, click  in its **Options** column.

CONFIGURING TV WEBSITE SETTINGS

You can configure various global, content and security settings for the TV Website.

CONFIGURING GLOBAL SETTINGS

You can configure various global settings of the TV Website.

To configure global settings:

1. Select **Configuration** → **Site settings** → **Global Settings**. The Global Settings screen appears.

Global Settings Eastern

Configure global parameters

[Home](#) > Configuration > Site settings > Global Settings

Store Settings.

Common Site Info

Store Closed: Yes No
When closed the message will be displayed to the user.

Store Name*: LaughFactory
Store name is used as the website title.

Store Email*: support@rayv.com
Email is used as sender email of site email notification system.

Default Language: English
Default language for the portal.

Require email validation: Yes No
Select if email validation is required. The user account will be disabled until the email is validated.

Disable Email sending simulation: Yes No

Site Time Zone: (GMT-05:00) Eastern Time (US & Canada)

Allow using existing email when registering or changing email: Yes No

Default Bundle Category: Bundles

Programs Recording Enabled?: Yes No

Live Page ProgramEvents Days Number (Guid Schedule): 0

Shipping Notification Email: yarik@rayv.com

Show blocked skus and bundles: Yes No

Force redirection to live page when user is logged in?: Yes No

Figure 80: Global Settings Screen

Site Navigation

Force Domain: No Yes
 If this feature is enabled, all the requests (from other domains) will be redirected to the domain of the Public Site Home Url.
 The redirection is executed by the master pages (MasterPageBase).

Use HTTPS (SSL): No Yes
 Use HTTPS (SSL) scheme for outer resources (resources from static.rayv-inc.com, etc.).

Website URL*:

Static Root URL*:

Static Root URL (HTTPS)*:

Store Configuration

Keep Credit Card Info: Yes No
 If set to yes, credit card information will be retained in the database, otherwise it will be removed as soon as order is completed.
 Select currency the sku's price is in. It will be used as a base for currency conversion.

Credit Card Duplicates Enabled?: Yes No

Credit Card Duplicates Number:

Backup & Restore

Figure 81: Global Settings Screen (Continued)

- Specify the desired settings in the fields. The fields are described in the following table.

Table 39: Global Settings – Description of Fields

Parameter	Description
<i>General Site Settings</i>	
Store Closed	Indicates whether the TV Website is closed (not enabling any browsing or purchasing). If you select Yes, a default message is displayed to anyone who accesses the site, announcing that the site is currently unavailable.
Store Name	The TV Website name appearing in the title bar of the browser.
Store Email	The email address of the TV Website. This address is used when the TV Website sends out email notifications.
Default Language	The default language of the TV Website.

Parameter	Description
Require email validation	Indicates whether email validation of a registering end-user is required. If Yes is selected, registration of an end-user is not complete until the user's email address is validated.
Disable Email sending simulation	Indicates whether the TV Website should send or repress sending email notifications. If Yes is selected, email notifications are sent.
Site Time Zone	The time zone used for displaying times in the TV Website.
Allow using existing email when registering or changing email	Indicates whether an end-user can change his/her email address to an email address used by a different end-user. Note that a situation in which multiple end-users employ the same email address can cause problems. If No is selected, then an end-user will be unable to change his/her email address to an email address used by a different end user.
Default Bundle Category	This field is reserved for future use. Do not change the current selection (Bundles).
Programs Recording Enabled?	Indicates whether program recording is globally enabled.
Live Page ProgramEvents Days Number (Guid Schedule)	How many days in advance to display information about upcoming programs in the TV Website's program guide.
Shipping Notification email	The email address to which shipping notifications are sent. This is typically the address of the customer's Orders or Shipping department.
Show blocked skus and bundles	Indicates whether to display in the TV Website the titles of SKUs and bundles that the end-user is blocked from purchasing.
Force redirection to live page when user is logged in?	Indicates whether a non-registered end-user sees the live player when accessing the TV Website. By default, a non-registered end-user sees the demo player.
<i>Site Navigation</i>	
Force Domain	Indicates whether to redirect all requests to a single home URL (the URL specified in the Website URL field).
Use HTTPS (SSL)	Indicates whether to use the HTTPS protocol when communicating with external resources.
Website URL	The home URL.
Static Root URL	The static root URL.
Static Root URL (HTTPS)	The static root URL if HTTPS is used.

Parameter	Description
<i>Store Configuration</i>	
Keep Credit Card Info	Indicates whether credit card information, supplied by end-users placing orders, will be retained in the RayV Dashboard database. If set to No , the information is deleted as soon as the order is completed.
Credit Card Duplicates Enabled?	Indicates whether end-users must use a different credit card for every purchase.
Credit Card Duplicates Number	If Credit Card Duplicates Enabled is set to Yes , this field specifies the maximum number of different credit cards that can be used by the same end-user.
<i>Backup & Restore</i>	Do not perform any action in this section.

CONFIGURING CONTENT DEFINITIONS

You can configure various global content definitions for the TV Website.

CONFIGURING GLOBAL DEMO PAGE SETTINGS

You can specify whether a demo page will appear in the TV Website, and if so, which channel to broadcast in the demo page.

To configure global demo page settings:

1. Select **Configuration → Site settings → Site Content**. The Site Content Configuration screen appears, with the **Demo Page** tab selected (Figure 82).



The screenshot shows the 'Site Content Configuration' interface. At the top, there are time zone indicators: 'Eastern Standard Time (Site)' (Tue), 'UTC' (Tue), and 'UTC (Server)' (Tue). Below this, the breadcrumb navigation shows 'Home > Configuration > Site settings > Site Content'. The main title is 'Site Content Configuration'. The 'Demo Page' tab is active, indicated by a blue background. Under the 'Demo Page' tab, there is a section labeled 'Enabled' with a checked checkbox labeled 'Is Enabled'. To the right of this is a dropdown menu labeled 'Channels List' containing the value 'Demo, en (ko)'. At the bottom right of the form is a 'Save Changes' button.

Figure 82: Site Content Configuration – Configuring Global Demo Page Settings

2. Specify whether to enable a demo page in the TV Website.
3. If you enabled the demo page, select which channel to broadcast in the demo page.

4. To save the changes, click **Save Changes**.

CONFIGURING GLOBAL CACHE SETTINGS

You can view information about the current version and when the cache was last cleared, or you can instruct the system to clear the cache.

To configure global cache settings:

1. Select **Configuration** → **Site settings** → **Site Content**. The Site Content Configuration screen appears (Figure 82).
2. Click **Cache Settings**.

The screenshot shows the 'Site Content Configuration' page with the 'Cache settings' tab selected. At the top right, there are time zone settings: 'Eastern Standard Time (Site) Tu UTC Tu UTC (Server) Tu'. Below the tabs, the breadcrumb navigation is 'Home > Configuration > Site settings > Site Content'. The main content area displays the following information:

- Current version: 1780
- Current cache token prefix: f914e46b
- Last Increase was on 3/27/2011 9:19:58 AM

A 'Increase version' button is located below the token prefix, and a 'Save Changes' button is at the bottom right.

Figure 83: Site Content Configuration – Global Cache Settings

The screen provides information on when the cache was last cleared.

- To clear the cache, click **Increase version**.

CONFIGURING GLOBAL INTEGRATION SETTINGS

You can specify which player is affiliated with the TV Website, and enter an ID that identifies to support personnel from which TV Website a support request was sent.

To configure global integration settings:

1. Select **Configuration** → **Site settings** → **Site Content**. The Site Content Configuration screen appears (Figure 82).
2. Click **Integration**.

Site Content Configuration

Eastern Standard Time (Site) Tue
UTC Tue
UTC (Server) Tue

[Home](#) > Configuration > Site settings > Site Content

Site Content Configuration.

Demo Page | Cache settings | **Integration** | Secure Download Akamai | Scripts | Registration | Splash Pages | VODs

Integration

Player Affiliate: Keeping this field empty will set default "Rayv" affiliate.

LivePerson Support Id:

Save Changes

Figure 84: Site Content Configuration – Global Integration Settings

3. *Optional Specify the following:

- In the **Player Affiliate** field, indicate which player is affiliated with the TV Website.
- In the **LivePerson Support Id** field, enter an ID that serves to identify support requests arriving from this TV Website.

4. To save the changes, click **Save Changes**.

VIEWING GLOBAL SECURE DOWNLOAD AKAMAI SETTINGS

You can view the secure download Akamai settings.

Note: Do not change any of the settings in this screen.

To view global Secure Download Akamai settings:

1. Select **Configuration** → **Site settings** → **Site Content**. The Site Content Configuration screen appears (Figure 82).
2. Click **Secure Download Akamai**.

Site Content Configuration

Eastern Standard Time (Site) Tue
UTC Tue
UTC (Server) Tue

[Home](#) > Configuration > Site settings > Site Content

Site Content Configuration.

Demo Page | Cache settings | Integration | **Secure Download Akamai** | Scripts | Registration | Splash Pages | VODs

Secure Download Akamai

Shared Secret:

Param Name:

CDN Host:

Time Window:

Start Time:

Extract:

Save Changes

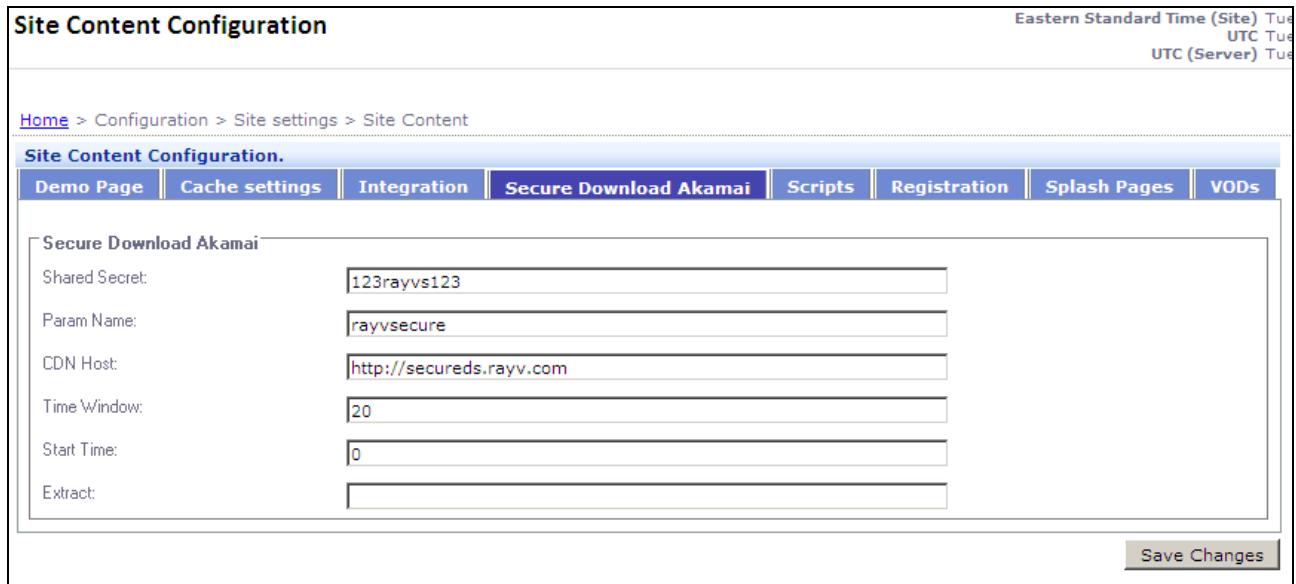


Figure 85: Site Content Configuration – Global Secure Download Akamai Settings

CONFIGURING GLOBAL SCRIPTS SETTINGS

You can run various scripts in the TV Website. For example, you may wish to run a script implementing Google Analytics, which provides detailed visitor statistics.

To configure global scripts settings:

1. Select **Configuration** → **Site settings** → **Site Content**. The Site Content Configuration screen appears (Figure 82).
2. Click **Scripts**.



Figure 86: Site Content Configuration – Global Scripts Settings

3. To enable running scripts:
 - a. Check the **Enabled** checkbox.
 - b. Enter the script in the **Scripts** text box.
4. To save the changes, click **Save Changes**.

CONFIGURING GLOBAL REGISTRATION SETTINGS

You can restrict user registration using either of the following methods:

- Create a white list, which restricts registration only to a limited pool of emails.
- Create a black list, which restricts registration by disallowing a specific list of emails.

To configure global registration settings:

1. Select **Configuration** → **Site settings** → **Site Content**. The Site Content Configuration screen appears (Figure 82).
2. Click **Registration**.

Site Content Configuration

Eastern Standard Time (Site) Tues
UTC Tues
UTC (Server) Tues

[Home](#) > Configuration > Site settings > Site Content

Site Content Configuration.

[Demo Page](#) | [Cache settings](#) | [Integration](#) | [Secure Download Akamai](#) | [Scripts](#) | **Registration** | [Splash Pages](#) | [VODs](#)

Registration

Use this section in order to configure an email list that will be in the black list or white list of the site.

- | Choose between White List or Black List
- | Type the requested emails in the left text area and then click on the arrow button.

Enabled?

White List Black List

ev@rayv.com
ilan@ylan.com
yarikgp@gmail.com

[Delete All](#) [Delete](#)

[Save Changes](#)

Figure 87: Site Content Configuration – Global Registration Settings

3. Check the **Enabled** checkbox to enable restricting registration.
4. Specify whether you are defining a **White List** or a **Black List**.
5. Specify the email addresses comprising the White or Black list, in the right hand text box. You can enter the addresses directly into the box. Typically, the list of emails is provided in a text file, with each address written in a new line. To make sure the contents of the text file follow email address conventions, you can do the following:
 - a. Paste the list into the left hand text box.
 - b. Click **>>**. The contents of the list are moved over to the right text box; only addresses that do not follow email address conventions remain in the left text box.

Note: To remove an email address from the list, select it and click **Delete**.

To remove multiple email addresses from the list, select them using the Shift and Ctrl keyboard keys, and click **Delete**.

To remove all email addresses from the list, click **Delete All**.

6. Click **Save Changes**.

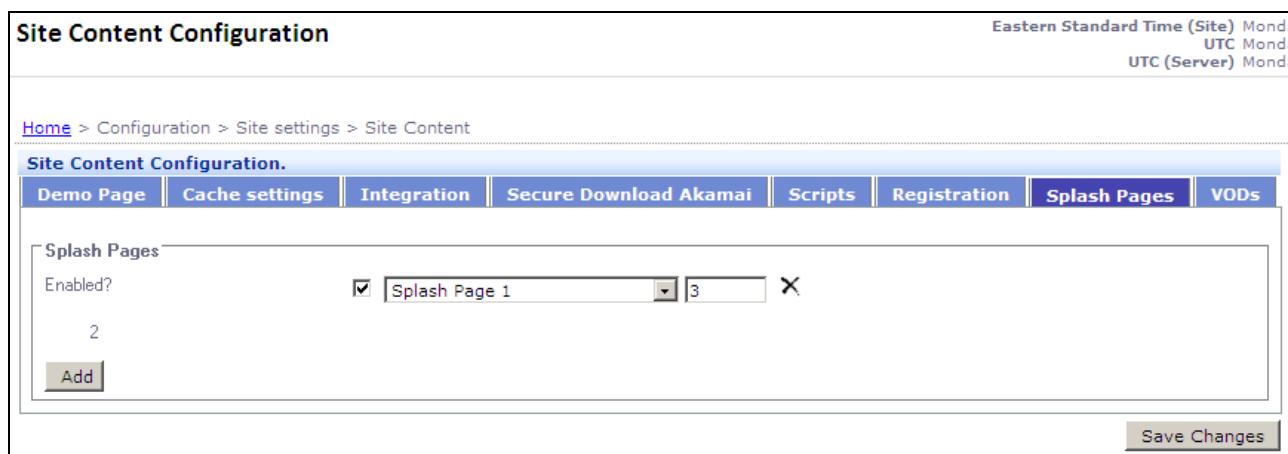
CONFIGURING GLOBAL SPLASH PAGE SETTINGS

You can specify whether to display splash pages when end-users access the TV Website, which splash pages will appear and in what order, and the total number of times splash pages are displayed to each end-user.

Splash pages are content pages of type Splash Page. For information on how to create splash pages, refer to *Creating a Content Page* on page 3.

To configure global splash page settings:

1. Select **Configuration** → **Site settings** → **Site Content**. The Site Content Configuration screen appears (Figure 82).
2. Click **Splash Pages**.



The screenshot shows the 'Site Content Configuration' screen with the 'Splash Pages' tab selected. In the 'Splash Pages' section, the 'Enabled?' checkbox is checked. A dropdown menu shows 'Splash Page 1' with a count of '3'. An 'Add' button is available to add more pages. A 'Save Changes' button is located at the bottom right.

Figure 88: Site Content Configuration – Global Splash Page Settings

3. Check the **Enabled** checkbox to enable the display of splash pages.
4. In the drop-down list, select which splash page to display first. In the box adjacent to the list, enter a number specifying how many times to display this splash page to an end-user accessing the TV Website. For example, if you enter the number 3, the splash page will appear only the first three times that an end-user accesses the TV Website.
5. *Optional Click **Add** to specify a splash page to show next. The screen refreshes to display an additional drop-down list (Figure 89).

Site Content Configuration

Eastern Standard Time (Site) Mo
UTC Mo
UTC (Server) Mo

[Home](#) > Configuration > Site settings > Site Content

Site Content Configuration.

Demo Page | Cache settings | Integration | Secure Download Akamai | Scripts | Registration | **Splash Pages** | VODs

Splash Pages

Enabled?

2

3

Add

Save Changes

Figure 89: Site Content Configuration – Global Splash Page Settings: Specifying Additional Splash Pages

6. Repeat the instructions in step 4.
7. For every additional splash page you wish to display, repeat steps 5-6.
8. Click **Save Changes**.

CONFIGURING GLOBAL VOD SETTINGS

You can specify whether VODs will be available in the TV Website. If you enable VODs, you must specify the player.

To configure global VOD Settings:

1. Select **Configuration** → **Site settings** → **Site Content**. The Site Content Configuration screen appears (Figure 82).
2. Click **VODs**.

Site Content Configuration

Eastern Standard Time (Site) Tuesd
UTC Tuesd
UTC (Server) Tuesd

[Home](#) > Configuration > Site settings > Site Content

Site Content Configuration.

Demo Page | Cache settings | Integration | Secure Download Akamai | Scripts | Registration | **Splash Pages** | **VODs**

VODs

Enabled?

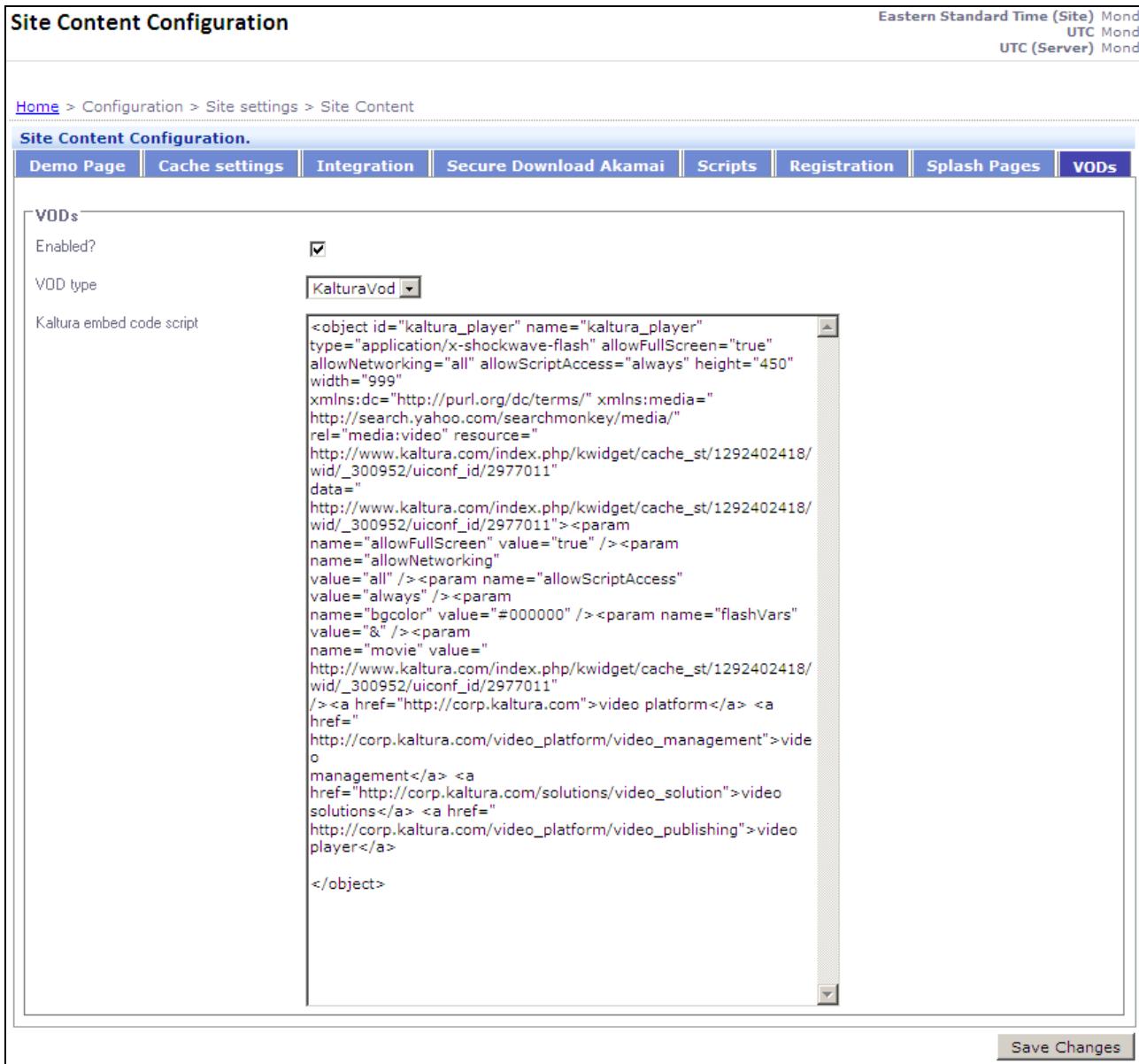
VOD type

Save Changes

Figure 90: Site Content Configuration – Global VOD Settings

3. Check the **Enabled** checkbox to enable the availability of VODs in the TV Website.
4. Select a player in the **VOD type** drop-down list.

If you select Kaltura in the list, the screen refreshes to display a text box for entering a script.



The screenshot shows the 'Site Content Configuration' page under 'Site settings > Site Content'. The 'VODs' tab is selected. In the 'Enabled?' field, there is a checked checkbox. The 'VOD type' dropdown menu is set to 'KalturaVod'. Below these fields is a large text area containing a Kaltura embed code script. At the bottom right of the page is a 'Save Changes' button.

```

<object id="kaltura_player" name="kaltura_player"
type="application/x-shockwave-flash" allowFullScreen="true"
allowNetworking="all" allowScriptAccess="always" height="450"
width="999"
xmlns:dc="http://purl.org/dc/terms/" xmlns:media="
http://search.yahoo.com/searchmonkey/media/"
rel="media:video" resource="
http://www.kaltura.com/index.php/kwidget/cache_st/1292402418/
wid/_300952/uiconf_id/2977011"
data="
http://www.kaltura.com/index.php/kwidget/cache_st/1292402418/
wid/_300952/uiconf_id/2977011"><param
name="allowFullScreen" value="true" /><param
name="allowNetworking"
value="all" /><param name="allowScriptAccess"
value="always" /><param
name="bgcolor" value="#000000" /><param name="flashVars"
value="&" /><param
name="movie" value="
http://www.kaltura.com/index.php/kwidget/cache_st/1292402418/
wid/_300952/uiconf_id/2977011"
/><a href="http://corp.kaltura.com">video platform</a> <a
href="
http://corp.kaltura.com/video_platform/video_management">video
management</a> <a
href="http://corp.kaltura.com/solutions/video_solution">video
solutions</a> <a href="
http://corp.kaltura.com/video_platform/video_publishing">video
player</a>
</object>

```

Figure 91: Site Content Configuration – Global VOD Settings: Kaltura Script

- Enter the script for enabling the display of a Kaltura VODs page.
5. Click **Save Changes**.

CONFIGURING SECURITY SETTINGS

You can configure global security settings for the TV Website. These include both Captcha settings, and XSRF settings.

CONFIGURING CAPTCHA SECURITY SETTINGS

You can set Captcha settings for the TV Website.

To configure Captcha security settings:

1. Select **Configuration → Site settings → Security Settings**. The Security Configuration screen appears (Figure 82), with the **Captcha** tab selected.

The screenshot shows the 'Security Configuration' interface with the 'Captcha' tab selected. The 'Captcha Settings' section contains the following fields:

- Registration step? (checkbox)
- Password recovery? (checkbox)
- Contact Email protection? (checkbox)
- Private Key: 6LdMsboSAAAAAOgp1Fy9VFBN2ZuwKjZK0zfeD6MZ
- Public Key: 6LdMsboSAAAAAIQjua-X-R3HU_TJHOQ9BrnLAINV
- Protect Login? (checkbox)
- Login Max Attempts (Default: 3): 10
- Login Attempts Time Span In Seconds (Default: 60): 60

A 'Save Changes' button is located at the bottom right of the form.

Figure 92: Security Configuration – Captcha Settings

2. Enter information into the fields. The fields are described in the following table.

Table 40: Security Configuration – Captcha Settings: Description of Fields

Parameter	Description
Registration Step?	Indicates whether to present a Captcha to an end-user during registration.
Password recovery?	Indicates whether to present a Captcha to an end-user during password recovery.

Parameter	Description
Contact Email protection?	Indicates whether to present a Captcha to an end-user before revealing the Contact Us email.
Private Key	The private key and public key that you get when you register at the Captcha site http://www.captcha.net/ .
Public Key	
Protect Login	Indicates whether to present a Captcha to an end-user if the end-user's attempts to log in raise the suspicion that they are part of a mass attack. The Login Max Attempts and Login Attempts Time Span in Seconds fields define what constitutes a suspicious login attempt.
Login Max Attempts	If at least this number of login attempts are made within the duration specified in Login Attempts Time Span in Seconds , the login attempts raise the suspicion of a mass attack.
Login Attempts Time Span in Seconds	If, during the duration specified here, the user attempts to login at least as many times as specified in Login Max Attempts , the login attempts raise the suspicion of a mass attack.

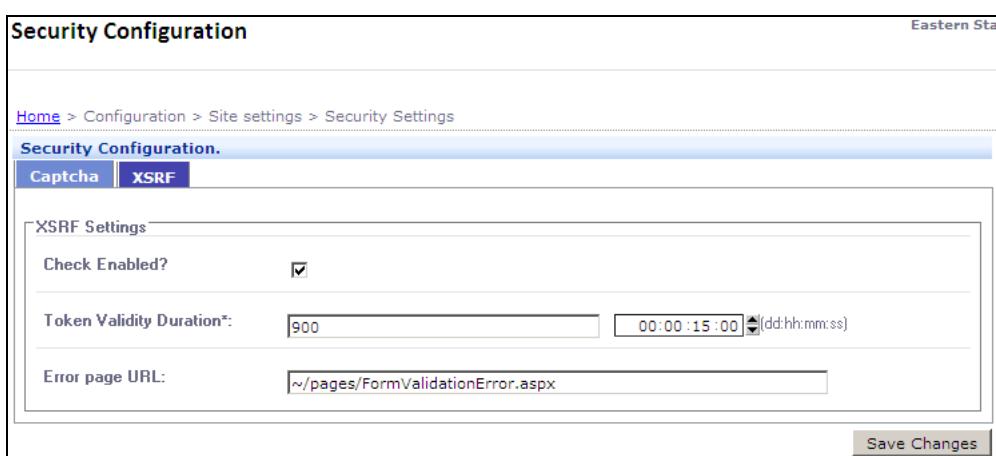
3. Click **Save Changes**.

CONFIGURING XSRF SECURITY SETTINGS

You can implement and define XSRF settings to protect the TV Website from attacks.

To configure XSRF security settings:

1. Select **Configuration → Site settings → Security Settings**. The Security Configuration screen appears (Figure 82), with the **Captcha** tab selected.
2. Click **XSRF**.



The screenshot shows the 'Security Configuration' interface. The 'XSRF' tab is selected. Under 'XSRF Settings', there is a checkbox labeled 'Check Enabled?' which is checked. Below it, 'Token Validity Duration*' is set to '900'. To the right of the input field is a time picker showing '00:00:15:00'. Below these fields is an 'Error page URL' input field containing the value '/~/pages/FormValidationErrorHandler.aspx'. At the bottom right of the form is a 'Save Changes' button.

Figure 93: Security Configuration – XSRF Settings

3. Enter information into the fields. The fields are described in the following table.

Table 41: Security Configuration – XSRF Settings: Description of Fields

Parameter	Description
Check Enabled	Indicates whether to employ protection against XSRF attacks in the TV Website.
Token Validity Duration	Indicates for how many seconds an end-user can stay on the form without refreshing. If the end-user leaves the page open for more than the specified number of seconds, the form will not be processed.
Error page URL	The URL of the page describing the error for the end-user.

4. Click **Save Changes**.

MANAGING DICTIONARIES

You can define:

- Various entities for regulating access to the TV Website by geographical location.
- In which languages the TV Website is available.
- Content categories, for players requesting content by category.

MANAGING GEOGRAPHICAL ENTITIES – COUNTRY GROUPS, COUNTRIES, REGIONS

You can define various geographical entities. They are intended to serve as an aid when specifying geo restrictions. For more information on geo restrictions, refer to *Specifying Geo Restrictions* on page 7.

MANAGING COUNTRY GROUPS

Country groups are logical entities that can serve as shortcuts when specifying geo restrictions. For example, if you often need to define a geo restriction that includes countries A, B, C, D and E, you can create a country group that includes these five countries. When you define the geo restriction in the Geo Filtering Rule screen (Figure 7), specify the group, instead of specifying each of the five countries.

The tasks you need to perform in order to create a country group comprising specific

countries include:

- a. Create a country group, in the Country Groups screen (Figure 94).
- b. Associate specific countries with that country group, in the Countries screen (Figure 96).

To view the list of defined country groups:

1. Select **Configuration → Dictionaries → Country Groups**. The Country Groups screen appears.

Countries				Eastern Standard Time (Site) Monday Mar 28, 2011 07:58:35 AM ()	UTC Monday Mar 28, 2011 11:58:35 AM (Z)	UTC (Server) Monday Mar 28, 2011 11:58:35 AM (+00:00)
List of countries						
Home > Configuration > Dictionaries > Country Groups						
Name:	Code:	Order:	Add group	Code	Options	
Order	Name			Code	Options	
1	Africa			AF		
4	Asia			AS		
5	Australia/Oceania			AU		
9	Europe			EU		
11	North America			NA		
12	South America			SA		

Figure 94: Country Groups Screen

The list provides the following information about each country group:

Table 42: Country Groups Screen – Description of Information

Column	Description
Order	The order of appearance of this country group in the list of country groups displayed in Geo Restriction screens.
Name	The name of the country group.
Code	The code of the country group.

To edit the settings of a country group:

1. Select **Configuration → Dictionaries → Country Groups**. The Country Groups screen appears (Figure 94).
2. Click in the Options column. The fields defining the country group become

editable.

3. Edit the fields as desired. For an explanation of the fields, refer to Table 42.
4. Click  in the Options column.

To create a country group:

1. Select **Configuration → Dictionaries → Country Groups**. The Country Groups screen appears (Figure 94).
2. Locate the section for adding a country group (Figure 95) that appears above the list of country groups.

Name: <input type="text"/>	Code: <input type="text"/>	Order: <input type="text"/>	Add group
----------------------------	----------------------------	-----------------------------	---------------------------

Figure 95: Add a Country Group

3. Enter values into the fields. For an explanation of the fields, refer to Table 42.
4. Click .

To delete a country group:

You can delete a country group if no country is associated with it. To disassociate a country from a country group, refer to *Managing Countries* on page 150.

1. Select **Configuration → Dictionaries → Country Groups**. The Country Groups screen appears (Figure 94).
2. Click  in the Options column of the country group you wish to delete.

MANAGING COUNTRIES

You can view the list of defined countries, add or delete countries from the list, or edit the definitions of a country. The practical implications of a country appearing in the list are:

- In the RayV Dashboard, the country will appear in the countries list of the Geo Filtering Rule screen (Figure 7) and Registration Geo Filtering screen (Figure 106).
- In the TV Website, the country will appear in the list presented to the end-user during registration and during ordering.

To view the list of defined countries:

1. Select Configuration → Dictionaries → Countries. The Countries screen appears.

Countries							Eastern Standard Time (Site) Wednesday Jun 01, 2011 07:10:41 AM (-04:00)	UTC Wednesday Jun 01, 2011 11:10:41 AM (Z)	UTC (Server) Wednesday Jun 01, 2011 11:10:41 AM (+00:00)
List of countries									
Home > Configuration > Dictionaries > Countries									
Name: <input type="text"/> Code: <input type="text"/> Order: <input type="text"/> add country									
Order	Name	Regions	Code	Group	Default	Options			
1	Afghanistan	Regions	AF	Asia		Set Default  			
0	Aland Islands	Regions	AX			Set Default  			
2	Albania	Regions	AL	Europe		Set Default  			
3	Algeria	Regions	DZ	Africa		Set Default  			
181	American Samoa	Regions	AS	Australia/Oceania		Set Default  			
4	Andorra	Regions	AD	Europe		Set Default  			
5	Angola	Regions	AO	Africa		Set Default  			
6	Anguilla	Regions	AI			Set Default  			
7	Antarctica	Regions	AQ			Set Default  			
8	Antigua and Barbuda	Regions	AG	North America		Set Default  			
9	Argentina	Regions	AR	South America		Set Default  			
10	Armenia	Regions	AM	Europe		Set Default  			
11	Aruba	Regions	AW			Set Default  			
236	Ascension Islands	Regions	AC			Set Default  			
0	Asia/Pacific Region	Regions	AP			Set Default  			
12	Australia	Regions	AU	Australia/Oceania		Set Default  			

Figure 96: Countries Screen

The list provides the following information about each country:

Table 43: Countries Screen – Description of Information

Column	Description
Order	The order of appearance of this country in the list of countries displayed in Geo Restriction screens and TV Website screens.
Name	The name of the country.
Regions	A link to the Regions screen, in which you can view and edit the regions associated with this country. For more information, refer to <i>Managing Regions</i> on page 153.
Code	The code of the country.
Group	The country group with which this country is associated.

Column	Description
Default	Indicates whether this country was defined as the default country for end-users registering at the site. If a country is specified as the default, that country appears preselected in the Country field of the registration form presented to an end-user when registering at the TV Website.

To edit the settings of a country:

1. Select **Configuration → Dictionaries → Countries**. The Countries screen appears (Figure 96).
2. Click  in the Options column. The fields defining the country become editable.
3. Edit the fields as desired. For an explanation of the fields, refer to Table 43.
4. Click  in the Options column.

To create a country:

1. Select **Configuration → Dictionaries → Countries**. The Countries screen appears (Figure 96).
2. Locate the section for adding a country (Figure 95) that appears above the list of countries.



Figure 97: Add a Country

3. Enter values into the fields. For an explanation of the fields, refer to Table 43.
4. Click .

To set a country as the default country:

You can set a country to be the default country of end-users. If you specify a default country, that country appears preselected in the Country field of the registration form presented to an end-user when he/she registers at the TV Website.

1. Select **Configuration → Dictionaries → Countries**. The Countries screen appears (Figure 96).
2. Click **Set Default** in the Options column of the country you wish to define as the default country.

To delete a country:

1. Select **Configuration → Dictionaries → Countries**. The Countries screen appears (Figure 96).
2. Click  in the Options column of the country you wish to delete.

The country is deleted from the list. In practical terms, this means that the country does not appear anymore in the following:

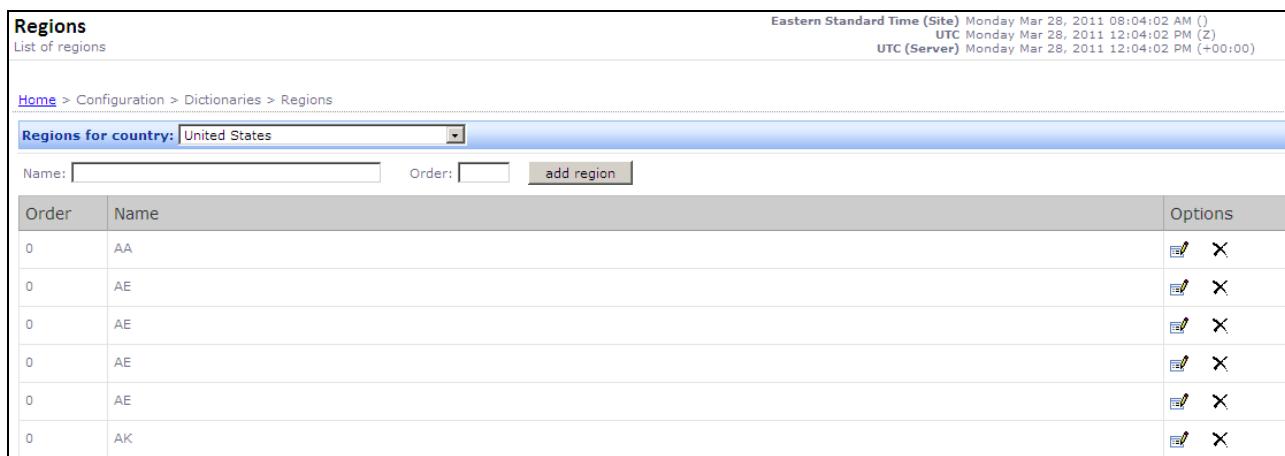
- In the RayV Dashboard, the country does not appear in the countries list of the Geo Filtering Rule screen (Figure 7)
- In the TV Website, the country does not appear in the list presented to the end-user during registration and during ordering.

MANAGING REGIONS

Regions are the states within a country (such as the states of the United States). You can define, edit or delete regions. The practical implications of defining regions for a country are that in the TV Website, they will be presented to the end-user during registration and during ordering.

To view the list of defined regions:

1. Select **Configuration → Dictionaries → Regions**. The Regions screen appears.



The screenshot shows the 'Regions' screen with the following details:

- Header:** Regions, List of regions, Eastern Standard Time (Site) Monday Mar 28, 2011 08:04:02 AM (), UTC Monday Mar 28, 2011 12:04:02 PM (Z), UTC (Server) Monday Mar 28, 2011 12:04:02 PM (+00:00)
- Breadcrumbs:** Home > Configuration > Dictionaries > Regions
- Region Selection:** Regions for country: United States
- Form Fields:** Name: [input], Order: [input], add region [button]
- Table:** A grid showing regions for the United States. The columns are Order, Name, and Options. The rows are:

Order	Name	Options
0	AA	 
0	AE	 
0	AE	 
0	AE	 
0	AE	 
0	AK	 

Figure 98: Regions Screen

2. In the **Regions for country** drop-down list, select the country whose regions you wish to view or edit.

The page refreshes to list all the regions defined for the selected country. The list provides the following information about each region:

Table 44: Regions Screen – Description of Information

Column	Description
Order	The order of appearance of this region in the list of regions displayed in TV Website screens.
Name	The name of the region.

To edit the settings of a region:

1. Select **Configuration → Dictionaries → Regions**. The Regions screen appears (Figure 98).
2. Click  in the Options column. The fields defining the region become editable.
3. Edit the fields as desired. For an explanation of the fields, refer to (Table 44).
4. Click  in the Options column.

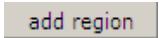
To create a region:

1. Select **Configuration → Dictionaries → Regions**. The Regions screen appears (Figure 98).
2. Locate the section for adding a region (Figure 95) that appears above the list of regions.



The screenshot shows a user interface for adding a new region. It features two input fields: 'Name:' followed by a text input box, and 'Order:' followed by another text input box. To the right of these fields is a grey button labeled 'add region'.

Figure 99: Add a Region

3. Enter values into the fields. For an explanation of the fields, refer to Table 44.
4. Click .

To delete a region:

1. Select **Configuration → Dictionaries → Regions**. The Regions screen appears (Figure 98).
2. Click  in the Options column of the region you wish to delete.

The region is deleted from the list. In practical terms, this means that the region does not appear anymore in the TV Website (neither during registration nor during ordering).

MANAGING GEO FILTERING ROLES

A geo filtering role is a grouping of geographical entities. You can use geo filtering roles as shortcuts when specifying geo restrictions.

CREATING A GEO FILTERING ROLE

You can create a geo filtering role.

To create a geo filtering role:

1. Select Configuration → Dictionaries → New GEO filtering role. The Geo Filtering Roles screen appears.

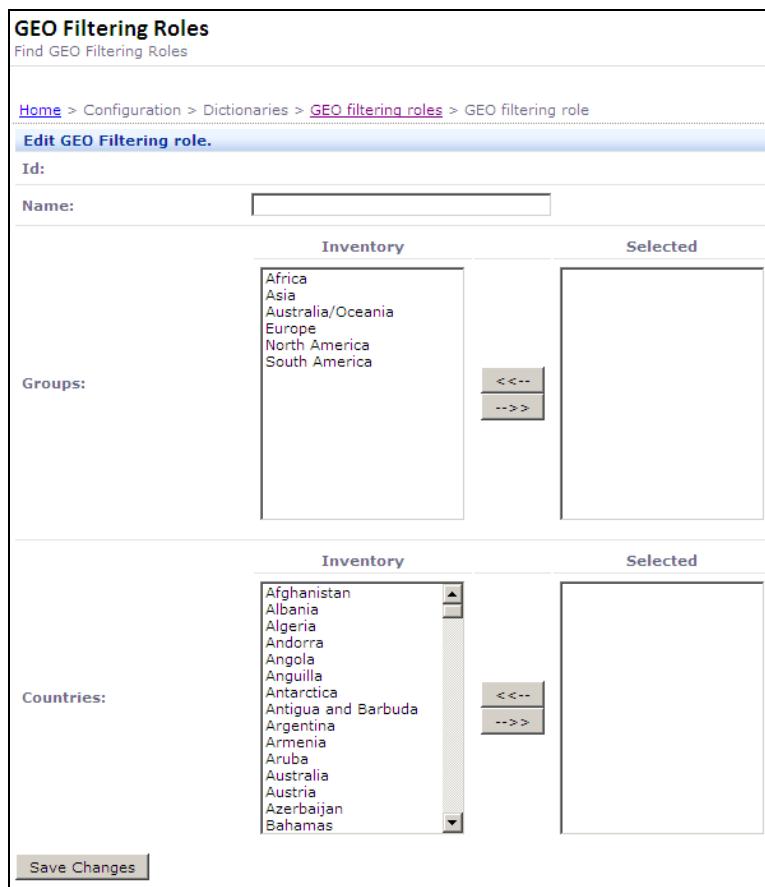


Figure 100: Geo Filtering Roles

2. Enter a name for the new geo filtering role.
3. Specify the geographical entities which constitute this geo filtering role. There are two types of geographical entities which can participate in a geo filtering role:
 - **Groups** – Groups of countries (for more information, refer to *Managing Countries* on page 150)
 - **Countries** – Specific countries (for more information, refer to *Managing Country Groups* on page 148).

For each geographical entity you wish to include in the role, select the entity in the **Inventory** box and click .

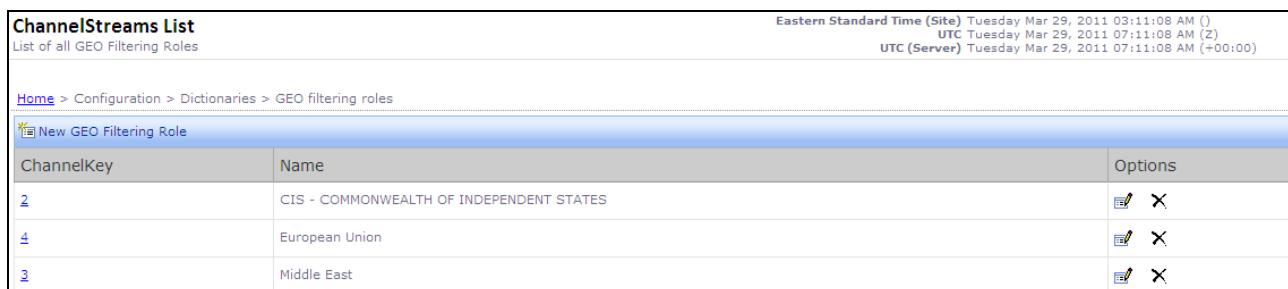
To remove a geographical entity from the role, select the entity in the **Selected** box and click .

4. Click **Save Changes**.

VIEWING THE LIST OF GEO FILTERING ROLES

To view the list of geo filtering roles:

1. Select **Configuration** → **Dictionaries** → **Geo filtering roles**. The Geo Filtering Roles screen appears.



The screenshot shows a table titled "ChannelStreams List" with a subtitle "List of all GEO Filtering Roles". The table has three columns: "ChannelKey", "Name", and "Options". The "Name" column lists three entries: "CIS - COMMONWEALTH OF INDEPENDENT STATES", "European Union", and "Middle East". Each entry in the "Options" column contains a pencil icon for editing and a delete icon (X) for removing the role.

ChannelStreams List		Eastern Standard Time (Site) Tuesday Mar 29, 2011 03:11:08 AM () UTC Tuesday Mar 29, 2011 07:11:08 AM (Z) UTC (Server) Tuesday Mar 29, 2011 07:11:08 AM (+00:00)
Home > Configuration > Dictionaries > GEO filtering roles		
 New GEO Filtering Role		
ChannelKey	Name	Options
2	CIS - COMMONWEALTH OF INDEPENDENT STATES	 
4	European Union	 
3	Middle East	 

Figure 101: Geo Filtering Roles Screen

The screen lists all the geo filtering roles defined in the system. The **ChannelKey** column shows the role ID automatically assigned by the system to each role.

EDITING A GEO FILTERING ROLE

To edit a geo filtering role:

1. Select **Configuration** → **Dictionaries** → **Geo filtering roles**. The Geo Filtering Roles screen appears (Figure 101).
2. Click a geo filtering role in the Name column. The Geo Filtering Role screen appears (Figure 100), displaying the countries and country groups included in the geo filtering role.
3. Edit the definitions as desired. For an explanation of the various parameters, refer to the explanations in *Creating a Geo Filtering Role* on page 155.

DELETING A GEO FILTERING ROLE

To edit a geo filtering role:

1. Select **Configuration** → **Dictionaries** → **Geo filtering roles**. The Geo Filtering Roles screen appears (Figure 101).
2. To delete a geo filtering role, click  in its **Options** column.

MANAGING LANGUAGES

You can define in which languages the TV Website is available.

VIEWING THE LIST OF AVAILABLE LANGUAGES

To view the list of languages in which the TV Website is available:

1. Select **Configuration** → **Dictionaries** → **Languages**. The Languages screen appears.

Languages																			
List of languages																			
Home > Configuration > Dictionaries > Languages																			
 New Language																			
<table border="1"> <thead> <tr> <th>Name</th><th>ISOCode</th><th>Enabled</th><th>Options</th></tr> </thead> <tbody> <tr> <td>English</td><td>en</td><td>True</td><td> </td></tr> <tr> <td>Korean</td><td>ko</td><td>True</td><td> </td></tr> <tr> <td>French</td><td>fr</td><td>True</td><td> </td></tr> </tbody> </table>				Name	ISOCode	Enabled	Options	English	en	True	 	Korean	ko	True	 	French	fr	True	 
Name	ISOCode	Enabled	Options																
English	en	True	 																
Korean	ko	True	 																
French	fr	True	 																
Page Size: <select>10</select>		Page: 1																	

Figure 102: Languages Screen

The screen lists all the available languages, their ISO code, and whether they are currently enabled in the TV Website.

ADDING A LANGUAGE TO THE TV WEBSITE

To add a language to the list of languages in which the TV Website is available:

1. Select Configuration → Dictionaries → New language. The Language Edit screen appears.

Language Edit	
Modify Language	
Home > Configuration > Dictionaries > Languages > Languages	
Name	<input type="text"/>
ISO Code	<input type="text"/>
<input type="checkbox"/> Language Enabled	
<input checked="" type="checkbox"/> Return to languages list	
Save Changes	

Figure 103: Language Edit

2. Enter a name for the language.
3. Enter an ISO code for the language.
4. Specify whether to enable the language.
5. Click **Save Changes**.

The language is added to the TV Website. However, in order to make the TV Website truly available in the added language, you need to create a version of the TV Website in the added language. To do so, you must:

- Translate the resources (text snippets) that appear in the skeleton of the TV Website, into the added language. For more information, refer to *Managing Text Resources* on page 18. Alternatively, you can import a CSV file with translations of the resources (for information, refer to *Exporting and Importing Resources* on page 20).
- Translate each of the content pages into the added language. To do so, edit each content page in the following way (for more information, refer to *Editing a Content Page* on page 14):
 - In the **Language** drop-down list, select the added language.
 - In the **Subject** field, enter a subject name.
 - In the **Attributes** sections, define the attributes in the added language.

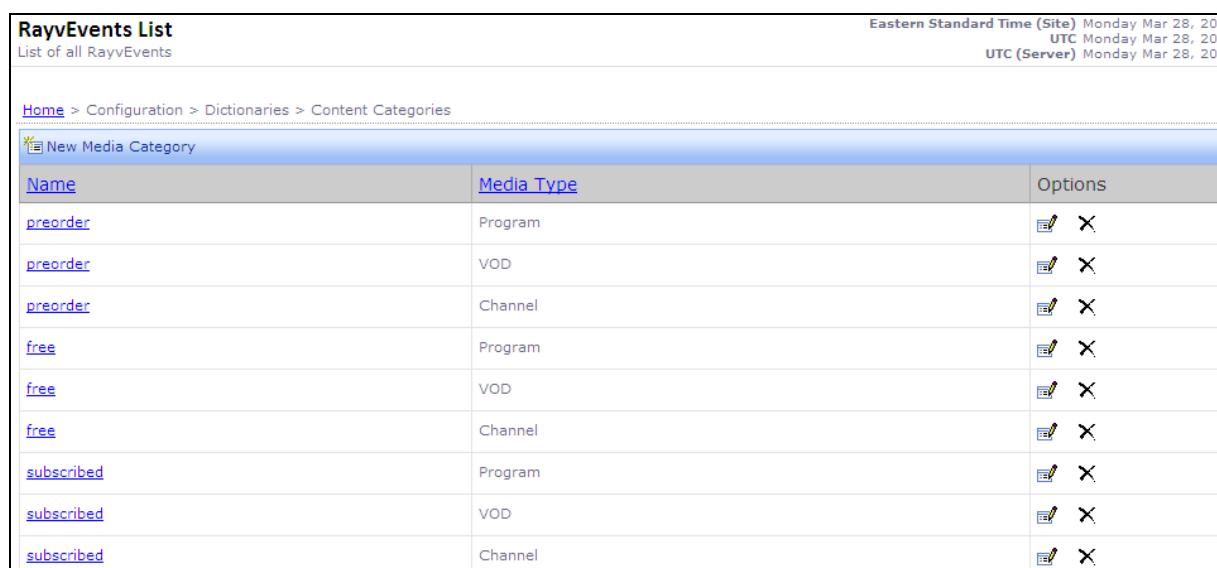
MANAGING CONTENT CATEGORIES

Content categories are intended to aid players requesting content. Some players can request content by category (such as program, channel, or VOD).

VIEWING THE LIST OF CONTENT CATEGORIES

To view the list of defined content categories:

1. Select **Configuration** → **Dictionaries** → **Content Categories**. The Content Categories screen appears.



The screenshot shows a web-based application interface for managing content categories. At the top, there's a header bar with the RayvEvents List title, a timestamp (Eastern Standard Time (Site) Monday Mar 28, 2011, UTC Monday Mar 28, 2011, UTC (Server) Monday Mar 28, 2011), and a 'New Media Category' button. Below the header is a breadcrumb navigation path: Home > Configuration > Dictionaries > Content Categories. The main area is a table titled 'Content Categories' with the following data:

Name	Media Type	Options
preorder	Program	
preorder	VOD	
preorder	Channel	
free	Program	
free	VOD	
free	Channel	
subscribed	Program	
subscribed	VOD	
subscribed	Channel	

Figure 104: Content Categories Screen

The list provides the following information about each content category:

Table 45: Content Categories Screen – Description of Information

Column	Description
Name	The name of the category.
Media Type	The type of content provided in this category: program, VOD, or channel.

CREATING A CONTENT CATEGORY

To create a content category:

1. Select **Configuration → Dictionaries → New content category**. The Edit Content Category screen appears.

The screenshot shows a web-based configuration interface for 'RayvEventEdit List'. At the top, it says 'RayvEventEdit List' and 'List of all RayvEventEdit'. Below that is a breadcrumb navigation: 'Home > Configuration > Dictionaries > Content Categories > Content Categories'. The main area is titled 'Edit Media Category'. It has a 'Name:' field with an empty input box. Under 'Media Type:', there are three radio buttons: 'Program' (selected), 'VOD', and 'Channel'. At the bottom left is a checked checkbox labeled 'Return to RayvEvents list'. At the bottom right is a 'Save Changes' button.

Figure 105: Edit Content Category

2. Enter information into the fields. The fields are described in Table 45.
3. Click **Save Changes**.

EDITING A CONTENT CATEGORY

To edit a content category:

1. Select **Configuration → Dictionaries → Content Categories**. The Content Categories screen appears (Figure 104).
2. Click a content category in the **Name** column. The Edit Content Category screen

appears (Figure 105), displaying the definitions of the content category.

3. Edit the definitions as desired. For explanations, refer to Table 45.

DELETING A CONTENT CATEGORY

To delete a content category:

1. Select **Configuration → Dictionaries → Content Categories**. The Content Categories screen appears (Figure 104).
2. Click  in the Options column of the content category you wish to delete.

MANAGING TV WEBSITE GEO RESTRICTIONS

You can restrict an end-user's access to TV Website pages, to specific site content, or to specific site products, based on the geographical location of the end-user. The geographical location is derived from the end-user's IP address.

You can also override these restrictions for specific IP addresses or ZIP codes.

CONFIGURING REGISTRATION GEO FILTERING

You can restrict access to the TV Website based on the geographical location of the end-user. The geographical location is derived from the end-user's IP address. This type of restriction is termed *registration geo filtering*.

To define registration geo filtering:

1. Select **Geo Restrictions → Registration Geo Filtering**. The Registration Geo Filtering screen appears.

Geo Settings
Geo Blocking / IP White List settings

Eastern Standard Time (Site) Tuesday Apr 05, 2011 01:54:32 AM ()
UTC Tuesday Apr 05, 2011 05:54:32 AM (Z)
UTC (Server) Tuesday Apr 05, 2011 05:54:32 AM (+00:00)

Home > GEO Restrictions > Registration GEO filtering

Supported Countries*
For Full list of all supported countries go to [Countries Management](#).

White / Black List

Enabled:	<input checked="" type="checkbox"/>				
List Type:	<input type="radio"/> White List <input checked="" type="radio"/> Black List				
Countries List:	<table border="1"> <thead> <tr> <th>Inventory</th> <th>Selected</th> </tr> </thead> <tbody> <tr> <td> Aland Islands Albania Algeria American Samoa Andorra Angola Anguilla Antarctica Antigua and Barbuda Argentina Armenia Aruba Ascension Islands Asia/Pacific Region Australia </td> <td> Afghanistan </td> </tr> </tbody> </table>	Inventory	Selected	Aland Islands Albania Algeria American Samoa Andorra Angola Anguilla Antarctica Antigua and Barbuda Argentina Armenia Aruba Ascension Islands Asia/Pacific Region Australia	Afghanistan
Inventory	Selected				
Aland Islands Albania Algeria American Samoa Andorra Angola Anguilla Antarctica Antigua and Barbuda Argentina Armenia Aruba Ascension Islands Asia/Pacific Region Australia	Afghanistan				
White list paths:	<input type="button" value="Add Path"/> <input checked="" type="checkbox"/> ~/Pages/CountryNotSupported.aspx <input checked="" type="checkbox"/> ~/Profile/Logout.aspx <input checked="" type="checkbox"/> ~/Feed/xmltv/default.aspx <input checked="" type="checkbox"/> ~/default.aspx <input checked="" type="checkbox"/> ~/WebResource.axd				
Country Override:	<input type="button" value="Gabon"/>				
ZIPCodeCheckEnabled:	<input type="checkbox"/>				
Zip code Override:	<input type="text"/>				
Client IP Override:	<input type="text" value="82.80.223.100"/>				
GeoIP Database Location:	<input type="text" value="~/bin/Resources\GeoIP"/>				
Resolve IP From Header:	<input type="checkbox"/>				
IP Header Name:	<input type="text"/>				
NotSupportedPage:	<input type="text" value="~/pages/CountryNotSu"/>				
<input type="button" value="Save Changes"/>					

Figure 106: Registration Geo Filtering

2. Enter information into the fields. The fields are described in the following table.

Table 46: Registration Geo Filtering – Description of Fields

Parameter	Description
<i>Supported Countries</i>	Provides a link to the Countries screen (Figure 96) to enable adding or removing countries from the list of defined countries. Only defined countries appear in this screen and other Geo Restriction screens.
<i>White/Black List</i>	
<i>Enabled</i>	Specifies whether to apply the defined white list or black list.

Parameter	Description
List Type	<p>Specifies whether the defined list is a:</p> <ul style="list-style-type: none"> ■ White list, which allows access to the TV Website only to end-users located in the defined countries. <p>OR</p> <ul style="list-style-type: none"> ■ Black list, which forbids access to the TV Website only for end-users located in the defined countries.
Countries List	<p>The countries in the Selected box are the countries to which the white list/black list applies.</p> <p>Click  to move countries from the Inventory box into the Selected box.</p> <p>Click  to remove countries from the Selected box.</p>
White list paths	<p>Specifies which content pages can always be viewed in the TV Website, even by end-users restricted from accessing the site.</p> <p>Check the path of the content pages that can be viewed by any end-user. You can add a new content page by entering its path in the box adjacent to Add Path, and clicking Add Path.</p>
Country Override	<p>Enables overriding all automatic derivations of end-users' location from their IP addresses. When you select a country in this list, the TV Website treats any end-user as if the end-user is from the selected country.</p> <p>This option is useful for testing purposes.</p>
Zip Code Check Enabled	<p>Specifies whether to check if the ZIP code associated with the end-user's IP address is allowed access to the TV Website (relevant only for end-users located in the United States).</p>
Zip Code Override	<p>Enables overriding all end-users' ZIP codes (learned from the IP addresses of users located in the United States). If you enter a ZIP code in this box, the TV Website treats any end-user as if the end-user is from the specified ZIP code.</p> <p>This option is useful for testing purposes.</p>
Client IP Override	<p>Enables overriding all end-users' IP addresses. If you enter an IP address in this box, the TV Website treats any end-user as if the end-user is from the specified IP address.</p> <p>This option is useful for testing purposes.</p>
Geo IP Database Location Resolve IP from Header IP Header Name	<p>Do not change the current settings.</p>

Parameter	Description
Not Supported Page	The path to the content page that is presented to any end-user restricted from access to the TV Website, when the user browses to the TV Website.

3. Click **Save Changes**.

MANAGING PURCHASE GEO FILTERING

The RayV Dashboard enables you to restrict end-users from viewing and purchasing specific products (bundles and SKUs), based on the geographical location of the end-user. The rules defining which geographical locations are allowed, or denied, permission to view and purchase bundles or SKUs are termed *purchase geo filtering rules*.

You can apply at most a single geo filtering rule to each bundle or SKU. In addition, applying a geo filtering rule to a bundle automatically creates the same rule for each of the SKU's associated with the bundle. The common workflow is therefore to create a geo restriction for a bundle, and then optionally edit the geo filtering role in some of its associated SKUs.

Note that purchase geo filtering rules can be defined in *two* places: in the Purchase Geo Filtering Rule definitions, and also in the individual bundle/SKU definitions. Any change in one screen will automatically appear in the other screen.

CREATING A PURCHASE GEO FILTERING RULE

To define a purchase geo filtering rule:

1. Select **Geo Restrictions** → **Purchase Geo Filtering**, and then select either **New SKU rule**, or **New Bundle rule**. The GEO Filtering Rules Edit screen appears.

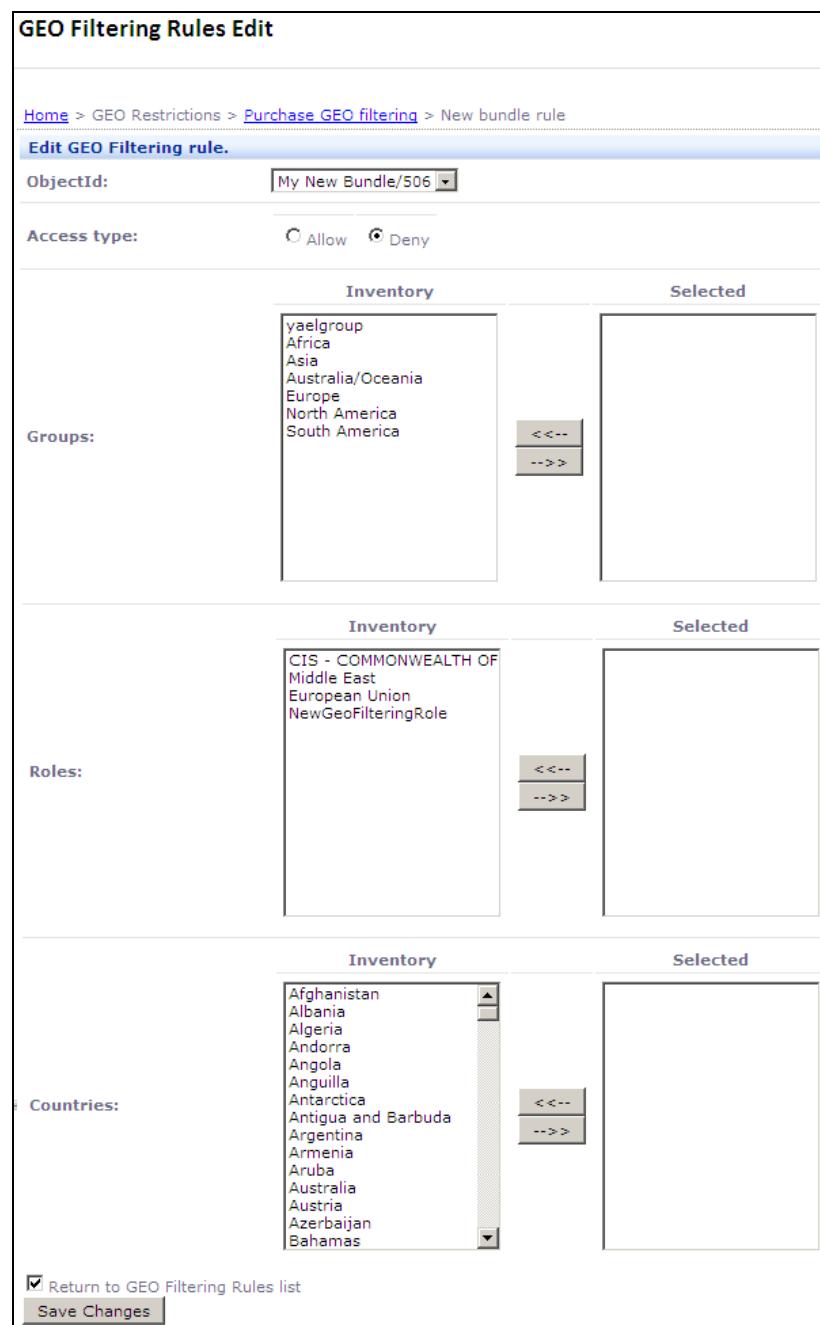


Figure 107: Purchase GEO Filtering Rule Edit

2. In the **ObjectId** drop-down list, select the bundle or SKU for which you are defining a purchase geo restriction rule.
3. In **Access type**, specify whether the geographical entities you are selecting are allowed or denied access to the bundle or SKU.
4. Specify the geographical entities to which the geo restriction applies. There are three types of geographical entities to which you can apply a geo restriction:

- **Groups** – Groups of countries. For information on configuring country groups, refer to *Managing Country Groups* on page 148.
- **Roles** – Geographical roles. For information on configuring geographical roles, refer to *Managing Geo Filtering Roles* on page 155.
- **Countries** – Specific countries. For information on configuring countries, refer to *Managing Countries* on page 150.

For each geographical entity you wish to specify, select the entity in the **Inventory** box and click .

To remove a geographical entity from the rule, select the entity in the **Selected** box and click .

5. Click **Save Changes**.

EDITING A PURCHASE GEO FILTERING RULE

You can edit the definitions of an existing purchase geo filtering rule.

To edit a purchase geo filtering rule:

1. Select **Geo Restrictions** → **Purchase Geo Filtering** → **All rules**. The Purchase Geo Filtering Rules screen appears.

GEO Filtering Rules					Eastern Standard Time (Site) Tuesday Apr 05, 2011 02:46:45 AM ()
					UTC Tuesday Apr 05, 2011 06:46:45 AM (Z)
					UTC (Server) Tuesday Apr 05, 2011 06:46:45 AM (+00:00)
Home > GEO Restrictions > Purchase GEO filtering > All rules					
Bundle GEO Filtering Rule					
New Bundle GEO Filtering Rule					
Rule Id	ObjectType	ObjectName	FilterType	Options	
84	Bundle	MP3 download limited/496	Deny		
98	Bundle	Music Bundle/495	Deny		
109	Bundle	Movie Bundle/504	Deny		
Sku GEO Filtering Rule					
New Sku GEO Filtering Rule					
Rule Id	ObjectType	ObjectName	FilterType	Options	
87	Sku	Music Bundle/495 : rgh (768/SKU21344038) - kr 3,434,00	Deny		
91	Sku	Music Bundle/495 : Unlimited Offer (763/20330242) - 100,00 €	Deny		
93	Sku	Music Bundle/495 : test (770/SKU79465142) - £2,323,00	Deny		
94	Sku	Music Bundle/495 : tttttttt (771/SKU29192444) - ₹ 2,345,00	Deny		
95	Sku	Music Bundle/495 : wbwtwirty (772/SKU54668779) - ¥325 (Disabled)	Deny		
110	Sku	Movie Bundle/504 : one week subscription (773/SKU94357697) - \$5,00	Deny		
114	Sku	Music Bundle/495 : clone test (778/20330242) - 100,00 €	Deny		
92	Sku	Music Bundle/495 : test (769/SKU79465142) - £2,323,00	Deny		

Figure 108: Purchase Geo Filtering Rules

For every defined purchase geo filtering rule, the following is displayed:

- **Rule Id** – An ID automatically assigned by the system to this rule.
 - **Object Type** – Indicates whether this rule applies to a bundle or to an SKU.
 - **Object Name** – The name of the bundle or SKU to which this rule applies.
 - **Filter Type** – Indicates whether the rule allows or denies access to this bundle or SKU.
2. Click a rule in the **Rule Id** column, or click in its **Options** column. The Purchase Geo Filtering Rule Edit screen appears (Figure 107), displaying the definitions of the rule.
 3. Edit the definitions as desired. For an explanation of the various parameters, refer to the explanations in *Creating a Purchase GEO Filtering Rule* on page 166.

DELETING A PURCHASE GEO FILTERING RULE

You can delete an existing purchase geo filtering rule.

To delete a purchase geo filtering rule:

1. Select **Geo Restrictions → Purchase Geo Filtering → All rules**. The Purchase Geo Filtering Rules screen appears (Figure 108).
2. To delete a rule, click  in its **Options** column.

MANAGING CONTENT GEO FILTERING

The RayV Dashboard enables you to restrict end-users from viewing or purchasing subscriptions to specific content (programs, channels, VODs, and content pages), based on the geographical location of the end-user. The rules defining which geographical locations are allowed, or denied, permission to access content are termed *content geo filtering rules*.

You can apply at most a single geo filtering rule to each content item.

Note that content geo filtering rules can be defined in *two* places: in the Content Geo Filtering Rule definitions, and also in the individual program/channels/VOD/content page definitions. Any change in one screen will automatically appear in the other screen.

CREATING A CONTENT GEO FILTERING RULE

To define a content geo filtering rule:

1. Select **Geo Restrictions → Content Geo Filtering**, and then select either **New Channel rule**, **New Program rule**, **New VOD rule**, or **New Content Page rule**. The Content GEO Filtering Rules Edit screen appears.

GEO Filtering Rules Edit

Eastern Standard Time
UTC (-5)

Home > GEO Restrictions > [Content GEO filtering](#) > New programm rule

Edit GEO Filtering rule.

ObjectId:

Access type: Allow Deny

Groups:

Inventory	Selected
yaelgroup Africa Asia Australia/Oceania Europe North America South America	

<<->
-->>

Roles:

Inventory	Selected
CIS - COMMONWEALTH OF INDEPENDENT STATES Middle East European Union NewGeoFilteringRole	

<<->
-->>

Countries:

Inventory	Selected
Afghanistan Albania Algeria Andorra Angola Anguilla Antarctica Antigua and Barbuda Argentina Armenia Aruba Australia Austria Azerbaijan Bahamas	

<<->
-->>

Return to GEO Filtering Rules list
Save Changes

Figure 109: Content GEO Filtering Rule Edit

2. In the **ObjectId** drop-down list, select the content item for which you are defining a content geo restriction rule.
3. In **Access type**, specify whether the geographical entities you are selecting are allowed or denied access to the content item.

4. Specify the geographical entities to which the geo restriction applies. There are three types of geographical entities to which you can apply a geo restriction:
 - **Groups** – Groups of countries. For information on configuring country groups, refer to *Managing Country Groups* on page 148).
 - **Roles** – Geographical roles. For information on configuring geographical roles, refer to *Managing Geo Filtering Roles* on page 155).
 - **Countries** – Specific countries. For information on configuring countries, refer to *Managing Countries* on page 150).

For each geographical entity you wish to specify, select the entity in the **Inventory** box and click .

To remove a geographical entity from the rule, select the entity in the **Selected** box and click .

5. Click **Save Changes**.

EDITING A CONTENT GEO FILTERING RULE

You can edit the definitions of an existing content geo filtering rule.

To edit a content geo filtering rule:

1. Select **Geo Restrictions** → **Content Geo Filtering** → **All rules**. The Content Geo Filtering Rules screen appears.

GEO Filtering Rules					Eastern Standard Time (Site) Tuesday Apr 05, 2011 03:53:00 AM ()	UTC Tuesday Apr 05, 2011 07:53:00 AM (Z)	UTC (Server) Tuesday Apr 05, 2011 07:53:00 AM (+00:00)
List of all GEO Filtering Rules							
Home > GEO Restrictions > Content GEO filtering							
Channel GEO Filtering Rule							
76	ObjectType	ObjectName		FilterType	Options		
76	Channel	Demo, en (ko)		Deny			
77	Channel	FTV,		Deny			
78	Channel	News,		Deny			
79	Channel	Night and Glory,		Deny			
117	Channel	Cable News Network,		Deny			
Program GEO Filtering Rule							
96	ObjectType	ObjectName		FilterType	Options		
96	Program	Demo 1 (EID: , CH: Demo)		Deny			
97	Program	Designing Consequences (EID: , CH: Demo)		Deny			
106	Program	Night and Glory 1 (EID: , CH: Night and Glory)		Deny			
107	Program	Clubbing Music 1 (EID: , CH: Cubbing Music)		Deny			
108	Program	demo 2 (EID: , CH: Demo)		Deny			
Vod GEO Filtering Rule							
104	ObjectType	ObjectName		FilterType	Options		
104	Vod	daasfasf (Disabled)		Deny			
105	Vod	yyy		Deny			
132	Vod	(Disabled)		Deny			
102	Vod			Deny			
103	Vod			Deny			
101	Vod	asdfasf		Deny			
59	Vod	Dumbo Test		Deny			
ContentPage GEO Filtering Rule							
85	ObjectType	ObjectName		FilterType	Options		
85	ContentPage	FAQ(Pages/FAQ.aspx)		Deny			
88	ContentPage	SplashPage2(Pages/SplashPage2.aspx)		Deny			
89	ContentPage	SplashPage1(Pages/SplashPage1.aspx)		Deny			
90	ContentPage	Legal(Pages/Legal.aspx)		Deny			

Figure 110: Content GEO Filtering Rules

For every defined content geo filtering rule, the following is displayed:

- **Rule Id** – An ID automatically assigned by the system to this rule.
- **Object Type** – Indicates the type of content to which this rule applies.
- **Object Name** – The name of the content item to which this rule applies.
- **Filter Type** – Indicates whether the rule allows or denies access to the content item.

2. Click a rule in the **Rule Id** column, or click  in its **Options** column. The Content Geo Filtering Rule Edit screen appears (Figure 109), displaying the definitions of the rule.
3. Edit the definitions as desired. For an explanation of the various parameters, refer to the explanations in *Creating a Content GEO Filtering Rule* on page 170.

DELETING A CONTENT GEO FILTERING RULE

You can delete an existing content geo filtering rule.

To delete a content geo filtering rule:

1. Select **Geo Restrictions** → **Content Geo Filtering** → **All rules**. The Content Geo Filtering Rules screen appears (Figure 110).
2. To delete a rule, click  in its **Options** column.

MANAGING IP OVERRIDES

Geo restrictions are a type of sweeping restriction, based on the countries in which end-users are located. You can define exceptions to the geo restrictions. These exceptions are termed *IP Overrides*. In an IP override, you associate a range of IP addresses with a country that is not restricted.

When an end-user complains that he/she is denied access, the typical progression of events is as follows:

1. An end-user complains that he/she is denied access to the site, its content, or its products. This complaint may have been lodged at the “NotSupportedPage” of the TV Website, which is the page displayed to users who are denied access based on a geo restriction. Complaints that are logged in the NotSupportedPage can be viewed in the RayV Dashboard, in the Geo User Requests screen (refer to *Viewing GEO User Requests* on page 177).
2. You may wish to determine the user’s geographical location, based on the user’s IP address. To do so, you can use the Resolving IP Location option (refer to *Resolving IP Location* on page 178).

3. You may additionally wish to view all defined geo restrictions, to determine which geo restriction(s) are blocking the end-user, and how best to override them. For instructions, refer to:
 - *Configuring Registration GEO Filtering* on page 163.
 - *Managing Purchase GEO Filtering* on page 166.
 - *Managing Content GEO Filtering* on page 170.
4. If you decide to allow the user access by overriding geo restriction(s), create an IP override for the user's IP address (*Defining an IP Override* on page 176). This is achieved by associating a range of IP addresses with a country that is not restricted.
5. The system also supports geo restrictions based on ZIP codes, although these geo restrictions are not viewable or administered in the RayV Dashboard. In a Zip override, you associate a range of IP addresses with a ZIP code that is not restricted. To create a Zip override, refer to *Defining a Zip Override* on page 179.

VIEWING ALL IP OVERRIDES

You can view all IP Overrides defined in the system. These are exceptions to geo restriction rules.

To view all defined IP overrides:

1. Select **Geo Restrictions** → **IP overrides** → **All overrides**. The Overrides List screen appears.



The screenshot shows a table titled "RayvGeoLocationOverrides List" with one row of data. The table has columns: Options, AddressFrom, AddressTo, IpFrom, IpTo, CountryName, CountryCode, and Accuracy. The data row contains: a delete icon, 1.1.1.1, 1.1.1.12, 16843009, 16843020, Afghanistan, AF, and 1. The top right corner of the table displays timestamp information: Eastern Standard Time (Site) Tuesday Apr 05, 2011 04:15:59 AM (), UTC Tuesday Apr 05, 2011 08:15:59 AM (Z), and UTC (Server) Tuesday Apr 05, 2011 08:15:59 AM (+00:00).

RayvGeoLocationOverrides List							
List of all RayvGeoLocationOverrides							
Home > GEO Restrictions > IP overrides							
 New Rayv GeoLocationOverride							
Options	AddressFrom	AddressTo	IpFrom	IpTo	CountryName	CountryCode	Accuracy
 	1.1.1.1	1.1.1.12	16843009	16843020	Afghanistan	AF	1

Figure 111: Overrides List

For each defined IP override, the screen provides the following information:

Table 47: Overrides List – Description of Information

Column	Description
Address From	The range of IP addresses to which this exception applies.
Address To	
IP From	The translation of the range of IP addresses into a range of numeric IP numbers.
IP To	
Country Name	The country that these IP addresses will be regarded as originating from.
Country Code	Note: <i>To ensure that the user's access is not restricted, make sure that this country is not denied access in the geo restriction.</i>
Accuracy	The order number associated with the IP override. This attribute is necessary because you can define multiple overrides for the same IP address. The system will apply the IP override with the highest Accuracy number.

DEFINING AN IP OVERRIDE

To define an IP Override:

1. Select **Geo Restrictions** → **IP overrides** → **New IP override**. The Add Geo IP Location screen appears.

The screenshot shows the 'Add Geo IP Location' interface. At the top right, there are time zone indicators: 'Eastern Standard Time' and 'UTC'. Below the title, a breadcrumb navigation path is shown: Home > GEO Restrictions > IP overrides > All overrides > New IP override. The main form area has several input fields: 'IP Addresses Range:' with 'From IP:' and 'To IP:' fields, a 'Country:' dropdown set to 'Afghanistan', an 'Accuracy:' input field containing '1', and an 'Origin, i.e. specify the reason for the override:' text input field. At the bottom left is a checked checkbox labeled 'Return to Geo Location Overrides list', and at the bottom right is a 'Save Changes' button.

Figure 112: Add Geo IP Location

2. Enter a range of IP addresses using the **From IP** and **To IP** fields.
3. Select a country in the **Country** drop-down list. This is the country that these IP addresses will be regarded as originating from.

Note: To ensure that the user's access is indeed not restricted, make sure that the country you specify is not denied access in the geo restriction.

4. Enter a number in the **Accuracy** field. This attribute is necessary because you can define multiple overrides for the same IP address. If you define multiple overrides for the same IP address, the system will apply the IP override with the highest Accuracy number.
5. *Optional* Enter a comment in the **Origin** field. Typically the comment describes the reason for creating the override.
6. Click **Save Changes**.

VIEWING GEO USER REQUESTS

Geo user requests are requests originating from end-users who were restricted from accessing the TV Website, its content, or its products, and who wish to have the restriction removed. If these requests were entered into the “NotSupportedPage” of the TV Website, you can view them in the RayV Dashboard.

To view geo user requests:

1. Select **Geo Restrictions** → **IP overrides** → **Geo User requests**. The Geo User Requests screen appears.

Geo User Requests									Eastern Standard Time (Site) Tuesday Apr 05, 2011 04:13:32 AM () UTC Tuesday Apr 05, 2011 08:13:32 AM (Z) UTC (Server) Tuesday Apr 05, 2011 08:13:32 AM (+00:00)					
Requests to provide Geo availability to users country														
Home > GEO Restrictions > IP overrides > Geo User requests														
Export to Excel														
User Name*	Email	Date	Request	Country	IP Address	IP Location	Message							
Unlimited	yarikgp@gmail.com	10/6/2009 12:14:23 PM	GeoPermissionAdd	Asia/Pacific Region	127.0.0.1	KP								
Yael	yarikgp@gmail.com	10/6/2009 12:14:23 PM	GeoPermissionAdd	Asia/Pacific Region	127.0.0.1	KP								
Page Size: <select>10</select>									Page: 1					
* if empty, user isn't registered by this email customer.														

Figure 113: Geo User Requests

The list provides information about end-users requesting access. If an end-user is a registered user who is blocked from accessing certain content or products, that end-user's username is listed. You can click the username to view the end-user's details.

RESOLVING IP LOCATION

The RayV Dashboard provides a mechanism for determining (also called *resolving*) a user's geographical location based on the user's IP address. For various reasons, this resolution is not always accurate. For example, the resolution may provide the location of the user's ISP and not the user's actual location. However, this resolution mechanism is a useful tool for Support personnel.

To determine a geographical location based on an IP address:

1. Select **Geo Restrictions** → **IP overrides** → **Resolve IP location**. The Find Geo IP Location screen appears.

Find Geo IP Location
Find geographic location by IP address

Home > GEO Restrictions > [IP overrides](#) > Resolve IP location

IP Address:
Numeric IP:
Search

Results for IP

CountryName:
CountryCode:
LogicTrail:

Figure 114: Find Geo IP Location

2. Enter an IP address in the **IP Address** field.
3. Click **Search**. The screen refreshes, and provides information about the geographical location associated with the IP address (Figure 115).

Find Geo IP Location
Find geographic location by IP address

Eastern Standard Time (Site) Tuesday
UTC Tuesday
UTC (Server) Tuesday

Home > GEO Restrictions > [IP overrides](#) > Resolve IP location

IP Address:
Numeric IP:
Search

Results for IP 1.1.1.1

CountryName: Afghanistan
CountryCode: AF
LogicTrail: Override rule used: AddressFrom=1.1.1.1, AddressTo=1.1.1.12, IpFrom=16843009, IpTo=16843020, CountryName=Afghanistan, Accuracy=1.

Figure 115: Find Geo IP Location – Resolving for an IP Address

VIEWING ZIP OVERIDES

The system also supports geo restrictions based on ZIP codes, although these geo restrictions are not viewable or administered in the RayV Dashboard. In the United States, each IP address is associated with a certain ZIP code. To override a geo restriction based on a ZIP code, associate a range of IP addresses with a non-restricted ZIP code.

To view all defined Zip overrides:

1. Select **Geo Restrictions → ZIP overrides → ZIP overrides**. The Zip Code Overrides List screen appears.

RayvZipCodeOverrides List						Eastern Standard Time (Site) Tuesday Apr 05, 2011 04:38:52 AM ()
						UTC Tuesday Apr 05, 2011 08:38:52 AM (Z)
						UTC (Server) Tuesday Apr 05, 2011 08:38:52 AM (+00:00)
Home > GEO Restrictions > ZIP overrides > ZIP overrides						
 New Rayv ZipCodeOverride						
Options	AddressFrom	AddressTo	IpFrom	IpTo	Zip Code	
 	1.1.1.1	1.1.1.1	16843009	16843009	1	

Figure 116: Zip Code Overrides List

The list shows for each Zip override, to which ZIP code you are associating a range of IP addresses.

DEFINING A ZIP OVERRIDE

To define a Zip Override:

1. Select **Geo Restrictions → ZIP overrides → New ZIP override**. The Zip Override Edit screen appears.

Add Geo IP Location	
Create New IP-To-Country Record	
Home > GEO Restrictions > ZIP overrides > ZIP overrides > New ZIP override	
IP Addresses Range:	
From IP:	<input type="text"/>
To IP:	<input type="text"/>
Zip Code:	<input type="text" value="1"/>
<input checked="" type="checkbox"/> Return to Geo Location Overrides list	
Save Changes	

Figure 117: Zip Override Edit

2. Enter a range of IP addresses using the **From IP** and **To IP** fields.
3. Enter a ZIP code in the **Zip Code** field. This is the ZIP code that these IP addresses are regarded as originating from.

Note: To ensure that the user's access is indeed not restricted, make sure that the ZIP code you associate with the range of IP addresses is not denied access in a geo restriction.

MANAGING LOCAL PARTNERS

This feature is reserved for future use.