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1 Introduction

This guide describes how to use Tripleplay's TripleNVoD system. It needs to be used in conjunction with the Tripleplay Applications General User Guide which describes the common features of Tripleplay systems. This can be downloaded from Tripleplay Services' support page, http://www.tripleplay-services.com/index.php/en/userguides or by telephoning Tripleplay Support on +44 (0) 845 094 3357.

1.1 About this guide

Throughout this guide every effort has been made to make the instructions as clear as possible. Screen shots have been included to give confidence to the user in that what they are seeing is correct. Please note: throughout this guide screen shots have been captured using Mozilla Firefox: other browsers may give slightly different results.

Tripleplay applications are web based systems so providing uses have access to the internet or their local network and the appropriate rights, they can be administered from virtually anywhere using any type of computer platform with a suitable web browser.

Coloured text is used as follows.

- **Bold italicised text** is used for items of note
- **Green Italicised Underlined Text** shows you have to do something. It usually refers to a button you click or selection you have to make.
- Errors are shown in red with guidance as to what the problem is.

Some errors have been detected:

- A VoD Family must be selected
- At least one VoD category must be selected

Please correct these errors and resubmit your data

*Figure 1: a typical error message*

- Links to electronic resources are shown in blue underlined text e.g. http://www.tripleplay-services.com/index.php/en/userguides

1.2 Complementary Tripleplay documentation

A number of Tripleplay applications share common elements which are described in the Tripleplay General Applications User Guide which can be downloaded from this location:

1.3 Tripleplay document hierarchy

Tripleplay Services produce a number of different types of documents as follows:

- **Product Descriptions** – these give a general overview of the product and how it can be used.

- **Technical Notes** – these give detailed technical explanations of particular features or details of how to configure a product. Technical notes are intended for use by experienced technical staff.

- **Product User Guides** – these give instructions on how to use the product on a day to day basis.

- **System Administrator’s Guides** – these give detailed instructions on how to set up and maintain Tripleplay systems. They are intended for use by experienced technical staff.

- **Case Studies** – these give detailed descriptions of how a Tripleplay product has been installed and is used by a customer.

All published documents are available on the Tripleplay web site:

2 About Tripleplay TripleNVoD

TripleNVoD is used to take video from various MPEG-2 file sources for streaming out from static playlists or schedules from the VoD server on an Internet Protocol (IP) network.

The TripleNVoD application can provide one or more channels of streaming video over IP where each channel can be composed of the following:

- A *default* or background playlist which consists of one or more short (less than 60 seconds if schedules are used) segments. The default playlist will be played continuously unless there are scheduled content items.
- Zero or more *scheduled* items. When a scheduled item is specified in a channel, it will be played out starting at the time specified in the schedule and overwrite any default playlist.

Figure 2 shows an overview of a TripleNVoD content management system.

![Figure 2: overview of a typical TripleNVoD system](image)

2.1 How TripleNVoD fits into a Tripleplay system

TripleNVoD fits into a Tripleplay system as shown in figure 3.
Here you can see how the different Tripleplay products interact with each other to provide a total video distribution service. The functionality of each product is explained briefly below.

**TripleCMS** is a Tripleplay product which is a Content Distribution and Management system. This is used with the Tripleplay Video on Demand (VoD) service to allow a user to upload content to the VoD server, manage the associated metadata and to convert and/or edit content.

**TripleCare** is a management platform allowing users to manage many aspects of Tripleplay products. It provides a common point for managing services, client devices, users and platform functions. In addition, it enables managing the behaviour and appearance of the user portal.

Figure 3: a typical Tripleplay system
TripleGuide provides **electronic programme guide** (EPG) data for use in IPTV portal applications. It performs data capture from live broadcast streams (DVB-T, DVB-S and DVB-C) where available and allows uploading of .xml based EPG data. It also provides an application programming interface (API) allowing applications like the portal to retrieve EPG data.

**TripleTV** is an **IPTV head end** product designed to acquire content from a range of input devices and stream audio/video content over IPTV networks.

**TripleChoice** provides a **graphical user interface** (GUI) commonly referred to as a “portal” that can be accessed using set top boxes (STB) or PC devices. It provides the user with access to the services provided by the service provider.

**TripleMux** is a system that can form part of a **complete IPTV system** by extending the capabilities of the standard IPTV head end. TripleMux allows audio and video streams to be multiplexed in a number of ways with the following capabilities.

- Creating a video stream from a graphic file.
- Audio and video multiplexing.
- Scheduled stream switching.

**TripleSign** is a **digital signage** product which enables a wide range of visual content to be combined in groups and displayed on display devices on an IP network.

**TripleVOD** is a **video on demand** application.

**TripleTV+** is a network based **personal video recorder** (PVR).

Tripleplay systems can be managed using a supported web browser on any machine running Windows, Mac OS or Linux.
3 Logging in to TripleNVoD

Open a web browser such as Mozilla Firefox, Internet Explorer or Safari and enter the IP address or name of the TripleNVoD server. **Note: you are accessing a secure server so make sure you use https://..**

In the window that opens enter the username and password that your System Administrator has set up for you.

![Login screen](image)

*Figure 4: the login screen*

**Note for System Administrators.** The first time you log in the username and password are admin. **It is recommended you change this as soon as possible.** See the Tripleplay General Applications User Guide for details of how to do this.

This will take you to the Tripleplay management screen where you will see icons for each Tripleplay product in your system. What you see depends on what Tripleplay products have been purchased. Figure 5 shows a typical management screen for a full system.

![Management screen](image)

*Figure 5: a typical Tripleplay management screen*

Click on the **NVoD** button to start the application.

This takes you to the TripleNVoD home screen where there are two ways of accessing TripleNVoD’s menus.
• You can use the buttons on the home screen. Clicking on these will take you to any sub menus beneath them.

• You can click on the tabs at the top of any screen: this will reveal drop down menus allowing you to drill down in the selection. This is the preferred method because you can access the menus from any screen.

Whatever method you use, your position in the menu tree is shown at the top of the screen.

Figure 6: navigating around TripleNVoD
4 The Server menu

This section allows you to see and change the TripleNVoD server status.

4.1 The Manage Server option

Click on the Server tab or button on the home page and select the Manage Server option. This will open the Server Status screen where you can see the server’s status. There will be a server status window for each configured channel. Figure 7 shows server status for a system with two channels.

Figure 7: server service status

Both the Status and Start on Boot cells should be green and show Running and Enabled respectively. If either are red, click on Restart or Enable as required.

Note: when new content has been uploaded to the TripleNVoD server, click on the Restart button to make the video available. See section 5.1 on page 13 for instructions on how to upload videos to the VoD server.

4.2 Server configuration

This option allows you to change the server used by TripleCare.

Click on the Server button or tab and select Configuration. This opens the Update Configuration screen.

Figure 8: the update configuration screen
Select the required server and click on **Submit** to save the configuration.
5 The Content menu

Click on the **Content** tab at the top of any screen or the **Content** button on the home screen: this will take you to the **Content** home screen where all the content loaded on the server is listed in alphabetical order.

The screen has a columnar structure with columns as follows working from the left of the screen:

- **Title** – this shows the title of the video item and if captured from off-air television, will show the date and time of the programme as well as its title.
- **Family** – this shows the family the video belongs to.
- **Category** – this shows the category that has been assigned to the video.
- **Owner** – this shows who uploaded the video.

Fifty items are displayed on the screen. If there are multiple screens of information, use the tabs at the bottom right of the screen to move between the screens.

At the top left of the screen is the **Add Content** button which is used to add new items.

At the right of the screen is a **filter or search** tool which can be used to select videos for display on the screen. Click on the down arrow to open the tool.

![Search Tool](image)

**Figure 9: the search tool**

You can type a video’s title here

Click here to open the search tool

Click here to add more search criteria

Click Submit to start the search

Table 5.1 shows the criteria that can be used for searching.
Type is Video

Family is Select from the list. What is shown depends on what is set up in TripleCare but typically will be General, Education, Enterprise etc.

Category is Select from the list. What is shown depends on what is set up in TripleCare but typically will be Action, Adult, Adventure etc.

Owner is Free text entry. Enter a user's name.

Geographical area is Select from On-Site, World Wide or Open University.

Creation date on Free text entry. Enter a date

<table>
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<th>Left cell</th>
<th>Centre cell</th>
<th>Right cell</th>
</tr>
</thead>
<tbody>
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<td>is</td>
<td>Video</td>
</tr>
<tr>
<td>Family</td>
<td>is</td>
<td>General, Education, Enterprise etc.</td>
</tr>
<tr>
<td>Category</td>
<td>is</td>
<td>Action, Adult, Adventure etc.</td>
</tr>
<tr>
<td>Owner</td>
<td>is</td>
<td>Free text entry. Enter a user's name.</td>
</tr>
<tr>
<td>Geographical area</td>
<td>is</td>
<td>Select from On-Site, World Wide or Open University.</td>
</tr>
<tr>
<td>Creation date</td>
<td>on</td>
<td>Free text entry. Enter a date</td>
</tr>
</tbody>
</table>

Table 5.1: possible search criteria

Select the required criteria and click on Submit to start the search. You can refine the search by clicking on the green + (plus) sign. This opens further cells where additional criteria can be entered.

You can also type a video's name directly into the search window and click on Submit.

5.1 Adding content to the TripleNVoD server

On the Content home screen, click on the Add Content button at the top left of the screen: this will take you to the Upload Video screen where you upload video content to the TripleNVoD System. Media and supporting metadata will be copied to the /tpmedia directory.

Enter a Name in the name cell and use the Browse button to navigate to where the file is stored and select it: the filename is automatically entered. Then click on Upload to start the upload process: depending on the file size and network speed, this may take quite a long time. A progress bar indicates how the upload is going.

Figure 10: upload in progress  
Figure 11: upload complete
Select a **Family** and **Category** from the lists presented when the down arrows are clicked, and optionally, enter a synopsis of the video.

When the upload is complete, click on **Submit** to save.

![Upload Video](image)

**Figure 12**: the upload video screen

After you click on **Submit**, you are returned to the **Content** home screen and a message confirming the upload is shown at the top left of the screen.

![Confirming successful upload](image)

**Figure 13**: confirming successful upload
6 The Channel menu

The Channel menu is where you can see all the configured TripleNVoD channels and their status. **Default playlists** and **schedules** for the play out of video are set up here.

The maximum number of channels is limited only by the capacity of the underlying TripleVoD server. TripleNVoD can schedule any media type supported by the underlying VoD server. Each channel is transmitted to the network as an IP multicast stream.


The Channel menu can be accessed in two ways. On the home page, click on the **Channels** button and this will take you to the **Channels** home screen. The screen is columnar in structure with the following channels starting from the left:

- **Channel** – this shows the order in which the channel was created. The number increments each time a channel is added.
- **Name** – this shows the name that has been given to the channel.
- **Default Playlist** – this shows whether a default playlist has been set up or not. Where a default playlist exists, its name is shown with an icon against it.
  - The default playlist is composed of video items.
  - The default playlist is composed of live TV items.

  If a default playlist has not be set up, the caption **No Default Content Added** is shown in place of a name.
- **Distributable** – this shows whether the item can be distributed to clients or not. The following icons are used.
  - Items marked thus can be distributed.
  - Items marked thus are not available to be distributed.

- **Action** – this column has five buttons in it as follows:
  - **Default playlist** – when you click on this button you can view an existing default playlist or create a new default playlist.
  - **Update schedule** – when you click on this button you can view an existing schedule or create a new schedule.
  - **Delete schedule** – when you click on this button the schedule will be deleted. You are asked to confirm your selection.
  - **Configure** – when you click on this button you can change the settings for the channel that were entered when the channel was created.
  - **Delete** – clicking this will remove the channel. You will be asked to confirm your
selection. Click OK to delete: Cancel to back out.

6.1 Adding a new channel

*Note: adding channels is normally an administrator function. If in doubt, seek advice from Tripleplay’s support team.*

Click on the Add button at the top left of the Channels home page: this will take you to the Update Channel screen.

![Update Channel Screen](image)

The Instance cell will be automatically completed. In the Name cell, the system will name the channel TripleNVoD Channel N where N is the same as the instance number. This cell is editable so enter a name for the channel: this should be easily recognised for what it is. The Client IP Address, the Client Port and the VoD Server will be automatically entered as shown in figure 14 but these can be changed if required. In a Tripleplay system the VoD server will typically be vodmgr and will normally reside on the same machine as TripleVoD.

When all the details are complete, click on the Add button at the bottom of the Update Channel window to save: you will be returned to the Channels home screen

*Note: the TripleNVoD server must be restarted before the new channel is available. See section 4.1 on page 10 for details.*

6.2 Using the buttons in the Action column

6.2.1 The Default Playlist button

A default playlist is used to keep screens alive when there is no scheduled playlist running. It can consist of a number of items, video or live TV, which are played out as a sequence which loops back to the beginning
when the last item is played out.

**Note:** due to the way the timing of scheduled playlists works, no item in the default playlist should be longer than 60 seconds. A scheduled playlist looks for the boundary between items in the default playlist. If the items are longer than one minute, the scheduled playlist may not be able to interrupt the default playlist in the TripleNVoD system. Live TV items can be as long as you like because there is no end point defined so the stream can be interrupted to start a scheduled playlist.

On the *Channels* home page click on the *Default Playlist* button in the *Action* column: this takes you to the *Edit Default Playlist* screen. If no default playlist has been set up, a big red banner spans the screen telling you to click *Add Item*.

There are four buttons on the *Edit Default Playlist* screen:

- **Save Playlist** – when a playlist has been constructed you click on this button to save it. It will be greyed out unless there is information to save.
• **Reset Playlist** – clicking on this button resets the playlist back to the last saved state. It will be greyed out unless some unsaved changes to the playlist have been made.

• **Add Video** – click on this button to start building the playlist by adding videos to it.

• **Add Live TV** – click on this button to add live television to the playlist

### 6.2.1.1 Using the Add Video button

When you click on the **Add Item** button, a window opens in the centre of the screen. You have the option to select a **Family** and **Category** from the lists presented when the down arrows are clicked. The main window will show a list of videos conforming to your selection. Click on the **Select** button in the video list to add it to the default playlist.

A list of videos will be shown here conforming to the family and category you selected or matching the name entered in the search cell.

![Figure 17: selecting a video](image)

You can also make a selection by typing the name of a video in the **Search** cell and pressing **return** on the keyboard. Any video matching the name will be shown in the large window.

When you have made your selection, click on the black cross at the top right corner: the selection window closes and you are returned to the **Edit Default Playlist** screen where your selection will be shown in the line-up. Repeat the process to build up a playlist: each time you click on **Select** a new item will be added to the playlist.
6.2.1.2 Adding live TV to a default playlist

To add live TV to a default playlist, click on the Add Live TV button. The Add Live TV window opens.

Select a TV channel from the list presented when the down arrow is clicked and enter a duration in hours and minutes in the Duration cell. Click Add to place it in the playlist.
6.2.1.3 Build up the playlist

Continue to add items as described in sections 6.2.1.1 and 6.2.1.2 until you have built up the required playlist.

Figure 19: adding a live TV channel to the playlist

Figure 20: saving the playlist

Once the playlist has been assembled, there are two things you can do before you save it.
• You can change the order of the items by left clicking, holding the mouse button down and then dragging it to a new location. If the playlist has been saved, you will be prompted to save it again as changes have been made.

• You can delete an item by clicking on the icon which has a black circle with a white cross in it at the bottom right of the thumbnail. Note: you are not prompted to confirm your action. The item is deleted immediately.

Click on the Save Playlist button to save the playlist and you will be returned to the Channels home screen where a thumbnail of each item in the playlist is shown in the Default Playlist column.

Once a default playlist has been set up it can be edited by clicking on the Default Playlist button in the Action column or clicking on View More (see figure 21). This opens the Edit Default Playlist screen where each item in the playlist is shown. The Add Item button is active; the other two buttons are greyed out and inactive. Using this, you can add further items to the playlist. You can also delete an item and change the running order as described above.

If you change your mind and want to keep the original playlist, click on the Reset button and any changes made to the playlist are discarded. Note: once the edited playlist has been saved, it cannot be reset.

Remember to make sure all items, with the exception of Live TV, in a default playlist have a duration of 60 seconds or less!

Remember to start or restart the service. See section 4.1 on page 10 for details.

6.2.2 The Update Schedule button

A scheduled playlist is a playlist of items that are played out at specific time/date and for a set duration. If there is a default playlist running it will stop and the schedule will be played out. Note: the scheduled playlist starts at the boundary of an item in the default playlist. If the default playlist items are longer than one minute, the scheduled playlist may not interrupt the default playlist and will therefore not run.

To set up a schedule, click on the Update Schedule button in the Action column: this will take you to the Update Schedule screen. At the top left are two buttons, Save and Back used to save the schedule or return to the Channels home screen.

Below the buttons, the screen is divided into three sections: at the top is a time line showing the schedule against time. There is a calendar icon for selecting the date on which the schedule will run.

In the middle of the screen is the Add Content section which has two tabs, Live TV and Video used to select the source material and the start time. For live TV items you specify the durations as well.
At the bottom of the screen is the **Manage Schedule** section where the **start** and end **dates** are set up and any **repeats**, if required, defined.

![Schedule screen](image)

**Figure 22: the update schedule screen**

Start by setting the date the playlist will run on by clicking on the **calendar icon** at the top centre of the screen. Select the date and if necessary use the arrows to select different months or years.

Next, in the **Add Content to Schedule** section, click on the **Video** or **Live TV** tab as required. If the video tab is selected, the words **Select Video** are shown in the video cell. If you click on this, a window opens which is used as shown in figure 17.

If the TV tab is selected, choose the TV channel by using the down arrow and selecting from the list presented.
Set the *start time* in hours and minutes in the *Start time* cell for video items and also set the *duration* for live TV. Then click on *Add Content*. The item will appear in the time line at the top of the screen and in a list below it. Continue to add items in the same way and build up the schedule. *Note: you cannot have the same time for finish of an item and the item that follows it: they must be 1 minute different. The actual playout will not contain any gaps.*

*Take great care in setting up the timing. The system will not allow you to create overlaps, but it will allow you to create gaps.*

If you want to delete an item from the playlist, click on the *Delete* button: you will be asked to confirm your choice. Click on *OK* to delete or *Cancel* to back out. *Note: this will leave a gap in the schedule: the default playlist will fill the gap unless you schedule another item into the gap.*

Before saving the schedule, you need to set up any repeats and an expiry date for the schedule. This is
done in the Manage Schedule section at the bottom of the screen. Select start and end dates either by entering the dates manually or by using the calendar icons. If the schedule is to be repeated, check the box(es) of the weekday(s) you want the repeat to happen on. Finally click on Save at the top left of the screen to save the schedule. You are returned to the channels home screen and a message confirming the save is shown at the top left of the screen.

![Manage Schedule](image)

*Figure 25: setting up repeats and end dates*

In the example shown above the start date for the schedule is 21st June 2016 and it will finish on 27th July 2016. The schedule will be shown each Wednesday between these dates.

To return to the Channels home page, click on the Save button at the top left of the screen.

Note: when you save a schedule it will overwrite any previously saved schedule for the same date/time on that channel.

If you wish to edit a saved scheduled playlist, click on the Update Schedule button in the Action column: this will take you to the schedule as it was saved. You can now add more items, delete items and change the schedule management as required. A large green banner will appear across the top of the screen prompting you to click on the Save button to save the changes.

**6.2.3 The Delete Schedule button**

To delete a schedule, click on the Delete Schedule button in the Action column: you will be asked to confirm your action. Click on OK to delete or Cancel to back out.

Note: this action cannot be undone. You will have to rebuild the schedule if you change your mind after deleting a schedule.

**6.2.4 The Configure button**

This is normally done as part of the initial installation, but if details change, the channel can be updated by clicking on the Configure button in the Action column which takes you to the Update Channel screen which will look similar to figure 26.
See section 6.1 on page 16 for details of how to use the Update Channel screen.

*Note:* changes should not be made to channel configuration without the advice of Tripleplay's support team.

*Note:* if any changes are made to the channel line-up, the TripleNVoD server must be restarted to make the changes take effect. See section 4.1 on page 10 for details.

### 6.2.5 The Delete button

To delete a channel, click on the Delete button in the Action column: you will be asked to confirm your selection. Click on OK to delete or Cancel to back out.

### 6.3 Using the Manage Channels option

Click on the Channels tab at the top of the screen and select the Manage Channels option. This presents you with a list of all the configured channels. For each channel there are three further options:

- **Edit Default playlist** – see section 6.2.1 on page 16.
- **Configure** – see section 6.1 and 6.2.4 on pages 16 and 24.
- **Update Schedule** – see section 6.2.2 on page 21.
Click the **Channels** tab...

... click **Manage Channels** ...

Each configured channel is shown here

Each channel has three options

---

**Figure 27: using the channels tab**
7 The Schedules option

Click on the **Schedules** tab at the top of any screen or the **Schedules** button on the home page: this will take you to the **Schedules** home screen where you can see all the schedules that have been set up.

![Figure 28: the schedules screen](image)

To change the date you are viewing, either use the green left and right arrows or the calendar icon.

To **Update** a schedule, click on the **Update Schedule** button for the required channel. This will take you to the **Update Schedule** screen where you can manage the schedule. See section 6.2.2 on page 21 for details.

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8 The Activity log

To view the Activity Log either click on the Activity Log tab on any screen or the Activity Log button on the home page: this will take you to the log home screen where system’s activity is recorded with the newest entries at the top of the screen. By default the last 1000 lines are shown, but this can be changed by entering a number in the cell to the right of “Enter number of lines to show” and clicking on Go. The screen will immediately update to the new number.

The log is particularly useful when talking to Tripleplay’s support team.
9 The TripleNVoD Utilities menu

This menu selection is common to several Tripleplay applications. Details of how to use this section are given in the *Tripleplay General Applications User Guide* which can be downloaded from:

10 Getting support from Tripleplay

Tripleplay has an extensive support service which is designed to help users make the most of their system and resolve any issues they may have.

Before you contact Tripleplay Support, please make sure you have the following information available:

- The name of the server hosting the Tripleplay application(s).
- The name of the site where the server is located.
- The full address of the site where the server is located.
- The name and contact details of someone who will act as liaison with Tripleplay’s support team.

10.1 Contacting Tripleplay Support

You can contact Tripleplay support by telephone on 0845 094 3357 during UK office hours or e-mail support@tripleplay-services.com.

If you are requesting help with a fault, you will be given a ticket number. Please make sure you quote this in the subject line of all subsequent e-mails regarding this fault.

10.2 Registering with Tripleplay for support

Log in to support by clicking on the Support button on the Tripleplay management screen (see figure 5) when you log in.

![Support icon](image.png)

*Figure 29: Tripleplay support icon*

This takes you to the Tripleplay Support web page. A wealth of information is shown here, but to get the best support, you need to register. Click on Register on the left of the screen and you will be taken to the registration screen.

Enter the requested detail: if you need more information about any section, click on the icon to the right of each section.
11 Revision history

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<th>Version no</th>
<th>Revision no</th>
<th>Comments</th>
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<td>4.1</td>
<td>1</td>
<td>Version raised from V3.4 R1 to V4.1 R1. Initial draft.</td>
<td>Stephen Harding</td>
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Table 11.1 - document revision history

Disclaimer

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