

User manual

CAS Subscriber Management

Panaccess
Simulcrypt

| Model | | Item no. | |
|--------------------------------|--------------|------------------|---------|
| CAS Hospitality / CAS Operator | | 305528 305537 | |
| Version | 4.0 rev 2018 | Date | 01/2018 |
| | | EN | |

triax.com

Contents

| | | |
|---------|---|----|
| 1 | Version updates | 6 |
| 2 | Introduction | 8 |
| 2.1 | Structure of this manual | 8 |
| 2.2 | Prerequisites to use CAS Management..... | 8 |
| 2.3 | Structure of the CAS Management Website | 9 |
| 2.3.1 | Standard page | 9 |
| 2.3.1.1 | The Taskbar | 9 |
| 2.3.1.2 | The Search..... | 10 |
| 2.3.1.3 | The main menu..... | 11 |
| 3 | The sub menus | 11 |
| 3.1.1.1 | The quick help | 11 |
| 3.1.1.2 | The logout button..... | 12 |
| 3.1.1.3 | The footer & pre-caching | 12 |
| 3.1.2 | The CAS Management Box..... | 13 |
| 3.1.2.1 | Closing the Box | 13 |
| 3.1.2.2 | The box menu..... | 13 |
| 3.1.2.3 | The search | 14 |
| 3.1.2.4 | The navigation | 14 |
| 3.1.2.5 | The quick help | 14 |
| 3.1.2.6 | The box title & selected element | 14 |
| 3.1.3 | The progress box | 14 |
| 3.1.4 | The data tables | 15 |
| 3.1.4.1 | Sorting..... | 15 |
| 3.1.4.2 | Filtering | 15 |
| 3.1.4.3 | Searching | 16 |
| 3.1.4.4 | Open in separate page & printing..... | 16 |
| 3.2 | CAS Management: Easily manage your hardware | 17 |
| 4 | Basic workflows in CAS Management | 18 |
| 4.1 | Log in | 18 |
| 4.2 | Your settings | 19 |
| 4.3 | Network configuration | 21 |
| 4.4 | Product configuration | 29 |
| 4.4.1 | Hierarchy of products, packages and services..... | 29 |
| 4.4.2 | Package configuration..... | 30 |
| 4.4.3 | Creating a product | 31 |
| 4.4.3.1 | Configuring basic product properties | 32 |
| 4.4.3.2 | Configuring the product content | 32 |
| 4.5 | Room / Subscriber management..... | 34 |
| 4.5.1 | Room/Subscriber creation | 34 |
| 4.5.2 | Managing subscriber data | 35 |
| 4.5.3 | Smartcard allocation & configuration | 38 |



| | | |
|---------|---|----|
| 4.5.4 | Changing smartcard attributes | 40 |
| 4.5.4.1 | Allocation of Smartcards window | 40 |
| 4.5.4.2 | Features window | 42 |
| 4.5.5 | Allocation of product orders | 43 |
| 4.5.6 | On-Screen Messaging | 44 |
| 4.6 | Tickets | 46 |
| 4.6.1 | Ticket creation | 46 |
| 4.6.2 | Ticket editing | 48 |
| 4.7 | Ordering Pay-Per-View Events | 51 |
| 4.8 | Purse management and receipt creation | 53 |
| 4.9 | Room mode | 57 |
| 4.9.1 | Reception | 57 |
| 4.10 | Sending data to a set-top-box | 60 |
| 4.10.1 | File management | 60 |
| 4.10.2 | Sending files to set-top-box | 62 |
| 5 | Page-by-page description | 64 |
| 5.1 | Login web portal | 64 |
| 5.2 | Welcome window | 64 |
| 5.3 | Home menu | 66 |
| 5.3.1 | Home | 66 |
| 5.3.2 | News | 66 |
| 5.3.3 | My settings | 66 |
| 5.3.4 | Create Ticket | 68 |
| 5.3.5 | Ticket | 71 |
| 5.3.6 | Incoming Tickets | 72 |
| 5.3.7 | Created Tickets | 73 |
| 5.3.8 | My system tasks | 73 |
| 5.3.9 | Downloads | 74 |
| 5.3.10 | Imprint | 74 |
| 5.4 | Subscribers menu | 75 |
| 5.4.1 | Overview | 75 |
| 5.4.2 | Management | 76 |
| 5.4.3 | Revenue statistics | 76 |
| 5.4.4 | Receipts | 77 |
| 5.4.5 | Add subscriber | 78 |
| 5.4.5.1 | Subscriber data | 79 |
| 5.4.5.2 | Dashboard | 81 |
| 5.4.5.3 | Allocation of smartcards | 82 |
| 5.4.5.4 | Add order | 83 |
| 5.4.5.5 | Product orders | 85 |
| 5.4.5.6 | Pay-Per-View Events | 89 |

| | | |
|----------|------------------------------------|-----|
| 5.4.5.7 | Video-On-Demand..... | 90 |
| 5.4.5.8 | Receipts | 91 |
| 5.4.5.9 | On-Screen-Messages | 94 |
| 5.4.5.10 | History..... | 95 |
| 5.4.5.11 | Reception | 96 |
| 5.5 | Rooms menu | 96 |
| 5.5.1 | Overview | 98 |
| 5.5.2 | Room list | 99 |
| 5.5.3 | Revenue statistics..... | 99 |
| 5.5.4 | Receipts | 99 |
| 5.5.5 | Add room..... | 100 |
| 5.5.5.1 | Reception | 101 |
| 5.5.6 | On-Screen-Messages | 103 |
| 5.6 | Products menu | 105 |
| 5.6.1 | Overview | 105 |
| 5.6.2 | Package list | 106 |
| 5.6.3 | Product list..... | 109 |
| 5.6.3.1 | Product configuration..... | 110 |
| 5.6.3.2 | Product package configuration..... | 111 |
| 5.6.4 | Ordered products..... | 113 |
| 5.6.5 | PPV Schedules..... | 114 |
| 5.6.6 | PPV Events | 116 |
| 5.6.7 | VOD (Video-On-Demand)..... | 117 |
| 5.6.8 | Pricing | 119 |
| 5.6.8.1 | Regions..... | 119 |
| 5.6.8.2 | Product groups | 122 |
| 5.6.8.3 | Taxes | 124 |
| 5.6.8.4 | Items | 128 |
| 5.6.8.5 | Offers/ Runtimes/ Prices | 138 |
| 5.6.8.6 | Discounts | 146 |
| 5.6.9 | Selfprovisioning | 148 |
| 5.6.9.1 | Settings | 148 |
| 5.6.9.2 | Email templates..... | 151 |
| 5.6.9.3 | Legal texts..... | 153 |
| 5.6.9.4 | Pay methods | 156 |
| 5.6.9.5 | Invoice layouts..... | 162 |
| 5.6.9.6 | Asterisk texts..... | 167 |
| 5.6.9.7 | Registrations | 170 |
| 5.6.9.8 | Selfprovisioning orders | 172 |
| 5.6.9.9 | Transactions..... | 174 |
| 5.7 | Smartcards menu | 178 |
| 5.7.1 | Overview | 178 |
| 5.7.2 | Smartcard list..... | 179 |
| 5.7.3 | Inactive Smartcards | 180 |
| 5.7.4 | Active Smartcards..... | 180 |
| 5.7.5 | Features | 181 |



| | | |
|----------|--|-----|
| 5.7.6 | Configurations..... | 185 |
| 5.7.7 | On-Screen-Messages | 188 |
| 5.8 | Monitoring menu..... | 189 |
| 5.8.1 | Overview | 189 |
| 5.8.2 | CAS-Servers..... | 190 |
| 5.8.2.1 | CAS-Server details | 190 |
| 5.8.3 | Modules..... | 191 |
| 5.8.3.1 | Services from PSMs of this CAS-Server..... | 192 |
| 5.8.4 | Monitoring devices | 193 |
| 5.8.5 | EPG..... | 194 |
| 5.8.6 | Found frequencies | 196 |
| 5.8.7 | Found services | 197 |
| 5.8.8 | Statistics | 198 |
| 5.8.9 | All system tasks | 199 |
| 5.8.10 | System Emails..... | 200 |
| 5.8.11 | History | 201 |
| 5.9 | Configuration menu | 202 |
| 5.9.1 | System settings | 202 |
| 5.9.2 | Simulcrypt config..... | 204 |
| 5.9.3 | Network configuration | 205 |
| 5.9.3.1 | DVB-Transport-Stream configuration | 209 |
| 5.9.3.2 | DVB-Service configuration | 210 |
| 5.9.3.3 | Streams..... | 214 |
| 5.9.3.4 | Web radios | 216 |
| 5.9.3.5 | Scan configuration | 217 |
| 5.9.3.6 | Set-Top-Box Playouts | 218 |
| 5.9.3.7 | File store | 219 |
| 5.10 | Sub-operator menu..... | 221 |
| 5.10.1 | Overview | 221 |
| 5.10.2 | Groups..... | 222 |
| 5.10.3 | Add Sub-operator..... | 223 |
| 5.10.4 | Sub-operator data | 225 |
| 5.10.4.1 | CAS-Servers of sub-operator | 226 |
| 5.10.4.2 | Subscribers of sub-operator | 227 |
| 5.10.4.3 | Smartcards of sub-operator | 229 |
| 5.10.4.4 | Products of sub-operator | 230 |
| 5.10.5 | Sub-operator rights | 232 |
| 6 | Abbreviations/Glossary | 233 |
| 7 | Display status in CAS server | 235 |
| 8 | Scrambler installation..... | 237 |



1 Version updates

The following major changes have been made in CAS Management 4.0 rev. 2018

- Minor updates to pictures and text
- Pictures of status display in CAS server

The following major changes have been made in CAS Management 4.0:

- **Improved self-provisioning portal (SPP):** you can now make various additional settings for SPP. For that use the new submenus **Pricing** and **Selfprovisioning** under menu Products (see chapters 5.6.8 and 5.6.9).
- **Time machine:** now you can see how future events will look like in the SPP
- **Optional packages:** the concept of optional packages is introduced in this version (see chapters 5.6.3.1 and 5.6.8.4). These are packages that a subscriber can choose additionally to a product's standard configuration if optional packages are allowed.
- **Changes in some windows:** windows **Add subscriber** (see chapters **Fejl! Henvisningskilde ikke fundet.** and 5.4.5), **Subscriber data** (see chapters 4.5.2 and 5.4.5.1) and **Product orders** (see chapter 5.4.5.5) were modified. You can now add multiple contacts and addresses to a subscriber. In turn you cannot add the addresses on the **Add subscriber** page anymore. Instead you can do it on the **Subscriber data** page now.
- **New time zone specification:** you can set now your area and the city instead of the time in the time zone specification in the window **My settings** (see chapters 4.2 and 5.3.3). The advantage of this is that you for example do not need to switch to summer time manually, the time adjustment happens automatically.
- **Product price configuration:** this window under **Products** was removed and its functions are now integrated in the submenu **Pricing** under **Products** (see chapter 5.6.8).
- **Product configuration:** this window (see chapter 5.6.3.1) was modified. Image uploading function as well as product description for subscribers were extended and moved to the window **Items** (see chapter 5.6.8.4). Product description that stayed in this window is now only for internal use. In the field **Select** you can now switch from one product to another.

The following major changes have been made in CAS Management 3.0

- **Ticket system:** The ticket system now sends e-mails once tickets have been created or changed. A mail server needs to be defined in system settings.
- **My settings:** My settings is now located under Home.
- **Rebranding:** On request we can now re-brand CAS Management to your needs.
- **Self-provisioning portal:** A new optional module is now available on request which provides a self provisioning portal for your customers to purchase your products on their own.
- **New price/subscription model for products:** You can now predefine price models with specific runtimes or promotional discounts for the respective products so that the responsible operator's staff or subscriber himself on self-provisioning portal is able to select the subscription. Products can have promotional pictures that are used by self-provisioning portal. The old way without prices is still supported using flexible runtime mode. More control over a subscription (product) that has been

added to subscriber: extend, enable, disable, cancel, terminate.

- **New service configuration:** Services are now not longer added on the package configuration page. There is now a network configuration section where DVB networks, transport streams and services can be managed. This also vastly simplifies the creation of service lists which can now also be downloaded there.
- **Service logos:** Service logos can now be uploaded on the service page within the network configuration.
- **EPG:** There is now a flexible way to interface with existing EPG collectors/sources so that each service can be assigned to an EPG source. After this assignment there is a preview of the EPG information available in a new section under Monitoring. Also the TRIAX' EPG spooler uses this database and sends it to the multiplexers.
- **Statistics:** Comprehensive statistics of all aspects of the system (subscribers, subscriptions, monitoring, etc.) have been introduced to the monitoring section



2 Introduction

This document describes the operation of the web portal CAS Management.

CAS Management enables network operators to control the complete conditional access system and subscriber management.

CAS Management controls the network operator's CAS-Servers and the connected scramblers.

This operations manual is intended for the network operator.

2.1 Structure of this manual

This manual is divided into 4 chapters.

Chapter 1 gives you a short introduction on CAS Management and this Manual

Chapter 2 describes some basic workflows you need to perform with CAS Management on a daily basis

Chapter 3 gives you a detailed page-by-page description of each page that you can find in CAS Management

Chapter 4 holds a glossary explaining the various abbreviations that occur in this manual.



Important or unexpected aspects of CAS Management are highlighted by this symbol:

2.2 Prerequisites to use CAS Management

CAS Management runs in most modern browsers.

The following Internet browsers have been tested:

- Internet Explorer 8 or higher
- Mozilla Firefox 3 or higher
- Safari 4 or higher
- Opera 10 or higher

The web site does neither use Java applets nor Flash applications. Only the recommended browsers are sufficient.



2.3 Structure of the CAS Management Website

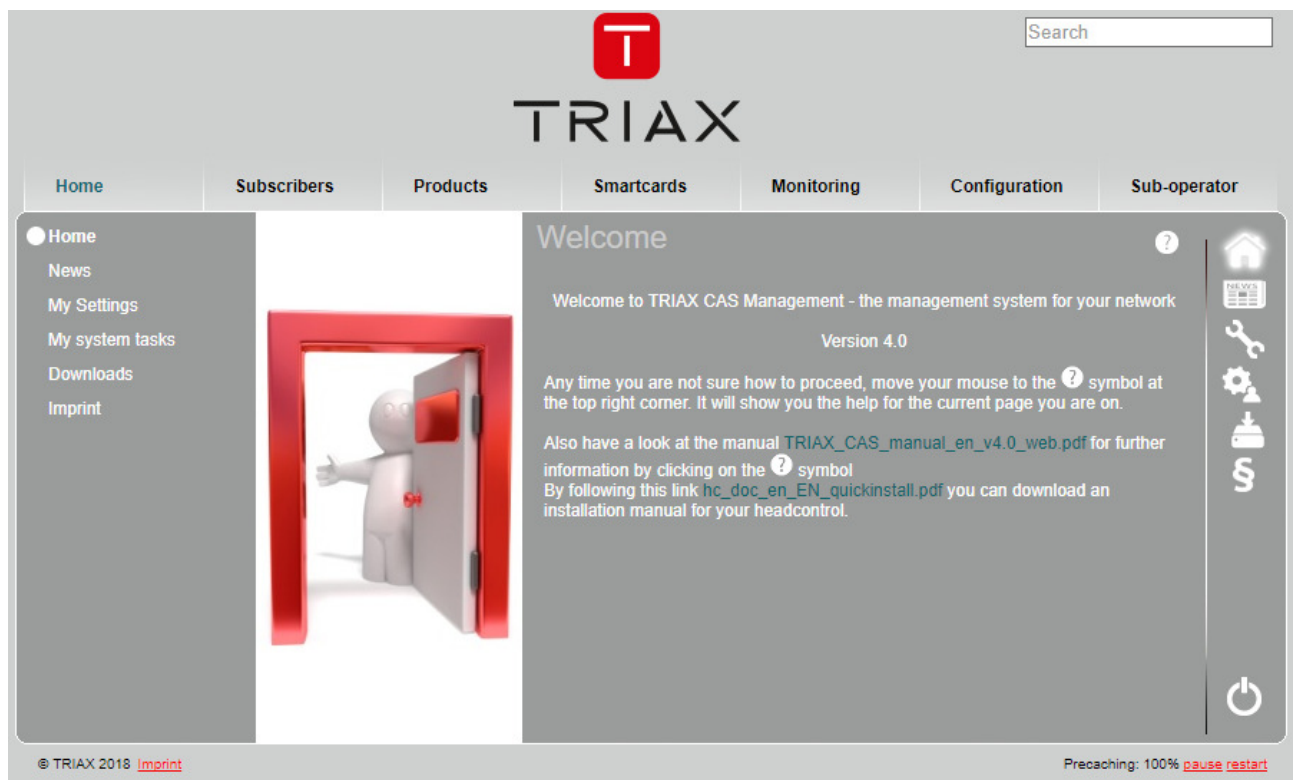
CAS Management consists of many components you will encounter on several occasions when using CAS Management. In this chapter we will describe many of the most common elements. How they work and what information they display.



It is strongly advised to at least read this chapter carefully to get a basic understanding on how CAS Management works and thus save a lot of trouble with its handling.

2.3.1 Standard page

This layout is the most common layout on CAS Management. The login page also has this layout but with far less elements. After logging in you should see something like this.



2.3.1.1 The Taskbar

There is a taskbar at the top of the window, showing you crucial information in real time. This task bar is always to see at the top of the page in CAS Management.



The task bar shows the following information:

On the left: Tickets you have received. How many are still open and postponed. Click on them to get more details. You can find more about tickets in **Incoming Tickets (5.3.6)**



Who is currently logged in and the current time. If you click on your login name you will get to **My settings (5.3.3)**. If the time is not showing your local time you can adjust the time there as well.

Be aware that all times in the system are saved in UTC and CAS Management translates them into your local time. So if you change your time zone in **My settings (5.3.3)** then you will also see other times for contract start/end.

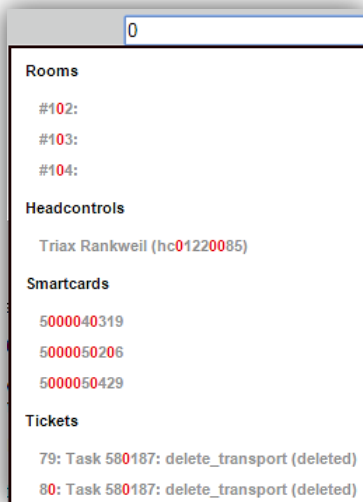
In the middle: The status of your CAS-Servers. If they are ok or how many are offline or in error. You can click on it to get to the **Monitoring overview (5.8.1)**

On the right: Tasks that are running, failed, finished. Click on them to get more details. You can find more information about tasks in **All system tasks (5.8.9)**

The languages. You can change the language of CAS Management by clicking on the desired language.

The taskbar will periodically refresh itself. Note however that the refresh rate will slow down after a while if there was no page change as it is then assumed that the user is inactive.

2.3.1.2 The Search

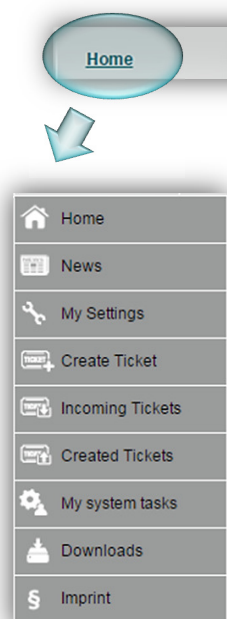


At the top right you can search for most elements in CAS Management. Simply enter what you search for and wait a second. Then you should get a list of results like you see on the image to the left. The matched text is marked red to make it easier to see why an element turned out to be selected. Simply click on what you actually did search for to get the respective page of that element.




Be aware that there are a maximum of 10 results for each category. If the element you searched is not under those 10 results you may need to enter more details into the search fields, like more numbers of that smartcard you are searching. Also don't forget that most tables in CAS Management also have a separate search functionality which has far more options for searching and sorting.

2.3.1.3 The main menu



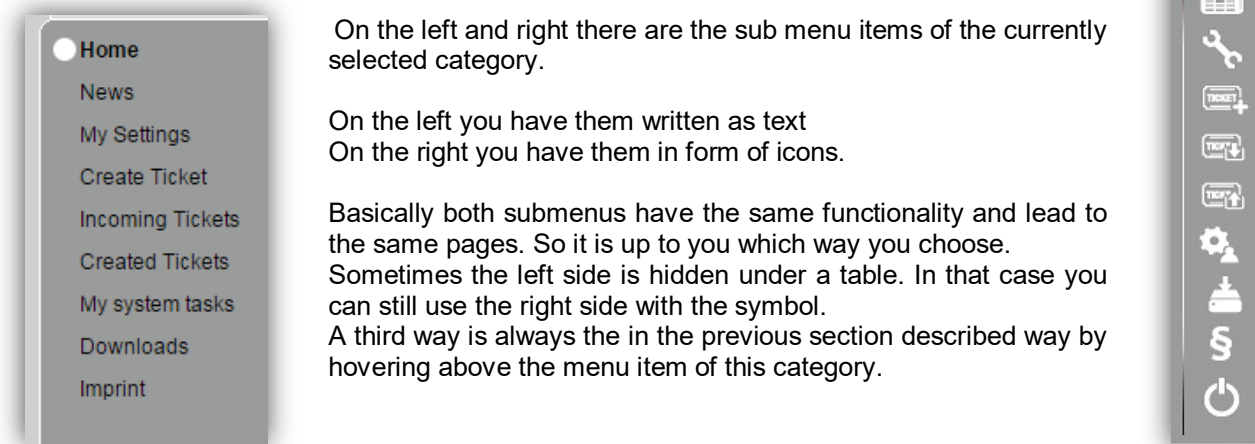
This is the main menu, each item represents a group of subpages that manage a part of CabelView

Hover above a menu item to see its sub menus. You can either click on the menu item itself, to get to the overview page of that category, or you can directly click on an item of the submenu to get directly to that page.

 Note that you might not have all menu items that are described in this manual. if you are a sub-operator (**see Sub-operator menu 5.10**) you might not have been granted access to that sections by your operator.

A detailed explanation of the content of each menu item can be found in **chapter 5 Page-by-page description**

3 The sub menus




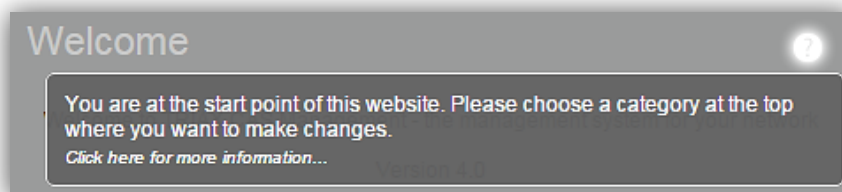
On the left and right there are the sub menu items of the currently selected category.

On the left you have them written as text
On the right you have them in form of icons.

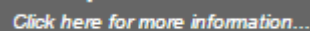
Basically both submenus have the same functionality and lead to the same pages. So it is up to you which way you choose. Sometimes the left side is hidden under a table. In that case you can still use the right side with the symbol. A third way is always the in the previous section described way by hovering above the menu item of this category.

3.1.1.1 The quick help

At the top right of the page content you see a small question mark icon . If you click on it you will get a quick overview about possible actions you can perform on the current page:



Clicking on the link opens the latest version of this manual.

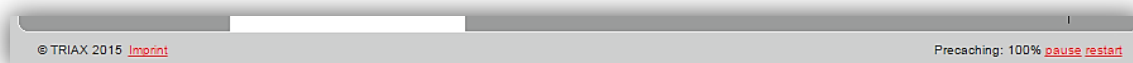


3.1.1.2 The logout button

At the bottom right you will always find the logout button to terminate your current session:



3.1.1.3 The footer & pre-caching



On the left you have our copy right and a quick link to our imprint.

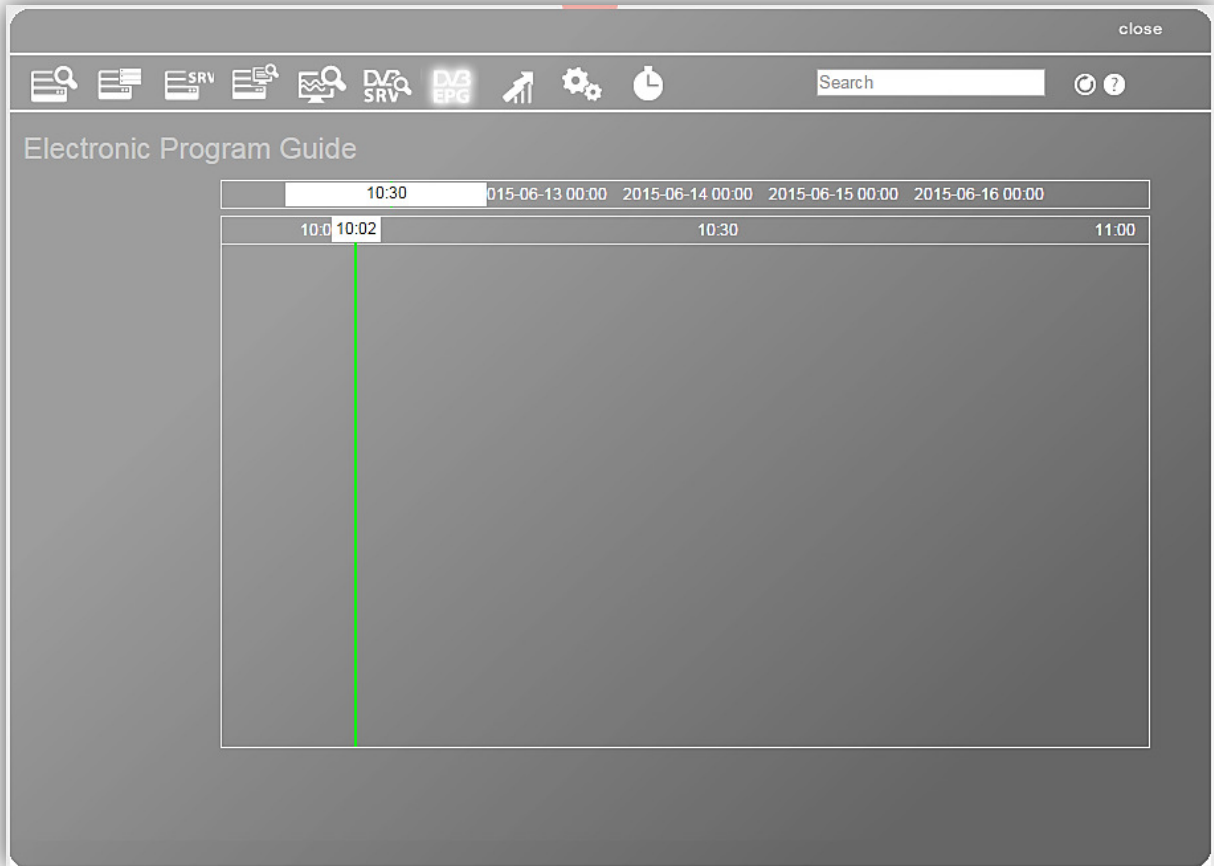
On the right you see the progress of pre-caching the page.

The speed of the page has been drastically improved by a new caching system that is capable of caching the whole page up front. The whole page is being cached for a faster experience. However, while caching the page might be a bit slow. You can stop and restart the caching process at anytime.



3.1.2 The CAS Management Box

Some pages have lots of information that they are displayed in the CAS Management Box which has much more room for content. This box will pop up in front of the current page without closing it. If there is enough room to at the top you will even continue to see the **The Taskbar (2.3.1.1)**



3.1.2.1 Closing the Box

To close the box you can either click somewhere outside the box, or press on **close** at the top right.

3.1.2.2 The box menu

Most boxes share a common menu with other boxes of the same kind. This is for easing the access to common tasks.

Simply click on one of the symbols to jump between these boxes. The current selected box has a highlighted symbol as can be seen in the picture below.





3.1.2.3 The search

At the right you can search for all objects in the system. Refer to **The Search (2.3.1.2)** for further information on how it works.

If you see this message



Please use the search function in the upper right.

then this box needs a selected element to display. Sometimes it is possible to switch to a box that should display information about an object like a subscriber without selecting a subscriber at first. In that case the box does not know what to display and shows you this message. Simply use the search function to tell the box what subscriber (or other object) to display.

Sometimes the box can also guess what you might want to see. For example if you go to the subscriber details box without clicking on a specific subscriber it will show you the last subscriber that you did visit, if any.


3.1.2.4 The navigation



At the top right you can see these buttons

With them you can go back to the previous box you visited or refresh the content of the box.

3.1.2.5 The quick help

As described in chapter **The quick help (3.1.1.1)**, boxes also have a quick help at the top right. 

3.1.2.6 The box title & selected element

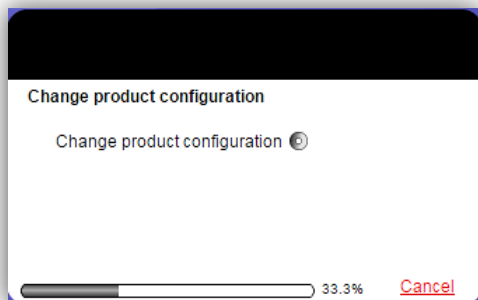
As can be seen in the picture below the a box has always a title shown at the upper left.

Product configuration **1024: Holidays TV**

However most boxes also display a specific item. If that is the case, the item id and name will be displayed at the top right. If no item is selected in a box that should display an item you will see "Please use the search function in the upper right." In that case you can use the search box to find the item you want to view/edit.

3.1.3 The progress box

Always if you make changes to CAS Management you will see a progress of your action looking like this:



If this box simply vanishes then your task was successful. If there were errors, the box will stay and show you information about what went wrong. In most cases this are simply missing or wrongly entered parameters. In that case you can simply cancel the task and try again with corrected input.



Some tasks like updating 100.000 orders can take quite a while. Please ensure that you keep open the page all the time and wait until all tasks are finished. You should always be informed about the progress by the progress bar at the bottom.

If this box does not want to close when pressing cancel, try to click outside the box.

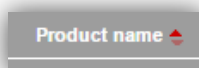
3.1.4 The data tables

At several pages you will see tables displaying data. These tables share a lot of common functionality that is described here.

3.1.4.1 Sorting

To sort the table simply click on the name of the column you want to be sorted. Click again onto that column to reverse the sorting. (instead from A-Z from Z-A)

What column is sorted and in which direction it is sorted is indicated by a small red arrow.



Some columns may not be sortable.

3.1.4.2 Filtering

You can easily filter the data in the table by entering text into the text fields directly under the column name. Depending on the data this also might be a drop down with possible values for that column.

| Packet configuration | | | | | | | | |
|----------------------|--|---|-------|------|------|------|---------|---------|
| | | | SID | Logo | Type | Name | Paket 1 | Paket 2 |
| | | | | | | vox | | |
| | | 1 | 51713 | 54 | VOX | TV | VOX | |
| | | | | | | | - | |

Here we have filtered the name by entering Vox.

Filters are always case insensitive and match anywhere in the data. (cat matches even **scatter**)
If you filter more than one column the data has to match all filters to be shown.

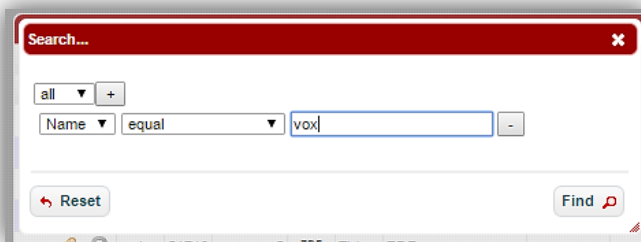
If you want to stop filtering either delete the text in the filter, or press the refresh button of the table.

3.1.4.3 Searching



If filtering is not precise enough you can also search your data using the search icon at the bottom left

This should open a dialog where you can enter more precise search details.




The example picture shows a search for entries where name has to exactly match Vox


You can switch between AND (all rules have to be true) and OR (only one rule has to be true)

To add a rule click on the + icon. To remove a rule click on -

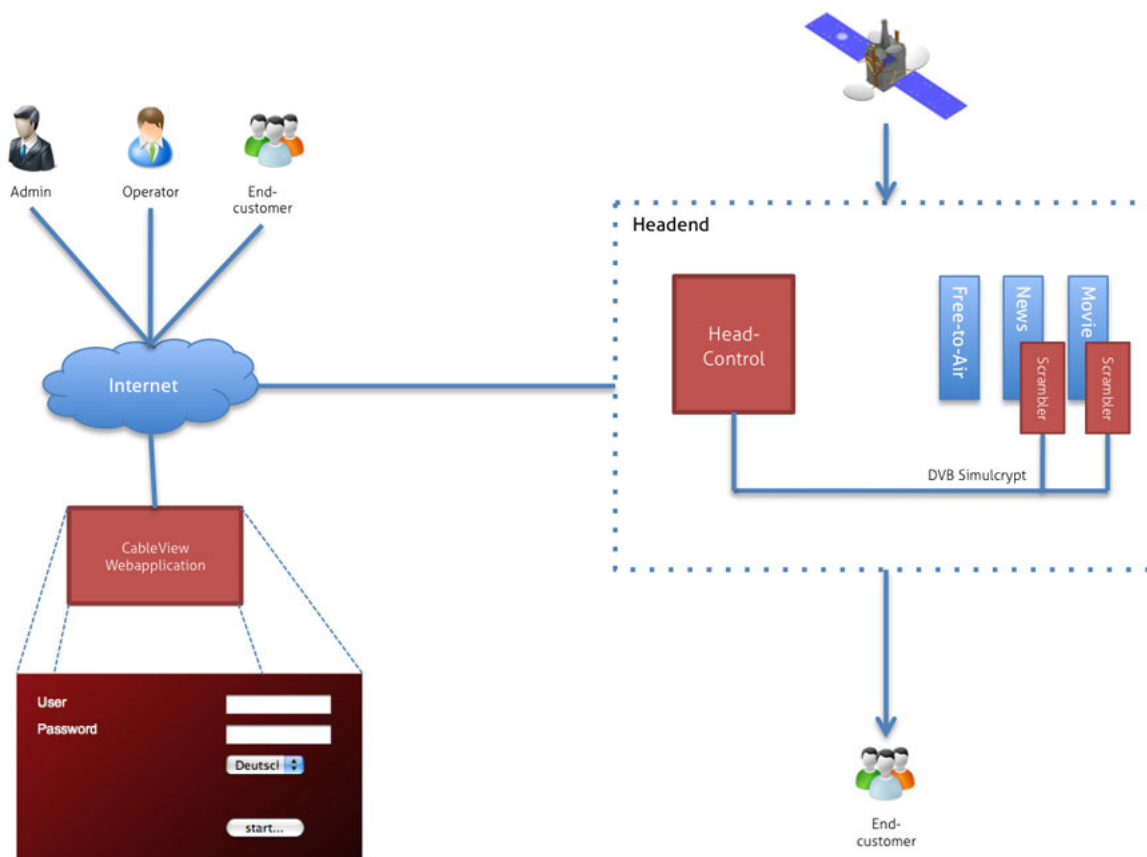
When ready click on Find. Now the table should only show the results of this search.

3.1.4.4 Open in separate page & printing

Sometimes it can be useful to have more space when operating in an table. In that case you can open the table in a separate page by clicking on  **Open**. This will open the table on a separate page where it will fill the entire available space.

You can also click on  **Print** for a similar effect but with a more printer friendly layout.

3.2 CAS Management: Easily manage your hardware



Each operator has its own database with special security considerations in order to prevent unauthorized access.

CAS Management manages all entities: CAS-Servers, Scramblers and 3rd party equipment like IRD, MUXs and modulators.

High-sophisticated security algorithms and considerations keep the complete platform secure: communications with PKI and AES based VPNs, hardware based authentication and encryption on both sides of CAS Management and CAS-Server, strongly secured environment of CAS Management servers with restricted access.



The CAS-Server can only get updates from CAS Management if it is connected to the Internet. If the CAS-Server loses its internet connection, You still can make all modifications in CAS Management, however they will only take effect as soon as the CAS-Server is reconnected to the internet again.

In case of CAS-Server failure, the hardware can be easily replaced. It is free of charge during warranty. Once the new CAS-Server is connected, it will automatically be put into the same operation state as the replaced one has been before. There is no further action required by operator.

All smartcards in the network receive regularly all commands. If a subscriber's device like STB or CAM is turned off for any period of time and the smartcard therefore does not receive these commands, it does not have any effect. It is guaranteed that each smartcard always gets its updates, even if a CAS-Server is currently not connected to the Internet.



4 Basic workflows in CAS Management

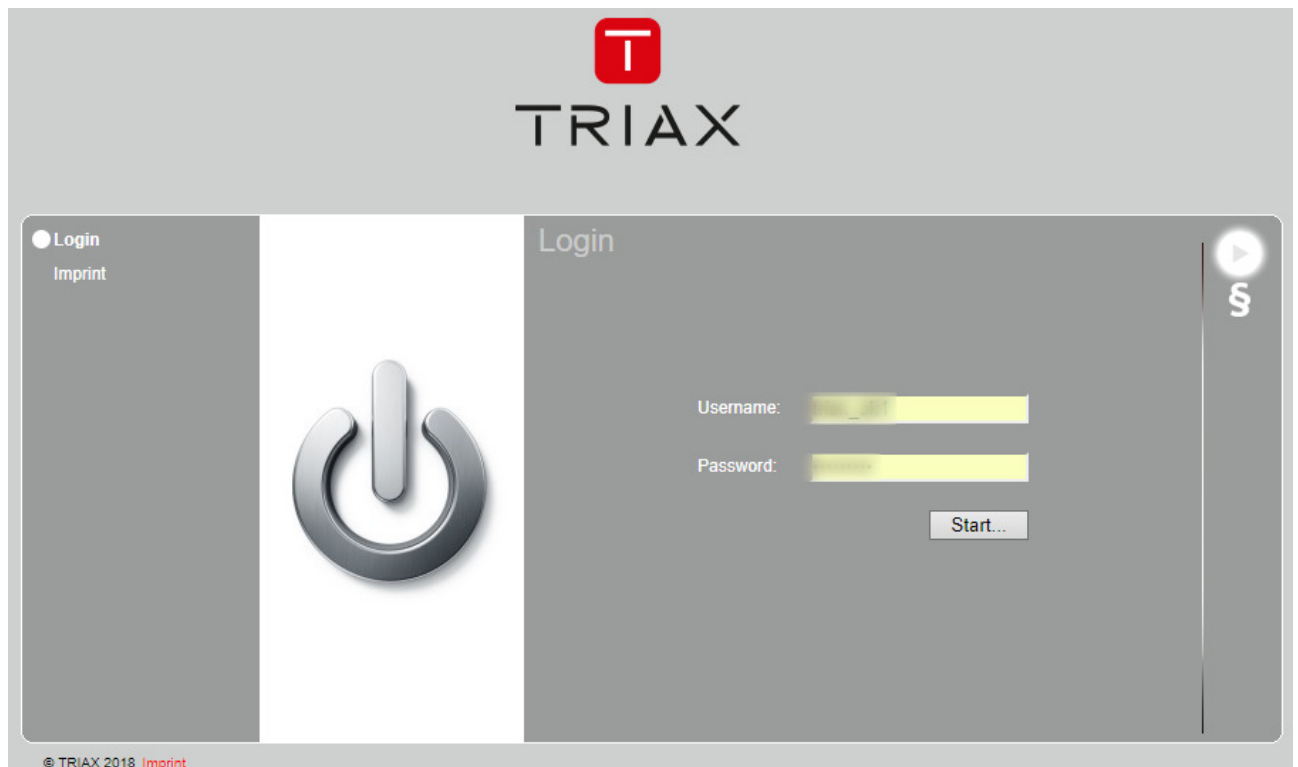
In this chapter we describe some basic workflows that you can perform in CAS Management. This chapter will grow in time as we add more and more workflows. So be sure to get the latest version of the manual from the CAS Management website under **Home / Downloads**.

4.1 Log in

Please enter this address with your web browser.

<http://www.CAS Management.eu>

You will be redirected to a secure connection to one of the CAS Management servers. All communications are encrypted with state-of-the-art 128bit SSL. At the login screen please enter the login credentials we shared with you.

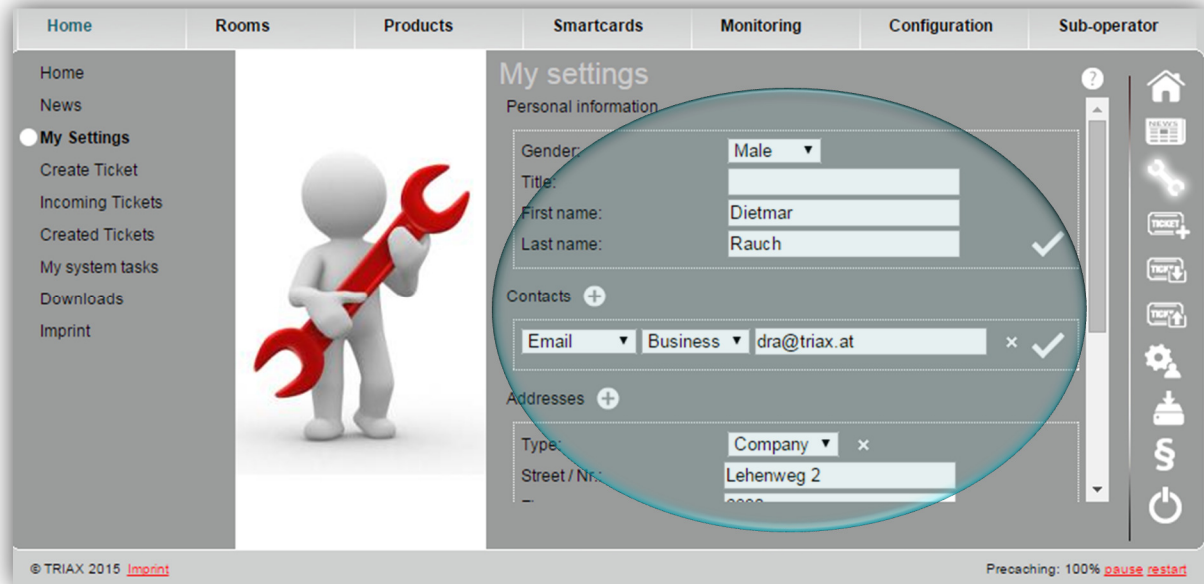


After logging in, the **Welcome** window appears (for more information **see chapter 5.2**).



4.2 Your settings

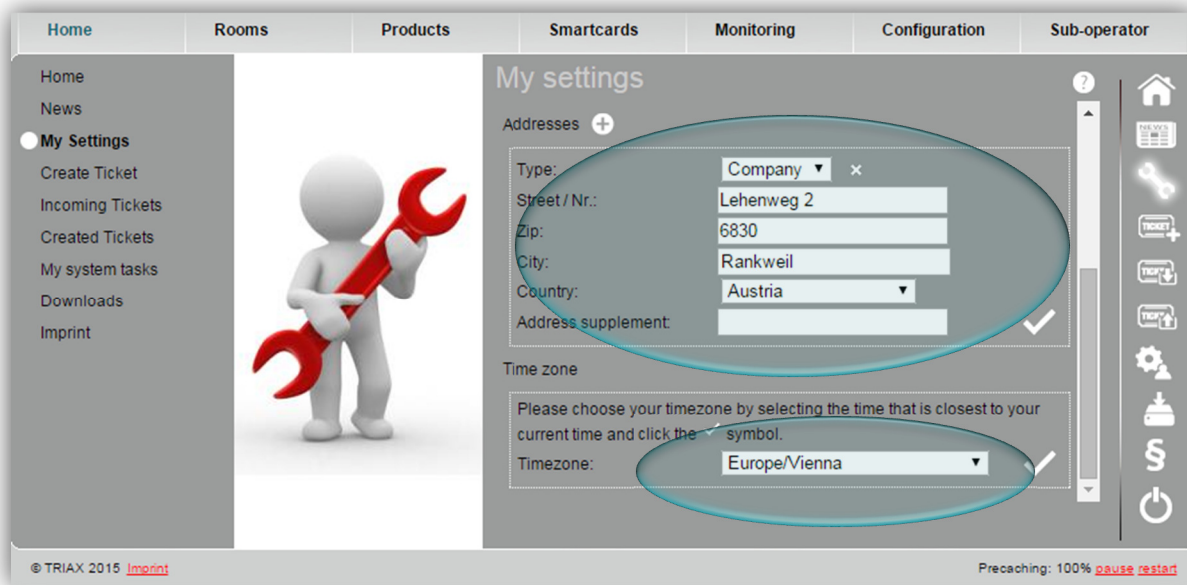
Click on the menu **Home** on the very left and you will find several submenus. Click a submenu **My Settings**. A new window pops up. Here you can set your personal information, contact information and address. You can also change your password and set your time zone.



Personal information section: Here you can generate general information. Choose your gender and put your title (if you have one), first name and last name. To save click the *checkmark* icon.

Contact section: From the first drop down menu you can choose between email, phone, cell phone, fax and Skype. From the second drop down menu you can choose between private or business. You can add as many lines as you want. To do that click the *plus* icon. To delete a line press the *cross* icon on the right. To save click the *checkmark* icon.

Scroll down and you will get to address section and time zone section:



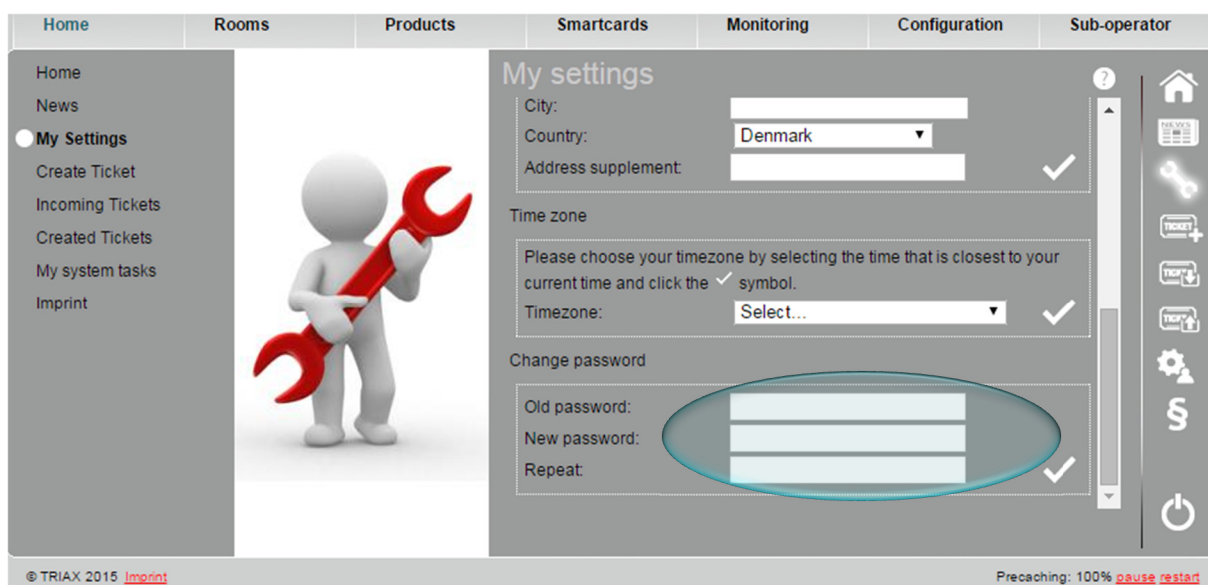
Address section: Here you have to put in your address. Fill in the white spots and click the *checkmark* to save. You can add more addresses and delete them as described before.

Time zone: Here you can set you time zone. For that choose your area and the city from the drop down menu that are nearest to you and are situated in your time zone and click the *checkmark* to save. All necessary time adjustments in the system (like for example switching to summer time) will happen automatically then.

Scroll down and you can change the password.



This function is only available for sub-operators.



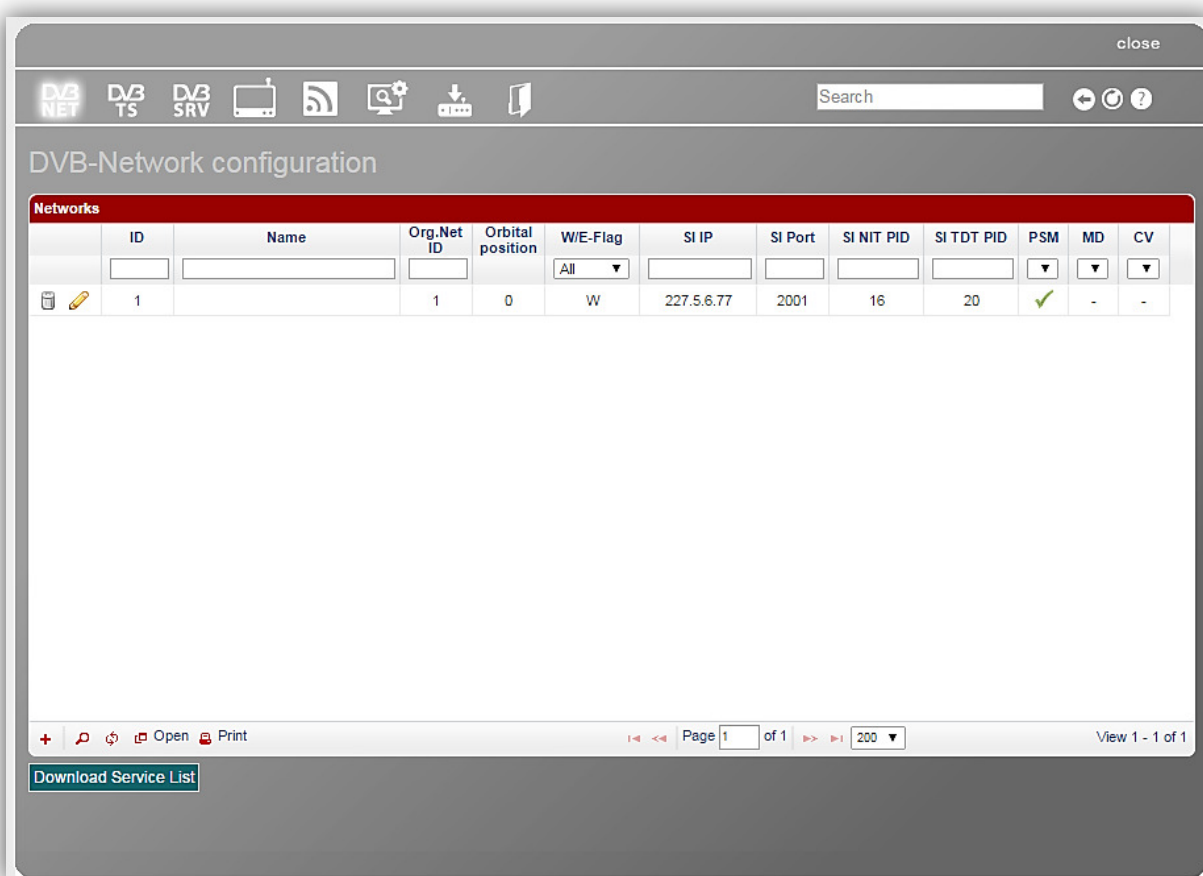
Change password: Here you have the possibility to change your password. Click the *checkmark* to save.

4.3 Network configuration

After entering the settings in the window **My settings** (see chapter 4.2) you should carry out network configuration. For that you should get to the window **DVB-Network configuration**. You can do this by clicking the submenu **Network configuration** in the **Configuration** menu or the highlighted icon here:



The following window opens then.



| ID | Name | Org.Net ID | Orbital position | W/E-Flag | SI IP | SI Port | SI NIT PID | SI TDT PID | PSM | MD | CV |
|----|------|------------|------------------|----------|------------|---------|------------|------------|-----|----|----|
| 1 | | 1 | 0 | W | 227.5.6.77 | 2001 | 16 | 20 | ✓ | - | - |

To find a detailed description of all functions in this window see chapter 5.9.3

If the table in this window is blank, then it means you must make the network configuration manually. Read how to do this below.

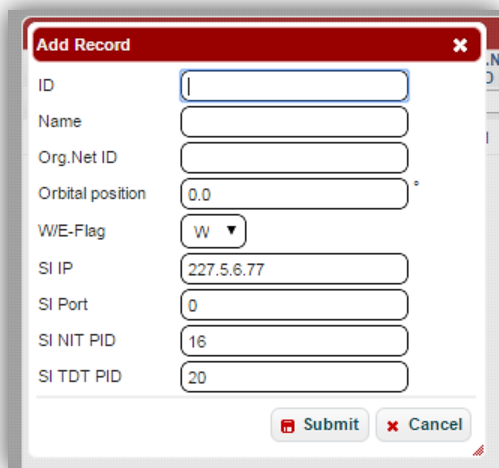


If you have a monitoring device than you do not have to make the network configuration manually. The monitoring device would make it itself automatically. In this case you will see configured network/networks in the **DVB-Network configuration** window.

Now we will explain how to make the network configuration manually.

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To add a new network in the table click on *plus* button . The following window shows up:



The 'Add Record' dialog box contains the following fields:

- ID:
- Name:
- Org.Net ID:
- Orbital position:
- W/E-Flag:
- SI IP:
- SI Port:
- SI NIT PID:
- SI TDT PID:

Buttons:

In this window you should enter network parameters such as:

- **ID:** Network ID
- **Name:** Network name
- **Org. Net ID:** Original Net ID
- **Orbital position**
- **W/E Flag:** West/ East Flag
- **SI IP:** Multi cast address on which the system sends the generated DVB tables (EIT, TDT, NIT).
- **SI Port:** Multi cast port on which the DVB service information is being sent.
- **SI NIT PID:** PID under which the NIT (Network information table) is being sent.
- **SI TDT PID:** PID under which the time-and-date-table is being sent.
-



The most of the parameters used in CAS Management correspond to the DVB Standard and you can get their explanation on www.dvb.org if you need.

When you are ready entering the parameters, press *Submit* button in order to add the record in the table.

You can refresh the pop-up box by clicking on  in the left bottom to see the new network in the table.

This is how this pop-up box would look like:



The screenshot shows the 'DVB-Network configuration' window with a table of networks. A blue oval highlights the first row of the table.

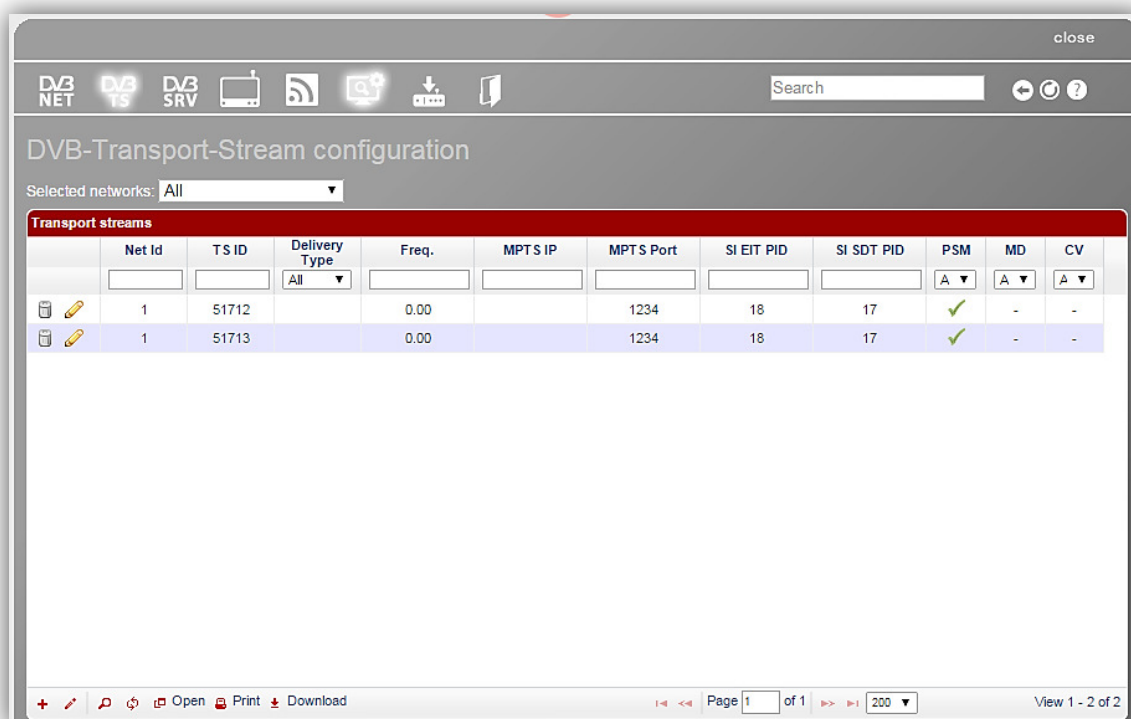
| ID | Name | Org.Net ID | Orbital position | W/E-Flag | SI IP | SI Port | SI NIT PID | SI TDT PID | PSM | MD | CV |
|----|-----------------|------------|------------------|----------|------------|---------|------------|------------|-----|----|----|
| 1 | West Coast News | 1 | 0 | W | 227.5.6.77 | 2001 | 16 | 20 | ✓ | | ✓ |

Now we should configure transport streams for the newly added network.

For that you should get to the window **DVB-Transport-Stream configuration**. You can do this by clicking on the highlighted icon:




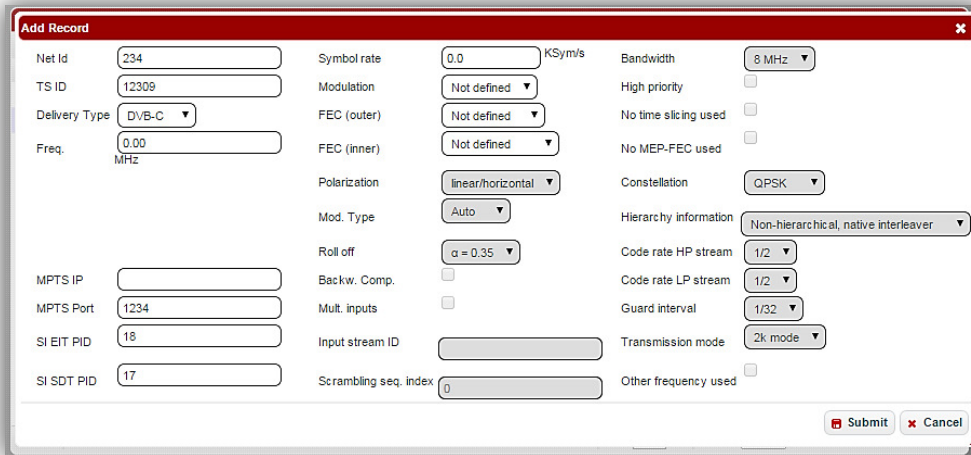
for example in **DVB-Network configuration** pop up box (see above). The following window opens then:



| | Net Id | TS ID | Delivery Type | Freq. | MPTS IP | MPTS Port | SI EIT PID | SI SDT PID | PSM | MD | CV |
|--|--------|-------|---------------|-------|---------|-----------|------------|------------|-----|----|----|
| | 1 | 51712 | All | 0.00 | | 1234 | 18 | 17 | ✓ | - | - |
| | 1 | 51713 | | 0.00 | | 1234 | 18 | 17 | ✓ | - | - |

To find a detailed description of all functions in this window see chapter 5.9.3.1

Select the newly added network in the drop down menu above. To add a new transport stream to the network click on *plus* button  at first. The following window shows up:




The 'Add Record' dialog box contains the following fields and options:

- Net Id: 234
- TS ID: 12309
- Delivery Type: DVB-C
- Freq.: 0.00 MHz
- MPTS IP: (empty)
- MPTS Port: 1234
- SI EIT PID: 18
- SI SDT PID: 17
- Symbol rate: 0.0 KSym/s
- Modulation: Not defined
- FEC (outer): Not defined
- FEC (inner): Not defined
- Polarization: linear/horizontal
- Mod. Type: Auto
- Roll off: $\alpha = 0.35$
- Backw. Comp.: (unchecked)
- Mult. inputs: (unchecked)
- Input stream ID: (empty)
- Scrambling seq. index: 0
- Bandwidth: 8 MHz
- High priority: (unchecked)
- No time slicing used: (unchecked)
- No MEP-FEC used: (unchecked)
- Constellation: QPSK
- Hierarchy information: Non-hierarchical, native interleaver
- Code rate HP stream: 1/2
- Code rate LP stream: 1/2
- Guard interval: 1/32
- Transmission mode: 2k mode
- Other frequency used: (unchecked)

Buttons: Submit, Cancel

In this window you should enter various transport stream parameters. The most of the parameters correspond to the DVB Standard and you can get their explanation on www.dvb.org if you need. Some of the parameters are explained in chapter 5.9.3.1.

When you are ready entering the parameters, press *Submit* button in order to add the record in the table.

You can refresh the pop-up box by clicking on  in the left bottom to see the new transport stream in the table.

We created two transport streams for the selected network in our example. This is how it looks like:

| | Net Id | TS ID | Delivery Type | Freq. | MPTS IP | MPTS Port | SI EIT PID | SI SDT PID | PSM | MD | CV |
|--|--------|-------|---------------|-------|---------|-----------|------------|------------|-----|----|----|
| | | | All | | | | | | A | A | A |
| | 1 | 51712 | | 0.00 | | 1234 | 18 | 17 | ✓ | - | - |
| | 1 | 51713 | | 0.00 | | 1234 | 18 | 17 | ✓ | - | - |

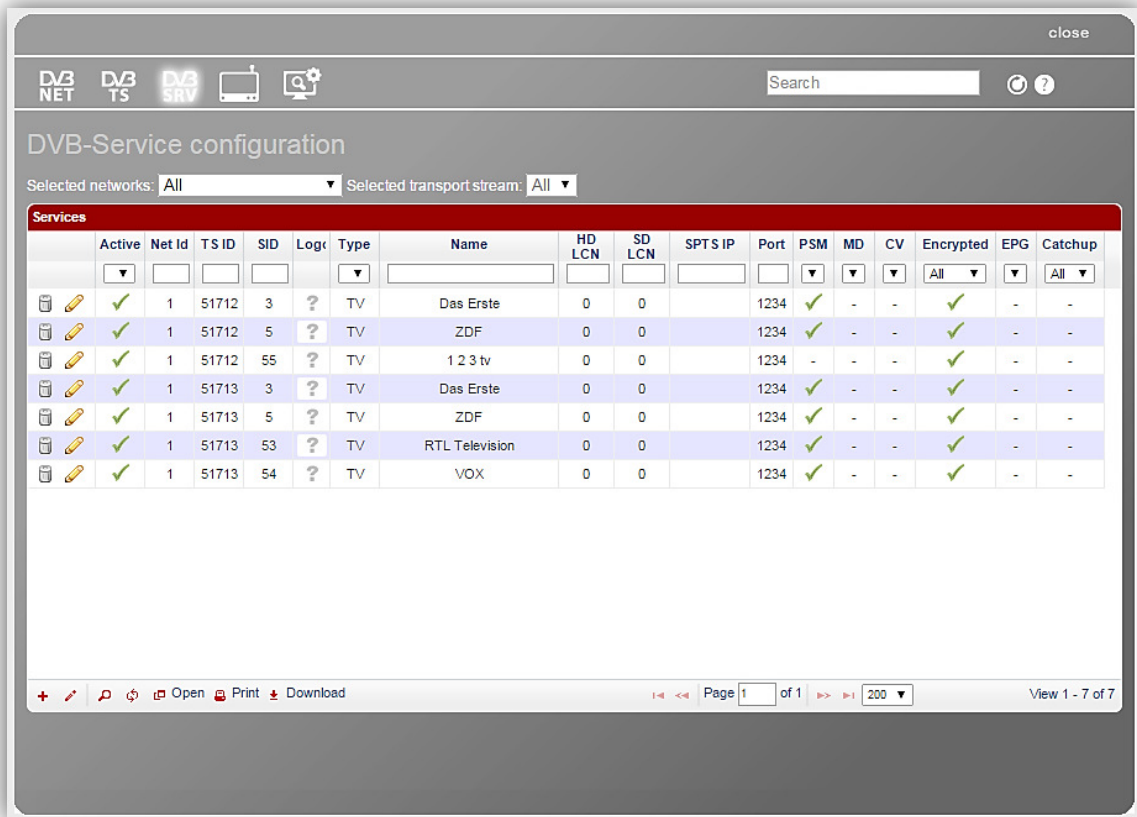
As the last step at network configuration we should configure services for the newly added transport streams.

For that you should get to the window **DVB-Service configuration**. You can do this by clicking on this icon in a pop-up box for example in

DVB-Transport-Stream configuration pop up box (see above).

The following window opens then:

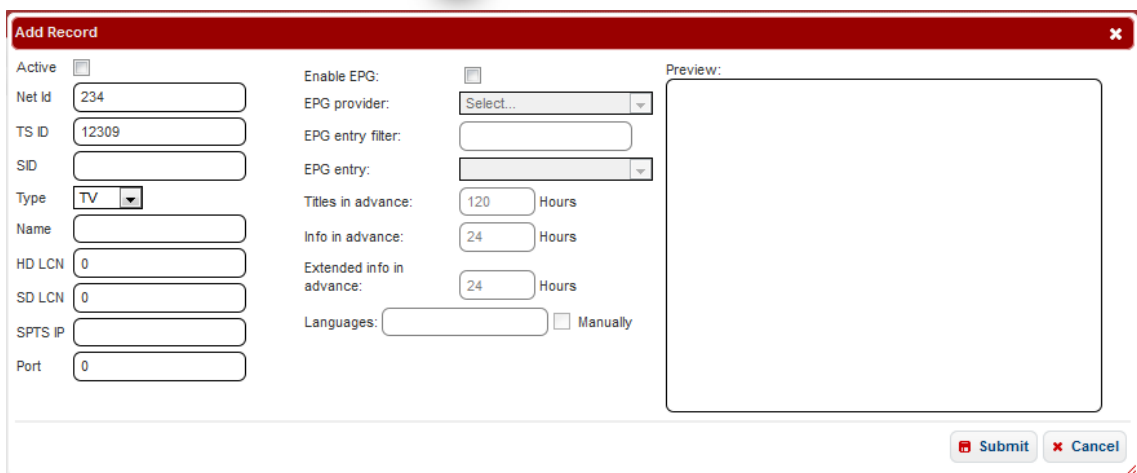




To find a detailed description of all functions in this window see chapter 5.9.3.2

At first select the newly added network and one of the added transport streams in the respective drop down menus above to configure services for them.

To add a new service click on *plus* button . The following window shows up:

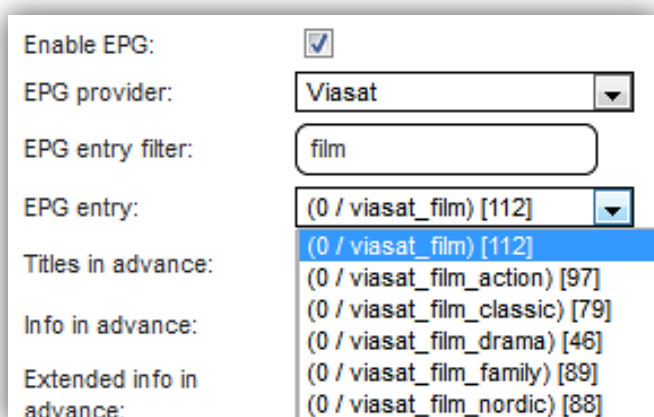


In this window you should enter various service parameters. The most of the parameters correspond to the DVB Standard and you can get their explanation on www.dvb.org if you need. Some of the parameters are explained in chapter 5.9.3.2.

Put a checkmark in the check box *Active*, if the service should be activated in the system. Enter service parameters in the first column.

In the second column you can define EPG (Electronic Program Guide) settings of the service. You can enable EPG for this service by putting a checkmark in the check box *Enable EPG*.

Then choose an EPG provider for this service in the drop down menu below (here *Viasat*). Then you can use an EPG entry filter to specify the EPG entries in the list in the drop down menu below. In our example the word 'film' is entered, so that in the list of EPG entries of the selected provider only the entries with the word 'film' are shown:



The screenshot shows a configuration window with the following fields:

- Enable EPG:**
- EPG provider:** Viasat (dropdown menu)
- EPG entry filter:** film (text input)
- EPG entry:** (0 / viasat_film) [112] (dropdown menu)
- Titles in advance:** (0 / viasat_film) [112] (dropdown menu)
- Info in advance:** (0 / viasat_film_action) [97] (dropdown menu)
- Extended info in advance:** (0 / viasat_film_classic) [79] (dropdown menu)
- Info in advance:** (0 / viasat_film_drama) [46] (dropdown menu)
- Extended info in advance:** (0 / viasat_film_family) [89] (dropdown menu)
- Info in advance:** (0 / viasat_film_nordic) [88] (dropdown menu)

Select an EPG entry you want.

You can also enter just some characters or numbers in the EPG entry filter, so that only entries with these characters or numbers will be presented to you in the category **EPG entry**. If you do not use the EPG entry filter, then you will see the complete list of EPG entries of the chosen EPG provider and you can select one you need.

After you have done that you can see in the preview on the right the next programs of the selected provider that meet your criteria:



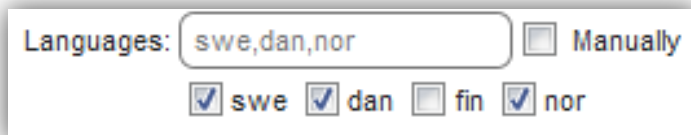
The screenshot shows a preview window with the following text:

```

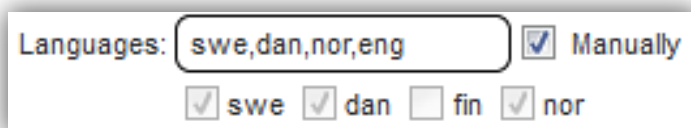
Preview:
11:00 - 13:00: Maleficent
13:00 - 15:00: Fly 2: Brann og Redning
15:00 - 16:50: The Angriest Man in Brooklyn
16:50 - 19:00: Min så kallade pappa
19:00 - 21:00: The Love Punch
21:00 - 23:00: Ung og vakker
23:00 - 01:00: Jarhead 2: Field Of Fire
01:00 - 03:00: Over/Under
03:00 - 05:00: Intersections
05:00 - 07:00: Ung og vakker
07:00 - 09:00: The Angriest Man in Brooklyn
09:00 - 10:50: Fly 2: Brann og Redning
10:50 - 13:00: Min så kallade pappa
  
```

Below you can enter for how many hours in advance the titles, info about them and extended info about them should be sent to the boxes. Be aware that many boxes have a limited space for such information and tend to either throw away random information or even struggle, if you increase this values too much. So be sure to test the setting with all your box generations you have in the field first.

In the section **Languages** you can define the languages of the EPG information. For that you can put a checkmark next to the language(s) you want to choose out of offered languages. For example:





You can also define them manually, if some languages are not in offer at the moment. For that put a checkmark next to *Manually* and make sure that all languages you want to have are entered in the field **Languages**. So if there are some languages among them that are not offered at the moment so this will be a language setting for possible future offers. It looks then the following way:

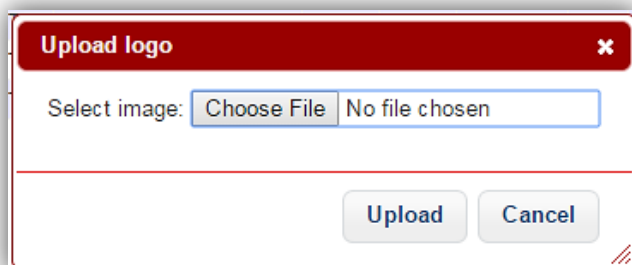


Now if all information needed is entered in the window, you can press **Submit** button to add the service to the list or press **Cancel** to abort.

You can refresh the pop-up box by clicking on  in the left bottom to see the new service in the table. It looks the following way in our example:

| Services | | | | | | | | | | | | | | | | | |
|---|---|--------|-------|-----|------|------|-----------|--------|--------|---------|------|---|----|----|---|-----|---------|
| | Active | Net Id | TS ID | SID | Logo | Type | Name | HD LCN | SD LCN | SPTS IP | Port | PSM | MD | CV | Encrypted | EPG | Catchup |
|  |  | 1 | 51712 | 3 | ? | TV | Das Erste | 0 | 0 | | 1234 |  | - | - |  | - | - |

You can also upload a logo for the service. For that hover the mouse above a question symbol in the column *Logo*. You will see a *pencil* icon there. Click on it. The window **Upload logo** pops up:

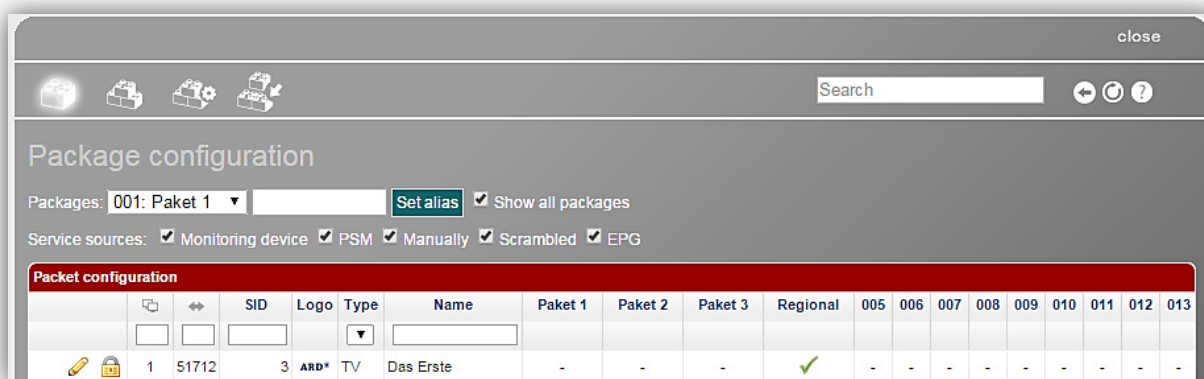


Search in your database with the Search button (language dependent) for an image for the service. Select the image out of your database and click **Upload** to upload or **Cancel** to abort.

You can add more services the same way.

To configure services for the second transport stream make sure that the network and the right transport stream are selected in the respective drop down menus above and proceed the way described above again.

After configuring services the described way you will find them in the **Package configuration** window (see chapter 4.4.2 and 5.6.2). Here you can see the service we created in this chapter in the **Package configuration** window:



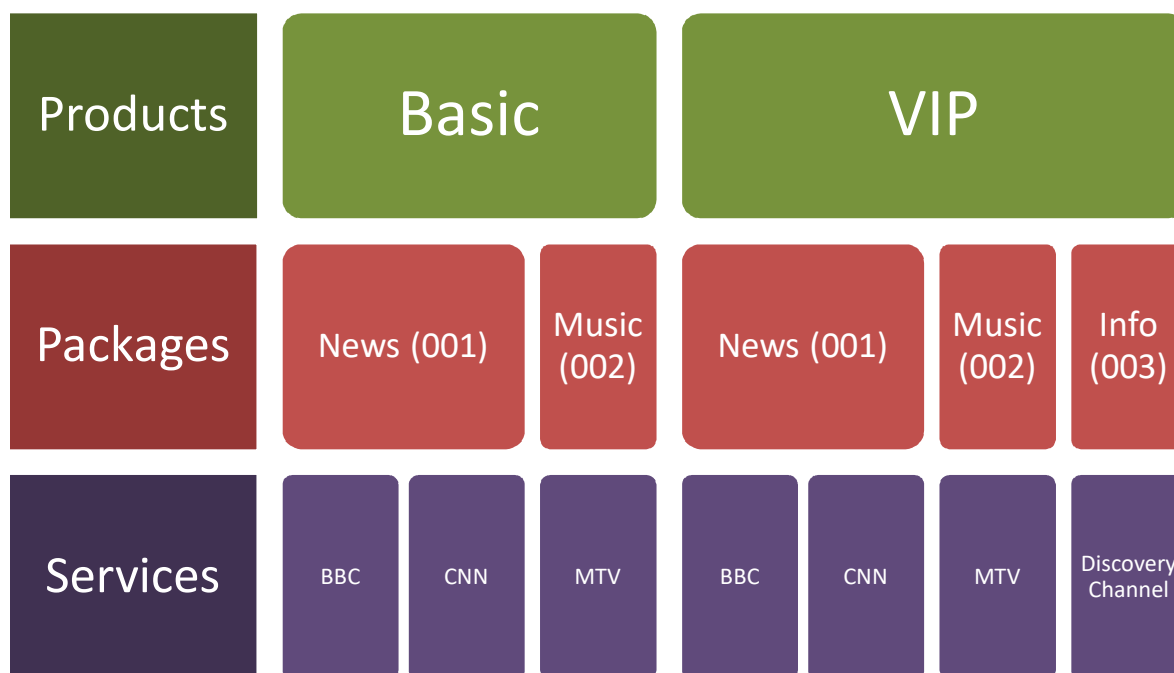
The next step will be assigning services to packages in the **Package configuration** window and after that product configuration out of the packages. How to do this will be explained in 4.4.2 Package configuration.

4.4 Product configuration

In this section we will explain how you can configure your products by assigning services to packages which then can be used as building blocks for your products.

4.4.1 Hierarchy of products, packages and services

In CAS Management each product can consist of multiple packages. Each package again can consist of multiple services.



As soon as a service is assigned to a package, it will be scrambled and only subscribers, which have a product containing this package, will be able to descramble that service.

A service can be in multiple packages at once.

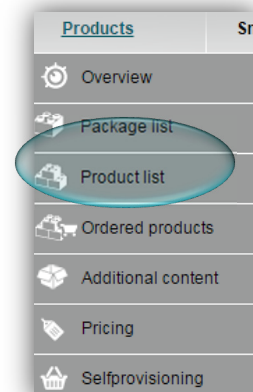


Be aware that if you edit a package by adding/removing services from it, you will directly influence all products containing that package.

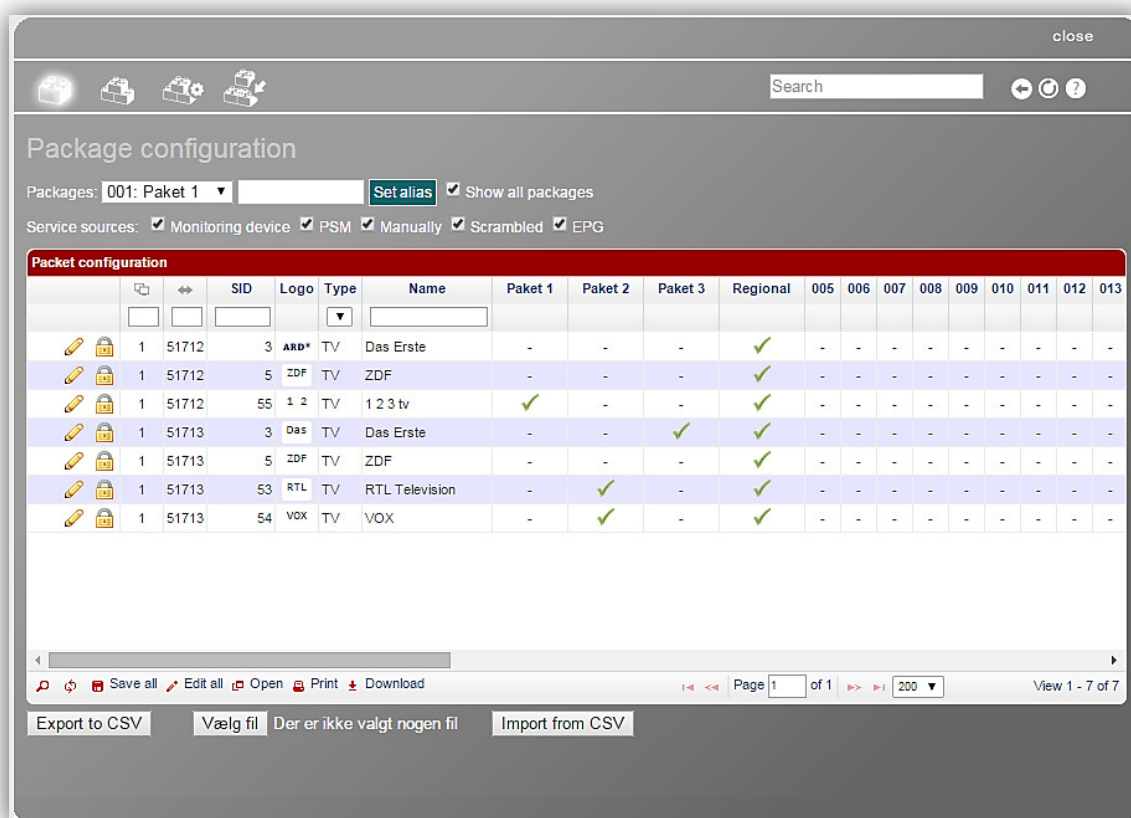
In the following chapters you will be lead through the process of creating your packages and products in CAS Management.

4.4.2 Package configuration

Packages can be configured on the **Package configuration** page. To get there click the submenu **Package list** under **Products**.



In this window you see a list of all available services. Here you can define for each service to which packages it should be assigned. You can also specify for each service a number of parameters to influence the type of encryption. To find a detailed description of all parameters and icons in the table see chapter 5.6.2.



Package configuration

Packages: 001: Paket 1 Show all packages

Service sources: Monitoring device PSM Manually Scrambled EPG

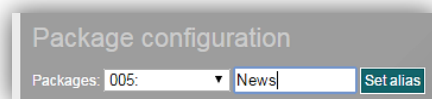
| Packet configuration | | SID | Logo | Type | Name | Paket 1 | Paket 2 | Paket 3 | Regional | 005 | 006 | 007 | 008 | 009 | 010 | 011 | 012 | 013 | |
|----------------------|--|-----|-------|------|------|---------|----------------|-------------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|-----|-----|-----|-----|-----|-----|-----|---|
| | | 1 | 51712 | 3 | ARD* | TV | Das Erste | - | - | - | - | - | - | - | - | - | - | - | - |
| | | 1 | 51712 | 5 | ZDF | TV | ZDF | - | - | - | - | - | - | - | - | - | - | - | - |
| | | 1 | 51712 | 55 | 1 2 | TV | 1 2 3 tv | <input checked="" type="checkbox"/> | - | - | - | - | - | - | - | - | - | - | - |
| | | 1 | 51713 | 3 | Das | TV | Das Erste | - | - | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | - | - | - | - | - | - | - | - |
| | | 1 | 51713 | 5 | ZDF | TV | ZDF | - | - | - | - | - | - | - | - | - | - | - | - |
| | | 1 | 51713 | 53 | RTL | TV | RTL Television | - | <input checked="" type="checkbox"/> | - | - | - | - | - | - | - | - | - | - |
| | | 1 | 51713 | 54 | VOX | TV | VOX | - | <input checked="" type="checkbox"/> | - | - | - | - | - | - | - | - | - | - |

Export to CSV Der er ikke valgt nogen fil

To find a detailed description of all functions in this window see chapter 5.6.2.

Name your packages:

First you should give your packages better names. Select an unnamed packages from the drop down box at the top left. Then enter a name into the field next to it like "News" and press "Set alias".






Naming your packages is optional. If you don't want to give them names you can tick the "show all packages" checkbox. Now you

should see a number of packages in the list names "001, 002, 003..."

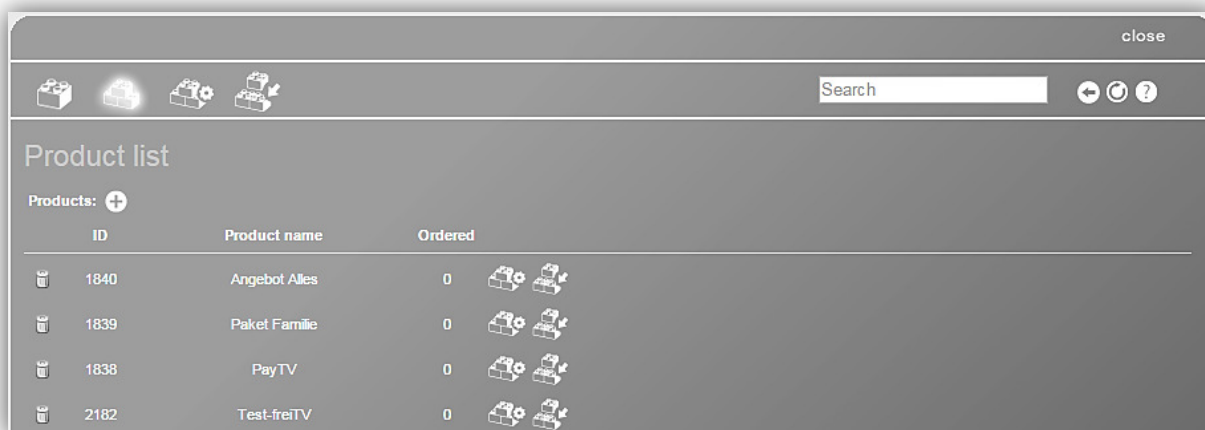
Select services for a package:

Now you can select which services should be within your packages.


To assign a service to a package click a *pencil* icon  at the beginning of the respective line. Then the line will be in editing mode. Put a checkmark into check boxes of the packages you want the service to be assigned to (here **Sport** and/or **Movies**). If you are ready press the *disk* icon  to save your settings. If you want to discard the changes you have made, press .

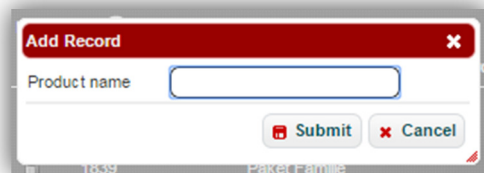
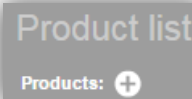
4.4.3 Creating a product

At first click the submenu **Product list** in the **Products** menu. The **Product list** window opens then. In this window you see a list of your products.



To find a detailed description of all functions in this window see chapter 5.6.3.

By clicking  you can create a new product. You will see the following box where you have to enter the name of the new product.

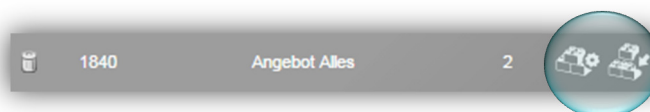


Then press *submit* button in order to save the record or press *cancel* to abort.

After saving the new product will show up in the list.

For further configuration of the product you can click on one of the two icons in the respective product line within the table.

These two icons are described in the following sub chapters.





4.4.3.1 Configuring basic product properties



will lead to the **Product configuration** window.



To find a detailed description of all functions in this window see chapter 5.6.3.1.

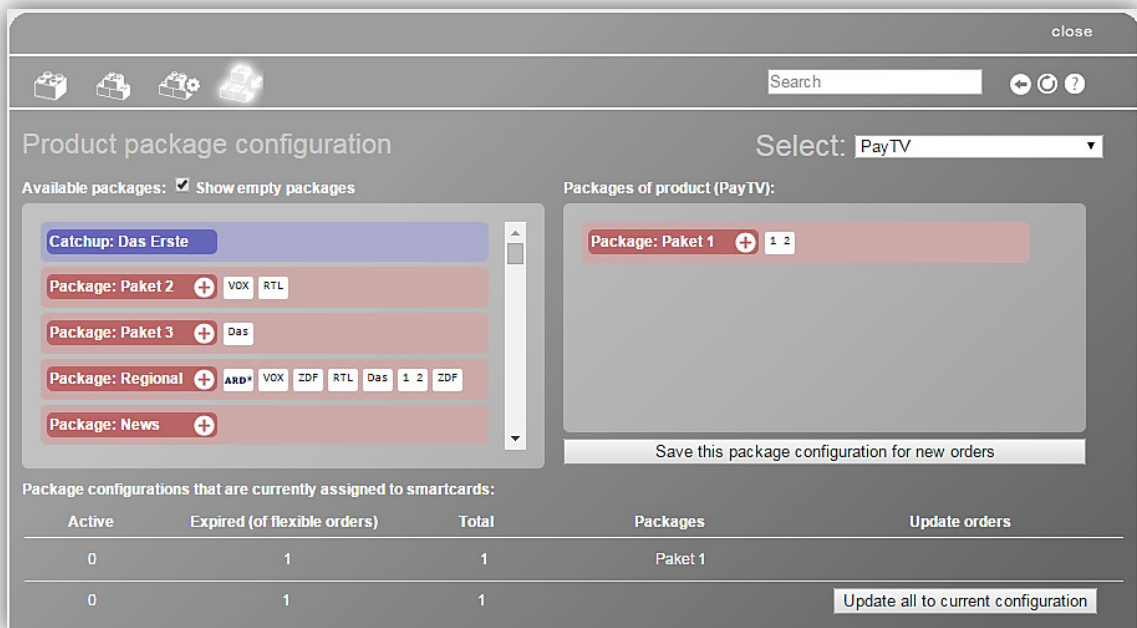
Here you can configure basic properties like the description of the product or upload pictures for it. For a detailed description on how to do that please refer to chapter 5.6.3.1.

Having made your adjustments press "Save changes".

4.4.3.2 Configuring the product content



will lead to the **Product package configuration** window.



To find a detailed description of all functions in this window see chapter 5.6.3.2

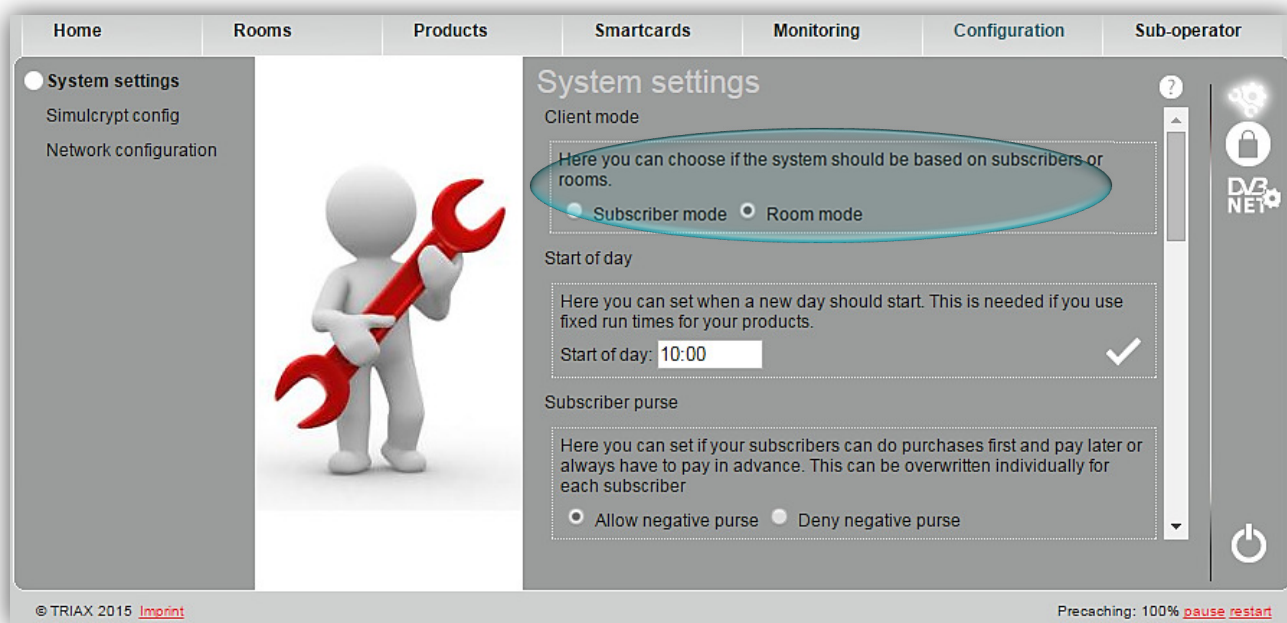
Here you should define of what packages the new product should consist of. How to do this is described in chapter 5.6.3.2.



If there are no available packages, then all your packages are most likely empty and have no services in them. You can make empty packages visible by clicking on "Show empty packages". Refer to chapter 4.4.2 to see how to fill services into packages.

4.5 Room / Subscriber management

Depending on the your preference in system settings, you will have the ability to add new **Rooms** or to add new **Subscribers**.



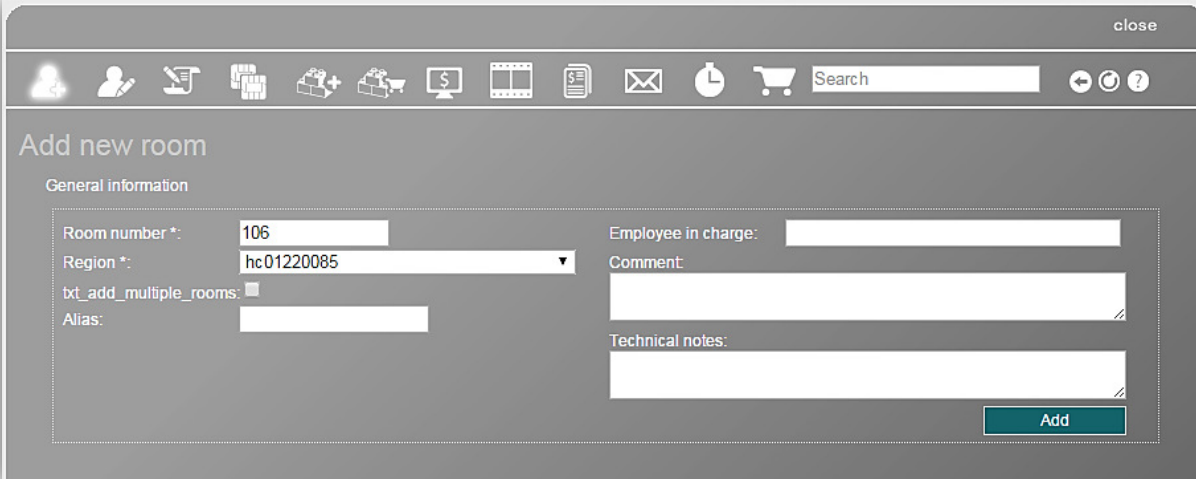
In this section we will explain how to add new rooms/subscribers to your database, how to work with room/subscriber data and allocate smartcards and orders to rooms/subscribers. You can also read here how to send on-screen-messages to your rooms/subscribers.

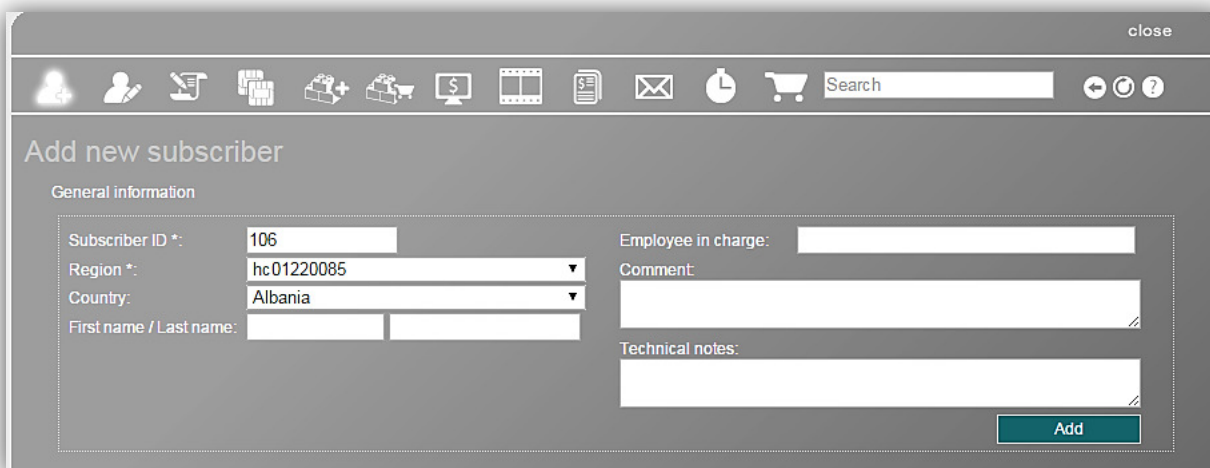
4.5.1 Room/Subscriber creation

If you click the submenu **Add room** or **subscriber** in the **Rooms** or **Subscribers** menu or this icon




in a pop-up box, the following window opens (depends on whether you are in room or subscriber mode).





The next free room/subscriber ID is normally 'guessed' by the system automatically. But if you want you can replace it with an ID of your choice. Choose a region of the room/subscriber in the drop down menu (regions that can be chosen in the list can be set in the window **Regions**; see chapter 5.6.8.1).

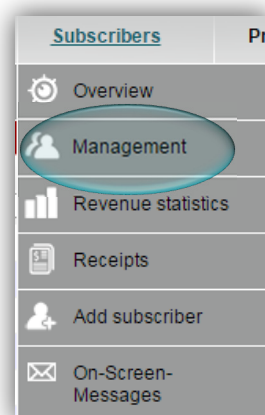
Region and subscriber ID are mandatory fields that must be filled out (they are marked with *). You can also choose the country of the room/subscriber, enter the name and the name of the employee in charge and enter your comments and technical notes. If you are finish with data input, click on the button  to add the room/subscriber's data to the database.

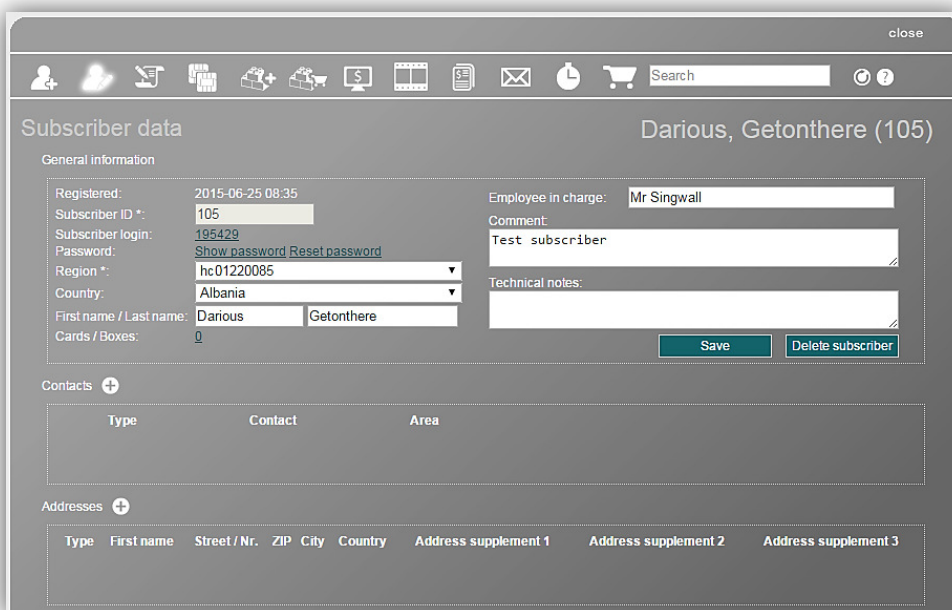
After you have done this, a window **Subscriber data** opens. See chapter 4.5.2 to learn how to proceed there. To find a detailed description of all functions in this window see chapter 5.4.5.

4.5.2 Managing subscriber data

To enter or edit subscriber's data you should get to the **Subscriber data** window.

To open it, click on the "management" and then on the "subscriber ID" that you want to manage.





To find a detailed description of all functions in this window see chapter 5.4.5.1

In this window you can see the subscriber data of the selected subscriber and edit it.

On the top right you see the selected subscriber. If no subscriber is selected, then you will be asked to find the subscriber you need with the search function (see chapter 3.1.2.3) or the window shows automatically the subscriber you have selected in the list in **Management** submenu (under **Subscribers**) before.

Above in the window you see general information about the subscriber entered in the window **Add subscriber** earlier (see chapter **Fejl! Henvisningskilde ikke fundet.**).


If you click on the link shown in **Subscriber login**, then you will be logged in the self-provisioning portal as if you were the subscriber himself and can make actions if you need.

If you click on the link **Show password**, then a subscriber's password will be shown to you. But if the subscriber has registered himself in the self-provisioning, then you cannot see his password.


After clicking on the link **Reset password** you can reset the subscriber's password if you want.

If you click on the link in the field **Cards/ Boxes**, then you will be redirected to the window **Allocation of smartcards** (see chapters 4.5.3 and 4.5.4.1) where you can manage the smartcards of the subscriber.

You can edit the data in the general information section if you want and click on the button "save" to save the changes.


Click on the button  to delete the subscriber.

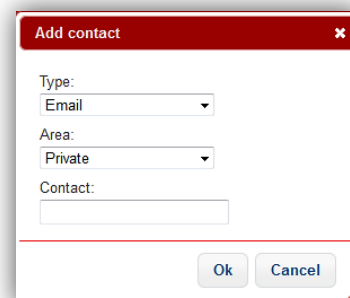



By clicking on the **plus** button  in the section **Contacts** you can add contacts of the subscriber (anything except addresses). The following box appears:

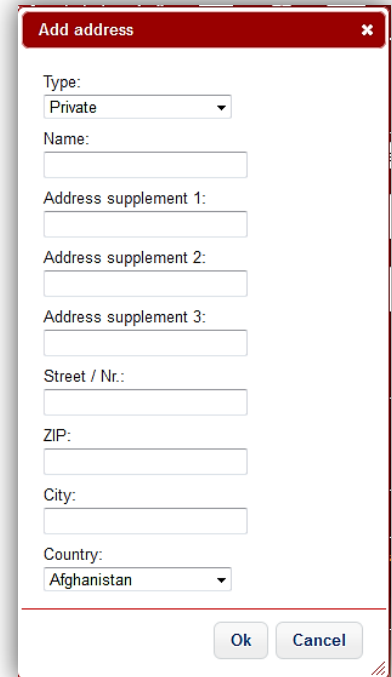
Select the type and area of the contact and enter the contact (for example phone number). Press **Ok** button to save it or press **cancel** to abort.

You can create multiple contacts for a subscriber.

To delete a contact, click on this icon  next to it.



By clicking on the *plus* button  in the section **Addresses** you can add addresses of the subscriber. Enter the address data in this box and click on the *Ok* button to save the new address or press *cancel* to abort.




The dialog box titled "Add address" contains the following fields:

- Type: Private (dropdown menu)
- Name: [text input]
- Address supplement 1: [text input]
- Address supplement 2: [text input]
- Address supplement 3: [text input]
- Street / Nr.: [text input]
- ZIP: [text input]
- City: [text input]
- Country: Afghanistan (dropdown menu)

Buttons: Ok, Cancel

You can create multiple addresses for a subscriber.

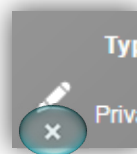
To edit an address, click on the *pencil* icon next to it.

| Type | First name | Street / Nr. | ZIP | City | Country | Address supplement 1 | Address supplement 2 | Address supplement 3 |
|---|---------------|--------------|----------|-------|---------|----------------------|----------------------|----------------------|
|  Private | Baduu Mumbezi | 64 | 5464gh65 | Alger | Algeria | Longstreet | | |

The same box (add address) will appear again, you can make changes and click on the *Ok* button to save the edited address or press *cancel* to abort.

Do not forget to delete the previous address afterwards by clicking on the icon next to it!

You can delete any other address the same way.

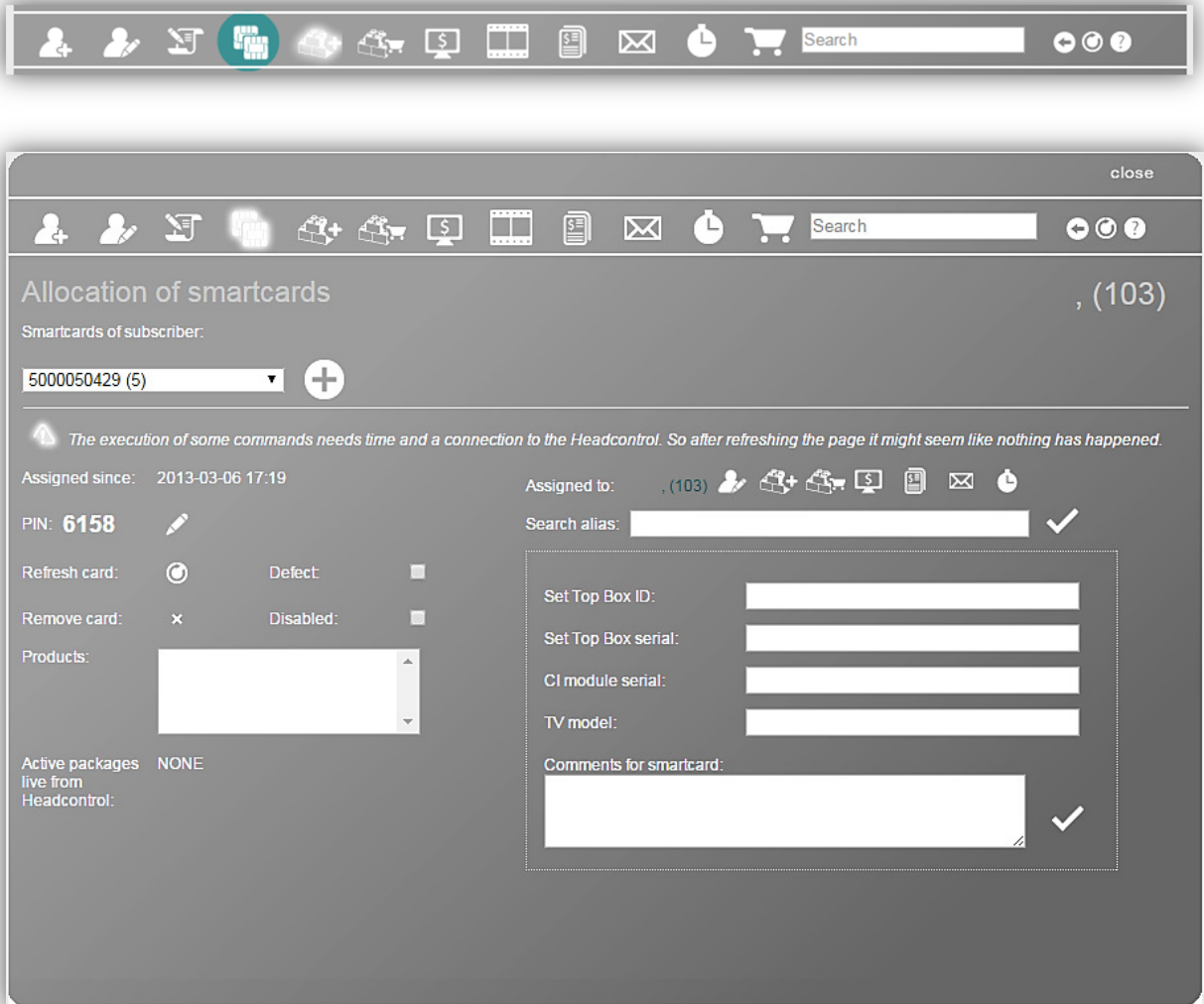




4.5.3 Smartcard allocation & configuration

The window **Allocation of smartcards** allows allocation of smartcards from operator's stock to the selected subscriber (on selection an element see chapter 3.1.2.3) and their configuration.

To get there click on the icon in a pop-up box e.g. the **Add subscriber** pop-up box (see chapter 5.4.5).



To find a detailed description of all functions in this window see chapter 5.4.5.2.

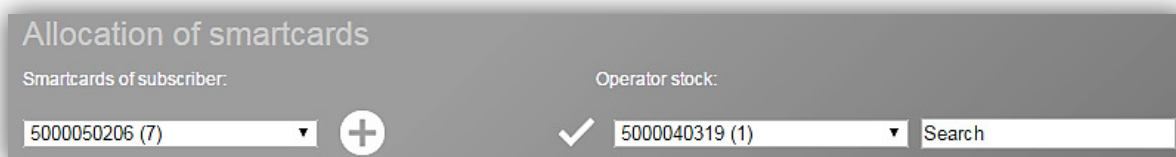
Assigning smartcards to the subscriber

In the window above there is a drop down box where you can see all smartcards of the selected subscriber if you unfold it.



To assign a smartcard to the subscriber click on the *plus* button.

The following fields appear on the right:

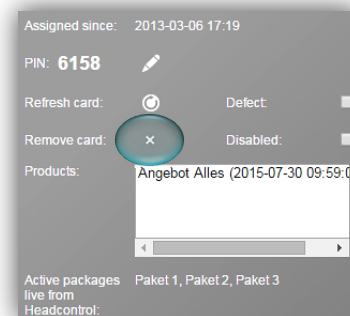


Now choose a smartcard in the left drop down menu you want to allocate to the subscriber. Click the *checkmark* to assign it to the subscriber.

In the right field there is a search function where you can find the smartcards you need out of the operator stock. To learn how to use the search function, see **2.3.1.2 The Search**. The hit list in the drop down menu on the left shows you maximum 100 smartcards.

Smartcard removal

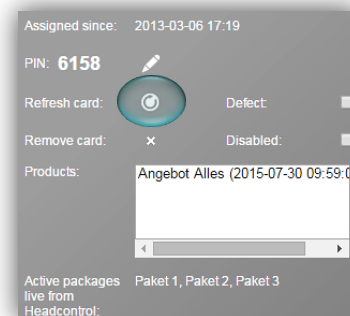
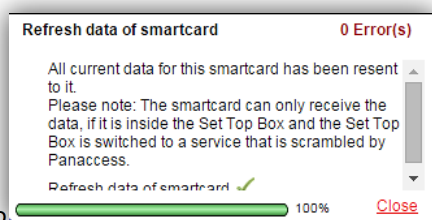
Select the respective smartcard from the drop down menu with the subscriber's smartcards on the top left. Afterwards click on the *cross* icon next to **Remove card** to remove the smartcard from the subscriber. The smartcard returns to the operator stock then.



Refresh products on smartcard

Refresh is necessary when the smartcard did not receive commands for a long period of time, e.g. the respective device was turned off. Another reason could be that the device was turned off while the smartcard should receive a new entitlement. In this case, it normally takes up to 15 minutes until the smartcard receives all needed keys for entitlements in order to get to the desired state. The product refresh causes an immediate transmission of these commands.

To refresh a smartcard select the respective smartcard from the drop down menu on the top left. Click then on this button next to **Refresh card** in order to accomplish this. If the refresh was successfully accomplished the following box appears:



Click on *Close* to close the dialog box. The smartcard are refreshed now.

Change smartcard PIN



In this section you see the actual PIN of the smartcard:

To change the PIN click on the *pencil* icon. The empty field to the right opens:

Enter a new 4-digit smartcard PIN there and then press the *checkmark* to save it. Please be aware that PIN change can take up to 10 minutes.

After allocation of smartcards to the subscriber you can define their attributes (see chapter 4.5.4).

4.5.4 Changing smartcard attributes

To change smartcard attributes you have two options. Either you can make it in the window **Allocation of smartcards** (see chapter 4.5.4.1) or in the window **Features** (see chapter 0).

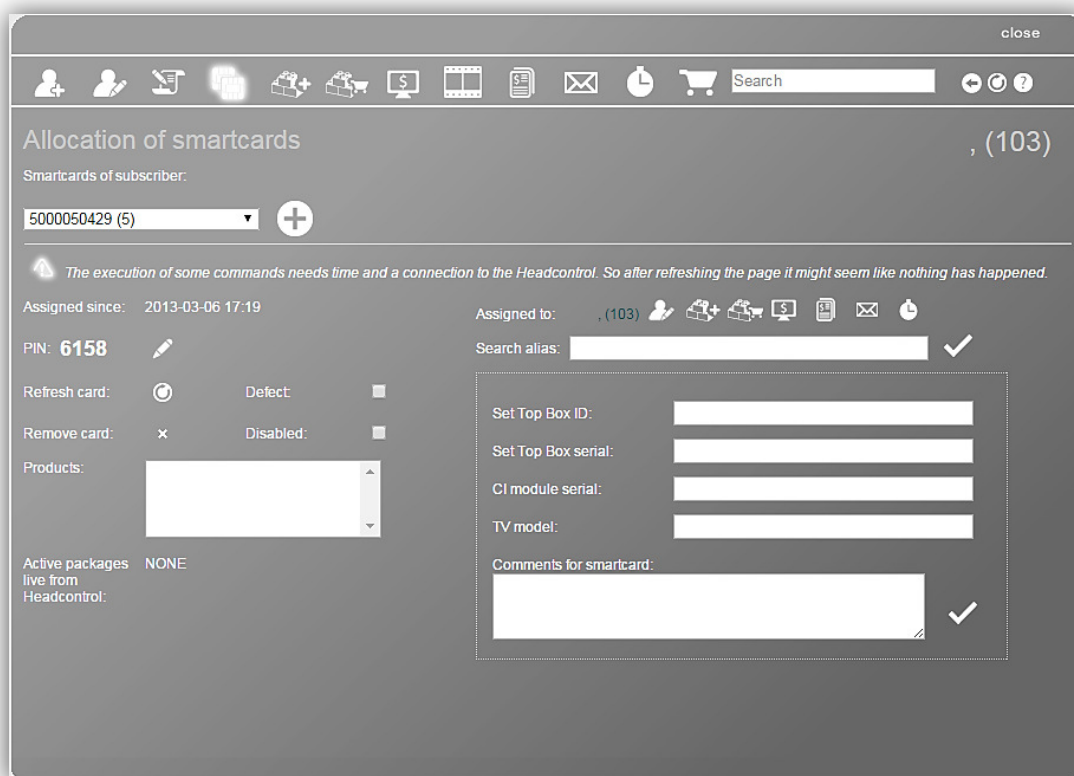
You should use the window **Allocation of smartcards** if you want to change attributes of smartcards allocated to the selected subscriber. In the window **Features** you can change attributes of the selected smartcard regardless of whether the smartcard is already allocated to some subscriber.

4.5.4.1 Allocation of Smartcards window

In the window **Allocation of smartcards** you can change attributes of allocated smartcards of the selected subscriber. To get to the window **Allocation of smartcards** click on the icon in a pop-up box e.g.



the **Add subscriber** pop-up box (see chapter 5.4.5).



To find a detailed description of all functions in this window see chapter 5.4.5.2

Select the respective smartcard from the drop down list above.

The current smartcard PIN and the timestamp are displayed below the selected smartcard.

Marking the smartcard as defect

If it is the case you can mark the smartcard as defect. For that put a checkmark into the check box **Defect**. To remove the label again remove the checkmark from the respective check box.

Disabling/enabling a smartcard

You can also disable a smartcard by putting a checkmark into the check box **Disabled**. To enable the smartcard marked as disabled, remove the checkmark from the respective check box again.

Setting Set Top Box pairing



You can use for pairing only smartcards that have a smartcard number beginning with 1. So starting pairing select at first a smartcard with a smartcard number beginning with 1 from the drop down list above and then you can act as described below.

If you want the smartcard to be paired with a Set Top Box then you must enter the Set Top Box ID in the respective field in the following box. The Set Top Box ID must have 16 hex numbers i.e. (A3FF-123B-56AE-90FC). Click on the *checkmark* below to save the information about the Set Top Box.

After that you can put a checkmark into the check box and the smartcard will be paired with the defined Set Top Box. From now on the smartcard is restricted to work only in the specified Set Top Box.

You can cancel pairing if you remove the checkmark from the check box **Paired** again.



After you have set a checkmark in the check box **Paired**, then you cannot change the Set Top Box ID. To do this you should first cancel the current pairing (see above).

Change smartcard PIN

In this section you see the actual PIN of the smartcard:

To change the PIN click on the *pencil* icon. The empty field to the right opens:

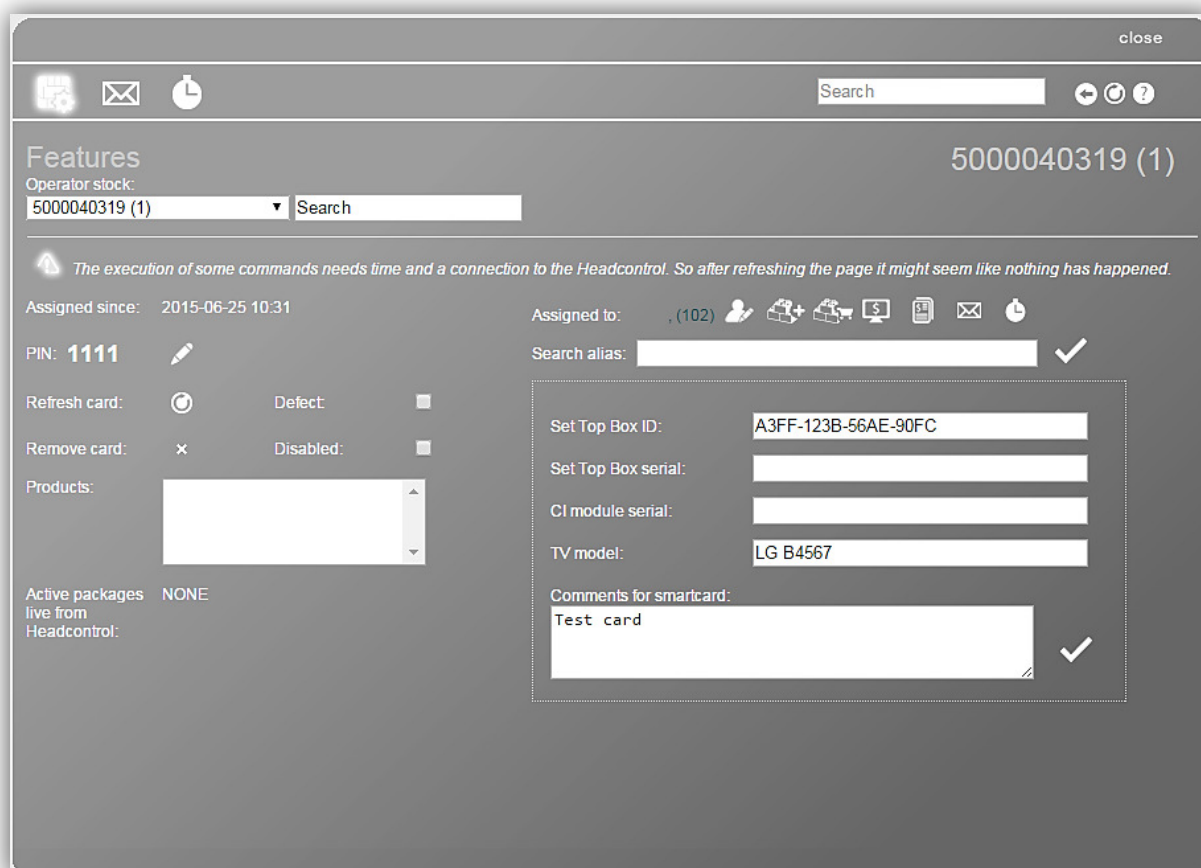
Enter a new 4-digit smartcard PIN there and then press the *checkmark* to save it. Please be aware that PIN change can take up to 10 minutes.



4.5.4.2 Features window

In the window **Features** you can change attributes of the selected smartcard regardless of whether the smartcard is already allocated to a subscriber.

To get to the window **Features** click the submenu **Features** in the **Smartcards** menu or click on this icon in a pop-up box.



To find a detailed description of all functions in this window see chapter 5.7.5 Features

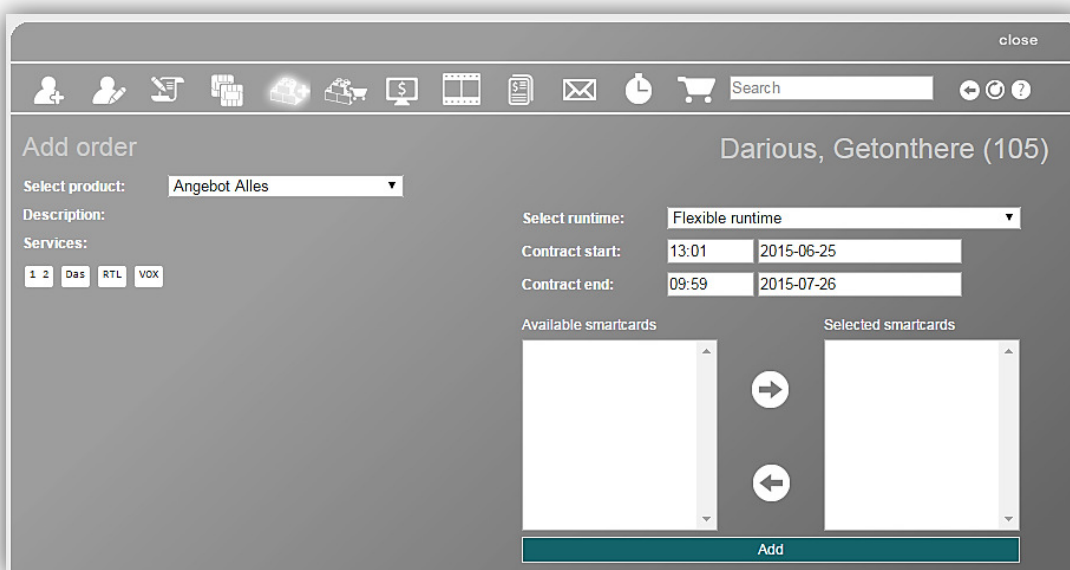
At first select the smartcard you need. Now you can change its attributes. Changing attributes happens here the same way as in the window **Allocation of smartcards** (see detailed description in chapter 4.5.4.1).

4.5.5 Allocation of product orders

You can add a product to the selected subscriber in the window **Add order**. To get there click on this icon



in a pop-up box e.g. the **Add subscriber** pop-up box (see chapter 5.4.5).



To find a detailed description of all functions in this window see chapter 5.4.5.4.

To add a product to the selected subscriber you should first select the product you want to add in the drop down box at the top left.

Under the drop down box you see the description of the selected product and what services it contains.

Select then the product runtime you want to use in the drop down list above on the right. There are two types of runtimes: Fixed and Flexible ones (for more details see chapter 5.4.5.4). Depending on the runtime you have chosen you may get new options to choose.

Enter when the contract should start and in case of flexible runtimes, also when it will end.

Now you should choose the smartcards that should be used for this product.

You see two boxes in this window. The left one shows the smartcards of the subscriber and the right one is for smartcards that should be added to the order.

Select now a smartcard you want to be used for this product in the left box and press arrow right to move the smartcard into the right box. In case of a fixed runtime product you will be allowed to move into the right box not more smartcards than defined under **Licenses**. If you want to place one of the smartcards back into the left box then select it and press arrow left.



If all smartcards you want are placed in the right box, then press the large red button **Add** and the product will be added to the subscriber. The window **Product orders** (see chapter 5.4.5.5) will open automatically where you can see all orders of the subscriber and manage them.

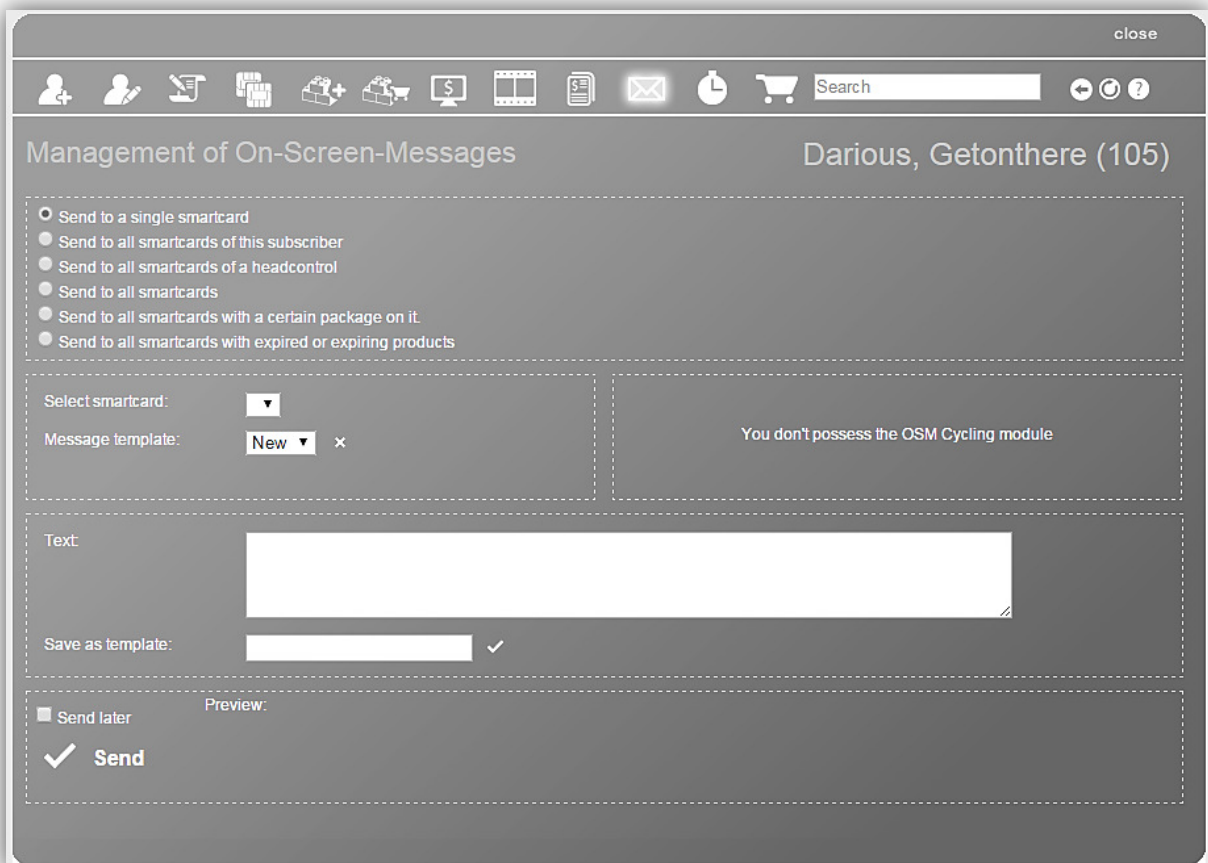


4.5.6 On-Screen Messaging

You can send on-screen-messages on TV devices in the window **Management of On-Screen-Messages**. To get there click on this icon



in a pop-up box e.g. the **Add subscriber** pop-up box (see chapter 5.4.5).



To find a detailed description of all functions in this window see chapter 0.

To send an on-screen-message choose at first to which smartcards you want to send your on-screen-message. You have the following options:

Check the option you have chosen.

- Send to a single smartcard
- Send to all smartcards of this subscriber
- Send to all smartcards of a headcontrol
- Send to all smartcards
- Send to all smartcards with a certain package on it
- Send to all smartcards with expired or expiring products

If you have chosen the option **Send to a single smartcard**, then you should select in the drop down menu below the subscriber's smartcard you want to send the on-screen-message to. You can also choose a

message template if there are any saved or select the option 'New' to write a completely new text of the message. The option 'New' is also chosen if there are no templates yet.

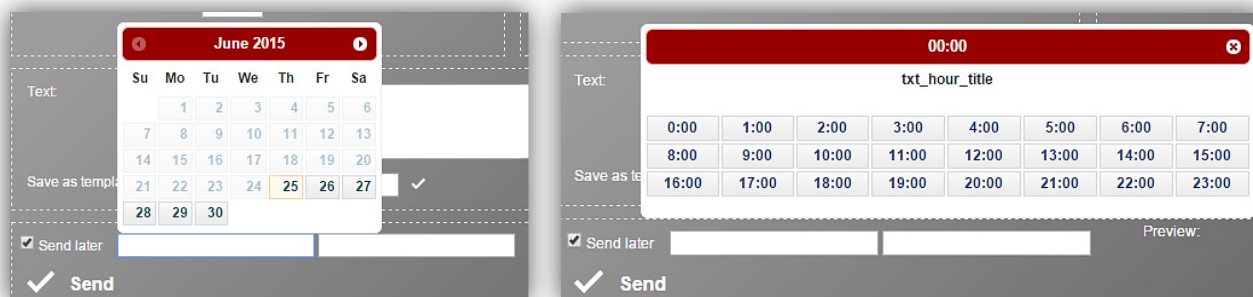
If you have chosen the option **Send to all smartcards of this subscriber** then you can also choose a message template if there are any saved or select the option 'New' to write a completely new text of the message. The option 'New' is also chosen if there are no templates yet.

If you have chosen the option **Send to all smartcards of a CAS-Server** then you should select in the drop down menu below the respective CAS-Server. You can also use a message template function the way described in the options above. The same applies if you have chosen the option **Send to all smartcards**.

If you have chosen the option **Send to all smartcards with expired or expiring products** then you should specify what expiring products should be considered. For that enter in the field below how many days there should be till the products expire. You can also use a message template function the way described in the options above.

If you have chosen to use a template then you will see the text of the message in the section *Text* below. If you do not use a template (so that the option **New** is chosen in the section **Message template**) then enter the text of your message in the field *Text*. You can save it as a template if you want. To do that enter the name of the new template in the field **Save as template** and click the checkmark next to it to save.

In the **Preview** section you can see how your on-screen-message will look like. If you are satisfied and want to send the created message click on **Send** to send the message immediately. If you want to send it later, put a checkmark in the checkbox **Send later**. Two white fields show up:



By clicking on them, you can pick the date and the time sending your message. After you have made your settings, click on the **Send** button.

The system will accept the task and your message will be sent by the system at the time you have set.



Remember that the following conditions must be met so that on-screen-messages can be received by a set top box:

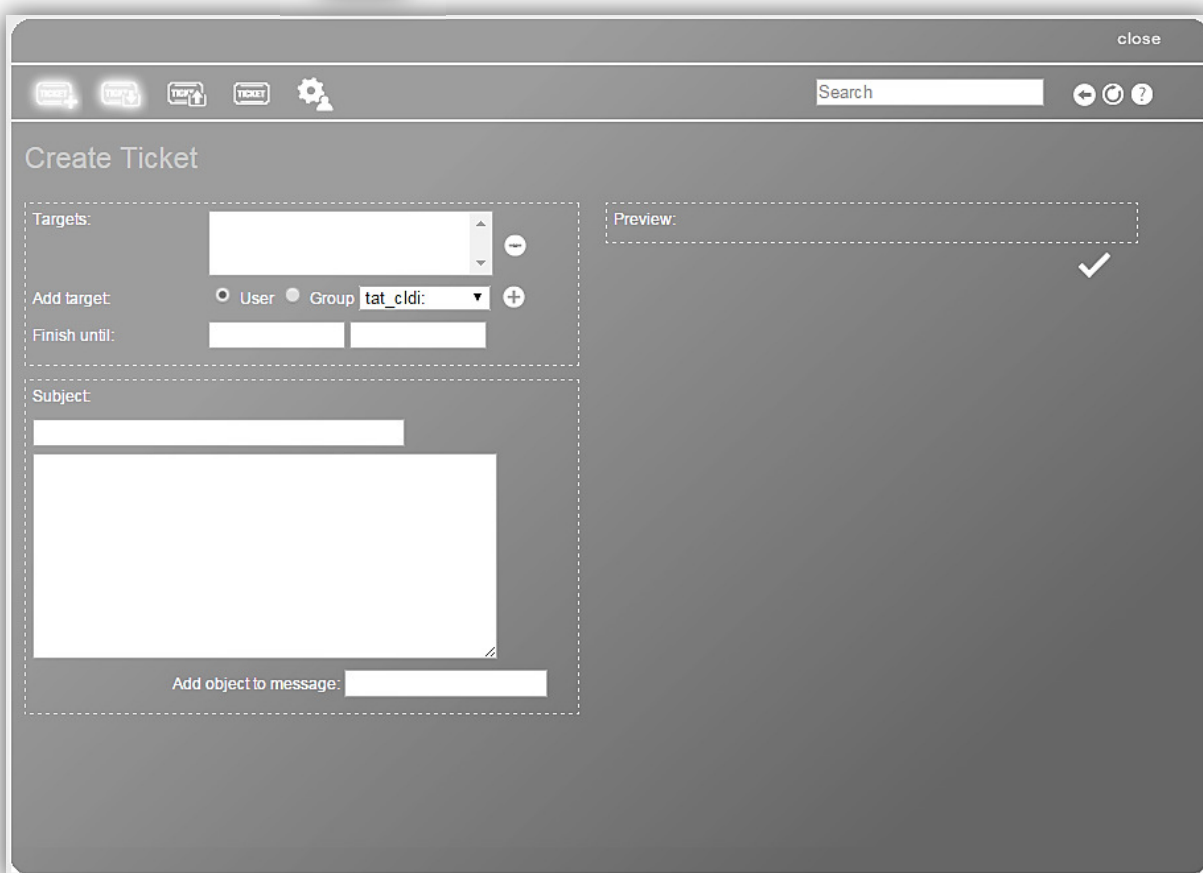
- Set top box must be on
- Set top box must be "watching" a service encrypted with CAS Management at the moment of on-screen-message sending

4.6 Tickets

In this section we will explain how to create and edit tickets in CAS Management. Tickets help you to manage your subscriber requests or other tasks and see the progress in their completion. Every time you have a subscriber request or other task that should be solved, you can create a ticket where you can describe the task and forward it to the people that will work on this task. They can edit the tickets and add the notes what they have done working on the task and change the ticket status if needed. So you can always see who worked on the task, what they have done and what status the task has currently (**open** if the work on it is still in progress, **closed** if the task is already completed, **postponed** or **rejected**).

4.6.1 Ticket creation

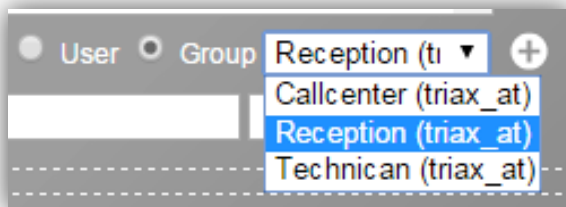
You can create a new ticket in the window **Create Ticket**. To get there click the submenu **Create Ticket** in the **Home** menu or this icon  in some pop-up boxes.



To find a detailed description of all functions in this window see chapter 5.3.4


For creating a new ticket choose at first who should get your ticket. Choose if you want to send a ticket to users or groups by clicking the appropriate button.


Then choose in the drop down list on the right the users or groups you want to send your ticket to and click then on the **plus** button to add the chosen recipients into the list **Targets** above.

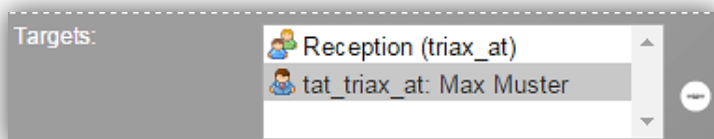


If you do not want to have some recipient in your target list, then mark it in the list **Targets** and click on the **minus** button.

Your target list can include both users and groups. For that select the options **User** and **Group** one after

another and add recipients to the target list the way described above. This icon  indicates the recipients

that are single users in the target list and this icon  is set next to groups. Such mixed target list looks the following way:

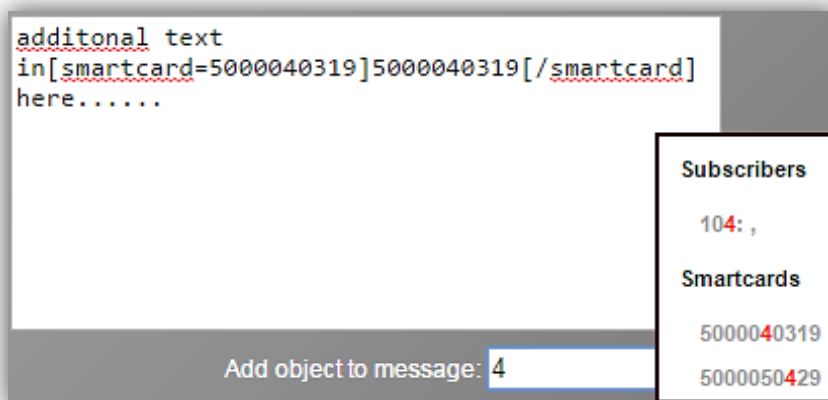


Then set in the section **Finish until** the date and time until when the ticket has to be closed:

Enter in the section **Subject** the subject of your ticket.

Write then in the big box under the section **Subject** the message you want to send in your ticket.

You can add an object to your message in the section **Add object to message** if you want (for example CAS-Servers, subscribers, phone numbers, smartcards and so on). For that click in the white field named **Add object to message** and enter the first numbers/ letters of the object you want to add. A list will appear with all possible objects which contain your letters/ numbers you typed in:



Select the object you want to add from the list. It will appear in the big white box.

If you want to delete the object off the message, mark it in the big white box and delete it with a PC key 'Delete'.

In the section **Preview** on the right you can always see how your ticket will look like. If you are satisfied and want to save and send the created ticket, then click on the checkmark .

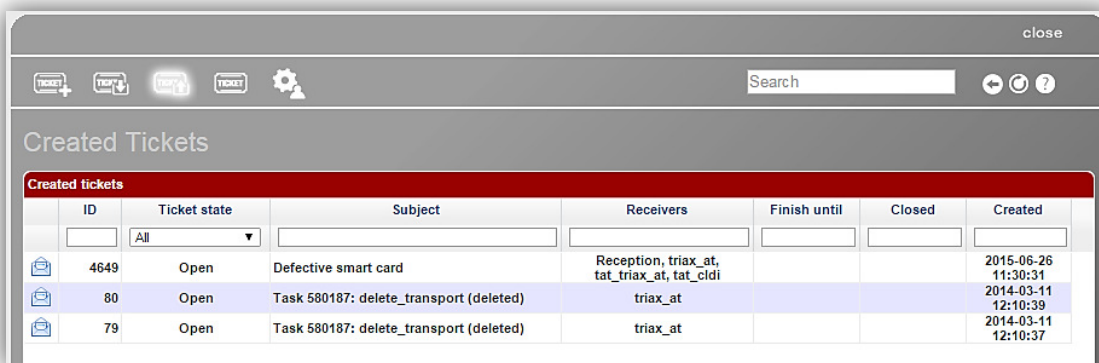


4.6.2 Ticket editing

You can edit the selected ticket in the window **Ticket**. To get there click on **Created tickets** in the home menu or this icon in a pop-up box.

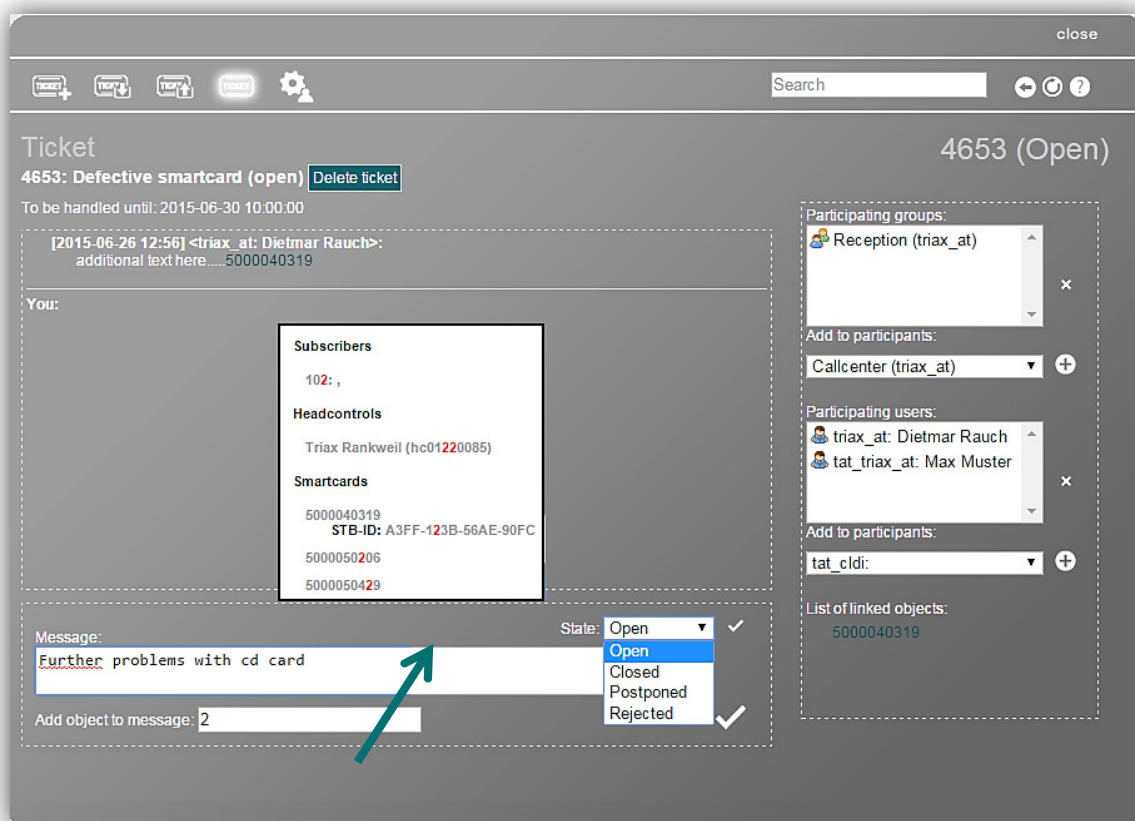


You should then get to this overview picture, click on the ticket you want to edit.



| ID | Ticket state | Subject | Receivers | Finish until | Closed | Created |
|------|--------------|---|---|--------------|--------|---------------------|
| 4649 | Open | Defective smart card | Reception, triax_at, tat_triax_at, tat_cldi | | | 2015-06-26 11:30:31 |
| 80 | Open | Task 580187: delete_transport (deleted) | triax_at | | | 2014-03-11 12:10:39 |
| 79 | Open | Task 580187: delete_transport (deleted) | triax_at | | | 2014-03-11 12:10:37 |

Now the ticket has opened again – and you can edit it. When finished press the checkmarks.



Ticket 4653: Defective smartcard (open) Delete ticket

To be handled until: 2015-06-30 10:00:00

[2015-06-26 12:56] <triax_at: Dietmar Rauch>:
additional text here....5000040319

You:

Subscribers

102: ,

Headcontrols

Triax Rankweil (hc01220085)

Smartcards

5000040319
STB-ID: A3FF-123B-56AE-90FC

5000050206

5000050429

Message: Further problems with cd card

Add object to message: 2

State: Open Open Closed Postponed Rejected

Participating groups: Reception (triax_at)

Add to participants: Callcenter (triax_at)

Participating users: triax_at: Dietmar Rauch, tat_triax_at: Max Muster

Add to participants: tat_cldi:

List of linked objects: 5000040319

To find a detailed description of all functions in this window see chapter 5.3.5

Above you see the ticket number (in this case 4653), the subject and the status of the ticket (in this case open). You can delete the ticket with a **Delete ticket** button.

Below the **Delete** button is the date until when the ticket has to be handled.

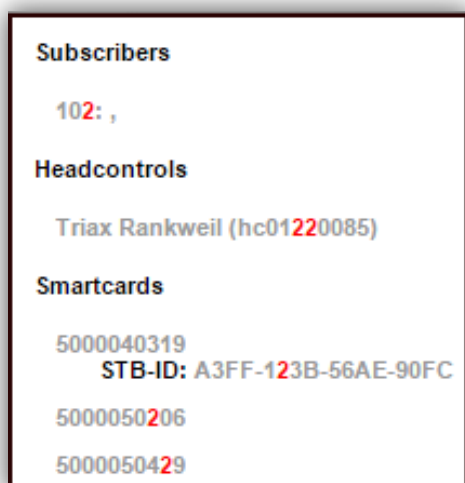
Further below you see the history section. There you can see the original text of the ticket and everything wrote in this ticket afterwards. Above each entry you can see who was the editor, when it happened and what he/ she wrote.

If you want to add your own message into the ticket, you can enter it below in the section **Message**:

See example picture above.

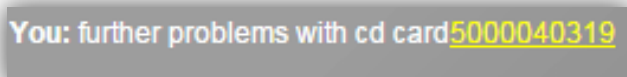
You can also add an object to the message. For that click on the white field **Add object to message** and enter the first numbers/ letters of the object you want to add. (for example. CAS-Servers, subscribers, phone numbers, smartcards...) A list will appear with all possible objects which contain your letters/ numbers you typed in.

In the example the number 2 has been entered, returning possible objects beginning with the number 2.

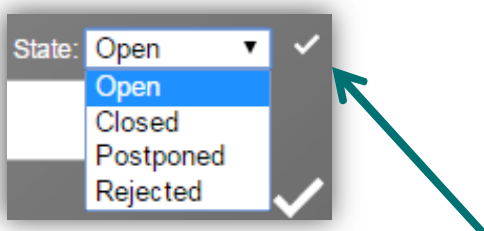


Finally, select from the list the object you want to add. It will appear in the big white box.

In the preview section (next to word **You:**) you can see how your message will look like. The added objects will be shown in yellow. For example:



You can also change the status of the ticket in the drop down menu **State**.




To save the new ticket status click on the **small checkmark**.




TRIAX


On the right side you see the recipients of your answer (groups or users) in the sections **Participating groups** and **Participating users**.

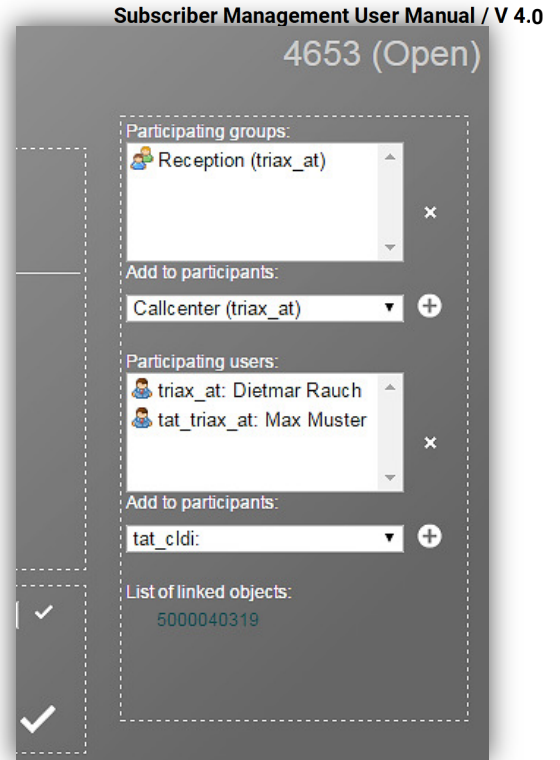
These are people who work on that ticket as well. You can add or delete users or groups off these lists. To add recipients click on the respective drop down list **Add to participants** (the upper one is for groups, the lower one for single users), select a user/group and press the *plus* icon next to the list. 

Then the user/ group will be added into the list of participants (either **Participating groups** or **Participating users**).

To delete a user/group from the list of participants select them from the respective list (either **Participating groups** or **Participating users**) and press the *cross* icon next to the respective list. 

In the **List of linked objects** on the right you see the list of all objects added to the messages in this ticket.

Once you are ready to release the ticket, press the **big checkmark** icon. 






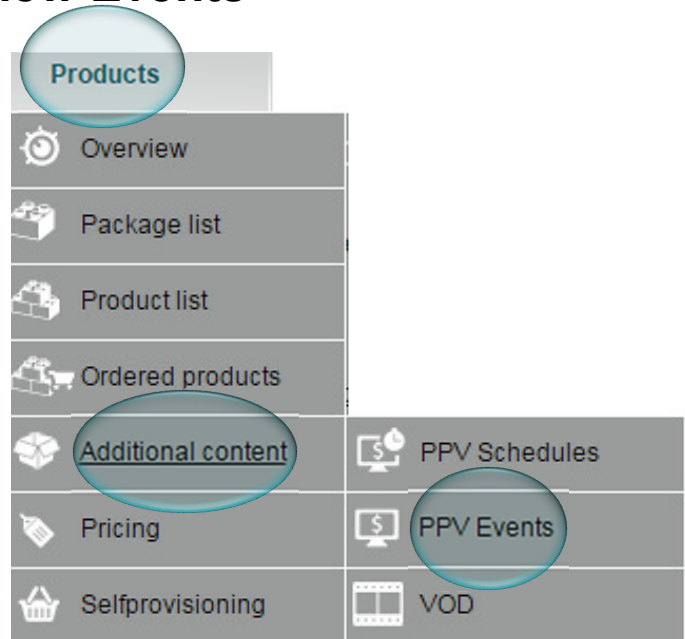
4.7 Ordering Pay-Per-View Events



To order a Pay-Per-View event (the so called PPV event) you should go to the **Pay-Per-View Events** window. To get there use the menu:

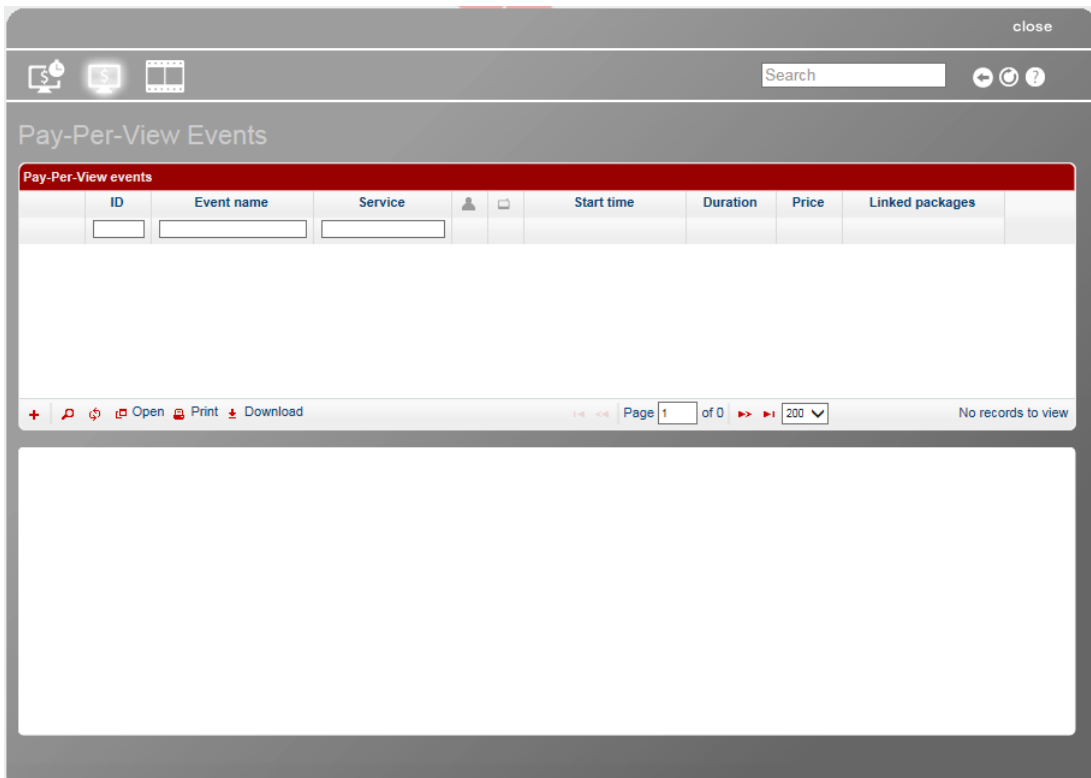


or click on this icon in a pop-up box. In this window you can see PPV events that are already ordered by the selected subscriber or order the new ones.

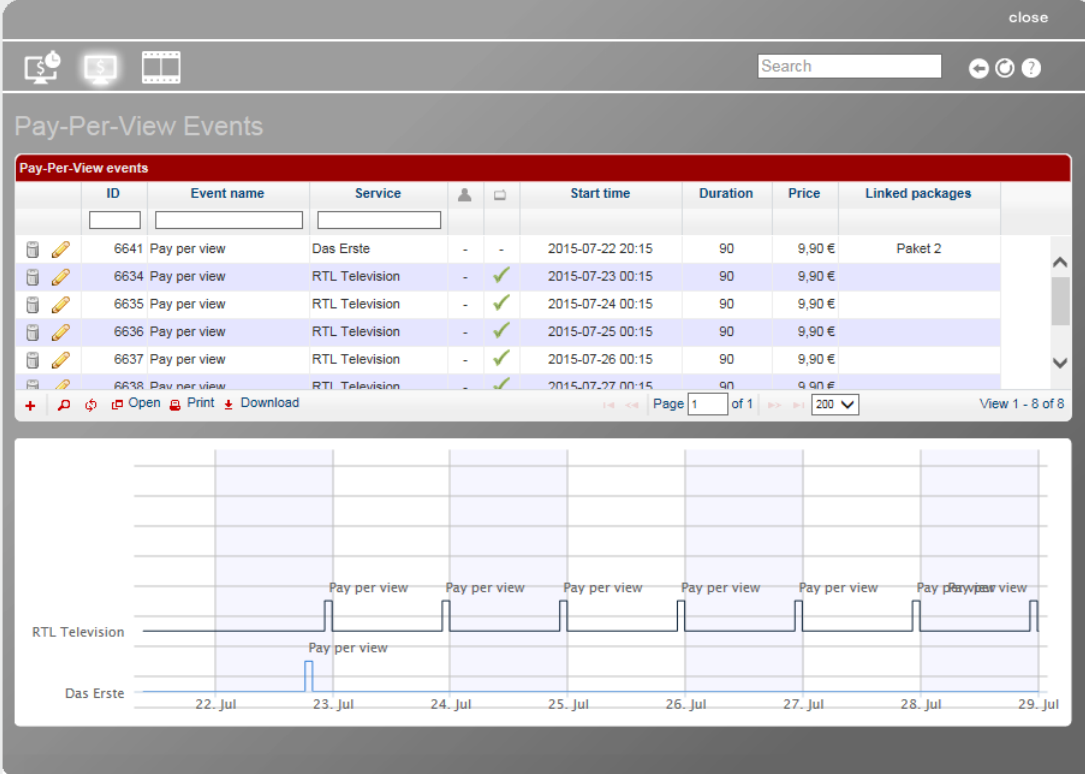
To see the ordered PPV events click on the field **Ordered Events** and then on the *plus icon*  next to each service to unfold a list of PPV events ordered there.



To order a new PPV event for the selected subscriber, click on the field **Available Events**. If there are PPV events defined in the system you will see a list of services that have them. Click on the *plus icon*  next to a service to see all its available events. Click on the checkmark  next to a PPV event of your choice to order it.



To find a detailed description of all functions in this window see chapter 5.4.5.6



The screenshot displays the 'Pay-Per-View Events' section of the software. At the top, there is a search bar and a 'close' button. Below the title, a table lists the events with columns for ID, Event name, Service, Start time, Duration, Price, and Linked packages. Below the table is a timeline chart showing the duration of these events across several days in July.

| ID | Event name | Service | Start time | Duration | Price | Linked packages |
|------|--------------|----------------|------------------|----------|--------|-----------------|
| 6641 | Pay per view | Das Erste | 2015-07-22 20:15 | 90 | 9,90 € | Paket 2 |
| 6634 | Pay per view | RTL Television | 2015-07-23 00:15 | 90 | 9,90 € | |
| 6635 | Pay per view | RTL Television | 2015-07-24 00:15 | 90 | 9,90 € | |
| 6636 | Pay per view | RTL Television | 2015-07-25 00:15 | 90 | 9,90 € | |
| 6637 | Pay per view | RTL Television | 2015-07-26 00:15 | 90 | 9,90 € | |
| 6638 | Pay per view | RTL Television | 2015-07-27 00:15 | 90 | 9,90 € | |

The timeline chart below the table shows the duration of these events. The x-axis represents dates from 22. Jul to 29. Jul. The y-axis shows the services 'RTL Television' and 'Das Erste'. Vertical bars indicate the duration of each event, with labels 'Pay per view' above the bars. The chart shows that 'Das Erste' has an event on 23. Jul, and 'RTL Television' has events on 24. Jul, 25. Jul, 26. Jul, 27. Jul, and 28. Jul.

Once you are done ordering, you can create a receipt for the subscriber.

4.8 Purse management and receipt creation

In this section we will explain how you can register payments made between you and a subscriber and create receipts.



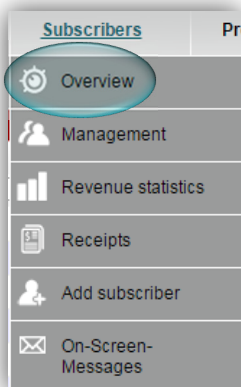
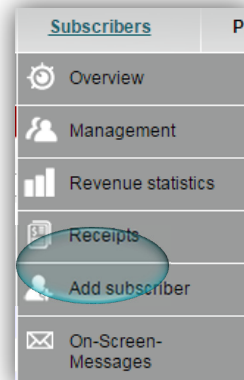
Note that you can use the receipt system in CAS Management not only in case of purchasing products over CAS Management, but also to register all other payments between you and your subscribers/ customers if you want. For example if you run a hotel you can also enter in this window other payments your customers/ subscribers should make and if they are already made. Read below how to use the system.

For billing in CAS Management you should get to the **Receipts** window.

Billing view of all subscribers:

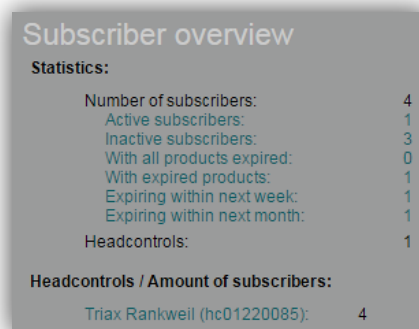
Point your mouse on the **Subscribers** menu – then point your mouse down to the **Receipts** window; and click.

OR on the **Receipts** icon in the appropriate popup box (see chapter 5.4.5.1)



For a view of the billing of a specific subscriber:

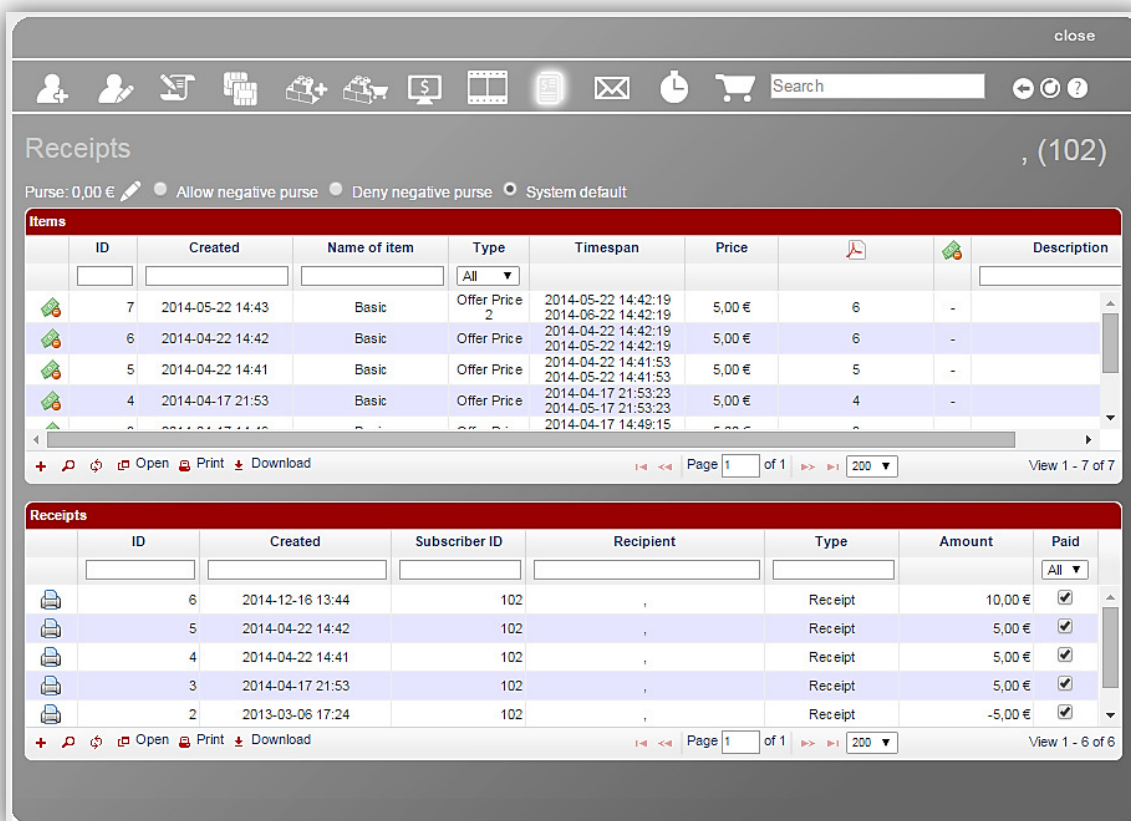
Point your mouse on the **Subscribers** menu – then point your mouse down to the **Overview** window; and click – now you will see something like this:



Click on either “active subscribers” or “inactive subscribers” and this will show:

| Subscriber ID | Last name | First name | Smartcards | Region | Country | Email |
|---------------|------------|------------|------------|------------|---------|-------|
| 105 | Getonthere | Darius | | hc01220085 | Albania | |
| 103 | Mumbezi | Baduu | 5000050429 | hc01220085 | Algeria | |
| 103 | | | | hc01220085 | EN | |

Click on the appropriate subscriber (in this case 103) – then click on the **Receipt** symbol and the Receipts box will show:



To find a detailed description of all functions in this window see chapter 5.4.5.8

In the upper left you see a position named **Purse**. It shows you the credit of the selected subscriber. A negative value means the subscriber owes you (negative purse), a positive one means he/ she paid in advance and has credit left.

You can specify if the selected subscriber is allowed to have a negative purse or not. You can choose between three options for that:

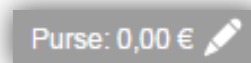
Allow negative purse Deny negative purse System default

- Allow negative purse (the purse may go below 0,00)
- Deny negative purse (the amount in the purse is not allowed to be below 0,00)
- System default (if negative purse is allowed is determined by default. To see the current default setting hover above the option **System default**. To set default settings go to the window **System settings** (see chapter 5.9.1)).

Check the option of your choice.

How to register payments or other transactions on the subscriber's account (in the "purse"):

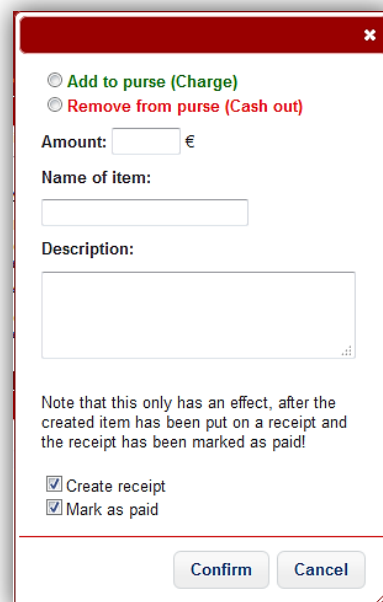
If you want to register payments of the selected subscriber or other transactions made with him, click on the *pencil* icon next to the purse indicator:



The following box opens:

You have two options to choose from: add money to the subscriber's account if he/she wants to pay for something (=Add to purse) or remove money from it if you pay out money to him/her (=Remove from purse).


Select what you want to do: Add money to purse or remove from it. Enter then the amount, name of the item (= reason of the transaction) and transaction description if needed.




To become effective, the created item should be put on receipt and marked as paid! For that you should check the options **Create receipt** and **Mark as paid**:

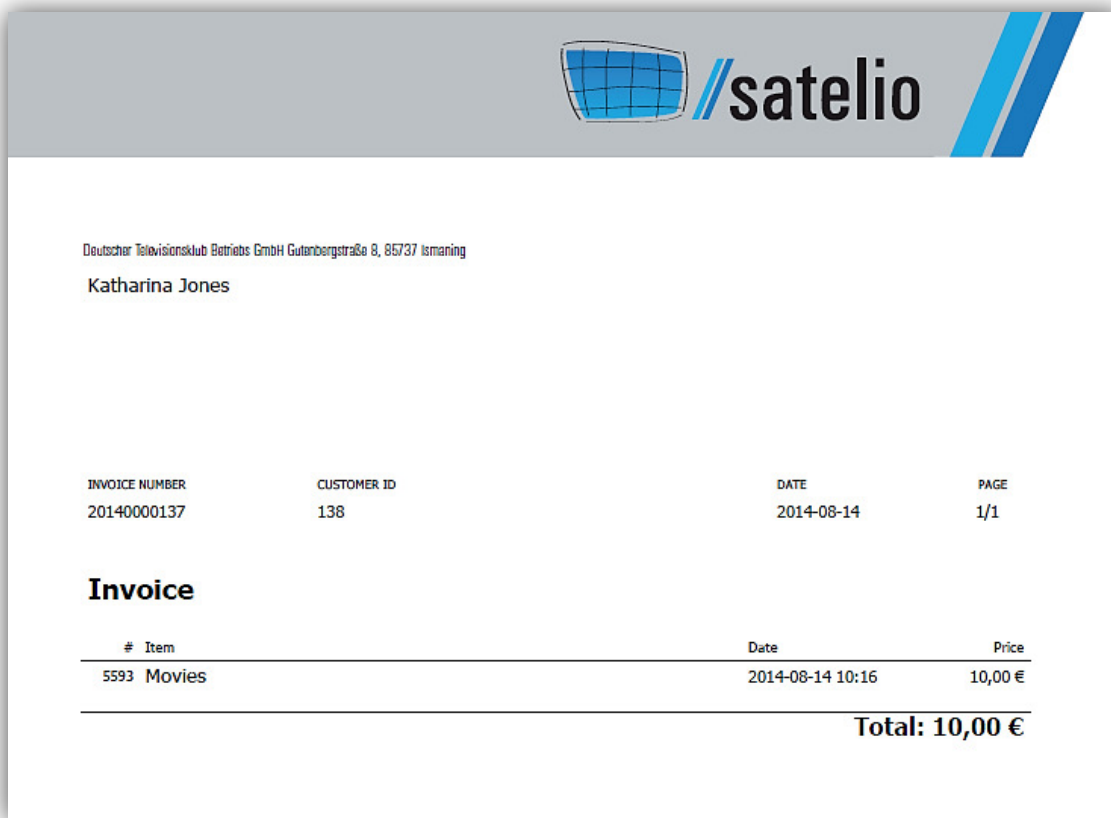
- Create receipt
- Mark as paid

After that press *Confirm* button to perform the action or press *Cancel* to abort. If you confirm the action, then the purse amount will change accordingly and a receipt will be created. You can open it and print it if needed.

The receipt ID will be shown in the column under . You can click on it anytime to open or print the receipt. If no receipt is created for an item yet, then there is a check box **Add to receipt** **Add to receipt** in the column. Check it if you want to create a receipt for the item.

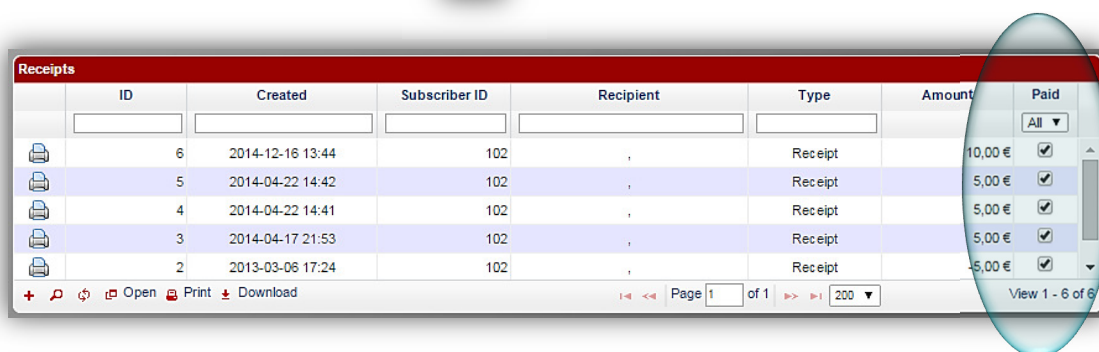
Every time the subscriber buys a product over CAS Management, the amount is subtracted automatically from his purse. If you want to register other payments of the subscriber then you should do this manually.

Receipts are created according to the receipt layout defined in the **System settings** window (on defining receipt layout see chapter 5.9.1). The receipt in our example looks the following way:



The created receipt will be listed in the **Receipts** box at the bottom (see chapter 5.4.5.8).

To print a receipt, click on the *Print* icon  next to the receipt, open the file and print it.



After the receipt is paid, you should mark it as paid by setting a checkmark into the check box **Paid** in the list of receipts (see above).



For the proper execution of all functions in this window it is important to mark if the amount shown in a receipt is paid. If it is the case, you must put a checkmark into the corresponding check box **Paid** (see above).

4.9 Room mode

You can work in two different modes in CAS Management. These are *subscriber mode* and *room mode*.

Subscriber mode is a standard mode of CAS Management. All information in this mode refers to single subscribers or their smartcards, so that all modifications can be set individually for each smartcard (also if it is paired to a room).

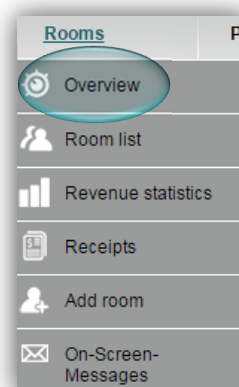
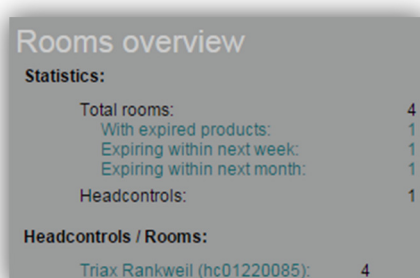
Room mode however refers to rooms and to smartcards that are assigned to rooms and not to single subscribers. This mode is suitable if you run for example a hotel or a hospital and want to manage TV products assigned to rooms. In this case modifications will be set on all smartcards paired to a room. Meaning, each smartcard of the room holds the same products and settings at any time.

You can define in what mode you want to work in a **System settings** window (see chapter 5.9.1). You can change from one mode into another every moment. If you change into the room mode, then the **Subscribers** menu will be replaced by the **Rooms** menu (on **Rooms** menu see chapter 5.5) and all your clients will be handled as rooms. If you change into the subscriber mode, then it is the other way around.

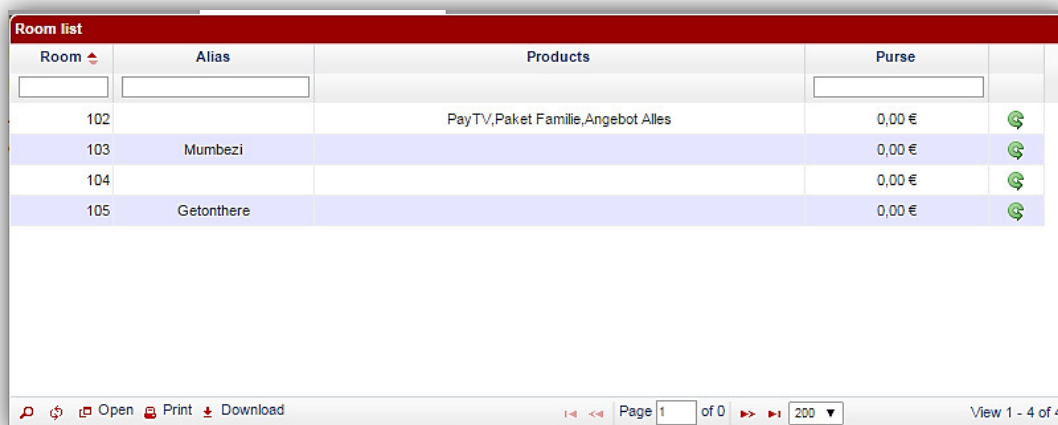
4.9.1 Reception

You can manage TV products and payment for other items of the selected room. Go to the **Rooms** window:

Point your mouse on the **Rooms** menu – then point your mouse down to the **Overview** window; and click– now you will see something like this:



Click on one of the possibilities and something like this will show:

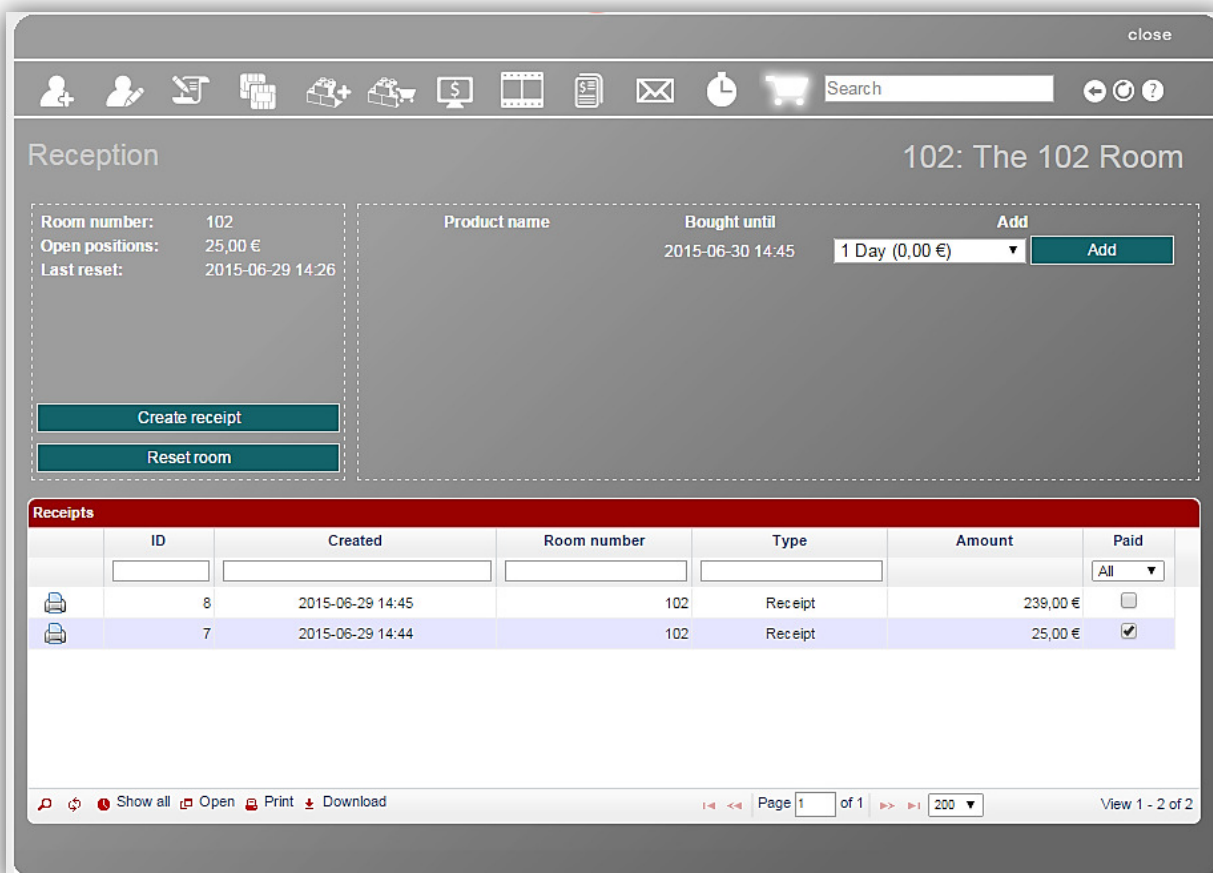


| Room | Alias | Products | Purse | |
|------|------------|-----------------------------------|--------|---|
| 102 | | PayTV,Paket Familie,Angebot Alles | 0,00 € | 📶 |
| 103 | Mumbezi | | 0,00 € | 📶 |
| 104 | | | 0,00 € | 📶 |
| 105 | Getonthere | | 0,00 € | 📶 |

Room list

Page 1 of 0 200 View 1 - 4 of 4

Click on the appropriate subscriber (in this case 103) – then click on the **Reception** symbol and the reception box will show:



To find a detailed description of all functions in this window see chapter 5.5.5.1

The reception window can also be found when clicking on the **Reception** icon in the appropriate popup box.

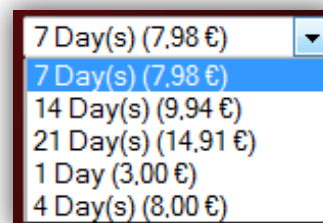
At the top right you see the number and the name (if there is one) of the selected room.

At the left you see important information about the room such as a room number, if there are open positions that must be paid and time and date of last room reset (if there has been one already).

Adding products to a room:

On the right side of the window you see a list of available products. You can see product names and if they have already been purchased for the selected room. If it is the case, then you will see until when the purchased products are activated.

To add a new product to the room, open a drop down menu for the product to add. It may look like this:



You see different durations of the product that you can purchase and their price. Select one you want to add to the room. To do this, click on the **Add** button in the same line.



If you add a product that has **not** been purchased yet then it will be active immediately till the end of the purchased period of time. If you want to add one more time a product that **has already been purchased**

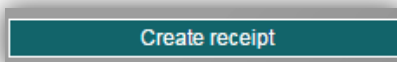


and is still active, then the newly purchased duration will be simply added to the current duration, so that the expiry date simply lies further in the future as before. You can buy as many durations of an available product as you want. In this case the expiry date until the product is bought will simply shift by the purchased duration.





In case of products with duration on a daily basis the product will be active till the beginning of the next day after the expiry date. You can define yourself when a day in your system should start. You can see in chapter 5.9.1 how to set the start of day in your system. For example if the start of day in your system is 9:00 a.m., then the purchased product will be active till 8:59 a.m. on the last day of the purchased duration.

Creating a receipt:



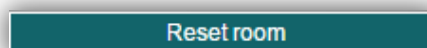
You can create a receipt over open positions for your customer. For that click the **Create receipt** button . The receipt that was created can be seen in the receipts list below. This list shows all receipts created for this room since its last reset. It may look like this:

| Receipts | | | | | | |
|---|----|------------------|-------------|---------|----------|-------------------------------------|
| | ID | Created | Room number | Type | Amount | Paid |
|  | 8 | 2015-06-29 14:45 | 102 | Receipt | 239,00 € | <input type="checkbox"/> |
|  | 7 | 2015-06-29 14:44 | 102 | Receipt | 25,00 € | <input checked="" type="checkbox"/> |

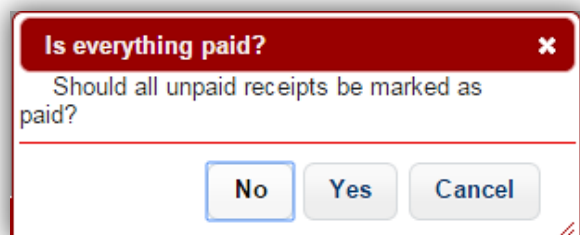
You can print a receipt you need by clicking on the **Print** icon  next to it.


If a receipt is paid, you should mark it as paid by setting a checkmark into the check box **Paid** (see above). The amount shown in **Open positions** will be automatically updated then.

Resetting a room:



To reset a room you should click on the button . A window pops up where you can define if you want to mark all outstanding items as paid.



A receipt over open positions will be created automatically. At the same time the receipts list will be cleared and the amount in **Open positions** will be reset to 0. If you want to see the receipts again, click on the button  **Show all** at the left bottom. This button shows you a list of all receipts ever created for the selected room and if they are paid.

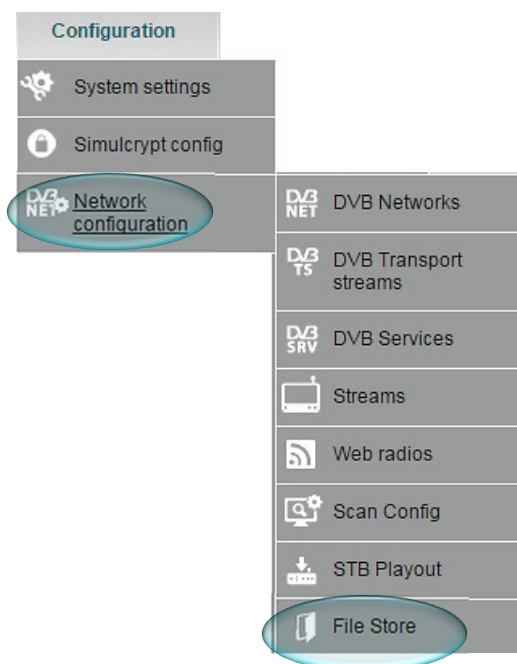
The icons in the left bottom corner have the same functions as described in chapter 5.3.6.

The icons above in this window have the same functions as described in chapter 5.4.5, but they refer to rooms and not to subscribers.

You can also see functions of all the icons if you hover the mouse above them.

4.10 Sending data to a set-top-box

To send a data to a set top box (STB) you should at first upload files you want to send. You can do it in the window **File store** (see chapter 4.10.1). Then you can send the data to the set top box in the window **STB Playouts** (see chapter 0).

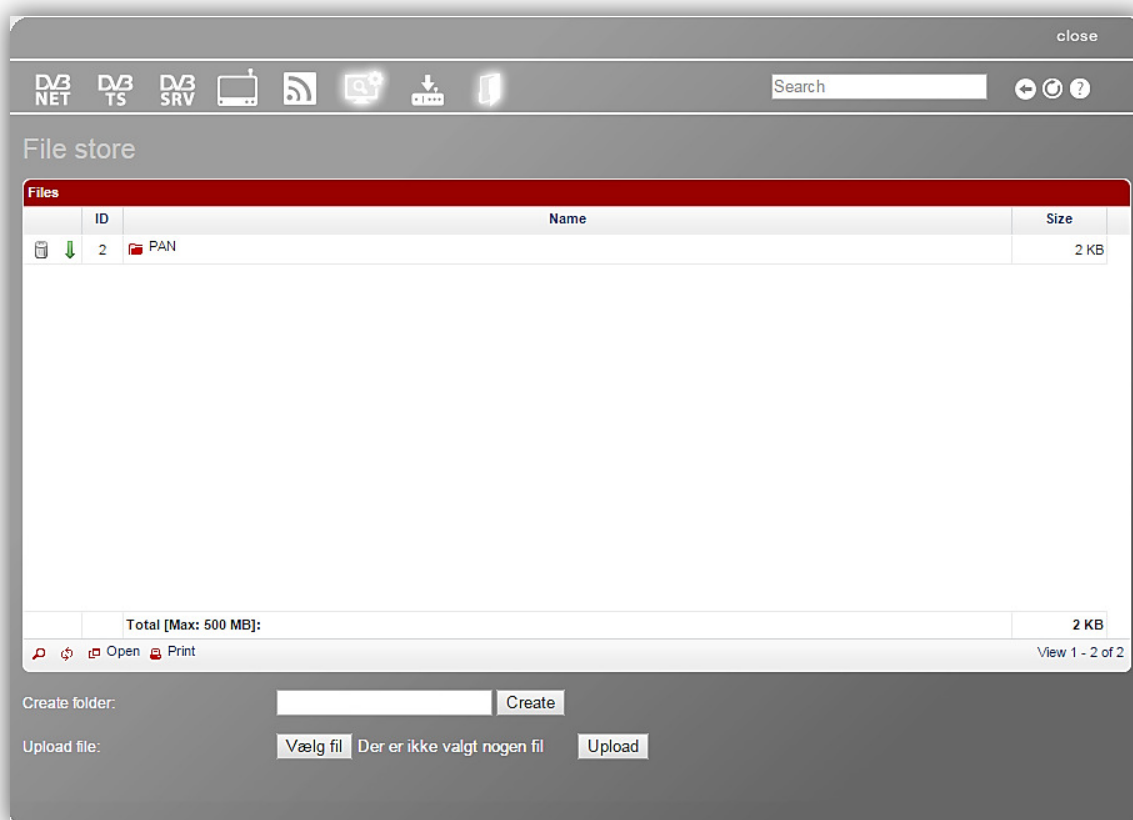


4.10.1 File management

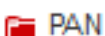
In the window **File store** you can see files you have and also create new folders and upload new files.

To get there, point your mouse on the **Configuration** menu, then **Network configuration** menu, then **File Store** window; and click.

Or click on the **File Store** icon in the appropriate pop-up box



To find a detailed description of all functions in this window see chapter 5.9.3.7

In our list you can now see one folder.  You can open it by clicking on it. It looks then the following way and all the files contained in this folder will be presented in the list:

| Files | | | |
|-------|----|-----------|----------|
| | ID | Name | Size |
| | 2 | PAN | 2 KB |
| | 6 | dummy.ts | 511 Byte |
| | 7 | dymmy2.ts | 2 KB |

To create a new folder, enter its name in the “create folder” field and press **Create**.

Create folder:

Upload file: No file chosen

To upload a file, click on the **Choose File**, select the appropriate file and click **Upload**.

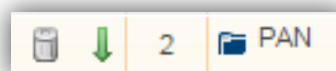


The file size in this window should be max. 20 MB each. Your total storage space is normally 500 MB. At the bottom of the list you can see your total storage space and how much of it is already in use:

Total [Max: 500 MB]: 2 KB

If you select a folder in the list, then all operations described above will be related to this folder. This means that created new folders will be in the selected folder and also all the uploaded files.

In our example we select the folder PAN by clicking on the line where it is (but not on the folder icon). The selected folder looks then that way:



The buttons below will then be related to the folder.

Create folder in 'PAN':

Upload file to 'PAN': No file chosen

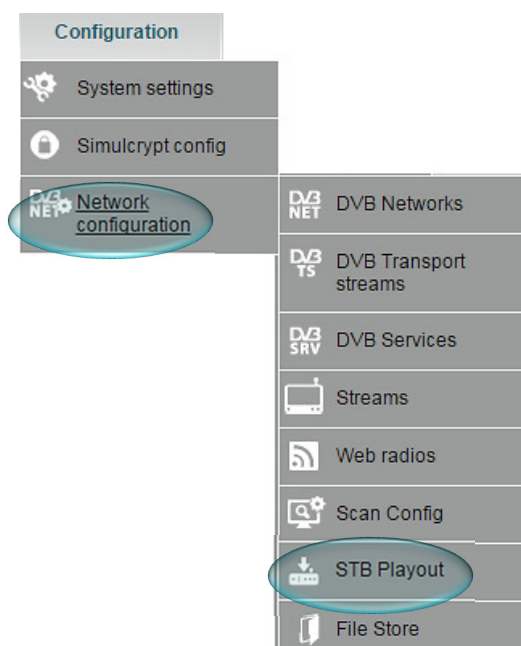
This means that you can create new folders in the folder PAN and also upload files to this folder. To do this, proceed the way described above.

If all files you want to send to a set-top-box are in the list, then you can switch to the window **Set-Top-Box Playouts** (see chapter 0) to send them to a set-top-box.

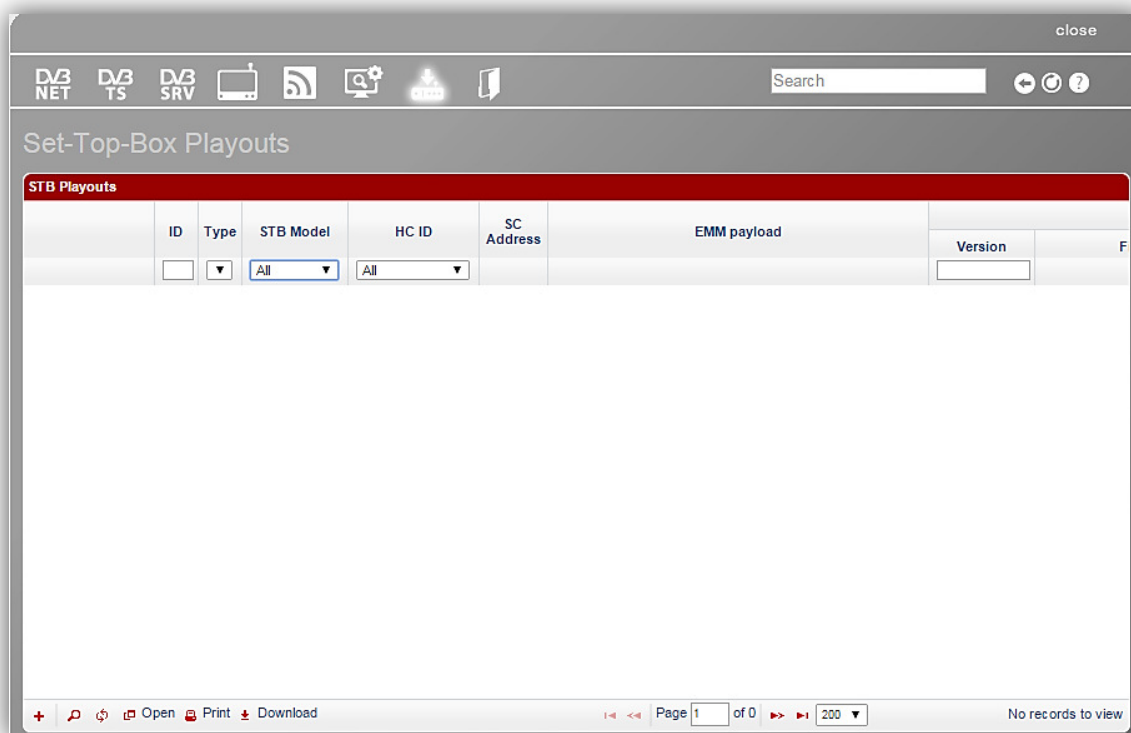
4.10.2 Sending files to set-top-box

In the window **STB Playout** you can send data to a set top box (STB).

To get there, point your mouse on the **Configuration** menu, then **Network configuration** menu, then **STB playout** window; and click.
Or click on the **STB playout** icon in the appropriate pop-up box.



In the window below you see the list of set top box triggers at the moment.
To send new data, click on the plus icon at the bottom .



To find a detailed description of all functions in this window see chapter 5.9.3.6

The following box pops up:

Here you should define the type, set-top-box model and CAS-Server ID (HC ID) at first.

Then check up the data type you want to send. Possible options are: software, configuration (these are vendor variables), service list or video-on-demand. You can check up so many of these options as you like at the same time.



If you choose the option “Generic” as STB model, then you can send only software.

The options you have checked up, will unfold and you should define the following parameters:

| | |
|----------|---|
| Play out | <input checked="" type="checkbox"/> |
| Version | <input type="text"/> |
| File | <input type="text" value="Select..."/> |
| Net ID | <input type="text" value="1: ASTRA 1"/> |
| Ts ID | <input type="text"/> |
| PID | <input type="text"/> |

Play out: is already checked up if you have chosen to send this data type

Version: should have either the hexadecimal format or look like this – 1.1.3.15

File: here you can unfold a list with all files that are in the list in the **File store** window.



You can only send files to STB if they are listed in the window **File store**. On uploading new files to the list see chapter 4.10.1

Net ID: select one in the drop down menu

Ts ID: enter the transport stream ID

PID: enter PID



If you want to send multiple data types to a STB, then pay attention that they can have the same Net ID and Ts ID, but in this case they must have **different PID**.

If you are ready, press **Submit** button in order to send the files to the set top box or press **Cancel** to abort.

5 Page-by-page description

In this chapter you will find every page of Cable view described separately. Use this as a reference, if you want to know what a particular feature of a page in CAS Management is.

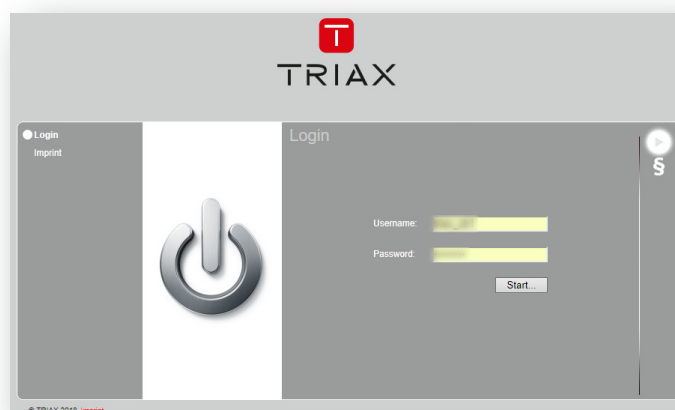
5.1 Login web portal

Please enter this address with your web browser.

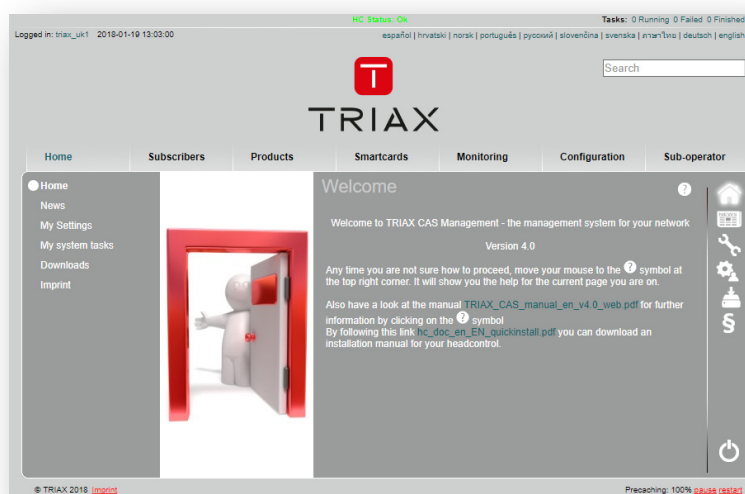
<http://www.CAS Management.eu>

You will be redirected to a secure connection to one of the CAS Management servers. All communications are encrypted with state-of-the-art 128bit SSL. At the login screen please enter the login credentials we shared with you.

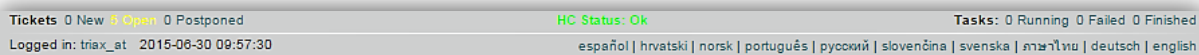
After logging in, the **Welcome** window appears.



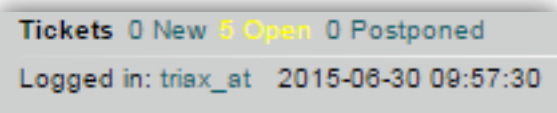
5.2 Welcome window



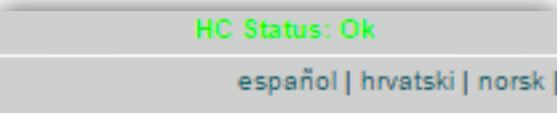
There is a taskbar at the top of the window, showing you crucial information in real time. This task bar is always to see at the top of the page in CAS Management.



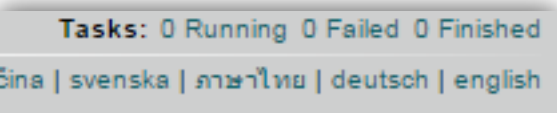
The task bar shows the following information:



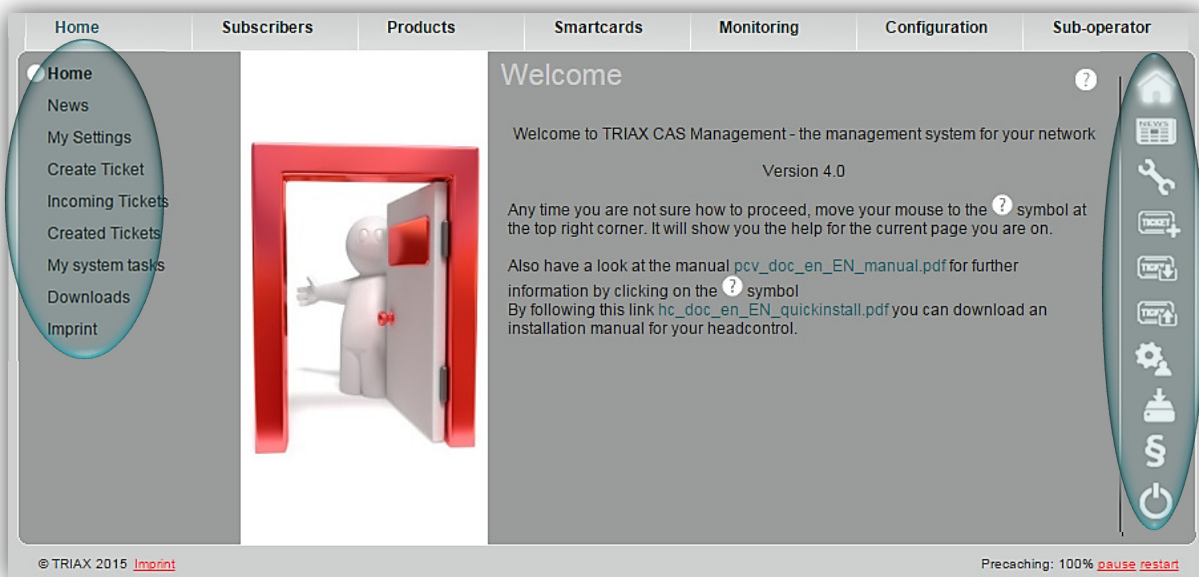
Tickets you have received. How many are still open and postponed. Click on them to get more details.



The status of your CAS-Servers. If they are ok or how many are offline or in error. You can click on it to get to the **Monitoring overview (5.8.1)**



Tasks that are running, failed, finished. Click on them to get more details.



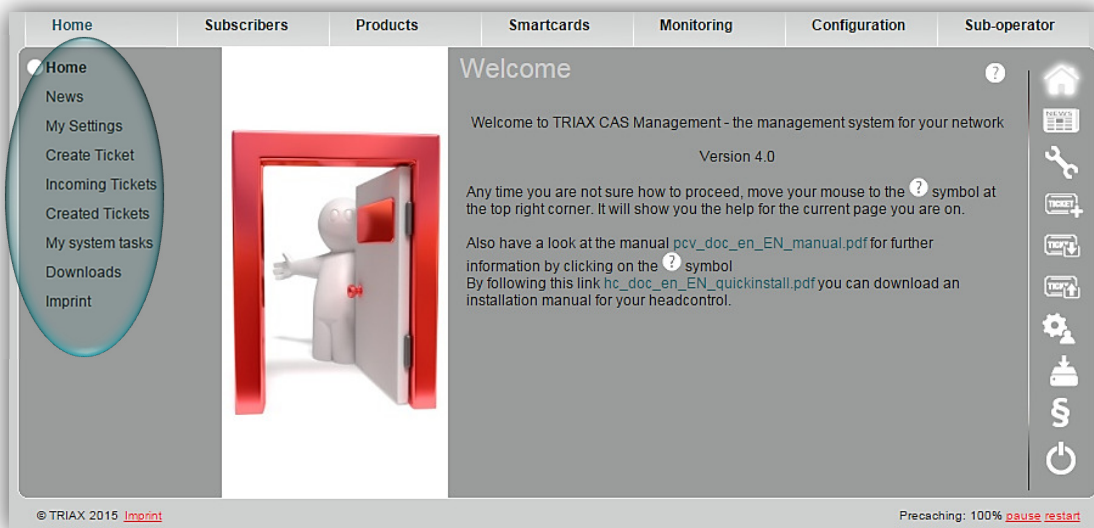
In the middle of the window there are seven menu items. If you move the mouse pointer over a menu item you can unfold several submenus. The same submenus of the activated menu are shown on the left side of the window (Here for example submenus of the menu **Home**). You can also reach the submenus by clicking on the proper button on the right. Each button means one submenu. Move the mouse pointer over a button to see which function it has.

To logout use the button on the bottom right.



5.3 Home menu

Here you can see all submenus of the **Home** menu. In the following chapters you will find their description.



5.3.1 Home

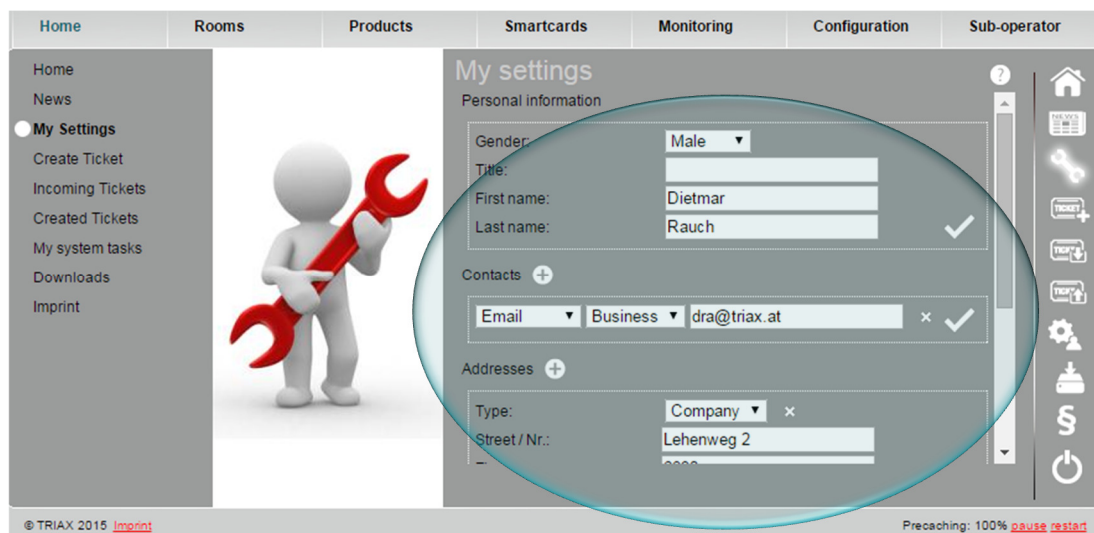
Gets you to the Welcome window.

5.3.2 News

Here you can get the latest news about CAS Management.

5.3.3 My settings

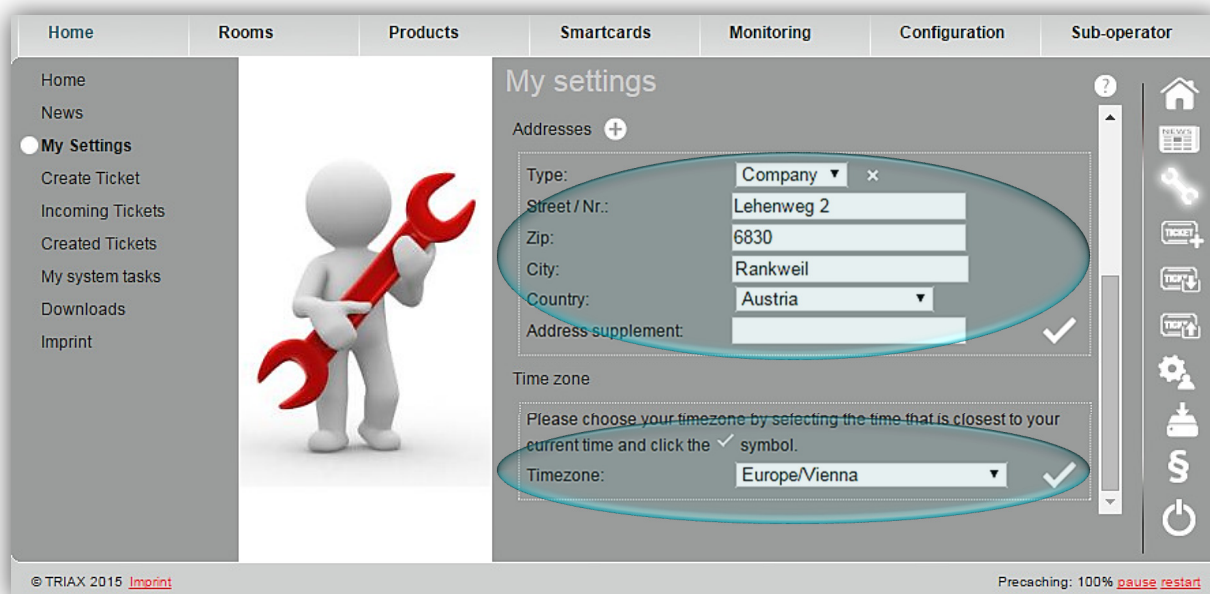
In this window you can set your personal information, contact information and address. You can also change your password (this function is only available for sub-operators) and set your individual time zone.



Personal information section: Here you can generate general information. Choose your gender and put your title (if you have one), first name and last name. To save click the *checkmark* icon.

Contact section: From the first drop down menu you can choose between email, phone, cell phone, fax and Skype. From the second drop down menu you can choose between private or business. You can add as many lines as you want. To do that click the *plus* icon. To delete a line press the *cross* icon on the right. To save click the *checkmark* icon.

Scroll down and you will get to address section and time zone section:



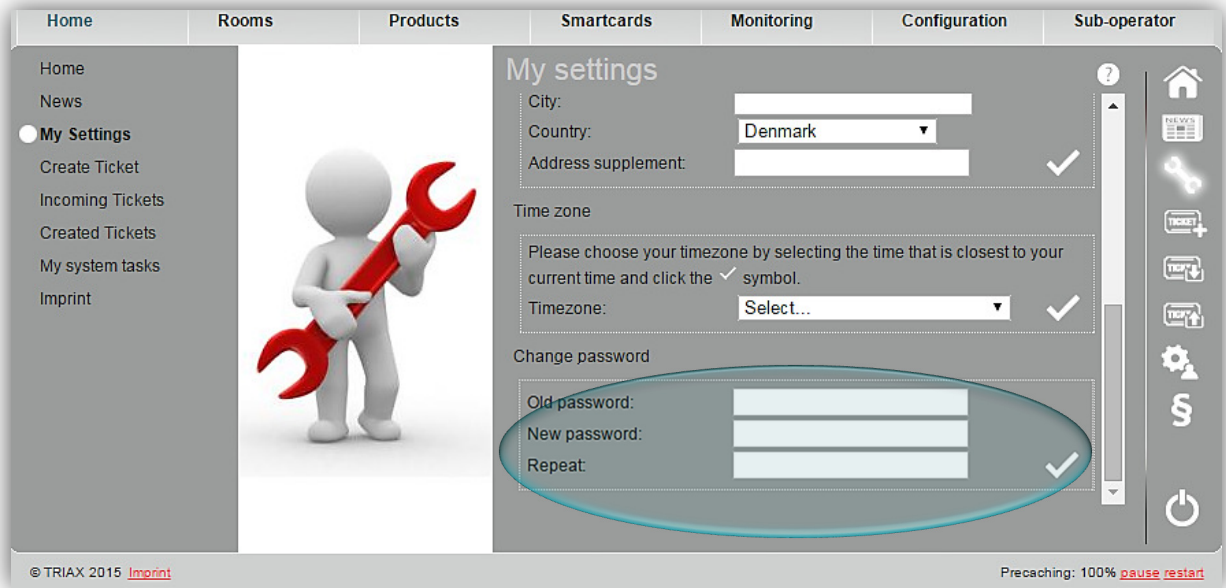
Address section: Here you should enter your address. Fill in the white spots and click the *checkmark* to save. You can add more addresses and delete them as described before.

Time zone: Here you can set your time zone. Choose from the drop down menu your region and the city that is nearest to you and is situated in your time zone and click the *checkmark* to save. All necessary time adjustments in the system (like for example switching to summer time) will happen automatically then.

Scroll down and you can change the password:

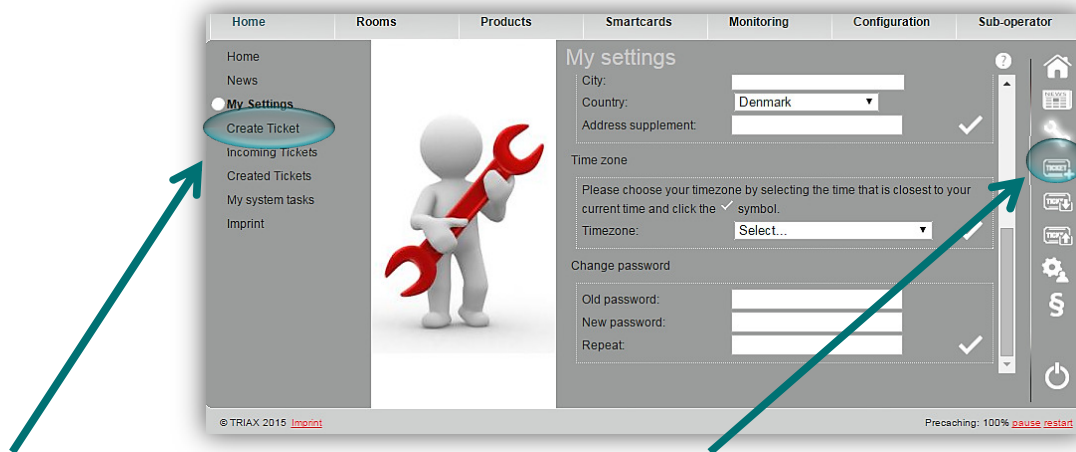


This function is only available for sub-operators.

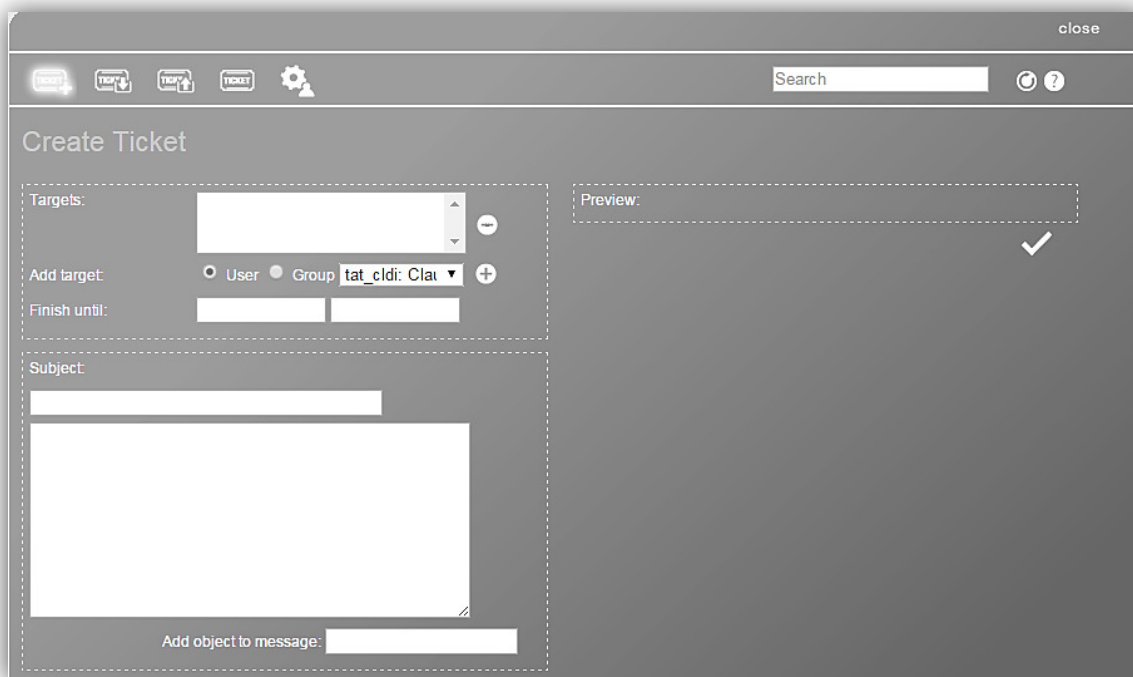


Change password: Here you have the possibility to change your password. Click the *checkmark* to save.

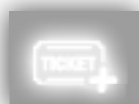
5.3.4 Create Ticket



If you click the submenu **Create Ticket** in the **Home** menu or this icon here or in a pop-up box, the following window opens. Here you can create a new ticket:



The icons above have the following functions:



This icon has a function **Create Ticket** and is highlighted because the window "Create Ticket" is already open.



This icon gets you to the window **Incoming Tickets** (see chapter 5.3.6)



This icon gets you to the window **Created Tickets** (see chapter 5.3.7)



This icon gets you to the window **Ticket** (see chapter 5.3.5)

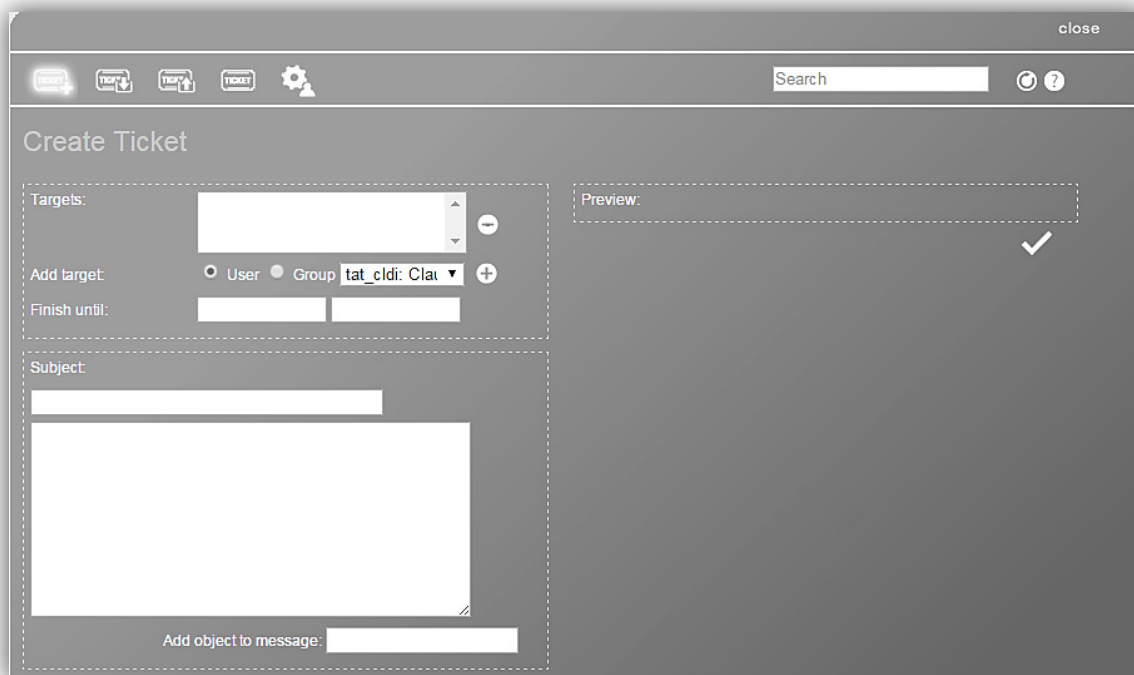


This icon gets you to the window **My system tasks** (see chapter 5.3.8)

You can also see all functions of the buttons if you hover the mouse above them.



On the top right you see the search field, and when appropriate, buttons for **Page back** and/or **Page forward**, **Refresh** and **Help** button where you can read how to use the actual window.



In the Create Ticket, the remaining fields have the following meaning:

Targets: Users that will get your ticket



Minus button deletes the marked recipients from the list of targets.

Add target: Choose here if you want to send the ticket to a user or a group. In the white drop down box on the right there is a list with possible recipients then.



Plus button adds the users from the list to targets that will get your ticket

Finish until: Here you can set the date and time until when the ticket has to be closed.

Subject: Subject of the ticket is to be written here. In the big box below you can write the message you want to send in your ticket.

Add object to message: Here you can add object to your message. Click on the white field and enter the first numbers/ letters of the object you want to add. (E.g. CAS-Servers, subscribers, phone numbers, smartcards...) A list will appear with all possible objects which contain your letters/ numbers you typed in. Finally, select from the list the object you want to add. It will appear in the big white box.

Preview: shows you how your ticket will look like.



The checkmark saves and sends your ticket.

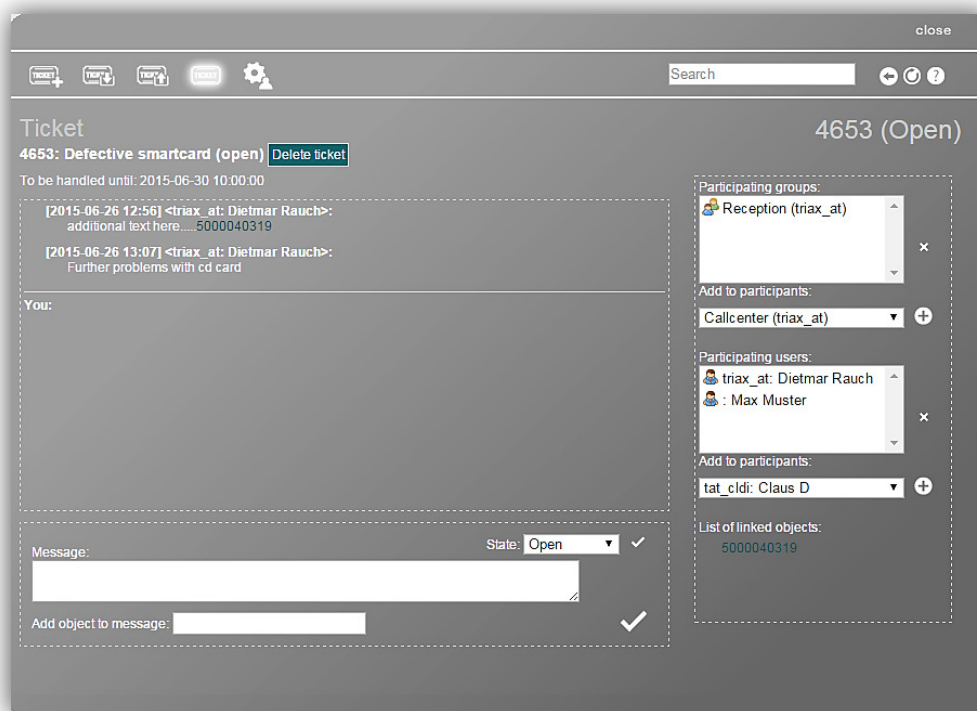
close

With on the top right you close the window.

5.3.5 Ticket



If you click on the appropriate icon in a pop-up box, the window **Ticket** opens. In this window you can edit the selected ticket.



Above you see the ticket number (in this case 4653), the subject and the status of the ticket (in this case open). There is also a **Delete ticket** button to delete the ticket. Below is the date until when the ticket has to be handled.

Below you see the history section. There you can see the original text of the ticket and everything wrote in this ticket afterwards. Above each entry you can see who was the editor, when it happened and what he/ she wrote.

Now you can type in a message in the white message box. You can also add an object to the message. For that click on the white field **Add object to message** and enter the first numbers/ letters of the object you want to add. (for example. CAS-Servers, subscribers, phone numbers, smartcards...). A list will appear with all possible objects which contain your letters/ numbers you typed in. Finally, select from the list the object you want to add. It will appear in the big white box.

You can change the status of the ticket in the drop down menu **State**. If you changed it click the **small checkmark** to save.

On the right side you see the recipients of your answer, because these are the people who work on that ticket as well. You can add or delete users or groups. To add click on the drop down box, select a user/group and press the *plus* icon. To delete a user/group select them from the respective list of participants (**Participating groups** or **Participating users**) and press the *cross* icon.

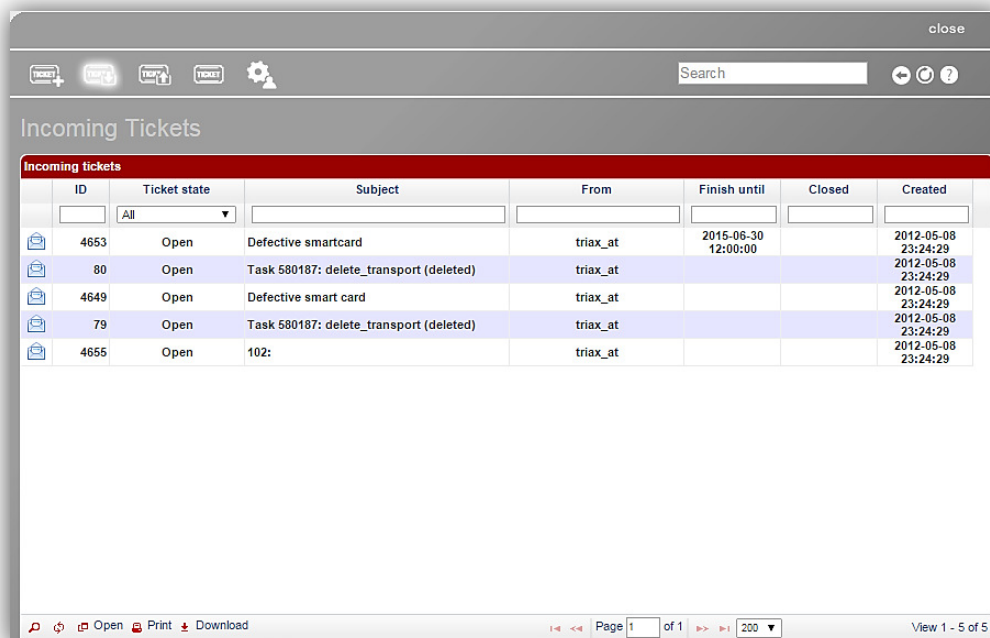
In the **List of linked objects** on the right you see the list of all objects added to the messages in this ticket.

Once you are ready to release the ticket, press the **big checkmark** icon below.

5.3.6 Incoming Tickets



This window displays all tickets that are/ were addressed to you as a user or as a member of a group.




| ID | Ticket state | Subject | From | Finish until | Closed | Created |
|------|--------------|---|----------|---------------------|--------|---------------------|
| 4653 | Open | Defective smartcard | triax_at | 2015-06-30 12:00:00 | | 2012-05-08 23:24:29 |
| 80 | Open | Task 580187: delete_transport (deleted) | triax_at | | | 2012-05-08 23:24:29 |
| 4649 | Open | Defective smart card | triax_at | | | 2012-05-08 23:24:29 |
| 79 | Open | Task 580187: delete_transport (deleted) | triax_at | | | 2012-05-08 23:24:29 |
| 4655 | Open | 102: | triax_at | | | 2012-05-08 23:24:29 |

The icons above in the window have the same functionality as in the window **Create Ticket** (see chapter 5.3.4).

The chart in this window shows you the following information about incoming tickets: ID, ticket state, subject of the ticket, from whom it is, the close date of the ticket, if it is already closed and the date and time it was created.

Tickets displayed in black have not passed the expiry date yet. Tickets displayed in red have already passed the expiry date.








The letter icon shows if the message has already been read. When the letter is closed (), it shows you that the ticket has never been read or changed since then.



This symbol is at the top of the column on which the sorting of the chart is based. If this symbol is not there, you can click on the name of a column you want to sort, to make it appear. By clicking the arrows down or up you can change the sorting direction.

The white fields with one drop down menu at the top of the chart are a filter where you can define what tickets you want to see at the moment.

The icons in the left bottom corner have the following functions:

| | | | | |
|---|---|--|---|---|
|  |  |  Open |  Print |  Download |
| Makes a more detailed search. | Refresh. | Opens the chart in a new window. | Print. | Download the chart in a separate window. |



5.3.7 Created Tickets



The window **Created Tickets** displays all tickets you have created. It has the same structure as the window **Incoming Tickets** (see chapter 5.3.6). The only difference is that in the window **Created Tickets** there is a column **Receivers** instead of the column **From** as it is in the window **Incoming Tickets**.

5.3.8 My system tasks



This window shows you an overview of all your system tasks. You can see in the chart the ID, status of system tasks, starting time of system tasks, time they were completed, task type, message from the system and parameters.

| ID | Status | Started | Completed | Task type | Message | Parameters |
|---------|------------|---------------------|---------------------|----------------------|---------|--|
| 2000897 | Successful | 2015-06-30 09:46:41 | 2015-06-30 09:48:05 | start_logging | ok | hc_id: hc01220085; |
| 2000068 | Successful | 2015-06-29 15:57:42 | 2015-06-29 15:59:16 | start_logging | ok | hc_id: hc01220085; |
| 2000060 | Successful | 2015-06-29 15:55:43 | 2015-06-29 15:55:50 | add_package_to_sc | ok | expiry_time: 201507300759000000; activation_time: 201506291355000000; op_id: triax_at; sn: 5000050206; product_cas: SCF003; |
| 2000059 | Successful | 2015-06-29 15:55:43 | 2015-06-29 15:55:50 | add_package_to_sc | ok | expiry_time: 201507300759000000; activation_time: 201506291355000000; op_id: triax_at; sn: 5000050206; product_cas: SCF002; |
| 2000058 | Successful | 2015-06-29 15:55:43 | 2015-06-29 15:55:50 | add_package_to_sc | ok | expiry_time: 201507300759000000; activation_time: 201506291355000000; op_id: triax_at; sn: 5000050206; product_cas: SCF001; |
| 2000056 | Successful | 2015-06-29 15:55:21 | 2015-06-29 15:55:38 | add_package_to_sc | ok | expiry_time: 201507300759000000; activation_time: 201506291355000000; op_id: triax_at; sn: 5000050429; product_cas: SCF003; |
| 2000055 | Successful | 2015-06-29 15:55:21 | 2015-06-29 15:55:38 | add_package_to_sc | ok | expiry_time: 201507300759000000; activation_time: 201506291355000000; op_id: triax_at; sn: 5000050429; product_cas: SCF002; |
| 2000054 | Successful | 2015-06-29 15:55:21 | 2015-06-29 15:55:26 | add_package_to_sc | ok | expiry_time: 201507300759000000; activation_time: 201506291355000000; op_id: triax_at; sn: 5000050429; product_cas: SCF001; |
| 2000051 | Successful | 2015-06-29 15:52:50 | 2015-06-29 15:53:03 | remove_package_from_ | ok | op_id: triax_at; sn: 5000050206; ppc_order_id: 724354; product_cas: SCF003; |
| 2000050 | Successful | 2015-06-29 15:52:50 | 2015-06-29 15:53:03 | remove_package_from_ | ok | op_id: triax_at; sn: 5000050206; ppc_order_id: 724353; product_cas: SCF002; |
| 2000049 | Successful | 2015-06-29 15:52:50 | 2015-06-29 15:53:03 | remove_package_from_ | ok | op_id: triax_at; sn: 5000050206; ppc_order_id: 724352; product_cas: SCF001; |

Status is shown through circles with different colours:



Successful



Failed



Running



Unknown
(no feedback from system)



In each line you find a letter icon. After you have clicked it a new window pops up with an automatically generated ticket which equals the same system task.

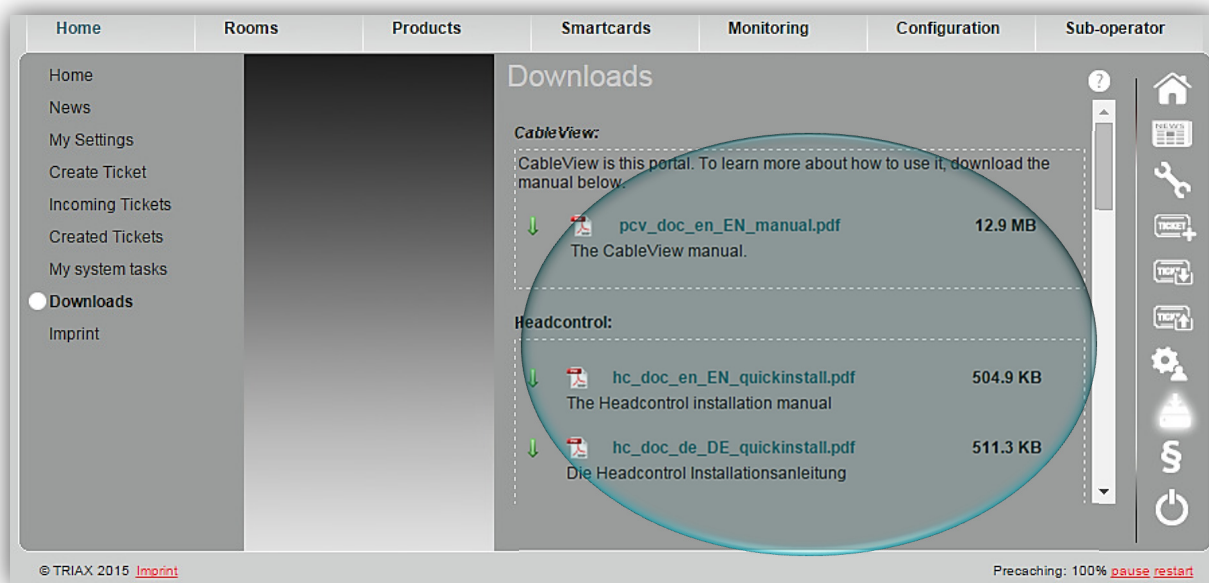
The white fields with one drop down menu at the top of the chart are a filter where you can define what information you want to see.

The icons above in the window have the same functionality as in the window **Create Ticket** (see chapter 5.3.4).

The icons in the left bottom corner have the same functions as described in chapter 5.3.6.

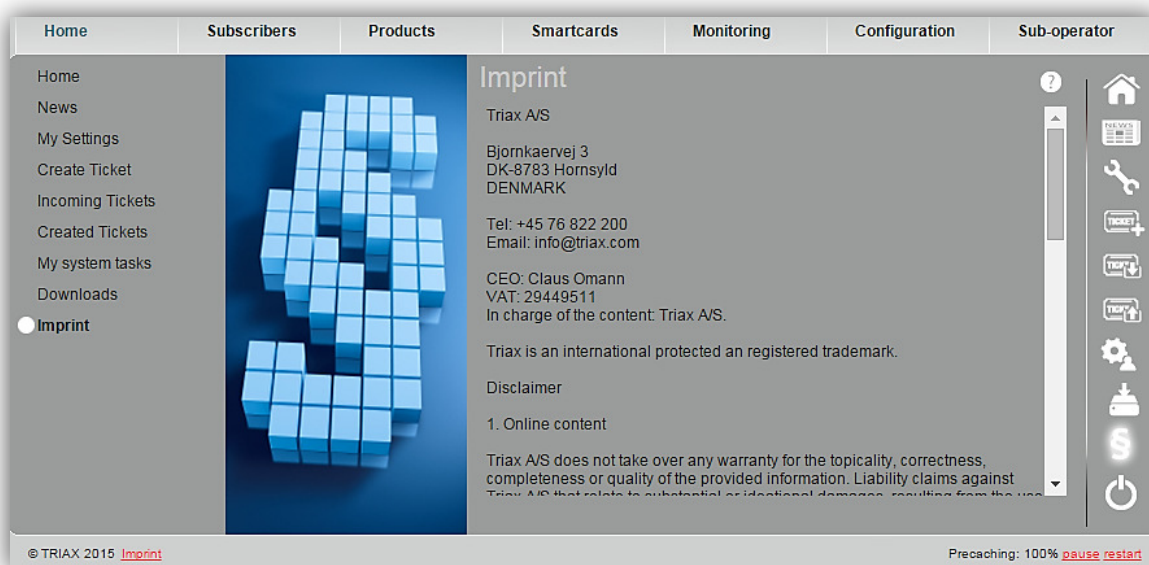
5.3.9 Downloads

In this window you see a list of downloads available for you such as software manuals in different languages and more.



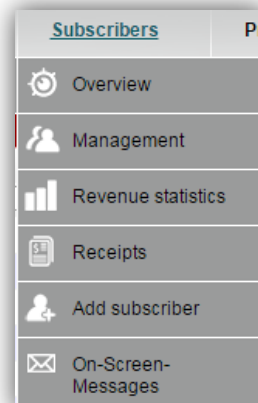
5.3.10 Imprint

Here you can see imprint information.



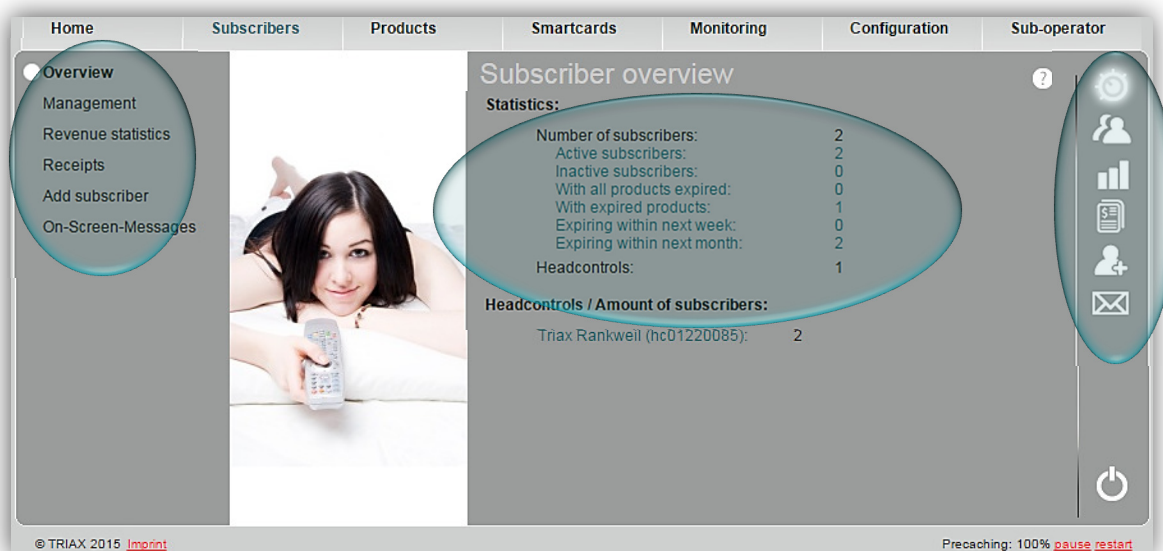
5.4 Subscribers menu

Here you can see all submenus of the **Subscribers** menu. In the following chapters you will find their description.



5.4.1 Overview

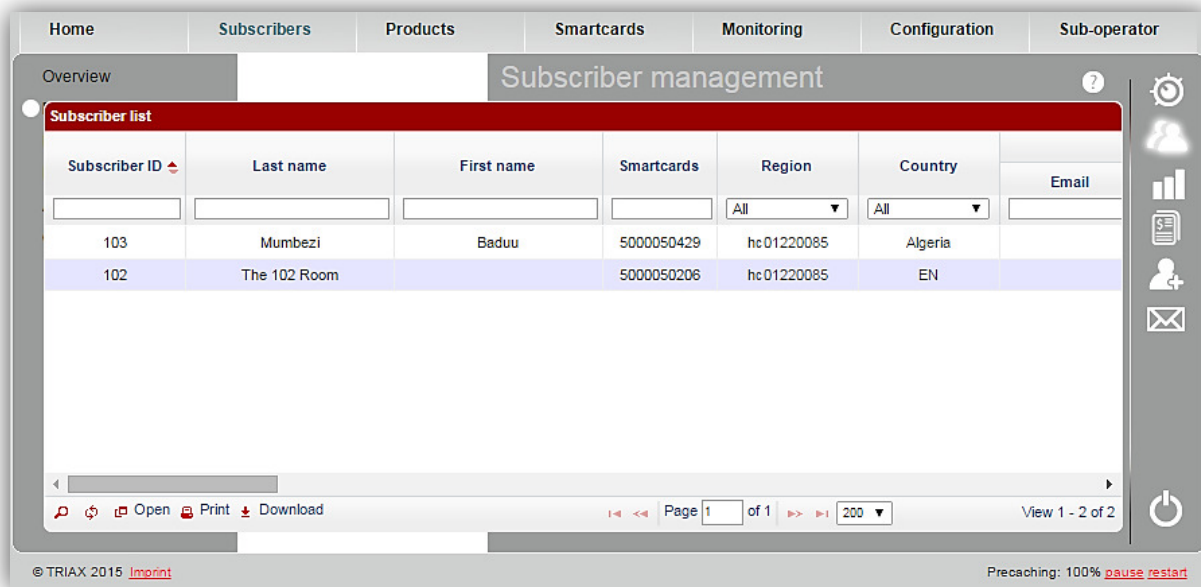
In this window you can see general statistics about your subscribers. By clicking on a line in the list you will be forwarded to the window with more detailed information.




On the left you can see all submenus of the **Subscribers** menu. You can also reach the submenus by clicking on the proper button on the right. Each button means one submenu. Move the mouse pointer over a button to see which function it has.

5.4.2 Management

Here you can see the list of all your subscribers and some of their data such as subscriber ID, first name and last name, their smartcards and CAS-Server.



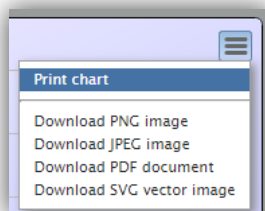
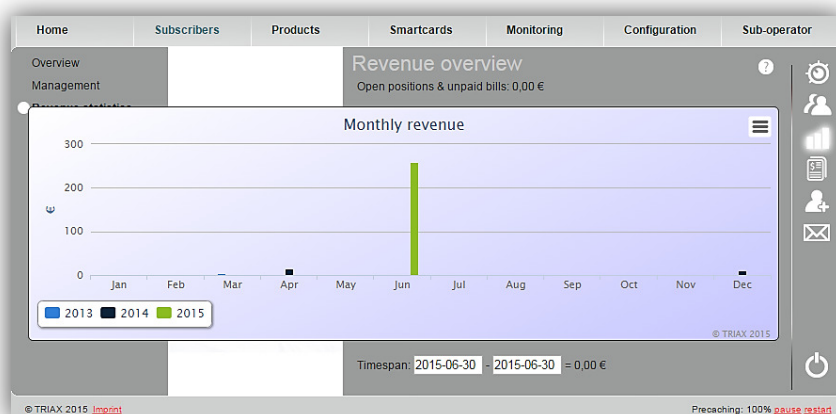
The white fields with one drop down menu at the top of the chart are a filter where you can define what information you want to see.

The function of the icon  is the same as described in chapter 5.3.6. You can get to the window **Subscriber data** (see chapter 5.4.5.1) by clicking on a subscriber's ID or name. The icons in the left bottom corner have the same functions as described in chapter 5.3.6.

5.4.3 Revenue statistics

In this window you can see a revenue overview.

At the top you can see information about open positions and unpaid bills.



Here you can either print the chart or download as an image or PDF document

The graph in the middle of the window shows you information about monthly revenue. At the bottom you can define the time span for which you want the revenue to be calculated. You can see the result right next to your input.

5.4.4 Receipts

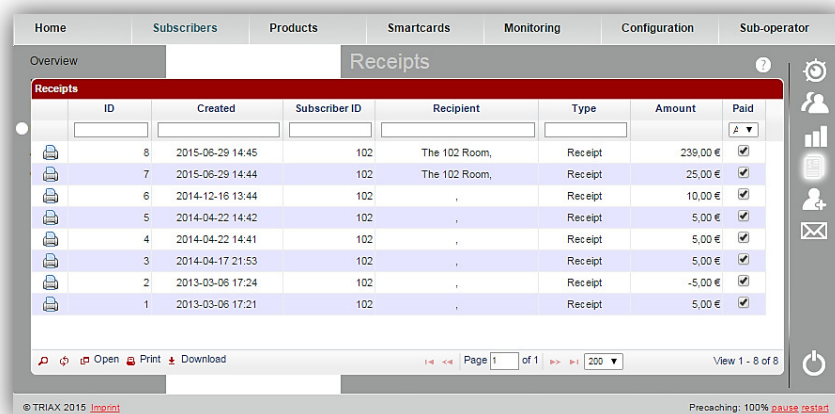
In this window you can see information about your receipts such as receipt ID, their creation time, subscriber ID, recipient, type of receipt, receipt amount and if it was paid.

The white fields at the top of the chart are a filter where you can define what information you want to see.

The function of the icon



and of the icons in the left bottom corner are the same as described in chapter 5.3.6.



| ID | Created | Subscriber ID | Recipient | Type | Amount | Paid |
|----|------------------|---------------|---------------|---------|----------|-------------------------------------|
| 8 | 2015-06-29 14:45 | 102 | The 102 Room, | Receipt | 239,00 € | <input checked="" type="checkbox"/> |
| 7 | 2015-06-29 14:44 | 102 | The 102 Room, | Receipt | 25,00 € | <input checked="" type="checkbox"/> |
| 6 | 2014-12-16 13:44 | 102 | , | Receipt | 10,00 € | <input checked="" type="checkbox"/> |
| 5 | 2014-04-22 14:42 | 102 | , | Receipt | 5,00 € | <input checked="" type="checkbox"/> |
| 4 | 2014-04-22 14:41 | 102 | , | Receipt | 5,00 € | <input checked="" type="checkbox"/> |
| 3 | 2014-04-17 21:53 | 102 | , | Receipt | 5,00 € | <input checked="" type="checkbox"/> |
| 2 | 2013-03-06 17:24 | 102 | , | Receipt | -5,00 € | <input checked="" type="checkbox"/> |
| 1 | 2013-03-06 17:21 | 102 | , | Receipt | 5,00 € | <input checked="" type="checkbox"/> |



5.4.5 Add subscriber



If you click the submenu **Add subscriber** in the **Subscribers** menu or on the appropriate icon in a pop-up box, the following window opens.

The subscriber ID is entered automatically, the system tries to ‘guess’ the next free subscriber ID. You can however overwrite it if you want. Choose a region of the subscriber in the drop down menu (regions in the list can be set in the window **Regions**; see chapter 5.6.8.1). Fields for region and subscriber ID are marked with *and are mandatory fields. Enter the remaining data you want.

Click on the **Add** button after the data input to add the subscriber’s data to the database.

After you have done this, a window **Subscriber data** opens. See chapter 5.4.5.1 to learn how to proceed there.

The icons at the top left of the window **Add subscriber** have the following functions:



This is the **Add subscriber** and is highlighted because the window “Add new subscriber” is already open.



This icon gets you to the window **Subscriber data** (see chapter 5.4.5.1).



This icon gets you to the window **Dashboard** (see chapter 5.4.5.2).



This icon gets you to the window **Allocation of smartcards** (see chapter 5.4.5.2).



This icon gets you to the window **Add order** (see chapter 5.4.5.4).



This icon gets you to the window **Product orders** (see chapter 5.4.5.5).



This icon gets you to the window **Pay-Per-View Events** (see chapter 5.4.5.6).



This icon gets you to the window **Video-On-Demand** (see chapter 5.4.5.7).



This icon gets you to the window **Receipts** (see chapter 5.4.5.8).



This icon gets you to the window **Management of On-Screen-Messages** (see chapter 0)



This icon gets you to the window **History** (see chapter 5.4.5.10).



This icon gets you to the window **Reception** (see chapter 5.4.5.11).

5.4.5.1 Subscriber data



In this window you can see the subscriber data of the selected subscriber and edit it.

close

Search

Subscriber data

Baduu, Mumbezi (103)

General information

| | | | | |
|-------------------------|--|---------|--|---|
| Registered: | 2013-03-06 17:18 | | Employee in charge: | Mr. Singwall |
| Subscriber ID *: | 103 | | Comment: | <input style="width: 100%;" type="text"/> |
| Subscriber login: | 128844 | | Technical notes: | <input style="width: 100%;" type="text"/> |
| Password: | Show password Reset password | | | |
| Region *: | hc01220085 | | | |
| Country: | Algeria | | | |
| First name / Last name: | Baduu | Mumbezi | | |
| Cards / Boxes: | 1 | | <input type="button" value="Save"/> <input type="button" value="Delete subscriber"/> | |

Contacts +

| Type | Contact | Area |
|------|---------|------|
| | | |

Addresses +

| Type | First name | Street / Nr. | ZIP | City | Country | Address supplement 1 | Address supplement 2 | Address supplement 3 |
|------|------------|---------------|-----|----------------|---------|----------------------|----------------------|----------------------|
| | Private | Baduu Mumbezi | 64 | 5464gh65 Alger | Algeria | Longstreet | | |

On the top right you see the selected subscriber. If no subscriber is selected, then you will be asked to find the subscriber you need with the search function or the window shows automatically the subscriber you have selected in the list in **Management** submenu (*Subscribers* menu) before.

Change the data you want in the general information. Be aware that the fields marked with * are mandatory fields and must be filled out.

To save the changes you made click on the button **SAVE** .
To delete a subscriber click on the button **Delete subscriber**.

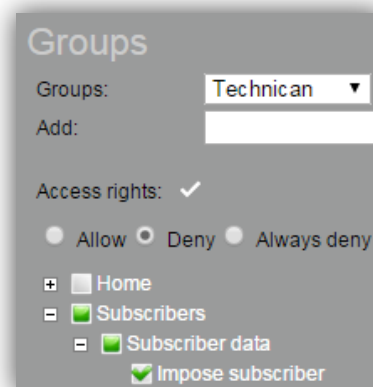


In the general information section you also see 4 links (see also chapter 4.5.2):

Subscriber login: clicking on it you will get to the subscriber's account in the self-provisioning portal. So you can see the self-provisioning portal from the subscriber's perspective. This can help you while consulting the subscriber or to view how the changes you make in CAS Management are shown in the self-provisioning portal to the subscriber. To return from the self-provisioning portal to the CAS Management click on the link in the field Return to: above on the right.






To prohibit the sub-operator access to the subscriber's account in the self-provisioning portal, you should go to the **Sub-operator** menu and there to the submenu **Groups**. Activate the option *Deny* and then unfold the position *Subscribers* and then the position *Subscriber data*. There you will see the function **Impose subscriber**. Activate the checkmark for this function to deny the access to it. Now apply the change by clicking on the small checkmark next to 'Access rights'



Show password: click to see the subscriber's password. It will not be shown if the subscriber has registered himself in the self-provisioning portal.

Reset password: click to reset the subscriber's password.

Cards/ Boxes: click to be redirected to the window **Allocation of smartcards** (see chapters 4.5.3 and 4.5.4.1) to get information about smartcards and boxes of the subscriber.

Click on the *plus* button  in the section **Contacts** or **Addresses** to add a subscriber's contact or address. Delete it with the *cross* button  and edit addresses with this icon  if you want.



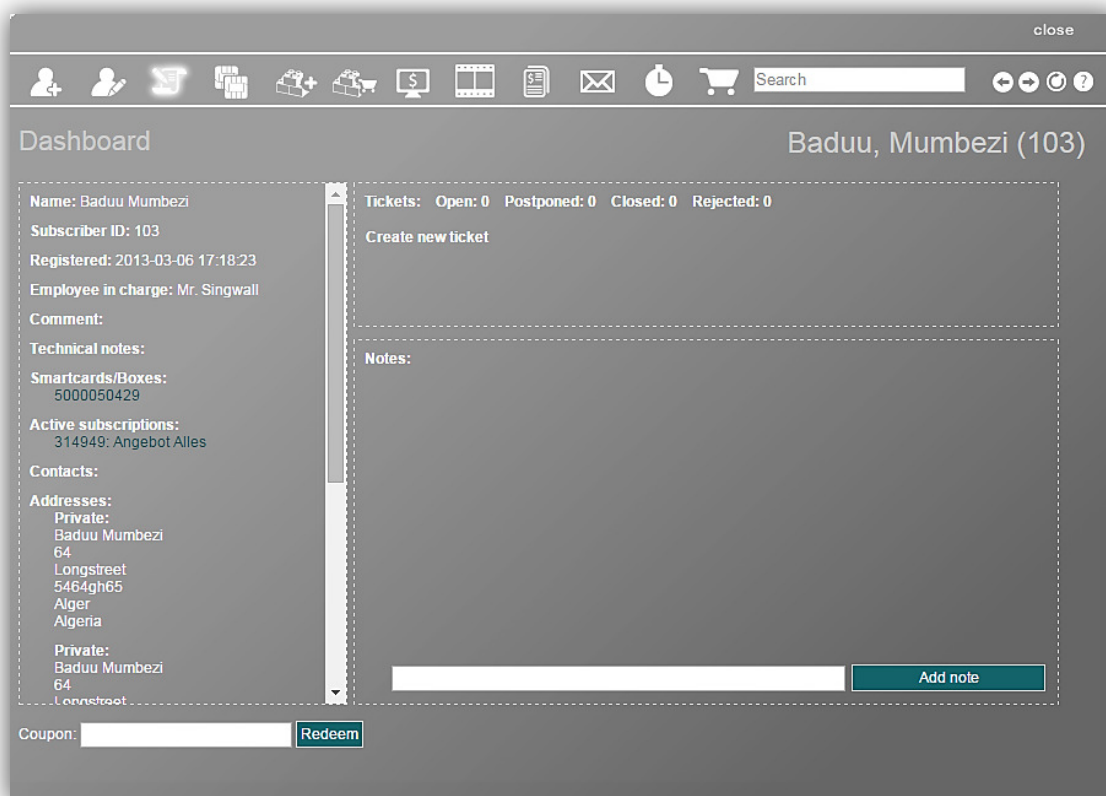
Do not forget to delete the previous address after editing by clicking on the icon  next to it!

The icons at the top of this window have the same functions as described in chapter 5.4.5.

5.4.5.2 Dashboard




In the window **Dashboard** you can see all the compressed information concerning the selected subscriber.



On the left you can see the subscriber's name, his ID, when he was registered and which employee is in charge of him. Further you see comments and technical notes that can be entered and edited in the window **Subscriber data** (see chapter 5.4.5.1). Below you can see the subscriber's smartcards or boxes and his active subscriptions. Further you find contacts and addresses of the subscriber.

On the top right you see all created tickets concerning the selected subscriber. Above you can see how many of them are open, postponed, closed or rejected. To create a new ticket concerning the subscriber click on the instruction. **Create new ticket** The window **Create Ticket** appears with the automatically entered subscriber data. You can complete the ticket as described in chapter 5.3.4.

In the section **Notes** you can see notes concerning the subscriber that are visible for all operators. To add a new note, enter it in the white field below and click on the button **Add note**. The note will be listed above. If you want to delete a note of yours, click on the **cross icon**  ahead of it.



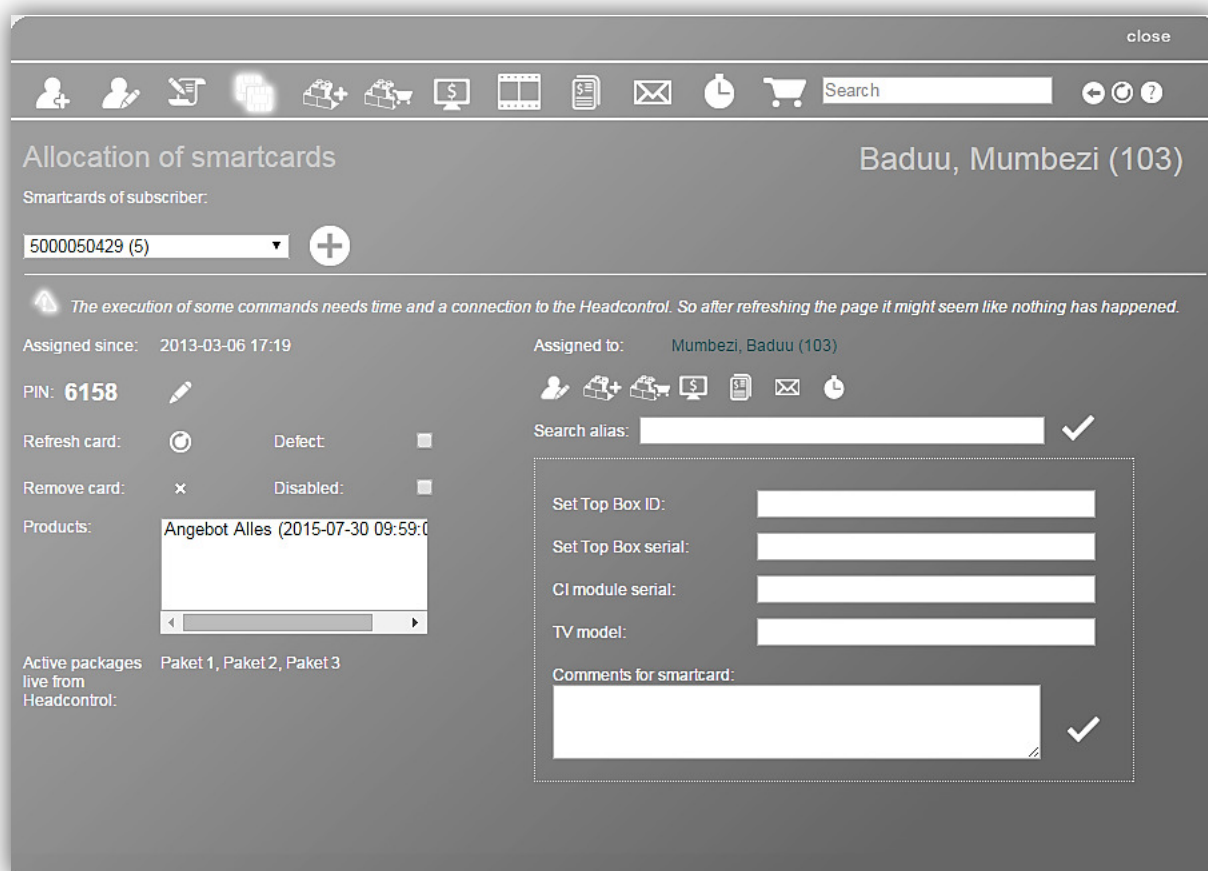
You can only delete notes created by yourself. Only a supervising operator can delete any of the notes.

The icons at the top of this window have the same functions as described in chapter 5.4.5.


5.4.5.3 Allocation of smartcards



In this window you can see the allocation of smartcards to a subscriber and manage them. You can add or remove smartcards and manage their details.



The drop down menu on the left shows you all smartcards of the subscriber if you unfold it. Choose a smartcard you want to work with in this window.

To add a new smartcard to the subscriber click on the *plus* button . Then you can choose a smartcard in the drop down menu at the right. If you click the checkmark left to the list then the chosen smartcard will be allocated to the subscriber. In the right white field there is a search function where you can find the smartcards you need out of the operator stock. To learn how to use the search function see chapter **2.3.1.2 The Search**. The hit list in the drop down menu on the left shows you maximum 100 smartcards.

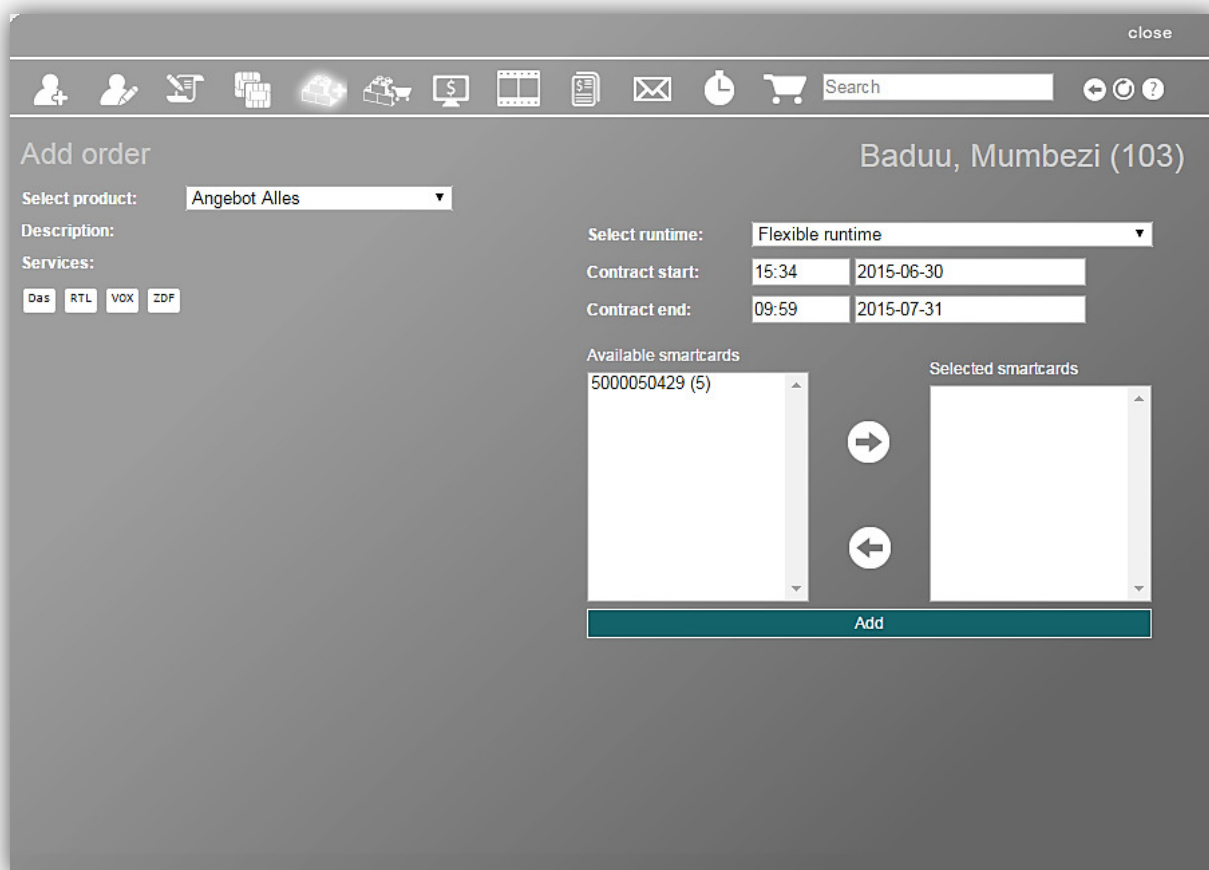
After you have chosen the smartcard you want to work within the drop down menu above you can use the functions in this window the way described in the chapter 5.7.5.

The icons at the top of this window have the same functions as described in chapter 5.4.5.

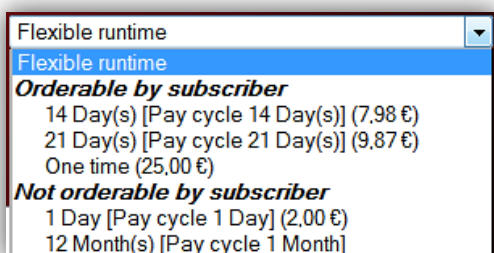
5.4.5.4 Add order



In this window you can add new orders to the selected subscriber.



First select the product at the top left, that you want to add to this subscriber.
Below you will see the description of the selected product and what services it contains.
Then select the runtime you want to use:



In the list you see the runtimes that were defined in diverse offers of the selected product in the window **Offers/ Runtimes/ Prices** (see chapter 5.6.8.5). You can choose one of them.

There are two types of runtimes: flexible and fixed.

Flexible runtime: If you select this you can freely set the start and end time of the order (provided you complied with the minimal contract length if it was set in the window **Product configuration**; see chapter 5.6.3.1). Flexible runtimes do not have a price defined. They will not be extended automatically when they reach the end of the set runtime, you have to do it manually.



Flexible runtimes are only available if they are configured for the product on the **Product configuration (5.6.3.1)** page.

If you choose flexible runtimes in the list, then you can define yourself in the fields **Contract start** and **Contract end** the date when the contract should start and end.

Fixed runtimes: These are runtimes that are valid for a fixed period of time (e.g. 6 months). For fixed runtimes you only need to define the start. If the runtime was configured with a runtime extension, you can also define, if it should be automatically extended when reaching the contract end.

Fixed runtimes can be either orderable by subscriber (via the selfprovisioning portal) or only orderable by the operator.

Below you will see additional information about the runtime and can define the contract start in the field **Contract start**.

In the boxes at the lower right you can choose the smartcards that should be used for this product. For that select one of the smartcards of the subscriber in the left box and press right arrow and the selected smartcard will be placed into the right box where smartcards for this product will be placed.



Sometimes the number of licenses that can be added is limited. You can see such a limit above the smartcard boxes.

If you want to place one of the selected smartcards back into the left box then mark it and press left arrow.

If you are ready, then press the large red button **Add** and the order will be added to the subscriber. The window **Product orders** will open automatically where you can see all the orders of the subscriber (see chapter 5.4.5.5).



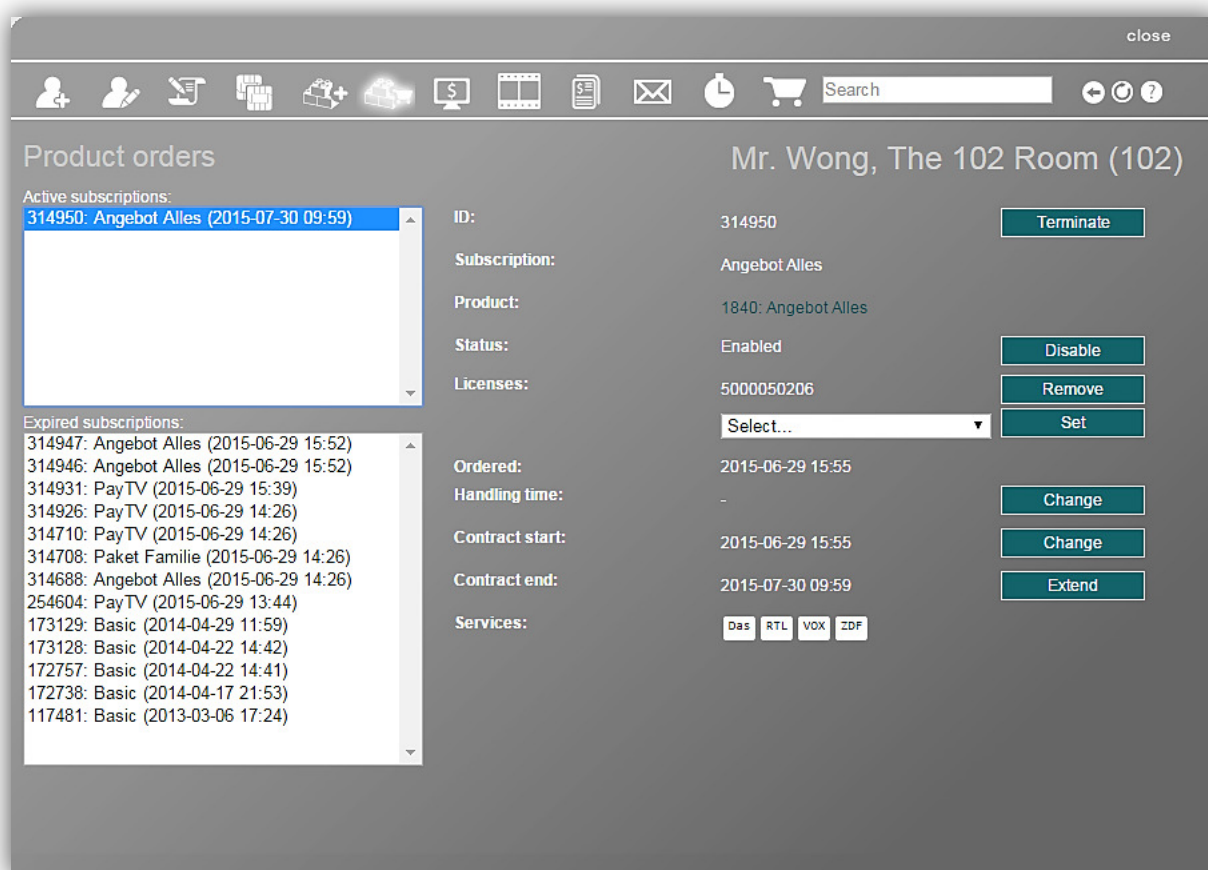
5.4.5.5 Product orders



In this window you can see and manage product orders of the selected subscriber.

There are two general types of orders: orders with fixed runtime and orders with flexible runtime (see chapter 5.4.5.4).

The **Product orders** window with a fixed runtime order looks like this:



At the left you see the list of active and of expired subscriptions.

At the right you see information about the selected product and several red buttons. The buttons have the following functions:

Terminate: you can terminate the order immediately or till the certain deadline.

Disable: you can disable the product order. Then it will be shown as 'Disabled by operator' in the **Status** category and will be displayed in red in the list of subscriptions on the left.

Enable: To enable the order again press the button **Enable**. In the box **Enable contract** you can additionally define if you want to enable the order only for a certain time (max. 7 days) and then it will be disabled again. At the end press the **Enable** button anyway.



The product can also be disabled automatically if the subscriber does not have enough money on his account. Then the status will be shown as disabled by system. In this case you can also enable the product for a maximum of 7 days before it will be disabled again.



The buttons **Terminate** and **Disable/Enable** have very important functions. So it needs to be considered carefully who should be allowed to activate them (for more details about access rights see chapter 5.10.2).

Set: You have this option if not all allowed licenses are in use yet. Select in the drop down menu the smartcard you want to be allocated to the order and then press **Set** button.

Remove: you can remove a smartcard off the order again with this button.

Change: with this button you can change some order parameters such as for example regular handling time.

Handling time displays the delivery time of devices to the subscriber and can be set in the window **Regions** (see chapter 5.6.8.1).



If a subscriber gets his set top box before the handling time runs out, he can use it immediately. He can use it for free until the contract officially begins. The contract begin is always set to the time after the handling time. **Note:** Products that are not devices can also have handling time for the case the set top box to use the products must be sent to the subscriber first. Contract start for such products is also set to the time after the handling time.

Add: you can add new features to the order with this button such as for example a discount. Click on the button and a box with the subscriber ID and the order ID already entered will appear. Complete the box as described in chapter 5.6.8.6 to add a discount.

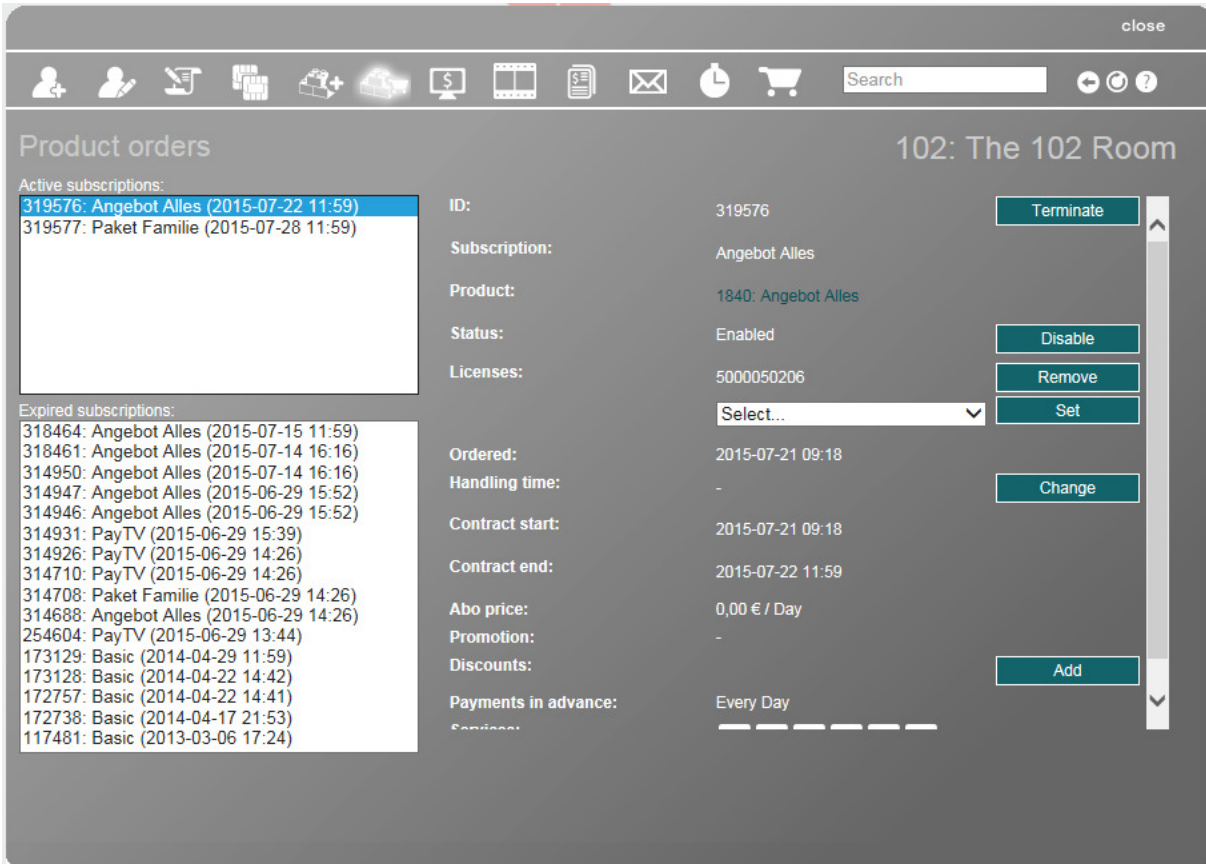
Extend: this button is only here if the automatic contract extension is disabled. By pressing the button you can extend the contract for the time set in the category *Extension*.

With **Disable/ Enable** button next to the category *Automatic contract extension* you can disable or enable this function.

Cancel/Restore: This cancels/ restores the order respecting the set cancel deadline. This is normally used if a subscriber wishes to cancel the order. Using the **Cancel** button will stop the automatic extension and after the current contract end is reached this order will be marked as expired. If you restore it again, do not forget to enable the automatic contract extension again if you want.



Note: If a product is a device (for example a set top box), then some other positions will be shown in the window **Product orders** as described above. You can see the new positions here marked with blue circles:



Before sending a device to the subscriber, you should enter its serial number (**S/N**) in the window using the button **Set S/N**. Click on it, the following box opens:



Enter the serial number and press *Ok* button to save it or press *cancel* to abort.



After the serial number is set, the license(s) will be automatically assigned to the subscriber and the product assigned to the box. The device is ready for shipping now.

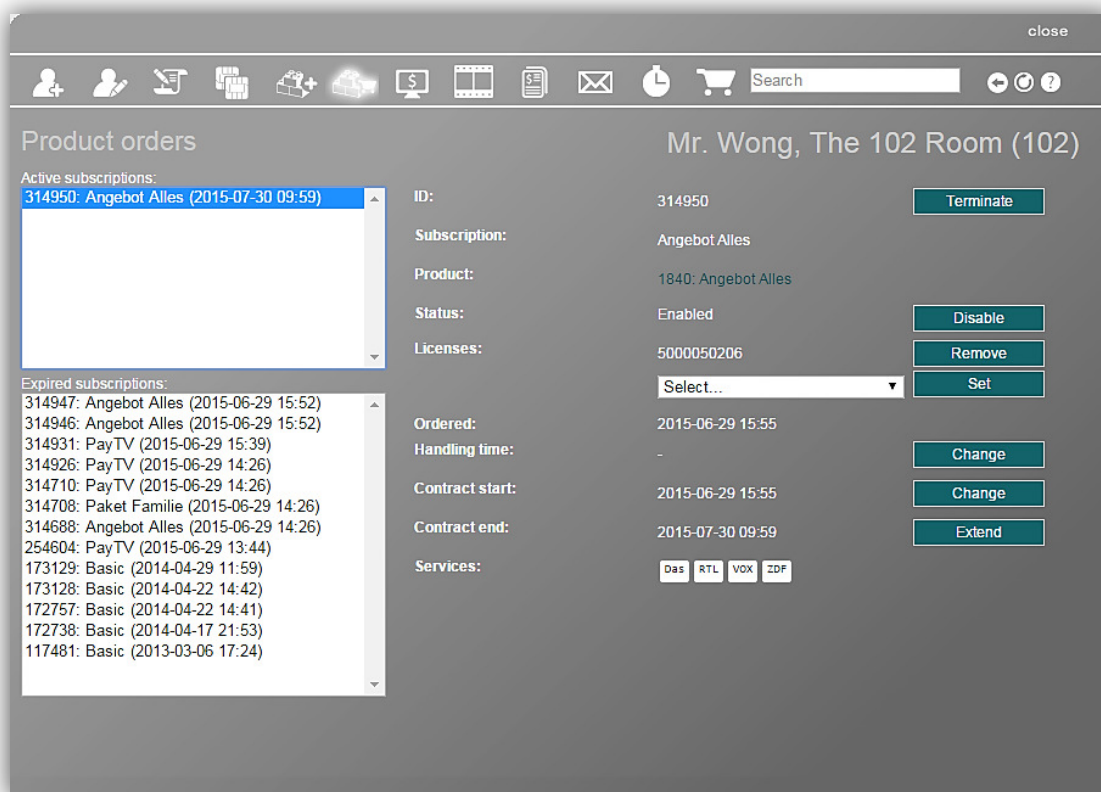
Now you can click on the button **Delivery slip** to print the delivery slip. It will be printed in the current invoice layout (see chapter 5.6.9.5). You can attach it to the device and send it then to the subscriber.



If you need to replace the device later (in case it is defect for example), you just need to set the serial number of the new device in this window the way described above. All subscriptions running on the old device at the time (also those ordered later) will be automatically transferred to the new device so that a subscriber can use the new device immediately after delivery. The old device will lose all its subscriptions.

If you want to change the delivery address, use the button **Change** in the field **Delivery address**.

Product orders window with a flexible runtime order looks like this:



The buttons **Terminate**, **Disable/ Enable**, **Remove/ Set** and **Change** work the same way as described above.


With button **Extend** you can extend the contract. After pressing the button a window pops up where you can enter until when the contract should be extended. Press the **Extend** button to confirm the extension or **Cancel** button to cancel it.


The icons at the top of the **Product orders** window have the same functions as described in chapter 5.4.5.

5.4.5.6 Pay-Per-View Events




In this window you see information about PPV Events of the selected subscriber. You can change between two fields by clicking on them. These are *Available Events* where you can order new events for the subscriber and the other is *Ordered Events* where you can see the events that have already been ordered.

Available Events field: you see a list of services and how many PPV events are offered there. To unfold the list of events of each service click the *plus* button . You will see when the PPV events take place, their description and how much they cost. Click a checkmark to order a PPV Event.

Here you can see how the **Pay-Per-View Events** window looks like if the *Available Events* field is activated. To fold the list up click the *minus* button .



The window has the same structure if the *Ordered Events* field is activated. But instead of a checkmark there is a *cross* button  next to each event. By clicking on it you can delete the PPV event.

The icons at the top of the **Pay-Per-View Events** window have the same functions as described in chapter 5.4.5.



5.4.5.7 Video-On-Demand



In this window you can see all videos-on-demand (VODs) that are contained in the libraries of the selected subscriber.



Libraries are contained in the products of a subscriber.

close

Search

Video-On-Demand Baduu, Mumbezi (103)

Video-On-Demand List:

| Library | ID | Name | Buy Price | Bought | Buy | Rent period | Rent price | Rented until | Rent |
|---------|-------|------|-----------|--------|-----|-------------|------------|--------------|------|
| All | 43555 | 005 | 0,00 € | - | - | 2 | 0,00 € | | - |
| All | 43556 | 006 | 0,00 € | - | - | 2 | 0,00 € | | - |
| All | 43557 | 007 | 0,00 € | - | - | 2 | 0,00 € | | - |
| All | 43559 | 008 | 0,00 € | - | - | 2 | 0,00 € | | - |
| All | 67968 | 009 | 0,00 € | - | - | 2 | 0,00 € | | - |
| All | 67991 | 010 | 0,00 € | - | - | 2 | 0,00 € | | - |
| All | 67903 | 011 | 0,00 € | - | - | 2 | 0,00 € | | - |
| All | 43537 | 012 | 0,00 € | - | - | 2 | 0,00 € | | - |
| All | 43492 | 013 | 0,00 € | - | - | 2 | 0,00 € | | - |
| All | 43560 | 014 | 0,00 € | - | - | 2 | 0,00 € | | - |
| All | 43547 | 015 | 0,00 € | - | - | 2 | 0,00 € | | - |
| All | 43546 | 016 | 0,00 € | - | - | 2 | 0,00 € | | - |
| All | 43493 | 017 | 0,00 € | - | - | 2 | 0,00 € | | - |
| All | 43528 | 018 | 0,00 € | - | - | 2 | 0,00 € | | - |
| All | 67921 | 019 | 0,00 € | - | - | 2 | 0,00 € | | - |

Open Print Download Page 1 of 0 200 View 1 - 37 of 0.

The table gives you information about the name and ID of a VOD, in what library it is, what is the buy and rent price of a VOD, if it is bought or rented already, for how long you can rent it and if it is rented till when.

The operator can also buy or rent a VOD for the subscriber by clicking on the money icon  in the column **Buy** or **Rent**.

The white fields at the top of the table are a filter where you can define what information you want to see.

The functions of the icons  and  **Open**  **Print**  **Download** are described in chapter 5.3.6.

By using the **Download** icon you can download the content of the table in CSV format.

The icons at the top of the window have the same functions as described in chapter 5.4.5. On the top right of the window you see the search field, and following buttons for *Page back* and/or *Page forward*, *Refresh* and the *Help* button where you can read how to use the actual window.



5.4.5.8 Receipts



Receipts can be created in the **Receipts** window. If you click the submenu **Add subscriber** in the **Subscribers** menu or on the appropriate icon in a pop-up box, the following window opens.

close

Receipts Mr. Wong, The 102 Room (102)

Purse: -100,00 € Allow negative purse Deny negative purse System default

| Items | | | | | | | | | |
|-------|------------------|--------------|---------------|---|-----------|---|---|--|-------------|
| ID | Created | Name of item | Type | Timespan | Price | | | | Description |
| 10 | 2015-07-03 09:33 | VOD card sky | Purse change | | -100,00 € | 9 | - | | |
| 9 | 2015-06-29 14:45 | VOD | Purse change | | 239,00 € | 8 | - | | |
| 8 | 2015-06-29 14:44 | Sky digital | Purse change | | 25,00 € | 7 | - | | |
| 7 | 2014-05-22 14:43 | Basic | Offer Price 2 | 2014-05-22 14:42:19 2014-06-22 14:42:19 2014-04-22 14:42:19 | 5,00 € | 6 | - | | |

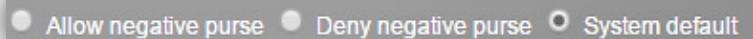
Page 1 of 1 200 View 1 - 10 of 10

| Receipts | | | | | | | |
|----------|------------------|---------------|------------------------|---------|-----------|-------------------------------------|--|
| ID | Created | Subscriber ID | Recipient | Type | Amount | Paid | |
| 9 | 2015-07-03 09:33 | 102 | The 102 Room, Mr. Wong | Receipt | -100,00 € | <input checked="" type="checkbox"/> | |
| 8 | 2015-06-29 14:45 | 102 | The 102 Room, | Receipt | 239,00 € | <input checked="" type="checkbox"/> | |
| 7 | 2015-06-29 14:44 | 102 | The 102 Room, | Receipt | 25,00 € | <input checked="" type="checkbox"/> | |
| 6 | 2014-12-16 13:44 | 102 | , | Receipt | 10,00 € | <input checked="" type="checkbox"/> | |
| 5 | 2014-04-22 14:42 | 102 | , | Receipt | 5,00 € | <input checked="" type="checkbox"/> | |

Page 1 of 1 200 View 1 - 9 of 9

On the left you see the *Purse*. In this case it is -100,00 €. That is only possible when this subscriber is explicitly allowed to have negative purse or the system default allows it (see further), because if negative purse would be denied, the purse could not go below 0,00 €.

There are three purse settings possible that you can see in the middle:

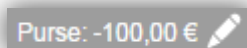


- Allow negative purse (the purse can go below 0,00)
- Deny negative purse (the amount in the purse cannot be below 0,00)
- System default (if negative purse is allowed is determined by default. To see the current default setting hover above the option **System default**).

Check the purse setting you want for the selected subscriber.

How to put money on the subscriber's account (into the "purse") or to remove money from it:

Click on the *pencil* icon next to the purse indicator:



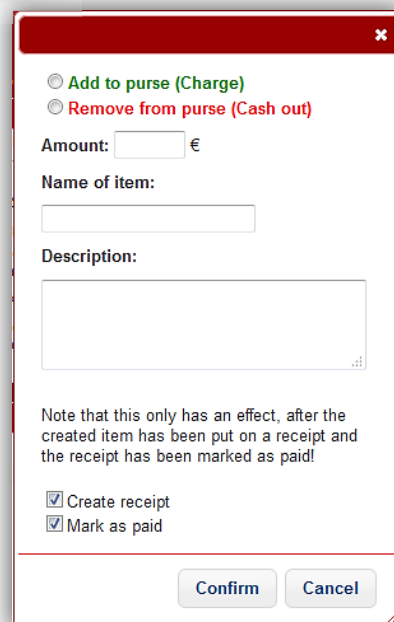
The following box opens:

Select what you want to do: Add money to purse or remove from it. Enter then the amount, name of the item (for example, charge or movies subscription) and transaction description if needed.

To become effective, the created item should be put on receipt and marked as paid! For that you should check the options **Create receipt** and **Mark as paid**:

- Create receipt
- Mark as paid

After that press *Confirm* button to perform the action or press *Cancel* to abort. If you confirm the action, then the purse amount will change accordingly and a receipt will be created. You can open it and print it if needed.





Item box:



In this box you see all items created to be paid.

| ID | Created | Name of item | Timespan | Price | | | Description |
|------|------------------|--------------|--|-----------|-------------|---|-------------|
| 5590 | 2014-08-08 09:19 | Charge | | 50,00 € | 20140000135 | - | |
| 5589 | 2014-08-08 09:15 | Payout | | -25,00 € | 20140000134 | - | |
| 5588 | 2014-08-04 17:05 | Movies Abo | 2014-08-04 17:05:58 2014-09-04 17:05:58 | 25,00 € | 20140000133 | - | |
| 5587 | 2014-08-04 16:36 | Repay | | -200,00 € | 20140000132 | - | |
| 5586 | 2014-08-04 16:29 | Monthly pay | | 200,00 € | 20140000131 | - | |

The table provides the following information :






Chto w sluchae s **Add to receipt** check box?






-  : Click on this symbol on the very left, if you want to refund this position. You see what position(s) you refunded through a checkmark which is automatically set once you clicked the refund symbol (see ). Once you refunded a position you cannot do it again. The refund symbol on the very left disappears.
- **ID:** Item ID
- **Created:** Creation time of the item
- **Name of item:** Item name
- **Time span:** Start and end time of the ~~event~~.
- **Price:** Item price

-  Shows you the receipt ID, in case you have already created a receipt for the item. If you have not created a receipt yet, then this position is blank (-).
- In the column with the icon  above you can see if the item was refunded.
- **Description:** shows the transaction description if existing.


Receipt box:


All created receipts are listed in the box **Receipts**.

| Receipts | | | | | | | |
|---|-------------|------------------|---------------|------------------|------|-----------|-------------------------------------|
| | ID | Created | Subscriber ID | Recipient | Type | Amount | Paid |
|  | 20140000134 | 2014-08-08 09:15 | 138 | Jones, Katharina | Bill | -25,00 € | <input checked="" type="checkbox"/> |
|  | 20140000132 | 2014-08-04 16:36 | 138 | Jones, Katharina | Bill | -200,00 € | <input checked="" type="checkbox"/> |
|  | 20140000131 | 2014-08-04 16:29 | 138 | Jones, Katharina | Bill | 200,00 € | <input checked="" type="checkbox"/> |
|  | 20140000130 | 2014-07-30 15:51 | 138 | Jones, Katharina | Bill | 27,00 € | <input checked="" type="checkbox"/> |
|  | 20140000129 | 2014-07-07 13:06 | 138 | Jones, Katharina | Bill | 27,00 € | <input checked="" type="checkbox"/> |






Open Print Download

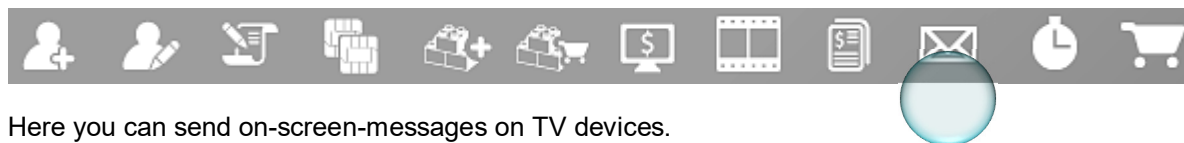
Page 1 of 1 200 View 1 - 18 of 18

Click on the *print icon*  to print a receipt. Further in the table you see the receipt ID, the receipt creation date, the subscriber ID, the recipient of the receipt, receipt type, the amount and if it is paid.

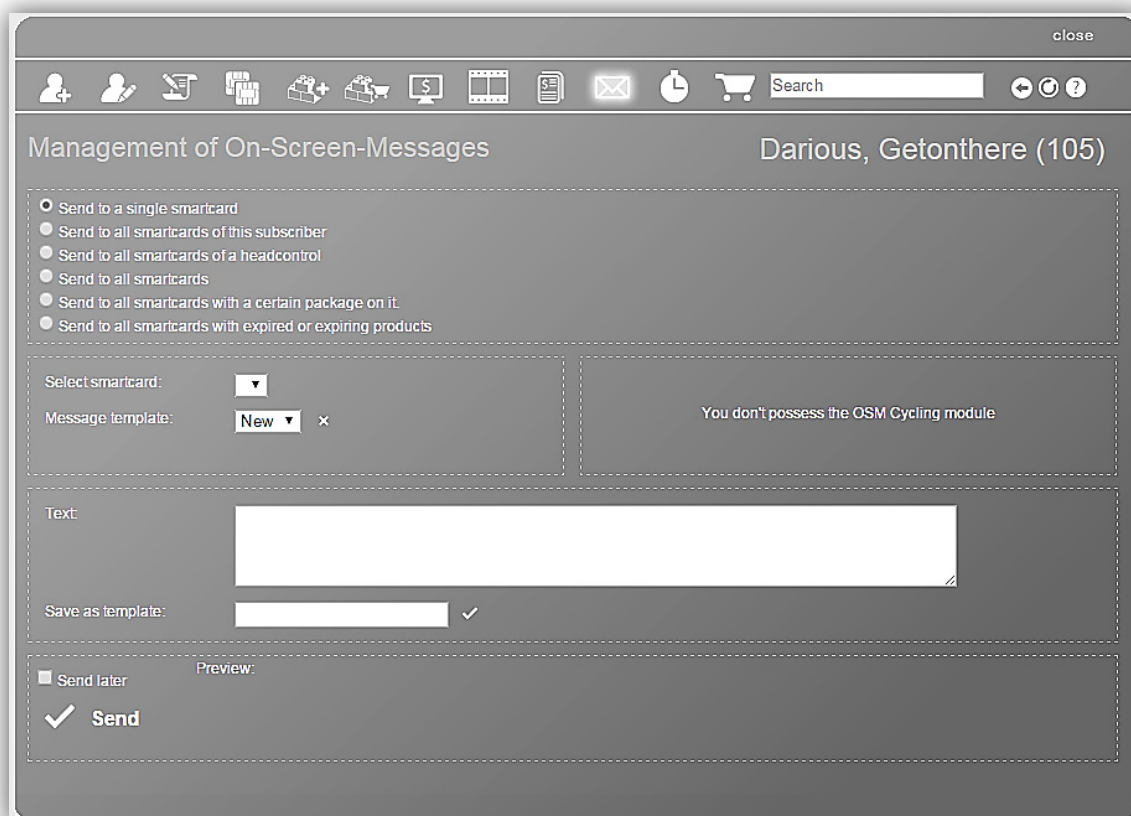
When a subscriber paid the receipt you should mark it as paid. For that you have to put a checkmark in the **Paid** check box (see above ). If you have checked the option **Mark as paid** creating the item (see above), then the check box **Paid** will be checked automatically.

The icons at the top of the **Receipts** window have the same functions as described in chapter 5.4.5.

5.4.5.9 On-Screen-Messages



Here you can send on-screen-messages on TV devices.

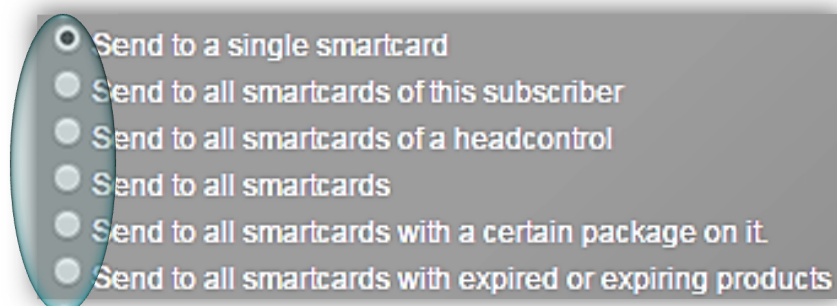


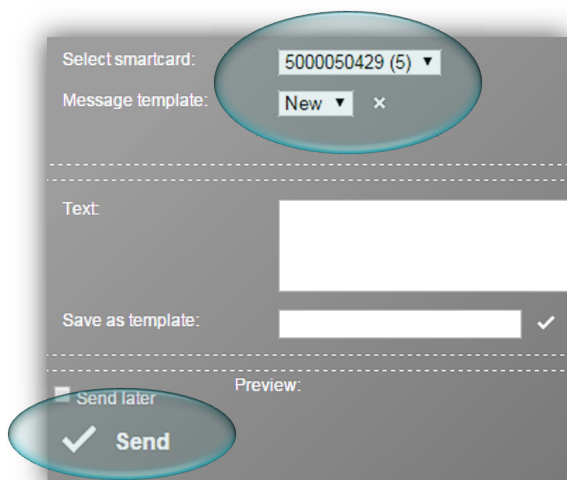
The icons at the top of this window have the same functions as described in chapter 5.4.5.

You can also see functions of the icons if you hover the mouse above them.

On the top right you see the selected subscriber. If no subscriber is selected, then you will be asked to find the subscriber you need with the search function or the window shows automatically the subscriber you have selected in the list in **Management** submenu (*Subscribers* menu) before.

Here you can choose to which smartcards you want to send your on-screen-message.






Below the smartcard choice you can decide:


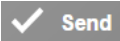
- smartcard (or CAS-Server)
- template name for message.
- option of send later

(enter the days until product expires if the option you have chosen above requires it)

 Cross button deletes a message template

Text: Write here the text of your message.

Save as template: Here you can write the name that you want to give to your template and save the text of your message as a template by clicking on the small checkmark .

If you want to send your message later, then put a checkmark  into the box named **Send later** and then you can define in opened fields when exactly the message should be sent. After you have made these settings click on the large  checkmark below.

The system will accept the task and your message will be sent by the system at the time you have set. In the **preview** you can see how your on-screen-message will look like.



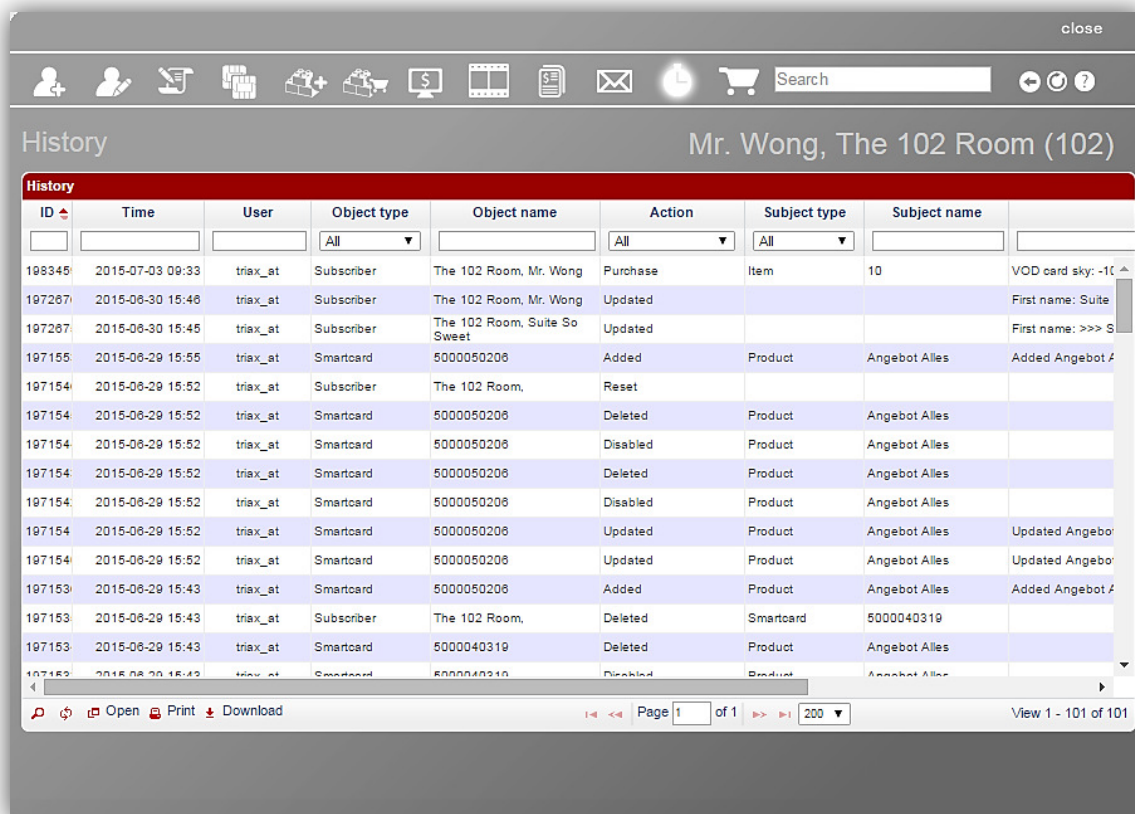
Remember that the following conditions must be met so that on-screen-messages can be received by a set top box:

- Set top box must be on
- Set top box must be “watching” a service encrypted with CAS Management at the moment of on-screen-message sending.

5.4.5.10 History



In this window you see the list of all actions executed for the selected subscriber. The table shows you the action ID, time of the action, user, object type, object name, action itself, subject type, subject name and detailed description.



The white fields with drop down menus at the top of the chart are a filter where you can define what information you want to see.

5.4.5.11 Reception



You can find details on this window in chapters 5.5.5.1 and 4.9.1.

5.5 Rooms menu

You can work in two different modes in CAS Management. These are *subscriber mode* and *room mode*.

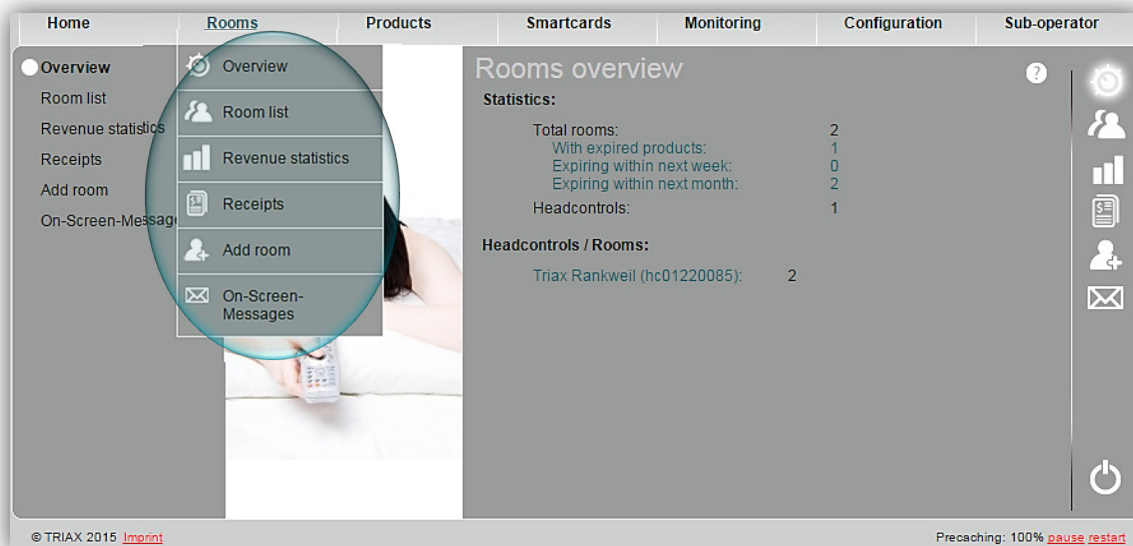
Subscriber mode is a standard mode of CAS Management. All information in this mode refers to single subscribers or their smartcards, so that all modifications can be set individually for each smartcard (also if it is paired to a room).

Room mode however refers to rooms and to smartcards that are assigned to rooms and not to single subscribers. This mode is suitable if you run for example a hotel or a hospital and want to manage TV products assigned to rooms. In this case modifications will be set on all smartcards paired to a room. Meaning, each smartcard of the room holds the same products and settings at any time.

You can define in what mode you want to work in a **System settings** window (see chapter 5.9.1). You can change from one mode into another every moment. If you change into the room mode, then the

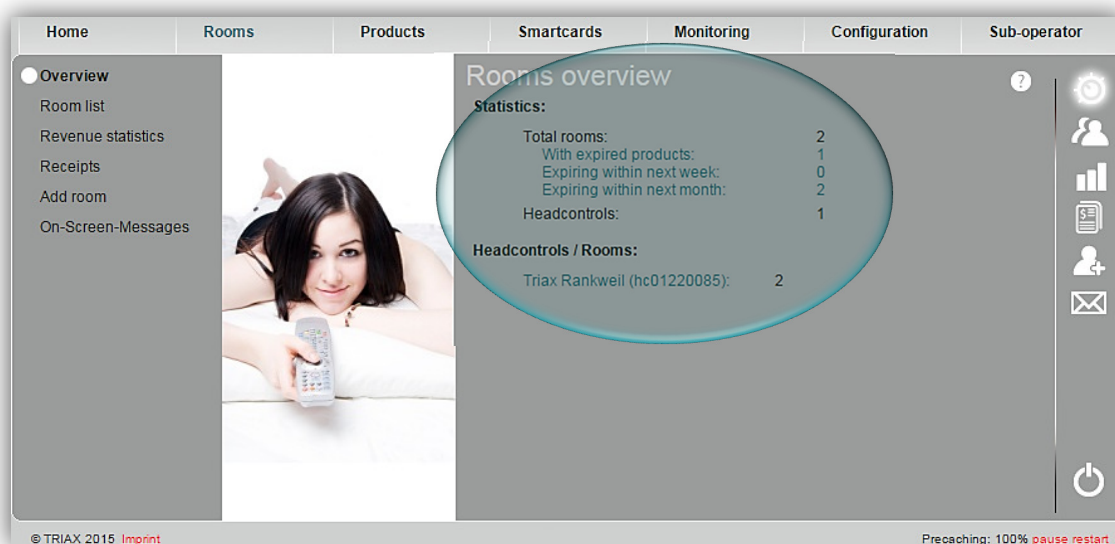
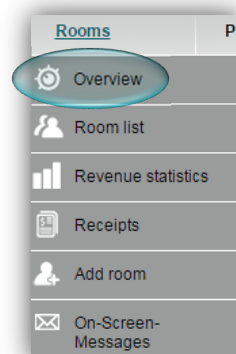
Subscribers menu will be replaced by the **Rooms** menu (on **Rooms** menu see chapter 5.5) and all your clients will be handled as rooms. If you change into the subscriber mode, then it is the other way around.

The image below shows you all submenus of the **Rooms** menu. In the following chapters you will find their description.

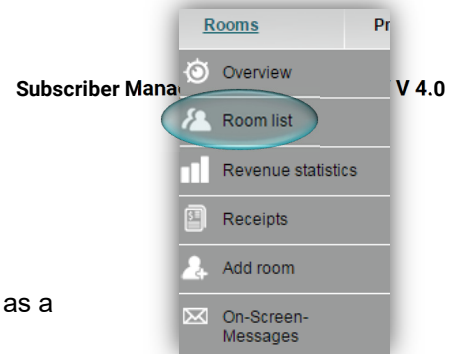


5.5.1 Overview

In this window you can see general statistics about your rooms. By clicking on a line in the list you will be forwarded to a window with more detailed information.

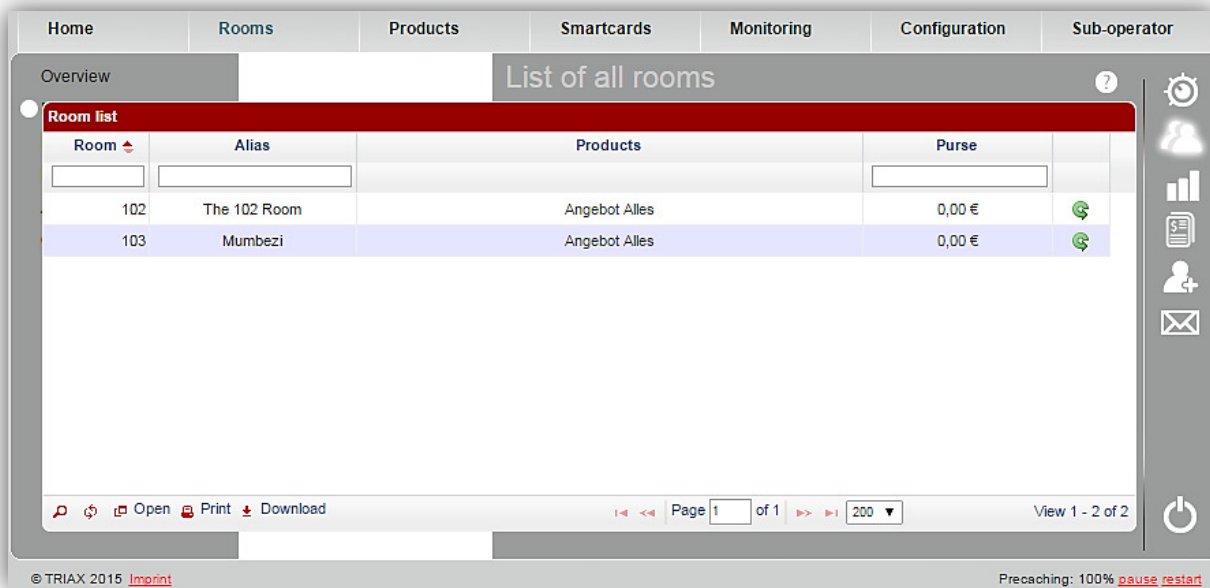



On the left you can see all submenus of the **Rooms** menu. You can also reach the submenus by clicking on the proper button on the right. Each button means one submenu. Move the mouse pointer over a button to see which function it has.




5.5.2 Room list

Here you can see the list of all your rooms and some of their data such as a room name (in **Alias**), their products and state of purse.



The white fields at the top of the chart are a filter where you can define what information you want to see. The function of the icon  is the same as described in chapter 5.3.6.

 Reset room. By clicking on this icon you will reset the room to its original condition (the room's purse will be reset to 0).

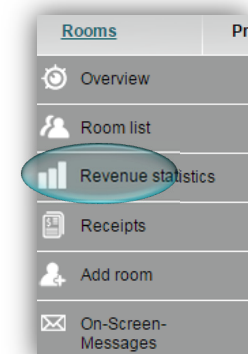
You can get more detailed information about a room in the **Room data** window by clicking on a room number or a room name.

The icons in the left bottom corner have the same functions as described in chapter 5.3.6.

5.5.3 Revenue statistics

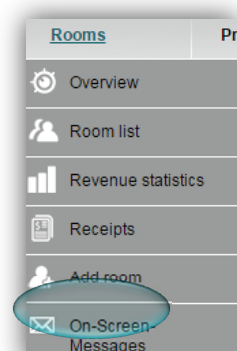
This window has the identical structure as the **Revenue statistics** window in

Subscribers menu (see chapter 5.4.3).

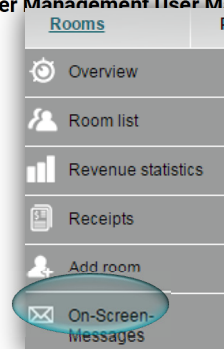


5.5.4 Receipts

This window has the identical structure as the **Receipts** window in **Subscribers** menu (see chapter 5.4.4). The only difference in the chart in

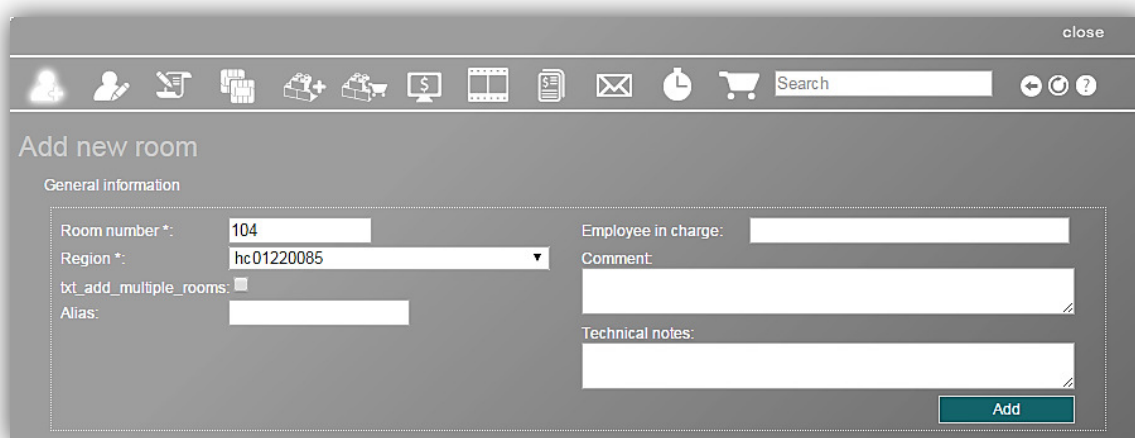


this window is that instead of columns named *Subscriber ID* and *Recipient* there is a column named *Room number* in the chart.



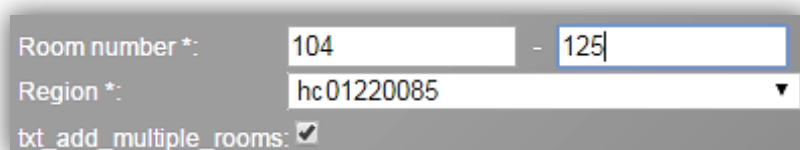
5.5.5 Add room

You can add a new room to your database in the **Add new room** window.



Choose a region in the drop down menu and fill out at least all fields marked with *. In the field **Alias** you can enter a name of a room additionally to its number. You can also fill in your comments, technical notes and an employee in charge.

You can also add multiple rooms at once. If you set a checkmark in the check box **Add multiple rooms**, then you can add several rooms at once instead of adding them one by one. You should only set the numbers of the rooms you want to add. Here for example rooms number 1 to 15.



Click on the **Add** button after the data input to add the room data to the database.

After you have done this, a window **Room data** opens. This window is very identical with the general information section in the window **Subscriber data**. See chapter 5.4.5.1 to learn how to proceed there. The identical elements in the window **Room data** have the same functions, but they refer to rooms and not to subscribers. Instead of the field for subscriber's name there is a field **Alias** in the **Room data** window (see above).

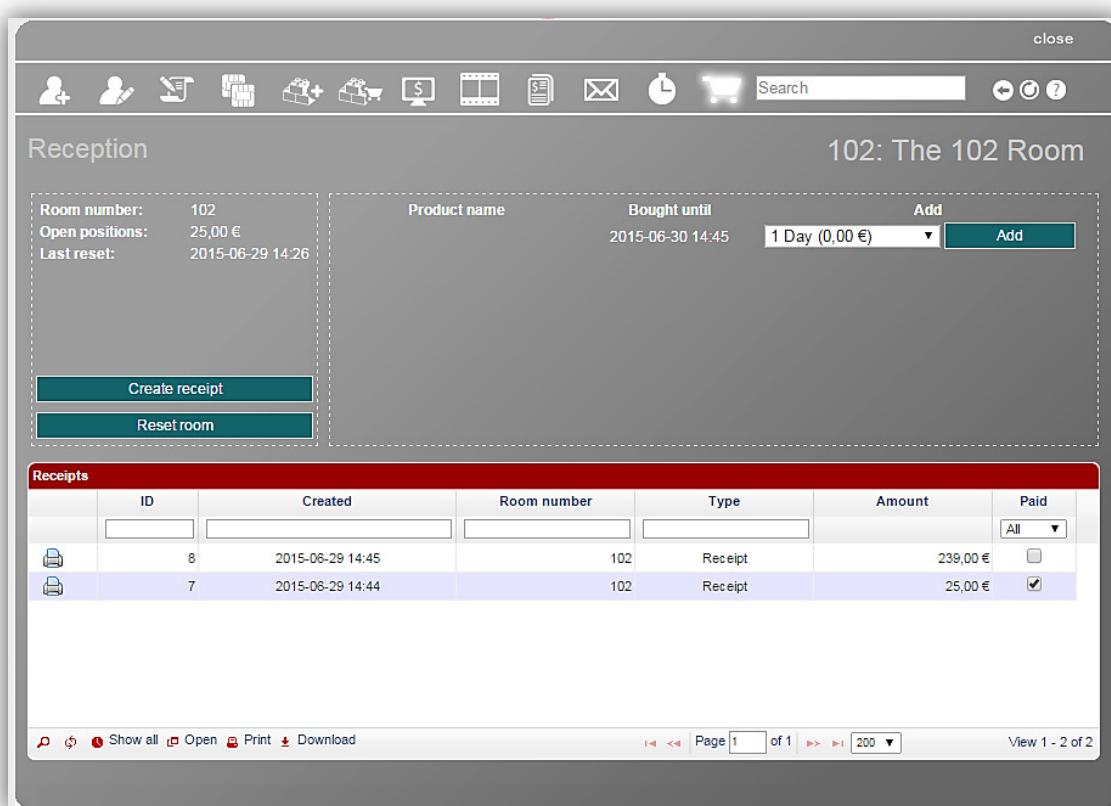
The icons in this window have the same functions as described in chapter 5.4.5, but they refer to rooms and not to subscribers.

You can also see functions of all the icons if you hover the mouse above them.

5.5.5.1 Reception



In the **Reception** window you can carry out all actions needed to be made on the reception when it comes to managing TV products for the selected room and their payment.



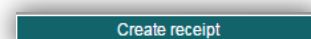
Room number: here you can see the number of the selected room.

Open positions: here you can see if there are some outstanding items to be paid.


Last reset: here you can see when the last reset of this room took place.


On the right side of the window you see a list of available products. If some of them are already bought for this room, you can see until when they are active. You can also buy new products for the room. For that choose in a drop down menu the appropriate duration and price of the product you want and click on the **Add** button next to the drop down menu. After adding new products to a room the amount in **Open positions** will be automatically updated to an actual state.

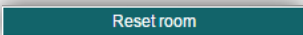
You can create a receipt over the open positions by clicking the **Create receipt** button.










The receipt that was created can be seen in the receipts list below. This list shows all receipts created for this room after its last reset.


You can print the receipt by clicking on the **Print** icon . If the receipt is paid, you can mark it as paid by setting a checkmark into the check box **Paid**. The amount shown in **Open positions** will be updated then. (Eto eshe aktualno ?)

| Receipts | | | | | | |
|---|----|------------------|-------------|---------|-----------|-------------------------------------|
| | ID | Created | Room number | Type | Amount | Paid |
|  | 9 | 2015-07-03 09:33 | 102 | Receipt | -100,00 € | <input checked="" type="checkbox"/> |







 Show all
 
 Page 1 of 1
 
 200
 
 View 1 - 1 of 1

To reset a room you should click the button. A window pops up where you can define if you want to mark all outstanding items as paid. A receipt over open positions will be created automatically. At the same time open positions will be reset to 0 and the receipts list will be blank. The room is reset.

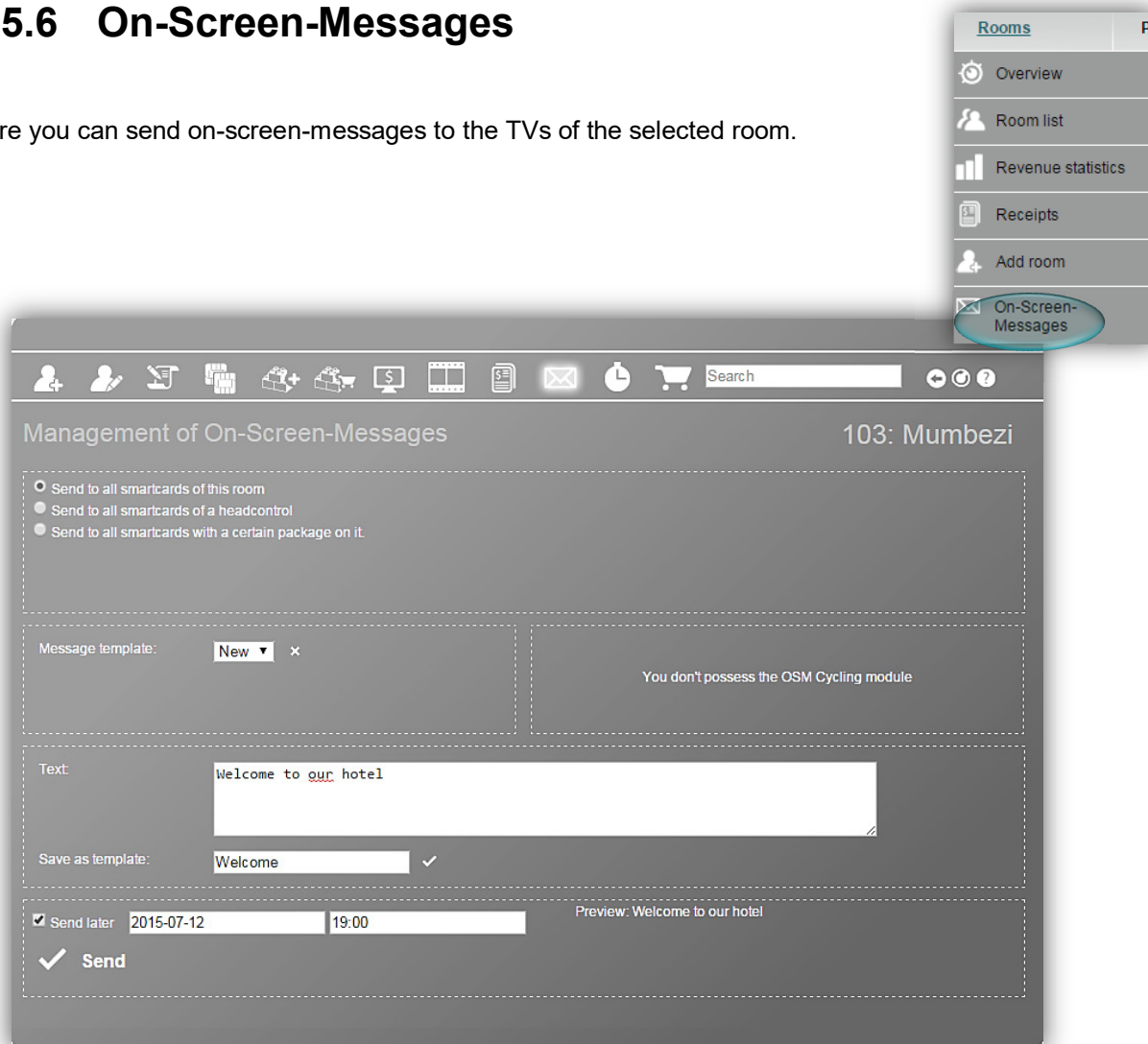
The icons in the left bottom corner have the same functions as described in chapter 5.3.6. Additionally there is a special button:  **Show all**. If you click on it, you can see a list of all receipts ever created for the selected room and see if they are paid. You can also print every receipt you want.

The icons above in this window have the same functions as described in chapter 5.4.5, but they refer to rooms and not to subscribers.

You can also see functions of all the icons if you hover the mouse above them.

5.5.6 On-Screen-Messages

Here you can send on-screen-messages to the TVs of the selected room.

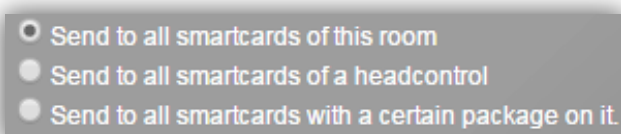


The icons at the top of this window have the same functions as described in chapter 5.4.5, but here they refer to rooms and not subscribers.

You can also see functions of the icons if you hover the mouse above them.

On the top right you see the selected room. If no room is selected, then you will be asked to find the room you need with the search function or the window shows automatically the room you have selected in the **Room list** (*Rooms* menu) before.

Here you can choose to which smartcards you want to send your on-screen-message.





If you want to send your message to all smartcards of a CAS-Server (the 2nd option), you can choose the CAS-Server you need in the drop down menu below.

You can also choose a message template in a drop down menu below.

 Cross button deletes a message template

Text: Write here the text of your message.

Save as template: Here you can write the name that you want to give to your template and save the text of your message as a template by clicking on the small checkmark .

If you want to send your message later, then put a checkmark into the box named **Send later** and then you can define in opened fields when exactly the message should be sent. After you have made these settings click on the large checkmark  **Send** below. The system will accept the task and your message will be sent by the system at the time you have set.

In the **preview** you can see how your on-screen-message will look like.

Click the large checkmark below  **Send** to send the message.

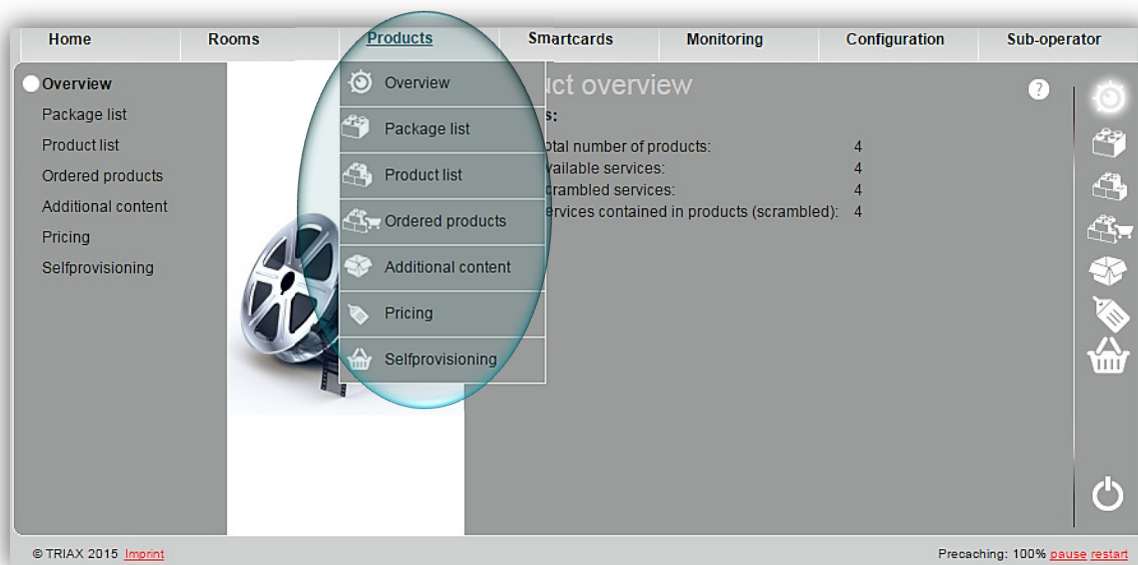


Remember that the following conditions must be met so that on-screen-messages can be received by a set top box:

- Set top box must be on
- Set top box must be “watching” a service encrypted with CAS Management at the moment of on-screen-message sending

5.6 Products menu

Here you can see all submenus of the **Products** menu. In the following chapters you will find their description.



5.6.1 Overview

In this window you can see general statistics about your products.

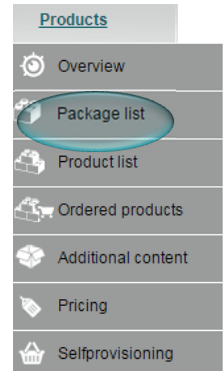


On the left you can see all submenus of the **Products** menu. You can also reach the submenus by clicking on the appropriate button on the right. Each button means one submenu. Move the mouse pointer over a button to see which function it has.



5.6.2 Package list

If you click the submenu **Package list** in the **Products** menu or this icon in a pop-up box, the **Package configuration** window opens. In this window you see a list of all available services and you can define which services are available in which package. You can also set the parameters of the services described below.



The columns represent:

- Network ID
- Transport stream identifier
- Service ID
- Logo
- Type,
- Service name,
- The numbers or names represent the respective CAS products that are called **packages** (here for example **Sport** and **Movies**, no numbers)

Package configuration

Packages: 001: Paket 1 Show all packages Only packages with an alias will show up in the list below.

Service sources: Monitoring device PSM Manually Scrambled EPG

| Packet configuration | | | | SID | Logo | Type | Name | Paket 1 | Paket 2 | Paket 3 | Regional | News | | 5 | | | | | | | |
|----------------------|--|---|-------|-----|------|------|----------------|---------|---------|---------|----------|------|---|---|---|---|---|---|---|---|---|
| | | 1 | 51713 | 3 | Das | TV | Das Erste | ✓ | - | - | ✓ | - | - | - | - | - | - | - | - | - | D |
| | | 1 | 51713 | 5 | ZDF | TV | ZDF | ✓ | - | ✓ | - | - | - | - | - | - | - | - | - | - | D |
| | | 1 | 51713 | 53 | RTL | TV | RTL Television | - | ✓ | ✓ | - | - | - | - | - | - | - | - | - | - | D |
| | | 1 | 51713 | 54 | VOX | TV | VOX | - | ✓ | - | - | ✓ | - | - | - | - | - | - | - | - | D |

Page 1 of 1 200 View 1 - 4 of 4


Export to CSV Choose File No file chosen Import from CSV

Further symbols in the chart:




Security on chip: if the service can only be decrypted on devices with **TRIAX** chip security



Advanced security on chip level: is only possible if  is activated. Depending on your box hardware, this can be set to different levels of security. We advice not to start with the highest security available, but with the lowest and increase the security level on sign of piracy problems.



Weak encryption: if the less secure mode to support legacy will be activated
(is not possible if  is activated)



PC-Client: that the service is available for PC client (is not possible if  is activated)



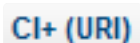
Parental control: if the service requests the PIN of the smartcard



Forced scrambling: if the service is forced to be scrambled or unscrambled in case of an unexpected error



Preentitlement: if the service has a preentitlement mode which enables a new smartcard to view this program for free for 5 days



(hidden) You can set the copyright settings for CI+ modules here.



Click on the *pencil* icon to edit the line.



Click on the *basket* icon to delete the entry.











You can see this icon only when you are editing a line. Press it if you want to discard your changes.



You can see this icon only when you are editing a line. Press it to save the changes you have made.



If editing a line, you remove all checkmarks that assign a service to a package than all other checkmarks in the line will disappear too. For example if you remove a checkmark in the column **Movies** in the example below than all the other checkmarks in the line will also disappear.


| | ↔ | SID | Logo | Type | Name | Sport | Movies |  |  |  | 5 |  |  |  | CI+ (URI) | |
|---|---|-----|------|------|------|-------|--------------|---|---|---|--------------------------|---|---|---|-------------------------------------|----------|
|  |  | 0 | 2 | 2000 | Te= | TV | Test Service | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | Disabled |

Here you can give the packages a name instead of numbers:

Packages: 001: Paket 1

Select in the drop down menu the package number you want to name, write in the white field the name you want and press **Set alias** button. Then this package will be shown in the table below with its new name (alias) and not as a number any more. If you want the package to be shown only as a number again, then select it again in the drop down menu, do not fill anything in the white field and press the **Set alias** button again. The package will be shown again as a number in the table below.

If you remove the checkmark off the box **Show all packages**, then only packages with an alias will show up in the table below.

The function of the icon  is the same as described in chapter 5.3.6.

The white fields with one drop down menu under the column names in the chart are a filter where you can define what information you want to see.

On the top left of the window you see some icons. They have the following functions:



This icon has a function **Package list** and is highlighted because the window “*Package list*” is already open.



This icon gets you to the window **Product list** (see chapter 5.6.3).



This icon gets you to the window **Product configuration** (see chapter 5.6.3.1)



This icon gets you to the window **Product package configuration** (see chapter 5.6.3.2)



This icon gets you to the window **Pay-Per-View schedules** (see chapter 5.6.5)



This icon gets you to the window **Pay-Per-View events** (see chapter 5.6.6)



This icon gets you to the window **Video-On-Demand** (see chapter 5.6.7)

You can also see all functions of the buttons if you hover the mouse above the buttons.

The icons in the left bottom corner of the window have the following functions:



Enables you to save all changes you have made at once



Enables you to edit the whole chart



Opens the chart in a new window.

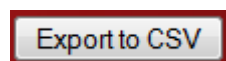


Print.

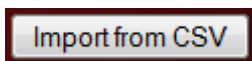


Download the chart in a separate window.

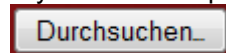
On the bottom of the page you have the possibility to export the package list to CSV and import it from CSV. Use for this the following buttons:



or




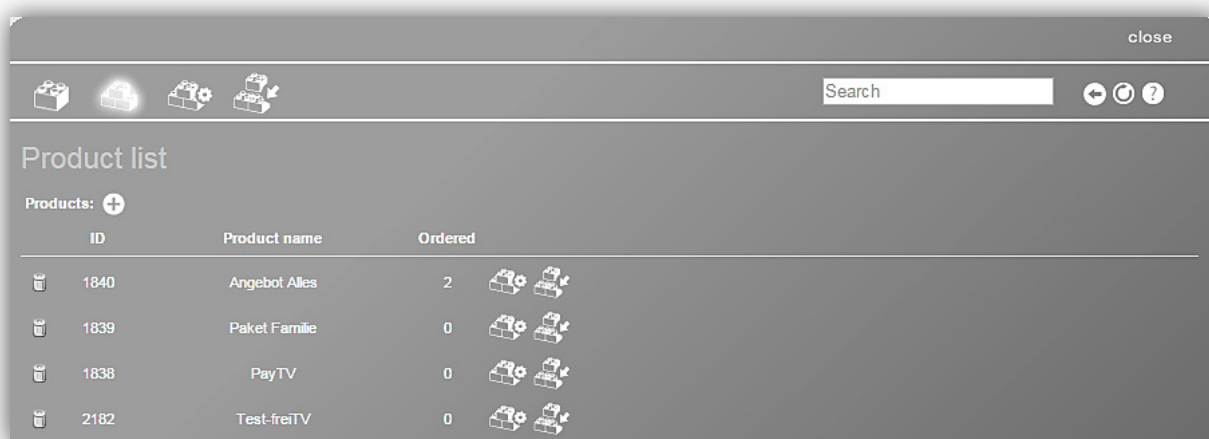
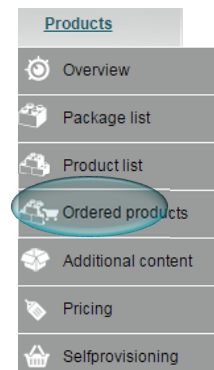
If you want to import the list from CSV, you can search your data by clicking on the button




(Search) at the bottom of the page.

5.6.3 Product list

If you click the submenu **Product list** in the **Products** menu or this icon  in a pop-up box, the **Product list** window opens. In this window you see the list of your products and you can manage them here.




In the list you see the product ID, product name, how many times it has already been ordered, orderable runtimes of the product and its promoted runtimes.

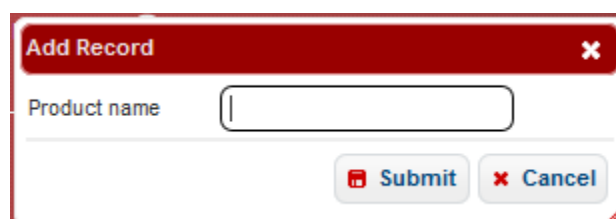
 By clicking on the *basket* icon in front of each product you can delete this product.

The icons at the top of this window have the same functions as described in the chapter about **Package list** submenu (see chapter 5.6.2)

On the top right of the window you see the search field, and following buttons for *Page back* and/or *Page forward*, *Refresh* and *Help* button where you can read how to use the actual window.



By clicking  you can add a new product. You will see the following box where you enter a name of a new product. Then press *Submit* button in order to save the record or press *Cancel* to abort.



At the end of each product line you see the following icons:



This icon gets you to the window **Product configuration** (see chapter 5.6.3.1).



This icon gets you to the window **Product package configuration** (see chapter 5.6.3.2).

5.6.3.1 Product configuration



In this window you can configure a product or edit the already existing configuration of the product.

You can allow flexible runtimes (see chapter 5.4.5.4) if you put a checkmark in the corresponding box. Define then a minimum contract length by putting a checkmark in the corresponding box and entering the period of time in the drop down box next to it.

You can enable optional packages by checking the box **Enable optional packages**. **Optional packages** are packages that a subscriber can choose himself for his products out of multiple options.



If you enable optional packages for a product, then a checkbox **Optional** appears in the window **Product package configuration** next to each product package so that you can define what packages should be optional (see chapter 5.6.3.2).

After enabling optional packages two categories will open where you can set how many optional packages and how many services in all of them altogether the subscriber can select:

Packages the subscriber can select:

Services the subscriber can select:



If you enter 0 in the field **Services the subscriber can select**, then the number of optional services for the subscriber will be unlimited.

In the field **Description** you can describe the product for internal use.

Use the button **Save changes** to save all changes you made on this page.

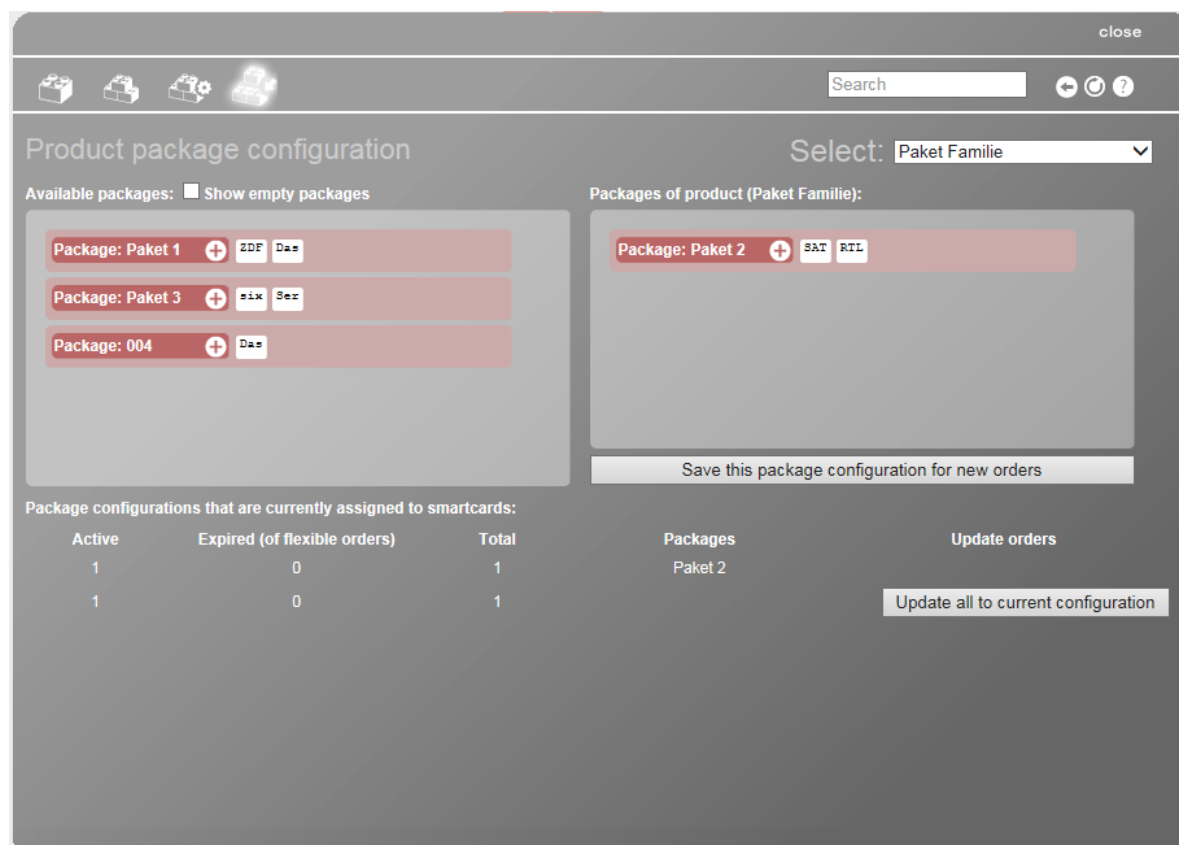
In the field **Select** you can choose some other product and switch to it.

The icons at the top of this window have the same functions as described in the chapter about **Package list** submenu (see chapter 5.6.2).

5.6.3.2 Product package configuration



In this window you can define of what components a product should be composed.



close

Search

Product package configuration

Select: Paket Familie

Available packages: Show empty packages

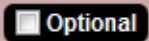
Packages of product (Paket Familie):

| Active | Expired (of flexible orders) | Total |
|--------|------------------------------|-------|
| 1 | 0 | 1 |
| 1 | 0 | 1 |

Update orders


Update all to current configuration

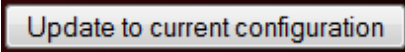
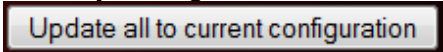
You see two big boxes. In the left one you see available components, in the right one the components of the actual product. The components can be packages, catchups, streams or VODs (videos-on-demand). Put a checkmark in the check box *Show empty packages* if you also want to see empty packages in the left box.

If you want to make a package of the product to an optional package (see chapter 5.6.3.1), then check the check box  next to this package in the right section of the window. Only packages can become optional, no streams, VOD or others.

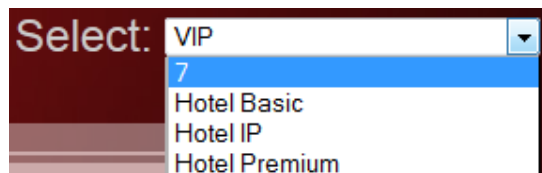
To see what services are in a package click on  in the name of the package.

Drag all components (packages,catchups, streams or VODs) you want to have in the actual product from the left box and drop them in the right box. If you do not want to have some components in the product, you can drag & drop the respective component from the right box into the left box. Define if some packages should be optional. If you are satisfied with the configuration you composed, click


 to save it for new orders.

In the list below you see the overview of all configurations (current and previous) of this product that have been ordered. You see active orders, expired flexible orders, total amount of orders and packages of the respective configuration of the product. You can update each line of the orders in the list to the current configuration of the product by clicking on  at the end of the line. Or you can press the button  to make the update of all orders at once.

In the field **Select** at the top right you can expand a drop down menu and switch from one product to another to define their package configuration:



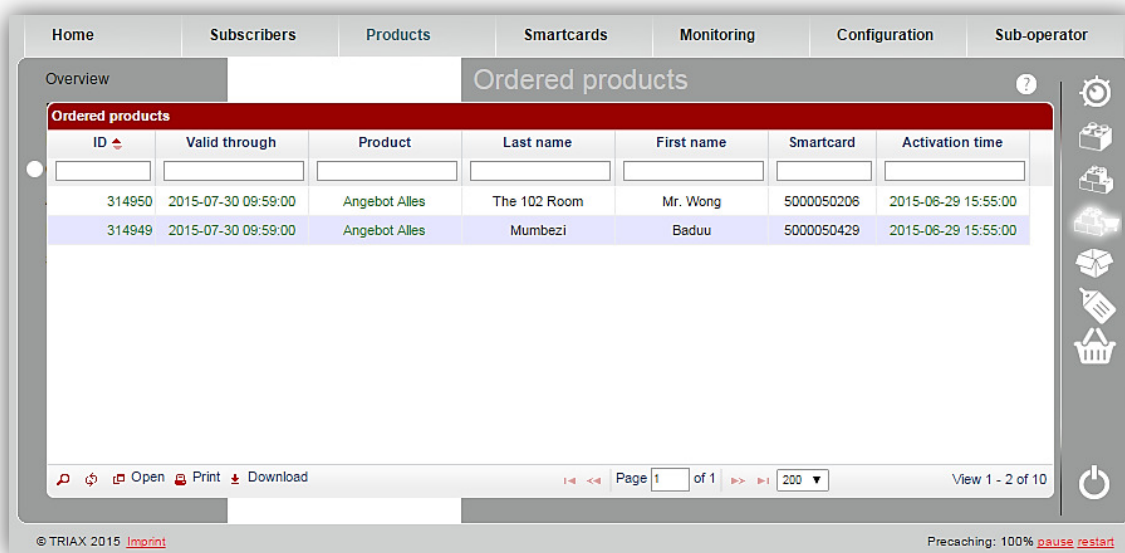
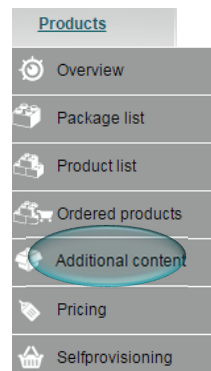
The icons at the top of this window have the same functions as described in the chapter about **Package list** submenu (see chapter 5.6.2).

On the top right of the window you see the search field, and following buttons for *Page back* and/or *Page forward*, *Refresh* and  *Help* button where you can read how to use the actual window.

5.6.4 Ordered products

If you click on the submenu **Ordered products** in the menu **Products**, the window **Ordered products** appears.

Here you can see the list of all ordered products and information about them.



The table in this window shows you:

Information about which customers have expired products or products that will expire soon

- **Red**: Product is already expired
- **Yellow**: Product expires soon
- **Green**: Product is active

Activation date of the products and till when they are valid

Subscriber's product(s) and smartcard(s)

The white fields at the top of the chart are a filter where you can define what information you want to see.

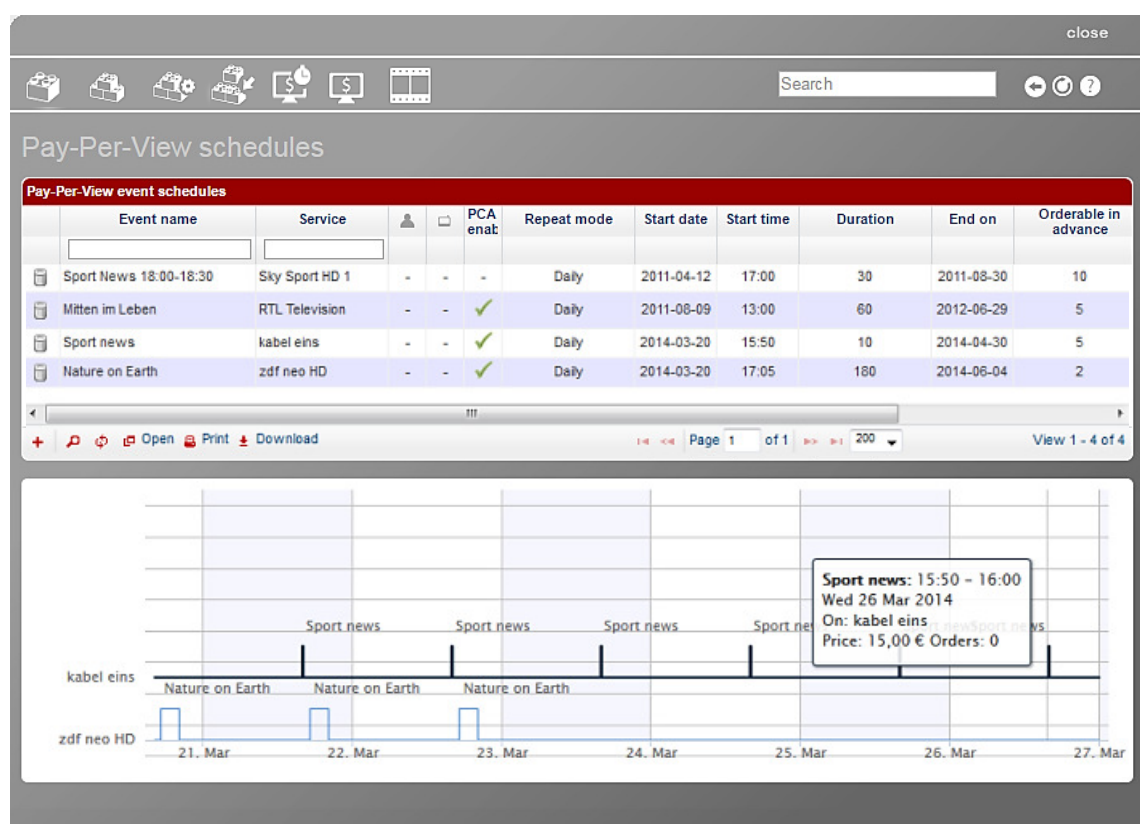


This symbol is at the top of the column on which the sorting of the chart is based. You can click the name of other column to make the sorting based on this column. By clicking the arrows down or up you can change the sorting direction, either up or down.



5.6.5 PPV Schedules

In this window you can see a schedule that contains Pay-Per-View Events broadcasted regularly. To get information about all PPV events (also those that are broadcasted only once go to the window **PPV Events**; see chapter 5.6.6).





The screenshot shows the 'Pay-Per-View schedules' window. At the top, there is a search bar and navigation icons. Below the title, there is a table of 'Pay-Per-View event schedules' with the following data:


| Event name | Service | PCA enat | Repeat mode | Start date | Start time | Duration | End on | Orderable in advance |
|------------------------|----------------|----------|-------------|------------|------------|----------|------------|----------------------|
| Sport News 18:00-18:30 | Sky Sport HD 1 | - | Daily | 2011-04-12 | 17:00 | 30 | 2011-08-30 | 10 |
| Mitten im Leben | RTL Television | ✓ | Daily | 2011-08-09 | 13:00 | 60 | 2012-06-29 | 5 |
| Sport news | kabel eins | ✓ | Daily | 2014-03-20 | 15:50 | 10 | 2014-04-30 | 5 |
| Nature on Earth | zdf neo HD | ✓ | Daily | 2014-03-20 | 17:05 | 180 | 2014-06-04 | 2 |

Below the table is a timeline chart showing the schedule for 'Sport news' and 'Nature on Earth' from March 21st to 27th. A tooltip for 'Sport news' on Wed 26 Mar 2014 shows: 'On: kabel eins', 'Price: 15,00 €', 'Orders: 0'.

In the box above you see the event name, service, if it is PCAS enabled, repeat mode of the PPV event, start date and time, duration in minutes, end time, how many days in advance it is orderable, its price and linked packages. The icons in the table show:


-  if the event requests the PIN of the smartcard
-  if the event has a preentitlement mode which enables a new smartcard to view this event if the card is not older than 5 days

The white fields under the column names in the chart are a filter where you can define what information you want to see

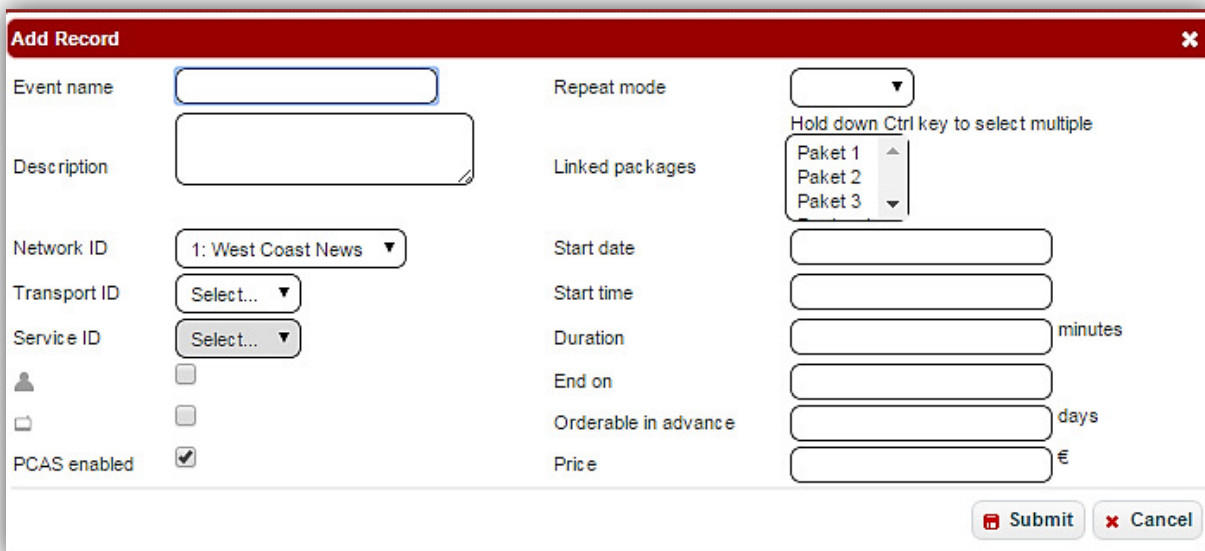
The function of the icon  is the same as described in chapter 5.3.6.

 Removes a PPV event from the list.

In the box below you see a graph that represents the PPV events from the list on a timeline. If you hover the mouse above the graph you will see the detailed information about the PPV events. You can zoom the graph to see it better if there are too many events next to each other. For that mark a segment on the timeline you want to be zoomed and it will be zoomed. To reset zoom click the button *Reset zoom*.

To add a new PPV event in the schedule click the *plus* button .

The window *Add Record* pops up. Fill out the positions in the window and press *Submit* button to add the event in the schedule or press *ancel* to abort.



The rest of the icons in the middle of the window have the same functionality as described in chapter 5.3.6.

The icons at the top of this window have the same functions as described in chapter 5.6.2.

On the top right of the window you see the search field, and following buttons for *Page back* and/or *Page forward*, *Refresh* and *Help* button where you can read how to use the actual window.



5.6.6 PPV Events

| Event name | Service | PCA | Start time | Duration | Price | Linked packages |
|-------------------|--------------|-----|---------------------|----------|----------|-----------------|
| Tennis Highlights | Das Erste HD | - | 2012-04-01 12:00:00 | 120 | 350,00 € | Sport |

In the box above you see the event name, service, if it is PCAS enabled, start time, duration in minutes, price and linked packages. The icons in the table show:

- if the PPV event requests the PIN of the smartcard
 - if the PPV event has a preentitlement mode which enables a new smartcard to view this event for free for 5 days
- The white fields under the column names in the chart are a filter where you can define what information you want to see

The function of the icon is the same as described in chapter 5.3.6. Removes a PPV event from the list

In the box below you see a graph that represents the PPV events from the list on a timeline. If you hover the mouse above the graph you will see the detailed information about the PPV events. You can zoom the graph to see it better if there are too many events next to each other. For that mark a segment on the timeline you want to be zoomed and it will be zoomed. To reset zoom click the button *Reset zoom*.

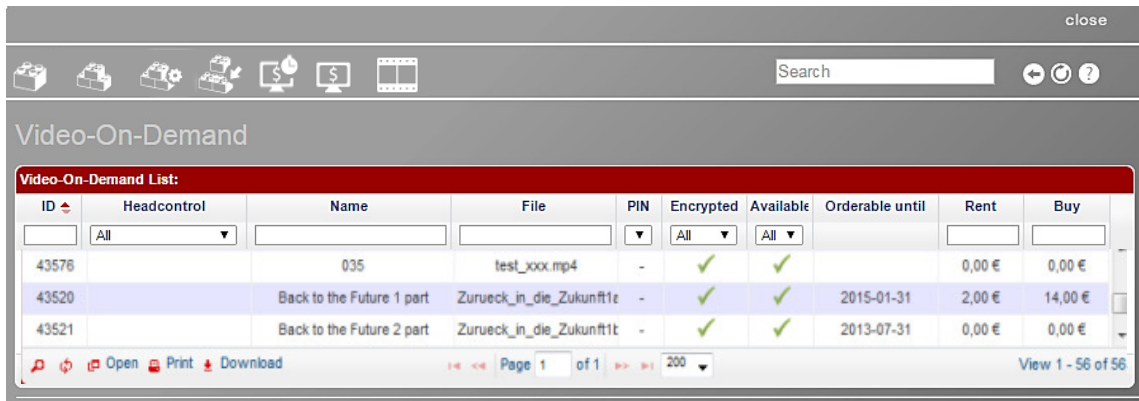
This window gives you information about unique PPV events and also about PPV events that are broadcasted regularly. To add new regularly broadcasted PPV events go to the **Pay-Per-View schedules** window (see chapter 5.6.5). To add a unique PPV event stay in this window and use the *plus* button . The window *Add Record* pops up. Fill out the positions in the window and press *submit* button to add the event to the list or press *cancel* to abort.



5.6.7 VOD (Video-On-Demand)



In this window you see the list of Video-On-Demand events available. You can make settings for each VOD here.




The screenshot shows a web interface titled "Video-On-Demand" with a search bar and navigation icons. Below is a table with the following data:

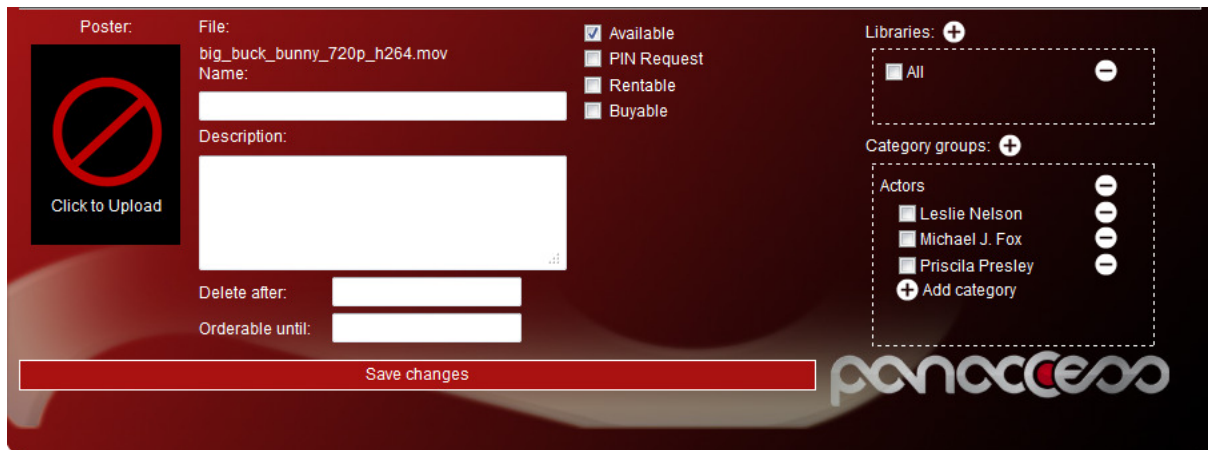
| ID | Headcontrol | Name | File | PIN | Encrypted | Available | Orderable until | Rent | Buy |
|-------|-------------|---------------------------|--------------------------|-----|-----------|-----------|-----------------|--------|---------|
| 43576 | All | 035 | test_xxx.mp4 | - | ✓ | ✓ | | 0,00 € | 0,00 € |
| 43520 | | Back to the Future 1 part | Zurueck_in_die_Zukunft1e | - | ✓ | ✓ | 2015-01-31 | 2,00 € | 14,00 € |
| 43521 | | Back to the Future 2 part | Zurueck_in_die_Zukunft1e | - | ✓ | ✓ | 2013-07-31 | 0,00 € | 0,00 € |

In the table above you see sections for ID of a video-on-demand, its CAS-Server, name and a file with the VOD content. You can also see if VODs require access with a PIN, if they are encrypted and available, until when they are orderable and what is the price to buy or to rent them.

The white fields under the column names in the chart are a filter where you can define what information you want to see.

The function of the icon  is the same as described in chapter 5.3.6.

If you select a VOD in the list, a section opens where you can make all settings for the VOD.



The screenshot shows a configuration form for a VOD. It includes fields for File, Name, Description, Delete after, and Orderable until. There are checkboxes for Available, PIN Request, Rentable, and Buyable. On the right, there are sections for Libraries and Category groups, each with a list of items and a plus icon. A "Click to Upload" button is visible on the left. The "Save changes" button is at the bottom.

It has the following categories:

Poster: Here you can upload a poster for the video-on-demand.

File: Here you see the name of the file with the VOD content.

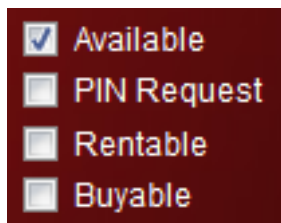
Name: Here you can enter the VOD name.

Description: Here you can enter the VOD description.



Delete after: Here you can enter the date after which the VOD should be deleted.


Orderable until: Here you can enter the date until when the VOD is orderable.

By checking the check boxes you can determine the following parameters:

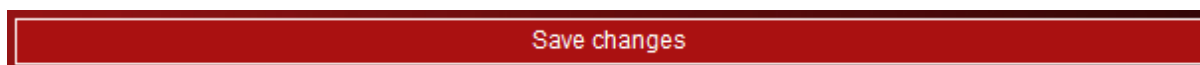


Available
 PIN Request
 Rentable
 Buyable





Libraries: In this category you can assign a VOD to a library with VODs. To create a new library click on the button . To delete a library use the button  next to it.

Category groups: Here you can create category groups with different categories within for a VOD classification. For example you can classify VODs according to participating actors or a director or any other parameter you want. To add a category or a category group, use a suitable *plus* button , to delete them use a *minus* button next to them.


By clicking on the button **Save changes** you can save all settings you have made for a VOD:

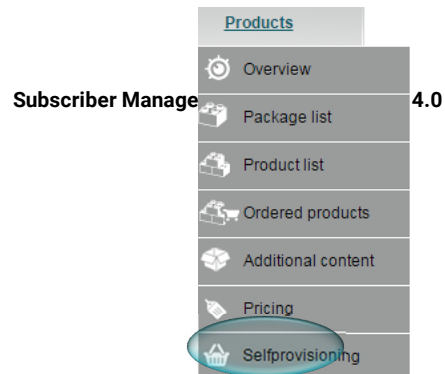


Save changes

The icons at the top of the window and these icons    Open  Print have the same functions as described in chapter 5.6.2.

By using the icon  Download you can download the content of the table in CSV format.

On the top right of the window you see the search field, and following buttons for *Page back* and/or *Page forward*, *Refresh* and  *Help* button where you can read how to use the actual window.



5.6.8 Pricing

In the submenu **Pricing** you can manage product pricing.

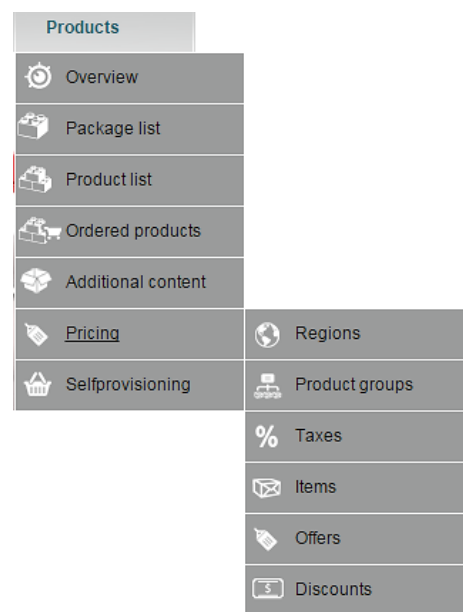
5.6.8.1 Regions

If you click on the menu

Products – Pricing and then on the submenu



the window **Regions** opens.



In this window you can create different regions. This can be for example necessary to set different prices for products in different regions because taxes in different countries are often different.

The table has following positions:

ID: shows region Ids

Name: shows region names.

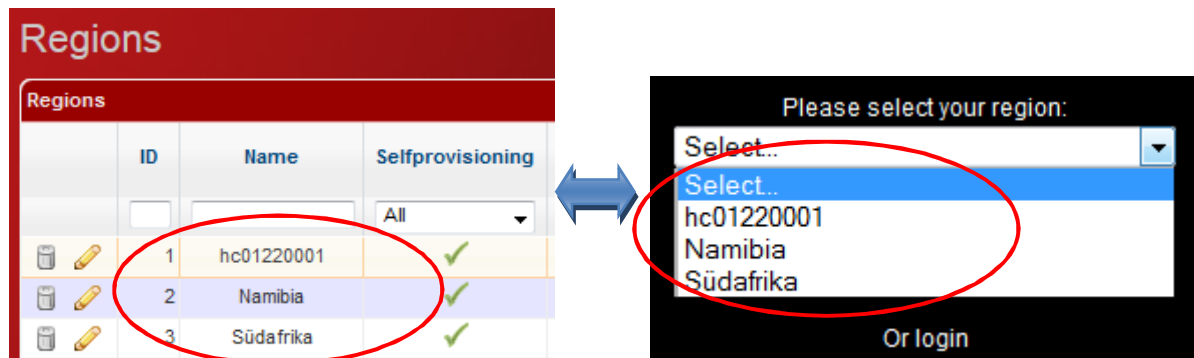


It is possible that if you open this window, there are already some regions that have been set automatically. Normally they have the name of the CAS-Server they are assigned to, but you can rename them and also create new regions in the table if you want.

Selfprovisioning: here you can see in what regions selfprovisioning is available.



Only regions that are marked in this chart as “with selfprovisioning available” are also listed in the selfprovisioning on the start page. These two lists correlate:



| ID | Name | Selfprovisioning |
|----|------------|------------------|
| 1 | hc01220001 | ✓ |
| 2 | Namibia | ✓ |
| 3 | Südafrika | ✓ |

Please select your region:

- Select..
- Select..
- hc01220001
- Namibia
- Südafrika

Or login

CAS-Server: shows CAS-Servers to which regions are assigned to.

Countries: shows countries that are assigned to every region. You can assign more than one country to a region. For that click on the category “Countries” in the respective line and select all countries you want while pressing the **Ctrl** key.



Billing address of your subscribers should be in one of the countries that are listed in the chart for their region.

Default time zone: here you can set the time zone for every region which will be shown to the subscriber in the selfprovisioning.

Handling time: displays the delivery time of devices to the subscriber.



If a subscriber gets his set top box before the handling time runs out, he can use it immediately. He can use it for free until the contract officially begins. The contract begin is always set to the time after the handling time.

Note: Products that are not devices also can have handling time so that the set top box for these products if needed can be sent before the official contract start. So the contract for such products also starts after the handling time.

Description: This is a description only for internal use.

To add a region to the list, use the *plus* button . The following box opens:

Add Record
✕

Name

Selfprovisioning

Headcontrol

Countries

Afghanistan
 Albania
 Algeria
 American Samoa
 Andorra

Default time zone

Handling time (days)

Desc

Set all the parameters in the box the way you need (The fields have the same meaning as the table columns described above) and press *submit* button to add the region to the list or press *cancel* to abort.



Click on the *pencil* icon to edit the line.



Click on the *basket* icon to delete the entry.



You can see this icon only when you are editing a line. Press it if you want to discard your changes.



You can see this icon only when you are editing a line. Press it to save the changes you have made.

The functions of the icons at the bottom of the table are described in chapter 5.6.2. The icons above have the following functions:



This icon has a function **Regions** and is highlighted because the window "Pricing" is already open.



This icon gets you to the window **Product groups** (see chapter 5.6.8.2).



This icon gets you to the window **Taxes** (see chapter 5.6.8.3).



This icon gets you to the window **Items** (see chapter 5.6.8.4).



This icon gets you to the window **Offers/ Runtimes/ Prices** (see chapter 5.6.8.5).

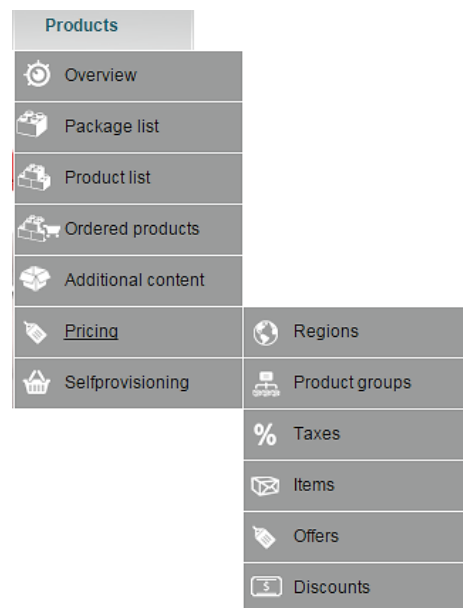


This icon gets you to the window **Discounts** (see chapter 5.6.8.6).

5.6.8.2 Product groups

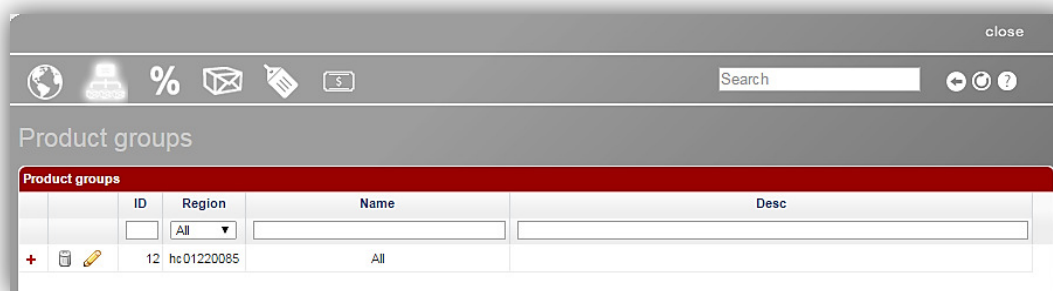
If you click on the menu

Products – Pricing and then on the submenu



The window **Product groups** opens.

In this window you can define product groups for further product management.



For product management you should divide your products into groups. This can be useful because different product groups can have different tax rates (for example software, hardware, print media and so on).



You should create every product group for each region separately.

In our example you see a list of already created product groups. You can see the IDs of product groups, to what region they belong, their name and description. The description is only used internally.

The table contains the following icons:



Click on the *pencil* icon to edit the line.



Click on the *basket* icon to delete the entry.




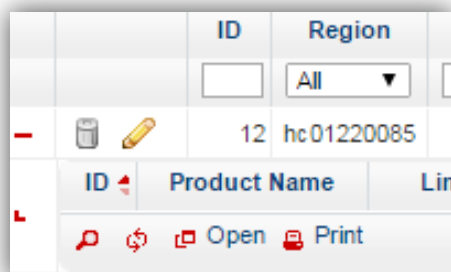
You can see this icon only when you are editing a line. Press it if you want to discard your changes.



You can see this icon only when you are editing a line. Press it to save the changes you have made.


To filter the list (including filtering by regions) use the filter above in the table.

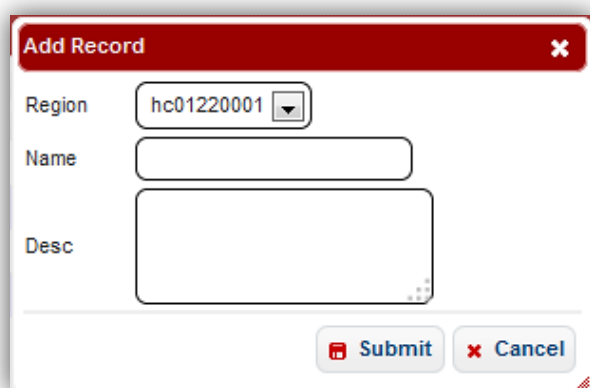
If you click on the *plus* button  next to a product group, then it will unfold so that you can see all items this product group includes and their parameters (for the parameter meaning see chapter 5.6.8.4).



You can edit parameters of product groups in this window, to edit item parameters go to the window *Items* (see chapter 5.6.8.4).



To add a new product group to the table, click on the *plus* button  at the left bottom of the window. This box appears:



Set the needed parameters here and press *submit* button to add the product group to the list or press *cancel* to abort.

The functions of the icons at the top of the window are described in chapter 5.6.8.1.
The functions of the icons at the bottom of the window are described in chapter 5.6.2.

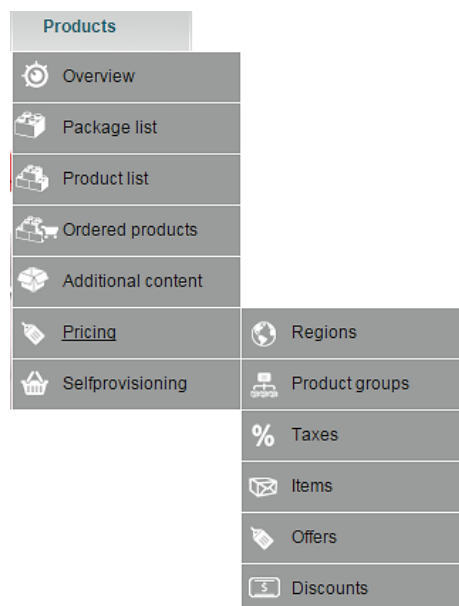
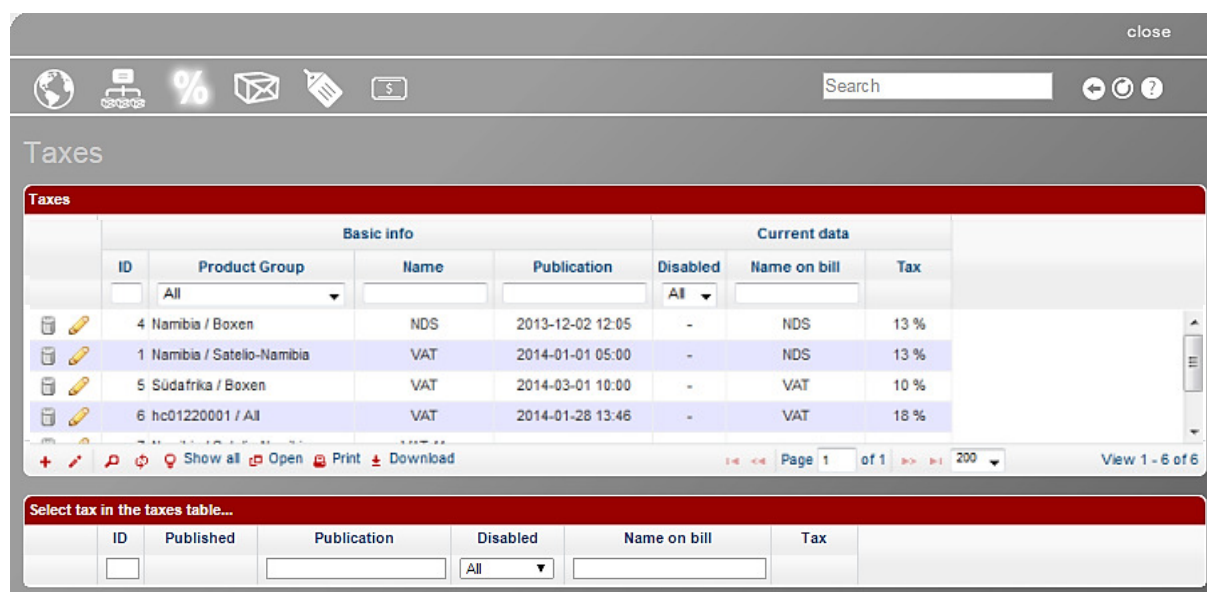
5.6.8.3 Taxes

If you click on the menu

Products – Pricing and then on the submenu



The window **Taxes** opens
Here you can see all taxes you calculate in bills for your subscribers.

The screenshot shows the 'Taxes' window with a search bar and navigation icons. The main table lists current taxes with the following data:

| Basic info | | | | Current data | | | |
|------------|---------------------------|------|------------------|--------------|--------------|------|--|
| ID | Product Group | Name | Publication | Disabled | Name on bill | Tax | |
| | All | | | All | | | |
| 4 | Namibia / Boxen | NDS | 2013-12-02 12:05 | - | NDS | 13 % | |
| 1 | Namibia / Satelio-Namibia | VAT | 2014-01-01 05:00 | - | NDS | 13 % | |
| 5 | Südafrika / Boxen | VAT | 2014-03-01 10:00 | - | VAT | 10 % | |
| 6 | hc01220001 / All | VAT | 2014-01-28 13:46 | - | VAT | 18 % | |

Below the table is a detailed view for a selected tax with the following fields:

| ID | Published | Publication | Disabled | Name on bill | Tax |
|----------------------|----------------------|----------------------|----------|----------------------|----------------------|
| <input type="text"/> | <input type="text"/> | <input type="text"/> | All | <input type="text"/> | <input type="text"/> |

The window consists of two parts. In the upper part you see all **current** taxes, in the lower part you see all information about a tax selected above and its tax rates in various periods of time (present, past and settings already made for the future).

In the upper part you see tax IDs, product groups together with their regions, internal names of taxes, date of their publication (shows since when the tax comes into force), if they are disabled, their name on the bills for subscribers and tax rates.

| Taxes | | | | | | | |
|------------|---------------------------------|------------|------------------|--------------|--------------|------|--|
| Basic info | | | | Current data | | | |
| ID | Product Group | Name | Publication | Disabled | Name on bill | Tax | |
| | 1 Namibia / Satello-Namibia | VAT | 2014-01-01 05:00 | - | NDS | 13 % | |
| | 5 Südafrika / Boxen | VAT | 2014-03-01 10:00 | - | VAT | 10 % | |
| | 6 hc01220001 / All | VAT | 2014-01-28 13:46 | - | VAT | 18 % | |
| | 2 Südafrika / Satello-Südafrika | VAT_intern | 2014-03-19 22:50 | - | VAT | 11 % | |

The table contains following icons:



Click on the *pencil* icon to edit the line.




Click on the *basket* icon to delete the entry.



You can see this icon only when you are editing a line. Press it if you want to discard your changes.



You can see this icon only when you are editing a line. Press it to save the changes you have made.

To create a new tax, click on the *plus* button  in the left bottom of the upper section. The following box appears:

Add Record
✕

Product Group

Name

Select a product group of a certain region to which the tax should apply to and enter the (internal) name of the new tax. Then press *submit* button to add the new tax to the list or press *cancel* to abort.

In our example the new tax will look this way:

| ID | Product Group | Name | Publication | Disabled | Name on bill | Tax |
|----|---------------------|------|-------------|----------|--------------|-----|
| | 5 Südafrika / Boxen | VAT | never | - | | - |

If you select it, then the lower part below unfolds and you can define when this tax should be published and how high the tax rate should be:

Tax data of 7: VAT 11

| ID | Published | Publication | Disabled | Name on bill | Tax |
|----|-----------|-------------|----------|--------------|-----|
| | | | All | | |

Open Print Download
 Page 1 of 0 200
No records to view

For that click on the *plus* button in the left bottom of the lower section. The following box opens:

Add Record ✕

Now
 Publication

Disabled
 Disabled

Name on bill

Tax %

Set the publication date for now (if you want the tax to come into force immediately) or set a time and date for a future publication.



If you want to publish a tax immediately, we recommend you to set a time and date of the publication to the next future (for example two hours later) at first, make the rest of the settings (see below) and save them. Check then if the settings are right and use the **Time machine** (see chapter **Fejl! Henvisningskilde ikke fundet.**) to see how the tax would look in the selfprovisioning portal if you want. If it suits you, you can click on the *pencil* icon for editing, change the publication to *Now* and press *Submit* button to save the changes. The tax will then immediately appear in the selfprovisioning portal.

Enter then how the tax should be named in the bills for subscribers and the tax rate. Then press the *submit* button to add the record in the table or press *cancel* to abort.


In our example we created an instruction with immediate publication of the tax and the tax rate of 18 %. This means that the tax will be calculated on the bills from now on and the tax rate is 18 %. You see this instruction in the lower part of the window now:



| | ID | Published | Publication | Disabled | Name on bill | Tax |
|--|----|-----------|------------------|----------|--------------|------|
| | 29 | | 2014-01-28 12:46 | - | VAT | 18 % |



Over time new instructions can be needed if the tax rate should be changed or the publication date or the name on bills.


Here applies:

All the entries that have been published cannot be edited or deleted anymore and remain unchanged for documentation purposes. So if you want to modify settings made in a published entry, you should add a new instruction the way described above with parameters that overwrite the parameters of the last entry.

Note: If you want to create an entry with the same parameters as some entry published earlier, you do not have to enter the parameters once again. Just click on the icon **Duplicate**  next to the instructions you want to transfer. The window **Edit record** with all the instructions entered opens. You just need to define a new date of publication and click on *submit* button to save the new instructions. If you want to abort them, click on the *cancel* button.

If you want to edit an entry that has not been published yet, you can either delete it with a *basket* icon  and add a new record with new parameters or edit it with a *pencil* icon  the way described above.

You also have the opportunity to disable a tax. To disable an **already published** tax, click on the *plus* button  in the left bottom of the lower section. Check the check box **Disabled** and define if it should be disabled immediately or on specific date. Save the changes with the *Submit* button. It can also be necessary to disable a tax that will be published in the future to a certain date **after** its publication. To do it use the *plus* button  the same way and define all settings you need in the box that opens. Save the changes.

To disable a tax that has not been published yet, you can simply delete it with the *basket* icon  .



Every time you create a new tax data with a future publication date in the lower table, you can use the **Time machine** to see how the changes will look like in SPP (see chapter **Fejl! Henvisningskilde ikke fundet.**).

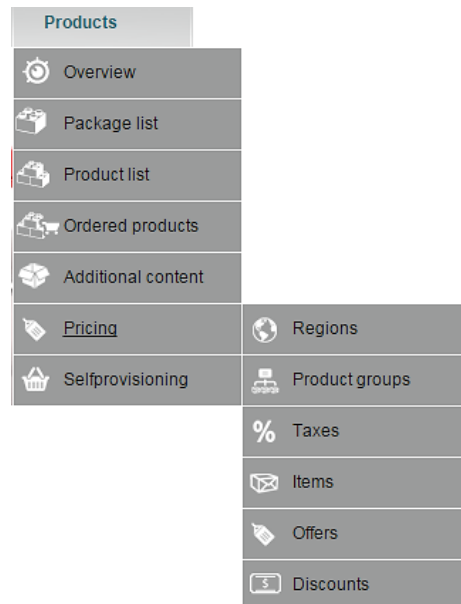


You can create multiple taxes for every product group. Use the *plus* button in the upper part of the window the way described above to create a separate entry for every tax in each product group. The tax rates of all taxes of a certain product group will be calculated in the bill additively.

5.6.8.4 Items

If you click on the menu

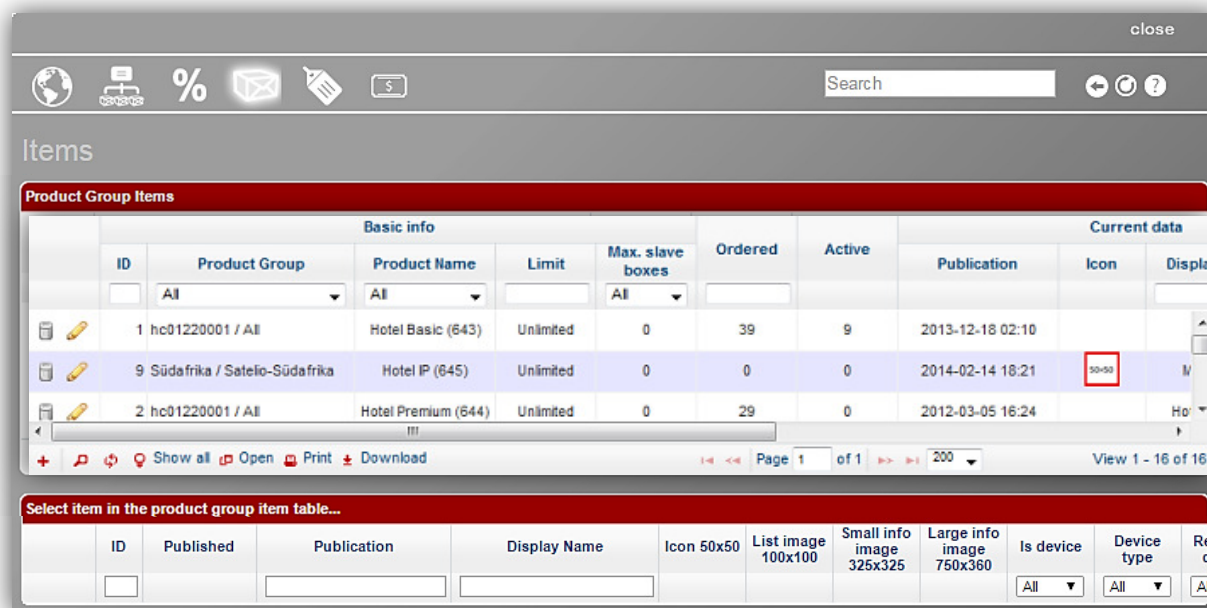
Products – Pricing and then on the submenu



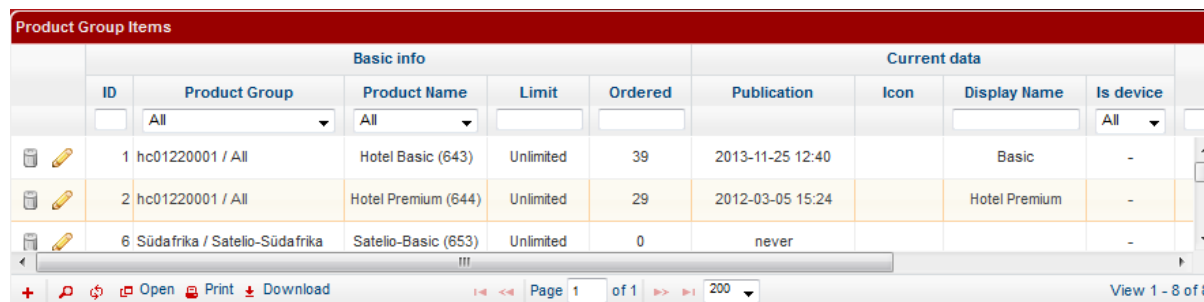
The window **Items** opens

Here you can include products from your product list (to see in the window **Product list**; see chapter 5.6.3) as items in product groups to offer them in self-provisioning.

The window consists of two parts. In the upper part you see the list of all product group items, in the lower part you see all information about an item selected above and can make new settings for the item.



In the upper part you see item ID, to which product group it belongs, product name, limit (shows how many pieces of the item can be ordered), how many are already ordered, item publication date, icon representing the item, display name (item name shown in the self-provisioning), if the item is a device or not, introduction (short item description).



The table contains following icons:



Click on the *pencil* icon to edit the line.




Click on the *basket* icon to delete the entry.

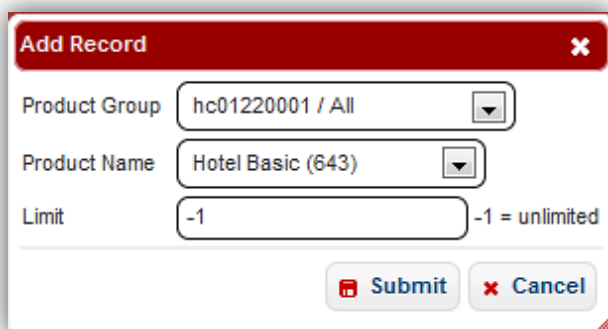


You can see this icon only when you are editing a line. Press it if you want to discard your changes.



You can see this icon only when you are editing a line. Press it to save the changes you have made.

To add a new product group item to the list, click on the *plus* button  in the left bottom of the upper section. The following box appears:



The 'Add Record' dialog box contains the following fields:

- Product Group: hc01220001 / All
- Product Name: Hotel Basic (643)
- Limit: -1 (with a note: -1 = unlimited)

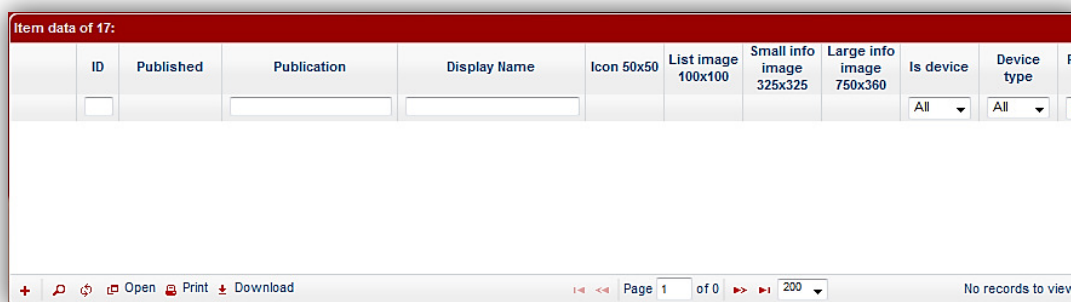
Buttons: Submit, Cancel

Select a product group to which the item should belong and select a product that should be the new item. Also set the limit how many item pieces should be orderable in self-provisioning. When the limit is reached, information appears in self-provisioning that the item is sold out. "-1" in the **Limit** field means the amount of item pieces orderable is unlimited. If you are finished with the settings, press *submit* button to add the new item to the list or press *cancel* to abort.

| | ID | Product Group | Product Name | Limit | Ordered | Publication |
|---|----|-------------------------------|----------------|-----------|---------|-------------|
|   | 9 | Südafrika / Satelio-Südafrika | Hotel IP (645) | Unlimited | 0 | never |

In our example the new item looks this way:


If you select it, then the lower part of the window unfolds and you can make instructions for the new item:

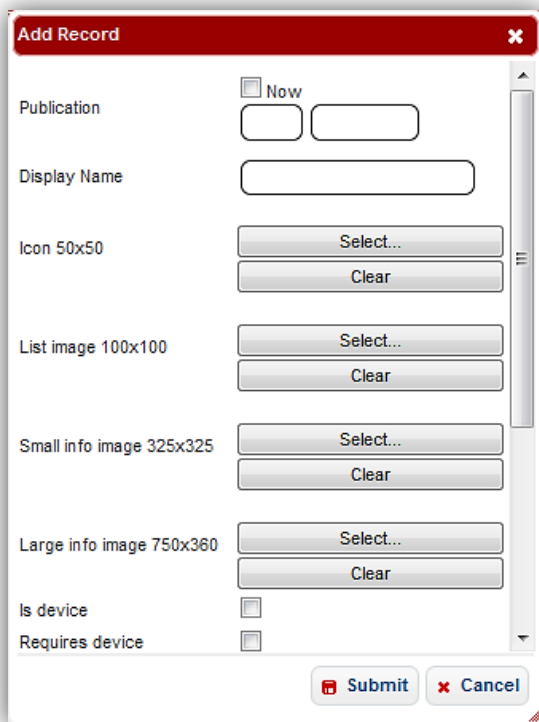


The 'Item data of 17:' dialog box shows a table with the following columns:

| ID | Published | Publication | Display Name | Icon 50x50 | List image 100x100 | Small info image 325x325 | Large info image 750x360 | Is device | Device type | Re d |
|----|-----------|-------------|--------------|------------|--------------------|--------------------------|--------------------------|-----------|-------------|------|
| | | | | | | | | All | All | A |

At the bottom, there are navigation controls: Page 1 of 0, 200 records, and 'No records to view'.



For that click on the *plus* button  in the left bottom of the window. The following box opens:




There are following settings you can make there:

Publication: You can set the publication date for now (the new instructions will be valid immediately) or for a certain date and time in the future.

If you want to publish an item immediately, we recommend you to set a time and date of the publication to the next future (for example two hours later) at first, make the rest of the settings (see below) and save them.

 Check then if the settings are right. If they are, click on the *pencil* icon  for editing, change the publication to *Now* and press *Submit* button to save the changes. The item will be published then. The proceeding makes sense because already published items cannot be edited.

 If an item is published, it does not mean that it will appear in the selfprovisioning. For that you should make an offer with the item and then the offer will appear in SPP (see chapter 5.6.8.5).

Display name: Enter the name of the item that should be shown in self-provisioning.

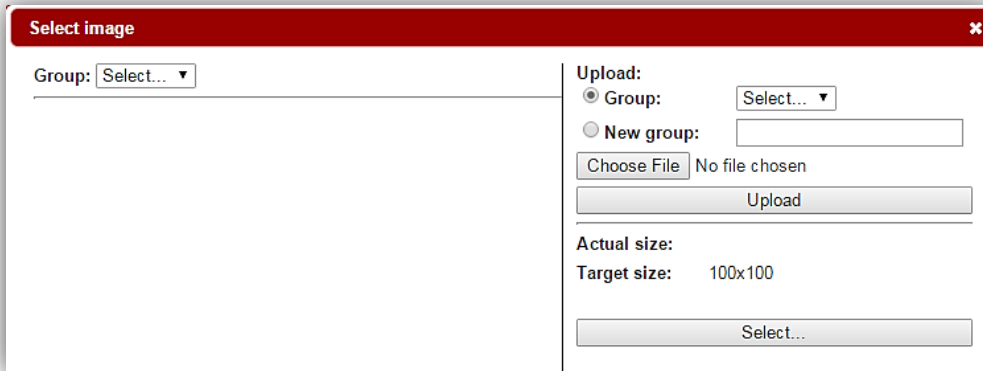
In the following you can select different images that will be shown in self-provisioning on different spots for item representation:

List image 100×100: here you can select an image for the item that will represent it in the product list on the start page where you get after you chose your region or logged in.

If you want to select a list image, click on the button **Select**.



This box opens:



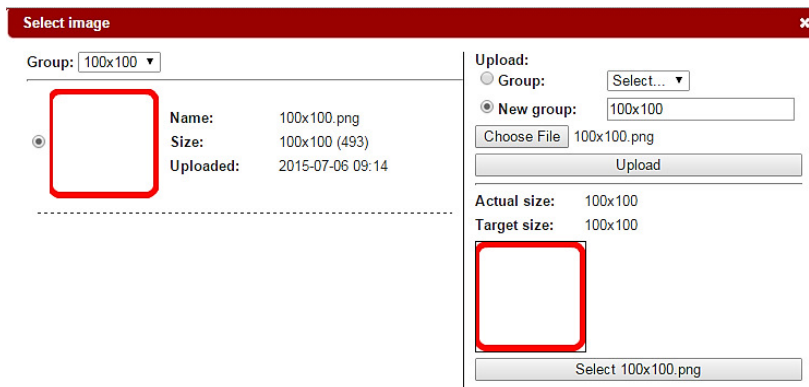
Check the check box **New group** to create a new group of images. Enter its name, for example Movie TV.

Click on the button **Choose File** to search your data through and find an image you want to upload. If you have found it, click on the button **Upload**.



Generally we recommend you to upload images that already have the target size (here for example 100×100). Although images of other size would be adapted, the quality of them may get worse.

You will see the uploaded image on the left then:



Check it and you will see in the preview on the right how the image fits into the set frame. In our example it looks like this:



If an image does not fill out the whole frame in the preview, then it means that the web site background will be seen in the empty part.

If you decide to select this image, click on the button **Select (+ the data name)** on the right.

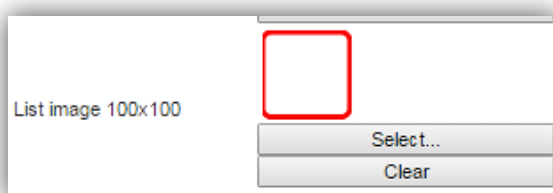


If you want to upload an image into already existing groups and not in a new group, just check the check box **Group** above on the right, select the group you want in the drop down menu and then upload the image the way described above into the selected group.



If you want to select an already uploaded image, then select the group where the image is in the drop down menu above on the left and select the image by checking it and clicking on the button **Select (+ the data name)** on the right.

The selected image will appear in the box as a list image.



If you want to delete it again, click on the **Clear** button.

You can also set other types of images for the item the same way. These are:

Small info image 325×325: This is an image that is shown in the product information section where you get after you have clicked on the product in the product list on the start page.

Large info image 750×360: This is a large image that is shown on the start page of self-provisioning above the product list where you get after you chose your region or logged in.

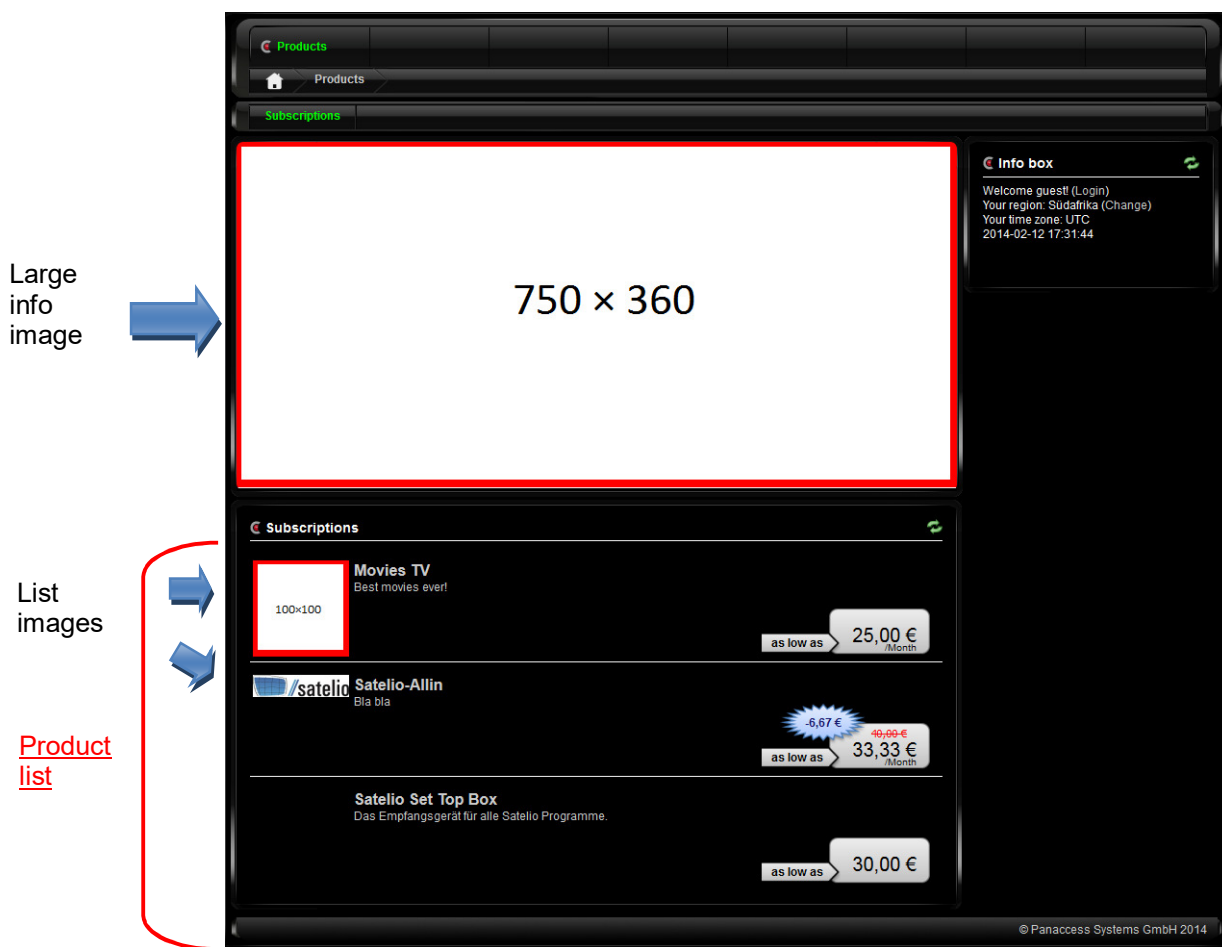


The special feature of this image is that if there are several items in the product list with an image 750×360 set, then it will be chosen by chance which image will be shown above the product list. With each reload of the page an image of different item can be shown.



Be aware that if a large info image is set for an item, then this image will also be used instead of the image with the size 325×325 in the product information section.

Here you can see the start page of self-provisioning where you get after you chose your region or logged in. You can see here the position of different images.



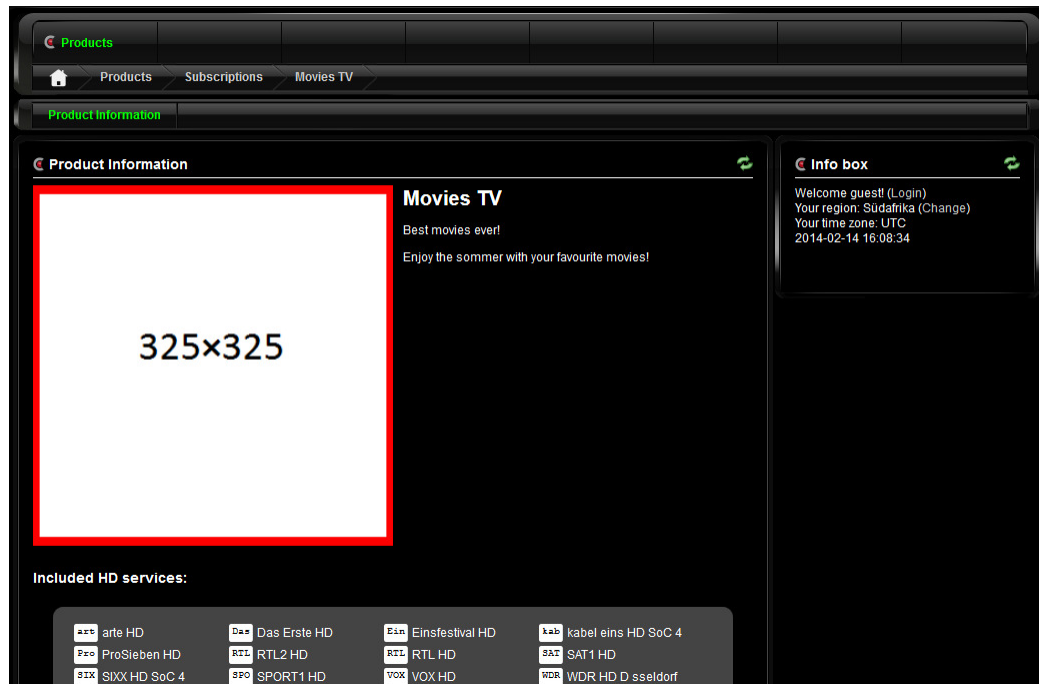
The product list on the start page shows only products with a feature “Standalone” set. Products without this feature do not appear in the list (how to make this setting see chapter 5.6.8.5).



If a product also has a parameter “Requires device” (see below), then while ordering all available devices will be listed regardless of whether they are “Standalone”-products or not.

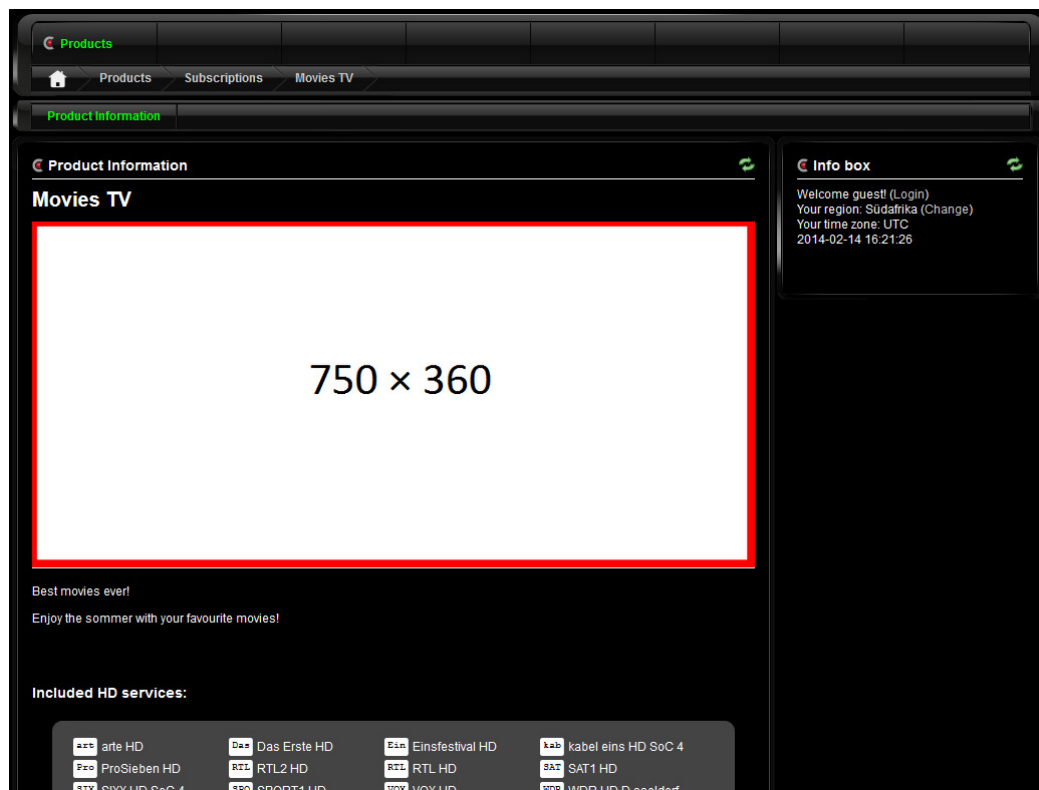
If you click on a product in the product list, the section **Product Information** opens where the small info image 325x325 can be seen.

Small info image




In case if a large info image 750x360 is set for an item, then this image will be used in the product information section instead of the image with the size 325x325 (see a note above) and the **Product Information** section would look this way:

Large info image



In addition to the images described above you can also set the following image for an item:

Icon 50×50: this image is not used for self-provisioning, but as an icon representing the item in different windows in CAS Management (for example in the window “Offers/ Runtimes/ Prices”):

| Product | | | | | | |
|---------|--|---|--------------|--------|----------|-------------------------|
| ID | Product Group Item | Icon | Display name | Active | Disabled | Orderable by subscriber |
| 21 | Südafrika / Satello-Südafrika / Hotel IP |  | Movies TV | ✓ | - | ✓ |

The remaining settings you can make for the item are the following:

Is device
 Requires device

Here you can set if the item is a device or requires a device. If you choose **Is device**, you can define in the drop down menu that opens what kind of device it is:

Smartcard ▼
 Smartcard
 Box
 Cam
 Streaming

If **Requires device** is activated, this item can only be ordered together with an item that has **Is device** set. This can be a device, that the subscriber already has, or he has to order a new device together with this item.

Max. optional packages: set the maximum amount of optional packages the subscriber can have in this item.

Max. optional services: set the maximum amount of optional services the subscriber can select.



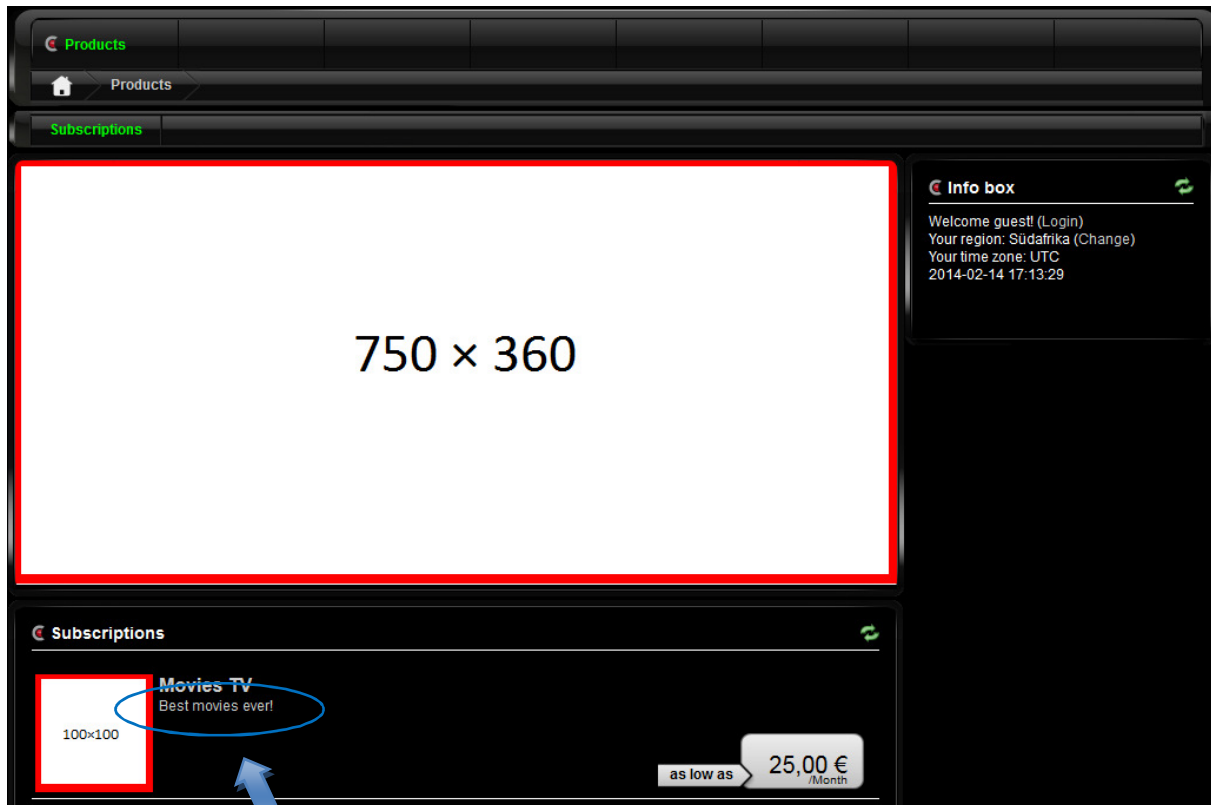
Optional packages and services are those ones that the subscriber can select himself out of multiple options.

Introduction: Enter a **short** description of the item here. It will be shown in self-provisioning in the product list and in the **Product Information** section together with the continuation.

Continuation: Enter a **more detailed** item description here. It will be seen in self-provisioning in the **Product Information** section together with the introduction.

Here you can see where introduction and continuation are shown.

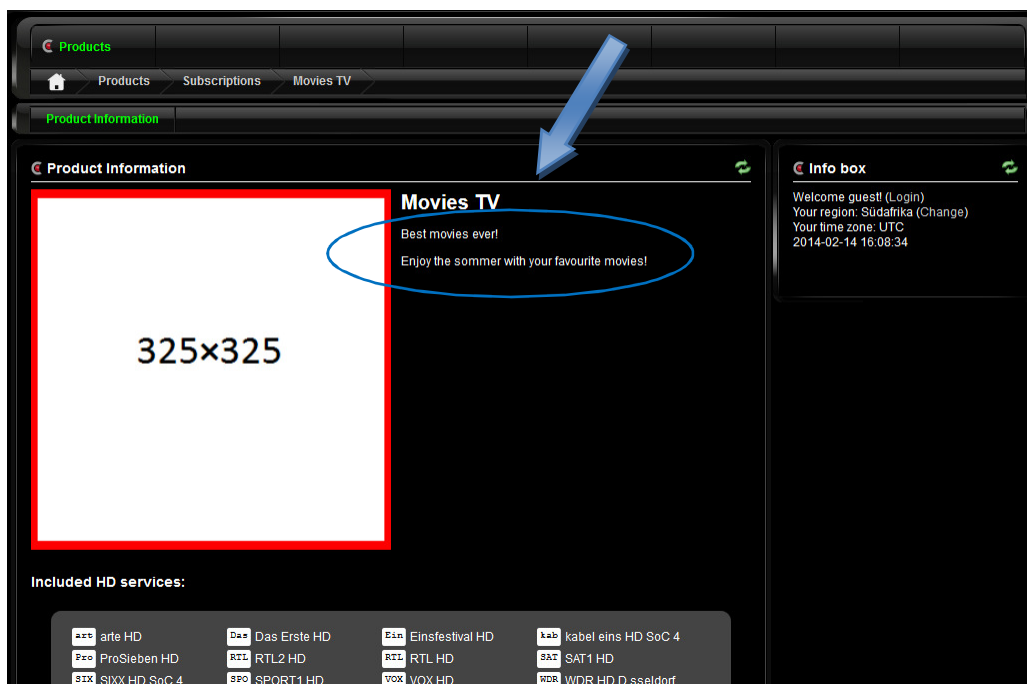
On the start page in the product list:



Introduction

In the Product Information section:


Introduction + Continuation






If you have made all settings needed, press *submit* button to add the new instruction to the list or press *cancel* to abort.



Published instructions cannot be edited or deleted. They remain unchanged for documentation purposes.

If you want to overwrite already published instructions, you should create new instructions using the *plus* button  in the left bottom of the window the way described above.

Note: If you want to create an entry with the same parameters as some entry published earlier, you do not have to enter the parameters once again. Just click on the icon **Duplicate**  next to the instructions you want to transfer. The window **Edit record** with all the instructions entered opens. You just need to define the new date of publication and click on *submit* button to save the new instructions. If you want to abort them, click on the *cancel* button.

Instructions that have not been published, can be edited or deleted with the pencil  and basket  icons (see above).



Every time you create a new item data with a future publication date in the lower table, you can use the **Time machine** to see how the changes will look like in SPP (see chapter **Fejl! Henvisningskilde ikke fundet.**).

The functions of the icons at the top of the window **Items** are described in chapter 5.6.8.1.

The functions of the icons at the bottom of the both sections of the window are described in chapter 5.6.2.

5.6.8.5 Offers/ Runtimes/ Prices

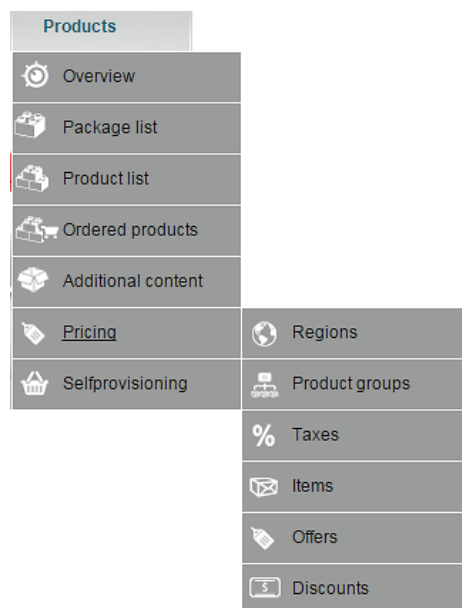
If you click on the menu

Products – Pricing and then on the submenu



The window **Offers** opens.

Here you can see all your offers and their parameters (such as runtimes, prices and more).



close

Search

Offers / Runtimes / prices

| Offers | | | | | | | | | | | |
|--------|----|---|-----------|------|--------------------|---------|------|--------------|--------|---------|-----------|
| | ID | Custom ID | Is option | Name | Region | Product | | | Active | Publish | |
| | | | | | | Item | Icon | Display name | | | |
| | 32 | hc01220001 / All / Hotel Basic | | | FDdsf | ✓ | ✓ | ✓ | - | ✓ | Unlimited |
| | 2 | hc01220001 / All / Hotel Basic | | | FDdsf | ✓ | ✓ | ✓ | - | ✓ | Unlimited |
| | 1 | hc01220001 / All / Hotel Basic | | | FDdsf | ✓ | ✓ | ✓ | - | ✓ | Unlimited |
| | 8 | hc01220001 / All / Hotel Premium | | | Hotel Premium | ✓ | ✓ | ✓ | - | ✓ | Unlimited |
| | 7 | hc01220001 / All / Hotel Premium | | | Hotel Premium | ✓ | ✓ | ✓ | - | ✓ | Unlimited |
| | 5 | hc01220001 / All / Hotel Premium | | | Hotel Premium | ✓ | ✓ | ✓ | - | ✓ | Unlimited |
| | 20 | hc01220001 / All / MKTV | | | Digital Grunnpakke | ✓ | ✓ | ✓ | - | ✓ | Unlimited |
| | 18 | hc01220001 / All / Satelio Set Top Box | | | Box | ✓ | ✓ | ✓ | - | ✓ | Unlimited |
| | 16 | Namibia / Satelio-Namibia / Satelio-Basic | | | no dev | ✓ | ✓ | ✓ | - | ✓ | Unlimited |
| | 35 | Südafrika / Satelio-Südafrika / Hotel IP | | | Movies TV | ✓ | ✓ | ✓ | - | ✓ | Unlimited |

Show all Open Print Download Page 1 of 1 200 View 1 - 22 of 22

Offers in the table are sorted according to the criterion **Unpublished/ Published** at first, then to the criterion **Active/ Inactive** and in the end according to the criterion **Orderable/ Not orderable by subscribers**.

To add a new offer to the list, click on the plus button  in the left bottom of the window. This box appears:

Here you can set all parameters for your offer. These parameters correspond with the columns of the table in the window. Below we will explain the meaning of all the parameters:
Product group item: here you can select an item that should be offered. The list of items in the drop down menu is a list created in the window **Items** (see chapter 5.6.8.4). Region, product group and the name of each item are shown in the list.

Disabled: check the check box if the offer should be disabled. Then it won't appear in self-provisioning and will be shown only in the window **Offers/Runtimes/Prices..** Otherwise the offer is active.

Asterisk ID: enter an ID of the asterisk text you want to be shown near the offer in the selfprovisioning. At the moment you can assign only one asterisk text to each offer. You can find IDs of all asterisk texts in the upper table in the window **Asterisk texts** (see chapter 5.6.9.6).

Orderable by subscriber: check it if the offer should be shown in self-provisioning and be orderable by subscribers. If unchecked, the offer does not appear in self-provisioning and can only be ordered for subscribers by an operator.




To be shown in selfprovisioning, an offer should be active and orderable by subscriber.

Standalone: Check it, if you want the item to be buyable alone without obligation to combine it with any other products (for example if a subscriber can order a product without an obligation to buy a set top box for it).

Limit: shows how many times the offer can be ordered. "-1" means the offer can be sold an unlimited number of times.

Publication: you can either check the check box **Now** to publish the offer immediately or delete the check there and select the future time and date of the publication.



Even if you want to publish the offer immediately we recommend you to set a time and date of the publication to the next future (for example two hours later) at first, make all settings for the offer (see below) and after it is created use the **Time machine** (see chapter **Fejl! Henvisningskilde ikke fundet.**) to see how the offer would look in the selfprovisioning portal. If it suits you, you can click on the *pencil* icon  next to the offer for editing, change the publication to *Now* and press *Submit* button to save the changes. The offer will be seen in the selfprovisioning immediately then.

Depublication: you can also determine the moment when the offer should not be published anymore (=depublished). It can be now, never (then the offer runs for an indefinite period of time) or at a specific date in the future.

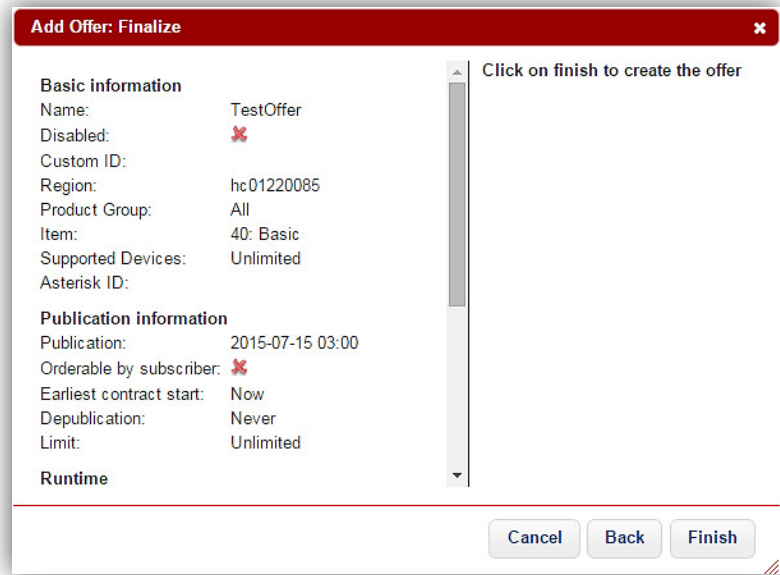
Earliest contract start: define here the earliest possible contract start for this offer. If it lies in the future, then there will be a **Pre-order** button in the selfprovisioning instead of the button **Order** to order this offer.

Has runtime: check this option if the offer has a runtime. In this case the field for the offer price changes and you should enter then a price for a **period of time**. Read more about price configuration below.

Is promoted: check this checkbox if the offer will be promoted. A section **Promotion** opens then below. More on it further in the text.

Pricing: in this section you can configure price for your offer.

In the fields **Fee 1** and **Fee 2** you can enter the name and amount of fees that are to be paid one time when ordering in addition to the regular price (for example setup fee). The regular price can be entered below.



Add Offer: Finalize

Click on finish to create the offer

Basic information

Name: TestOffer
 Disabled: ✘
 Custom ID:
 Region: hc01220085
 Product Group: All
 Item: 40: Basic
 Supported Devices: Unlimited
 Asterisk ID:

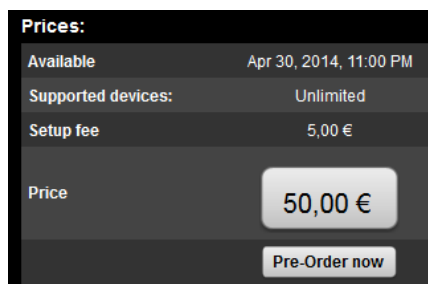
Publication information

Publication: 2015-07-15 03:00
 Orderable by subscriber: ✘
 Earliest contract start: Now
 Depublication: Never
 Limit: Unlimited

Runtime

Cancel Back Finish

Supports devices: enter here the number of devices (smartcards, set top boxes, CAMs) the item in the offer can be used for at the same time. "-1" means an unlimited number of devices.



Prices:

Available Apr 30, 2014, 11:00 PM

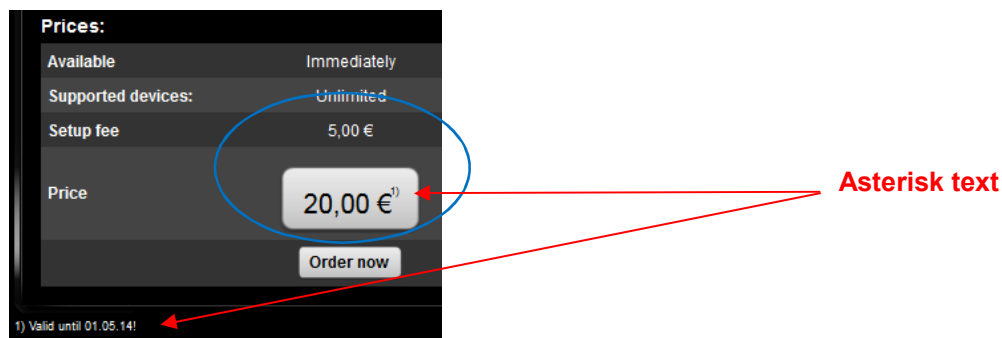
Supported devices: Unlimited

Setup fee 5,00 €

Price 50,00 €

Pre-Order now

These settings would be shown in the **Product Information** section in the self-provisioning the following way (you can get there by clicking on the product in question in the product list on the start page):



Prices:

Available Immediately

Supported devices: Unlimited

Setup fee 5,00 €

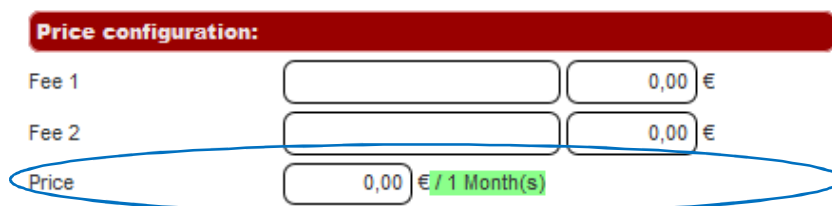
Price 20,00 €¹⁾

Order now

1) Valid until 01.05.14!

Asterisk text

If you have checked the check box **Has runtime**, then you can enter a price for **the period of time** in the field **Price** instead.



Price configuration:

Fee 1 [] 0,00 €

Fee 2 [] 0,00 €

Price [0,00 € / 1 Month(s)]

So we entered a 5,00 € setup fee as Fee 1 and 25,00 € price per month in our example instead of the settings made above.

Also a new section **Runtime** appears where runtime settings should be made:

Runtime:

Fixed contract end

Initial runtime ▼

Adv. payments

Autoextend

Fixed contract end: You can check this option if the offer has a fixed contract end.



This can be used for an event that ultimately ends at a certain point in time, for example Olympic Games broadcasting. In this case you should check the check boxes **Earliest contract start** and **Fixed contract end** and enter the start and end of this event based product. In the field **Price** you can now enter the price for the complete event. With these settings a subscriber can pre-order or order this event anytime after the publication. However, even if he orders an event that has already started, he must pay the complete price for it.

Initial runtime: here you can enter the initial runtime for the offer (measured in months, days, hours or minutes. In case of years you can convert them in months). Depending on what period of time you have chosen here, the price and advance payments will have the same time measure.

Price configuration:

Fee 1 €

Fee 2 €

Price € /

Runtime:

Fixed contract end

Initial runtime ▼

Adv. payments

Autoextend

Adv. payments: enter here how long in advance payments should be made.



Pay attention that the number in the field **Initial runtime** must be divisible by the number in the field **Adv. payments**. For example if initial runtime is 12 months, then the advance payment can be 1, 2, 3, 4,6 or 12 months, but not for example 5 or 11 months.

Autoextend: check this option if you want the runtime of the offer to be extended automatically.

In the new fields you can enter for what period of time the runtime should always be extended and the cancel deadline for subscribers.

For example if in the field **Extension** is written “12 months”, then it means that the offer runtime will be automatically extended every 12 months for another 12 months unless a subscriber cancels this within the cancel deadline (here 1 month before the next extension).

Autoextend

Extension Month(s)

Cancel deadline

In our example we made the following settings for the offer with a runtime:

| Price configuration: | | |
|----------------------|---|-------------------------------------|
| Fee 1 | <input type="text" value="Setup fee"/> | <input type="text" value="5,00"/> € |
| Fee 2 | <input type="text"/> | <input type="text" value="0,00"/> € |
| Price | <input type="text" value="25,00"/> € / 1 Month(s) | |

| Runtime: | | |
|--------------------|---|----------------------------------|
| Fixed contract end | <input type="checkbox"/> | |
| Initial runtime | <input type="text" value="12"/> <input type="text" value="Month(s)"/> | <input type="button" value="v"/> |
| Adv. payments | <input type="text" value="1"/> <input type="text" value="Month(s)"/> | |
| Autoextend | <input checked="" type="checkbox"/> | |
| Extension | <input type="text" value="12"/> <input type="text" value="Month(s)"/> | |
| Cancel deadline | <input type="text" value="1"/> <input type="text" value="Month(s)"/> | <input type="button" value="v"/> |

This offer would look the following way in self-provisioning:

| Prices: | |
|--|---|
| Available | Immediately |
| Runtime | 12 Month(s) |
| Automatic contact extension | 12 Month(s) |
| Cancellation period | 1 Month before contract ends |
| Supported devices: | Unlimited |
| Setup fee | 5,00 € |
| Pay cycle (in advance) | Every Month |
| Price | <input type="text" value="25,00"/> € /Month |
| <input type="button" value="Order now"/> | |

If you have checked the check box **Is promoted**, then the section **Promotion** appears where you can make settings for the offer promotion:

| Promotion: | | |
|-------------------|---|-------------------------------------|
| Name | <input type="text"/> | |
| Amount | <input type="text" value="fixed"/> <input type="button" value="v"/> | <input type="text" value="0,00"/> € |
| Affected payments | <input type="text" value="-1"/> <input type="text" value="-1 = all"/> | |
| Affects fee 1 | <input type="checkbox"/> | |
| Affects fee 2 | <input type="checkbox"/> | |

Name: enter the promotion name that will be shown in the self-provisioning portal.

Amount: can be fixed or percentaged. Percentaged amount reduces the regular payments by the specified percentage.



Affected payments: enter the number of payments that are affected by the promotion. “-1” means “all payments”.

Affects fee 1: check this check box if the fee1 is also affected by the promotion.

Affects fee 2: check this check box if the fee 2 is also affected by the promotion.

In our example we made the following settings for the promotion:

Promotion:

| | |
|-------------------|---|
| Name | <input type="text" value="It's summer time!"/> |
| Amount | <input type="text" value="percentual"/> <input type="text" value="20"/> |
| Affected payments | <input type="text" value="-1"/> -1 = all |
| Affects fee 1 | <input type="checkbox"/> |
| Affects fee 2 | <input type="checkbox"/> |

The offer with the promotion would look this way in the self-provisioning:

Prices:

| | |
|-----------------------------|--|
| Available | immediately |
| Runtime | 12 Month(s) |
| Automatic contact extension | 12 Month(s) |
| Cancellation period | 1 Month before contract ends |
| Supported devices: | Unlimited |
| Setup fee | 5,00 € |
| Pay cycle (in advance) | Every Month |
| Normal price | 25,00 € / Month |
| Special offer | It's summer time! -20% on all payments |
| Price for full runtime | 245,00 € You save: 60,00 € |
| Price | 25,00 € -20% 20,00 € /Month |

The last section where you can make settings is **Optional packages:**

Optional packages:

| | |
|-------------------------|-------------------------------------|
| Free changes | <input type="text" value="0"/> |
| Change fee (Inc. Taxes) | <input type="text" value="0,00"/> € |

Free changes: enter here how many times a subscriber can change his optional packages for free.

Change fee (inc. Taxes): enter the complete change fee (taxes included) that a subscriber should pay if he has already used up all his free change opportunities and wants to change optional packages once again.





If you want to allow an unlimited amount of free changes, then set the change fee to 0,00.

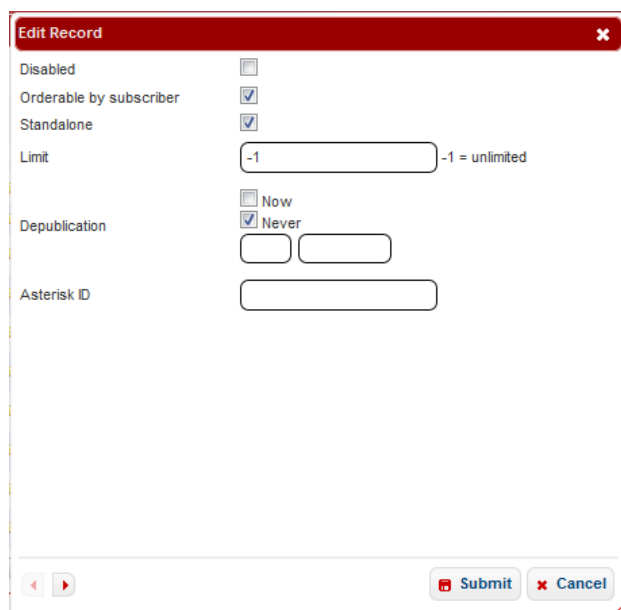
After you have set all the parameters for the offer, press *submit* button to add the new offer to the list or press *cancel* to abort.



Do not forget to check in selfprovisioning portal how the offer looks like. For future offers use the **Time machine** (see chapter **Fejl! Henvisningskilde ikke fundet.**).

If you want to delete an offer from the list, click on the *basket* icon  .


If you want to edit an offer, click on the *pencil* icon  . In case of published offers the following box opens where you can edit some of the parameters:



Change the parameters you want and save the changes by clicking on the button *Submit* or discard them with the *Cancel* button.

If you want to change other parameters too, then you should depublish the offer and create a new one.

In case of unpublished offers all parameters can be edited.

Offers that are already depublished are marked with the icon  . Click on it and the box opens where you can set a discount for this offer for subscribers who had bought it before. See in chapter 5.6.8.6 how to complete the box.

The functions of the icons at the top of the window **Offers/Runtimes/Prices** are described in chapter 5.6.8.1.



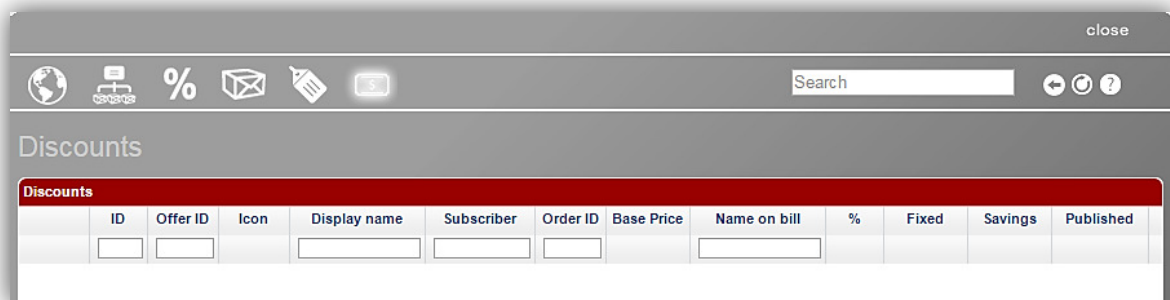
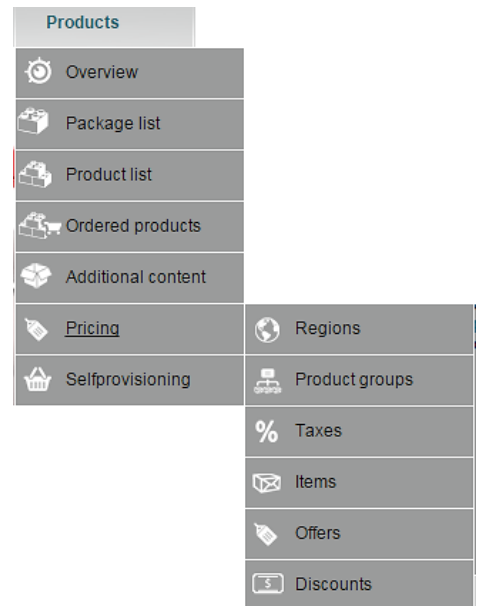
5.6.8.6 Discounts

If you click on the menu

Products – Pricing and then on the submenu



The window **Discounts** opens.
Here you can set discounts for already purchased products.

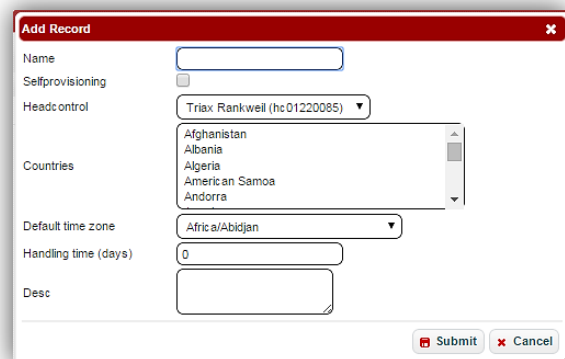


In the table you can see a discount ID, offer ID a discount applies to, icon representing the offer, display name of the offer, subscriber ID and order ID a discount applies to, base price of the product, a discount name on the bill, how many percent of the base price the discount is or what is the fixed amount of the discount, how much are subscriber's savings and if the discount is already published.

If you want to add a new discount to the list, click on the *plus* icon **+**. The following box opens:


These are the parameters in the box:

Offer ID: enter an ID of the offer the discount should apply to (to find in the window **Offers/Runtimes/Prices**, see chapter 5.6.8.5). In this case the discount will apply to **all** subscribers that have purchased products of this offer.



Remember that you can only make a discount for an offer that already has been depublished (see chapter 5.6.8.5) and cannot be purchased anymore, so that only subscribers that have already bought it will get the discount.



Alternatively you can set a discount in the window **Offers/Runtimes/Prices**. For that just choose an offer marked with the symbol  (this means it is unpublished) and click on it. The box described above opens with some pre-filled sections and you can define the remaining settings the way described further.

Subscriber: if you want to make a discount for a **specific** order of a subscriber, then enter the subscriber ID here and the order ID in the field “**Order ID**”.



You can also add a discount for a specific order in the window **Product orders** using the button **Add** (see chapter 5.4.5.5). For that you should choose the subscriber and the order you need in the window **Subscriber management** at first (see chapter 5.4.2).

Name on bill: enter the discount name to be written in your bills.

%: enter how many percent **of the base price** (without promotions or similar) the discount should be.

Fixed: enter here the amount of the discount if it should be fixed and not percentaged.

Publication: set the publication date for now (if you want the discount to come into force immediately) or set a time and date for a future publication.

Depublication: you can determine here the moment when the discount should be unpublished (to become invalid). It can be now, never (then it will be valid for an indefinite period of time) or at a specific date in the future.

Complete the box the way you need and save the parameters by clicking on the button **Submit** or discard them with the **Cancel** button.

The functions of the icons at the top of the window **Discounts** are described in chapter 5.6.8.1.

5.6.9 Selfprovisioning

In this submenu you can make settings for the selfprovisioning portal (SPP).

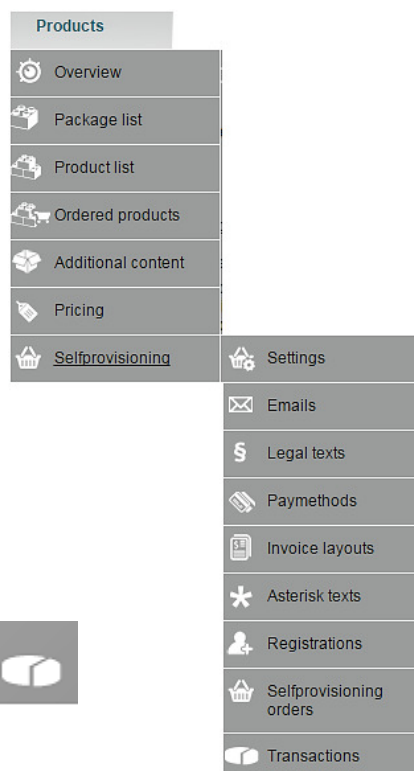
5.6.9.1 Settings

If you click on the menu


Products – Selfprovisioning and then on the submenu



the window **Settings** opens.



close



Selfprovisioning settings

| Type | Automatic | Prefix | Digits | Suffix | Next number | Preview | Save |
|------------------|-------------------------------------|---------------------------------|--------------------------------|-----------------------------------|---------------------------------|----------------|------|
| Subscriber Code: | <input checked="" type="checkbox"/> | | | | | 140 | ✓ |
| Order ID: | | <input type="text" value="CV"/> | <input type="text" value="8"/> | <input type="text" value="TEST"/> | <input type="text" value="44"/> | CV00000044TEST | ✓ |

Future events:

| Date | Region | Type | ID | Data ID | Action | Element | Time machine |
|------------------|-----------|-------|----|---------|---------|---------------|--------------|
| 2014-03-20 00:00 | Südafrika | Tax | 2 | 32 | Publish | VAT_intern | Visit |
| 2014-04-01 00:00 | Südafrika | Offer | 30 | 30 | Publish | Set top Box 1 | Visit |

In this window you can set how the subscriber code (subscriber ID) and order ID should be counted up in the selfprovisioning.

If you check up the check box **Automatic** , then the subscriber IDs will be counted up automatically the same way as in CAS Management. If you delete the check in this box, you can define yourself how the subscriber IDs should be counted up in the selfprovisioning portal. You can define it in these fields:

| Type | Automatic | Prefix | Digits | Suffix | Next number | Preview | Save |
|------------------|--------------------------|----------------------|--------|----------------------|-------------|---------|-------------------------------------|
| Subscriber Code: | <input type="checkbox"/> | <input type="text"/> | 0 | <input type="text"/> | 1 | 1 | <input checked="" type="checkbox"/> |

Prefix: enter if you want numbers or characters that should be a permanent prefix in all subscriber IDs.

Digits: number of digits in the part of ID that will be counted up (without prefix and suffix).

Suffix: here you can enter a permanent suffix (letters or numbers) for all subscriber IDs.

Next number: enter here with what number the system should start the counting. The next subscriber in the selfprovisioning will get it then. In the preview you can see what the next subscriber ID will be.

In our example with prefix **A**, 7 digits, no suffix and next number **1**, the system will start counting with the ID **A000001**.



If you set 0 (zero) as a number of digits, then the digits part will be dynamic in length (for example 9, 99, 999 ,...). This means that the digits part will at first consist only of the number you enter in the field **Next number** and grow indefinitely.

After you have made all settings for subscriber IDs, save them by clicking on the check symbol in the same line.

You can also set how order IDs should be counted up in the system the same way described above. But there is no automatic option in this case. Save your settings after you made them.



You can change the settings for counting up of subscriber and order IDs anytime. The already assigned IDs will stay the same, the new ones will be counted up according to the new settings.

In the field **Future events** you can see events that will appear in the self-provisioning portal in the future:

| Future events: | | | | | | | |
|------------------|-----------|-------|----|---------|---------|---------------|--------------|
| Date | Region | Type | ID | Data ID | Action | Element | Time machine |
| 2014-03-20 00:00 | Südafrika | Tax | 2 | 32 | Publish | VAT_intern | Visit |
| 2014-04-01 00:00 | Südafrika | Offer | 30 | 30 | Publish | Set top Box 1 | Visit |

You see the time and date of every event, region it is valid for and type of the event. In our example one event is a tax and the other an offer. Using their ID and data ID you can find these events in the windows where they were set. In case of the tax it is the window **Taxes** (see chapter 5.6.8.3) and in the case of the offer the window **Offers/ Runtimes/ Prices** (see chapter 5.6.8.5). In the two-part window **Taxes** the ID shows the tax ID in the upper part of the window and the data ID the tax data ID in the lower part. There you can see the settings of the future tax. In the one-parted window **Offers/ Runtimes/ Prices** ID and data ID are the same and you can find the offer conditions under the ID 30. In the column Action you see what action will be executed in case of every event. In our example in both cases it is publication. Under Element you see the name of each event.

If you click on the link **Visit** in the Time machine you can see how the event will look in self-provisioning at the moment it happens and whether it suits you. You will see it through the eyes of the first customer in the affected region the system can find. In case of the tax you can click in the self-provisioning and try to make an order to see how the new tax rate will be shown in self-provisioning. In case of the offer you will see it in the list of products. If the settings of the events do not suit you, you can change them in the respective windows (here **Taxes** and **Offers/ Runtimes/ Prices**).

The icons at the top of the window have the following functions:



This icon has a function **Selfprovisioning settings** and is highlighted because the window “Selfprovisioning” is already open.



This icon gets you to the window **Email templates** (see chapter 5.6.9.2).



This icon gets you to the window **Legal texts** (see chapter 5.6.9.3).



This icon gets you to the window **Paymethods** (see chapter 5.6.9.4).



This icon gets you to the window **Invoice layouts** (see chapter 5.6.9.5).



This icon gets you to the window **Asterisk texts** (see chapter 5.6.9.6).



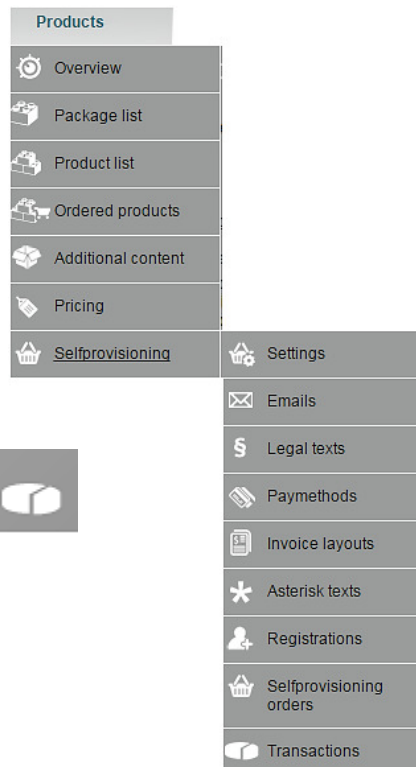
This icon gets you to the window **Registrations** (see chapter 5.6.9.7).



This icon gets you to the window **Selfprovisioning orders** (see chapter 5.6.9.8).



This icon gets you to the window **Transactions** (see chapter 5.6.9.9).



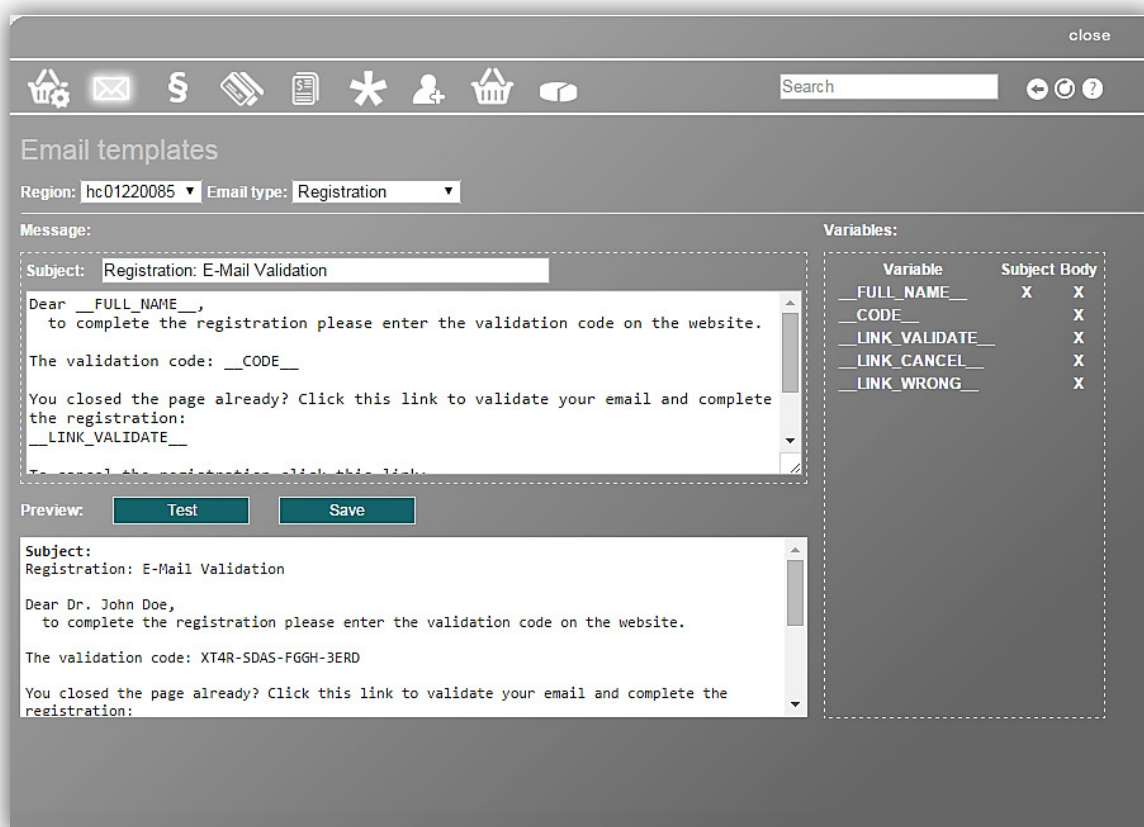
5.6.9.2 Email templates

If you click on the menu

Products – Selfprovisioning and then on the submenu



the window **Email templates** opens. In this window you can define e-mail templates for e-mails that are automatically sent to your subscribers on various occasions.



Region: **hc01220085** Email type: **Registration**

Message:

Subject: **Registration: E-Mail Validation**

Dear **__FULL_NAME__**,
to complete the registration please enter the validation code on the website.

The validation code: **__CODE__**

You closed the page already? Click this link to validate your email and complete the registration:
__LINK_VALIDATE__

To cancel the registration click this link:

Preview: **Test** **Save**

Subject:
Registration: E-Mail Validation

Dear Dr. John Doe,
to complete the registration please enter the validation code on the website.

The validation code: XT4R-SDAS-FGGH-3ERD

You closed the page already? Click this link to validate your email and complete the registration:

Variables:

| Variable | Subject | Body |
|--------------------------|---------|------|
| __FULL_NAME__ | X | X |
| __CODE__ | | X |
| __LINK_VALIDATE__ | | X |
| __LINK_CANCEL__ | | X |
| __LINK_WRONG__ | | X |

In the drop down menu **Region** you can select a region for which the e-mail template is valid and in the menu **Email type** the e-mail type for which the template is. There are 4 types of e-mails sorted by occasion:

Registration: This is an e-mail a subscriber in the selected region gets after his registration in the selfprovisioning portal. The subscriber should validate his registration following the instructions in the e-mail.

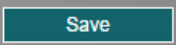
Password reset: This e-mail will be sent if a subscriber in the selected region wants to reset his password if he for example forgot the old one. For that he should click on the link in the e-mail.

Order confirmation: A subscriber gets this e-mail if his order was successful.

Invoice mail: A subscriber gets this e-mail each time an invoice is due. The invoice itself will not be sent in the e-mail, but the subscriber can login in the self-provisioning and download the invoice. The link for that is in the e-mail.

Below in the window you see an e-mail template for e-mails of the selected e-mail type. It includes the sample text and the e-mail subject.



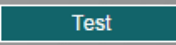
Please adapt each template to your needs by editing it. Otherwise e-mails with a standard sample text will be sent on different occasions automatically. To avoid this edit the text and the subject of each template the way you need and press the **Save** button  after editing each template to save it.

You can use different variables in the subject and the text (so called body) of e-mail templates. On the right you can see the table with all variables you can use for the selected template. It can look like this:

| Variable | Subject | Body |
|-------------------|---------|------|
| __FULL_NAME__ | X | X |
| __CODE__ | | X |
| __LINK_VALIDATE__ | | X |
| __LINK_CANCEL__ | | X |
| __LINK_WRONG__ | | X |

In the table you can see in what part of the template you can use the appropriate variable.

In the preview below you can see the content of an e-mail written according to the selected template. The variables from the template are replaced with sample data in the preview.

To test how e-mails will look like when the subscribers get them, you can send a test e-mail. For that click on the button **Test** . The test e-mail will be sent on the e-mail address specified as a reply

e-mail under **E-mail SMTP server** in the window **System settings** (see chapter 5.9.1).

The functions of the icons at the top of the window **Email templates** are described in chapter **Fejl!**
Henvisningskilde ikke fundet..

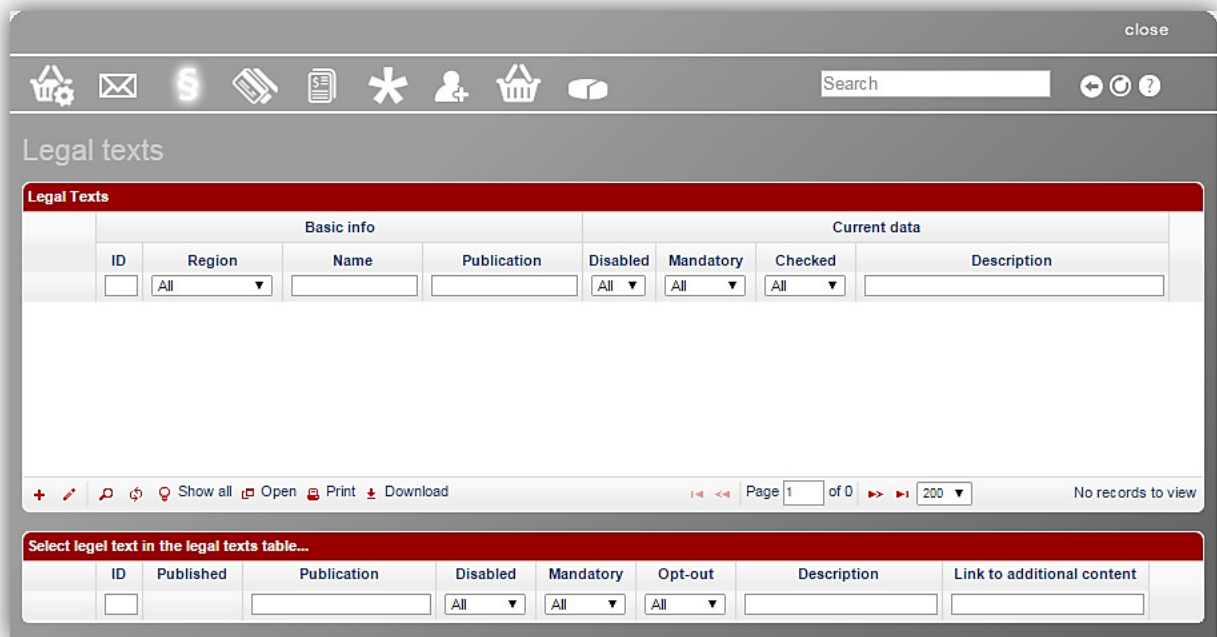
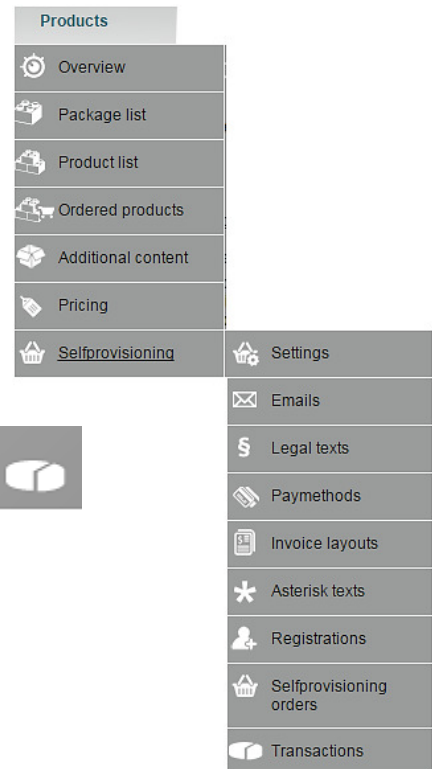
5.6.9.3 Legal texts

If you click on the menu

Products – Selfprovisioning and then on the submenu




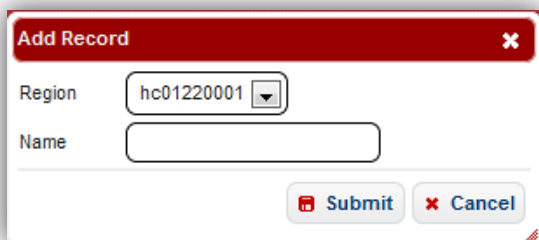
the window **Legal texts** opens. Here you can manage legal texts for the selfprovisioning portal. Legal texts are texts that a subscriber should approve by putting a check mark before he can buy or order a product (for example Terms and Conditions).



This window consists of two parts. In the upper part you see all your legal texts, in the lower part you see information about the settings for the selected legal text in present, past and probably for the future.

In the upper part you see basic information about each legal text such as its ID, region it is valid in, its name and the publication date of its current settings. You can also see the current data that shows the current settings for each legal text here. The meaning of the settings in the table will be explained below.

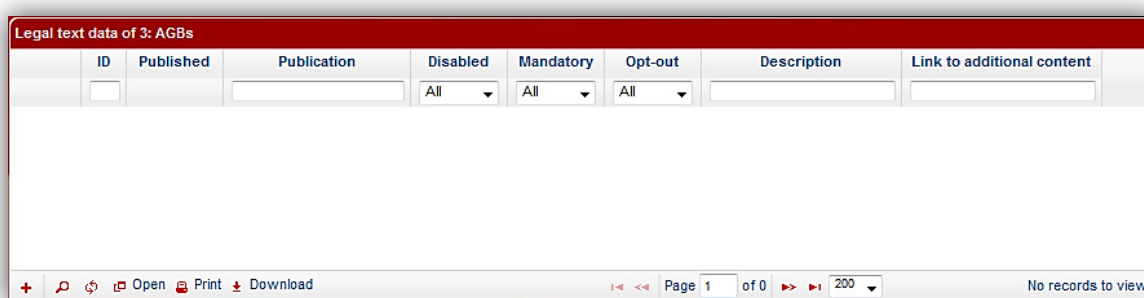
To add a new legal text, click on the *plus* button  in the left bottom of the upper section. The following box appears:



The 'Add Record' dialog box has a red header with a close button. It contains a 'Region' dropdown menu with 'hc01220001' selected, a 'Name' text input field, and 'Submit' and 'Cancel' buttons at the bottom.


Select the region the new legal text should be valid for and enter an (internal) name for the legal text. Having done this press *submit* button to add the new legal text to the list or press *cancel* to abort.

If you select it, then the lower part of the window unfolds and you can make instructions for the new legal text:

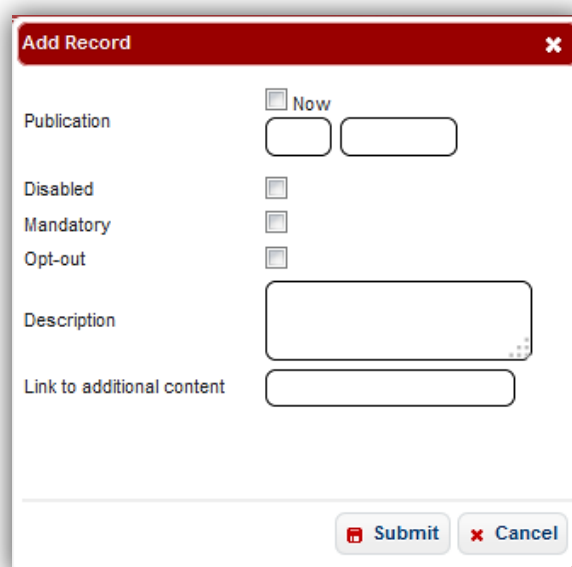


| ID | Published | Publication | Disabled | Mandatory | Opt-out | Description | Link to additional content |
|----|--------------------------|-------------|----------|-----------|---------|-------------|----------------------------|
| | <input type="checkbox"/> | | All | All | All | | |

At the bottom of the table, there are navigation icons, a page indicator 'Page 1 of 0', a limit dropdown set to '200', and the text 'No records to view'.


For that click on the *plus* button  in the left bottom of the window. The following box opens:

Set the publication date for now if you want the legal text to be published immediately. Then it will be shown in the selfprovisioning immediately. You can also set a time and date for a future publication instead.



The expanded 'Add Record' dialog box includes a 'Publication' section with a 'Now' checkbox and two date/time input fields. Below are checkboxes for 'Disabled', 'Mandatory', and 'Opt-out'. There is a large text area for 'Description' and a 'Link to additional content' input field. 'Submit' and 'Cancel' buttons are at the bottom.



If you want to publish a legal text immediately, we recommend you to first set a time and date of the publication to be published (for example two hours later). At first, make the rest of the settings (see below) and save them. Check then if the settings are right and use the ***Time machine*** (see chapter ***Fejl! Henvisningskilde ikke fundet.***) to see how the legal text would look in the selfprovisioning portal if you want. If it suits you, you can click on the *pencil* icon  for editing, change the publication to *Now* and press *Submit* button to save the changes. The legal text will appear in the selfprovisioning immediately then. This proceeding makes sense because *already published legal texts cannot be edited.*

Check the check box **Disabled**, if the legal text should be disabled. Then it won't appear in the selfprovisioning and will only be shown for the operator in this table.

Mandatory: check this option if the legal text must be checked by a subscriber before the order or transaction. This may be the text of approval of Terms and Conditions for example. Newsletter subscription on the other hand does not normally need to be a mandatory legal text.

Opt-out: check this option if the legal text is checked automatically and subscriber needs to uncheck it if he does not want the legal text to be valid. You can choose this option for example in case of newsletters for subscribers.

Description: Here you should enter the exact text of the legal text.


Link to additional content: Here you can enter a link to the web site where a subscriber can find additional information to the legal text (for example the complete text of Terms and Conditions).

If you are ready, press *submit* button to add the new settings to the list or press *cancel* to abort.



The settings described above correspond with the table columns in the upper part of the window.



You can always make new instructions for each legal text. If you want to overwrite already published instructions, use the *plus* button  in the left bottom of the window and create new instructions.

To edit unpublished instructions use the following icons:



Click on the *pencil* icon to edit the line.



Click on the *basket* icon to delete the entry.



You can see this icon only when you are editing a line. Press it if you want to discard your changes.




You can see this icon only when you are editing a line. Press it to save the changes you have made.



All instructions for a legal text are shown in the lower table in the reverse chronological order. All published instructions remain unchanged for documentation purposes. You can overwrite them creating new instructions the way described above.

Note: If you want to create an entry with the same parameters as some entry published earlier, you do not





have to enter the parameters once again. Just click on the icon **Duplicate**  next to the instructions you want to transfer. The window **Edit record** with all the instructions entered opens. You just need to define the new date of publication and click on *submit* button to save the new instructions. If you want to abort them, click on the *cancel* button.

You can see the current instructions for legal texts in the upper table starting with the column **Publication**.

| Legal Texts | | | | | | | | |
|-------------|--------|-----------|--------------|------------------|-----------|---------|-------------|---|
| Basic info | | | | Current data | | | | |
| ID | Region | Name | Publication | Disabled | Mandatory | Checked | Description | |
| | All | | | All | All | All | | |
| | 2 | Südafrika | AGBjhg | 2013-10-16 15:49 | - | ✓ | - | Hiermit bestätige ich, dass ich die allgemeinen Geschäftsbedingungen gelesen haben. |
| | 3 | Südafrika | AGBs | never | - | - | - | |
| | 1 | Namibia | Hitradio T&C | never | - | - | - | |



Every time you create a new legal text data with a future publication date in the lower table, you can use the **Time machine** to see how the changes will look like in SPP (see chapter **Fejl! Henvisningskilde ikke fundet.**).

In the upper table of the window you can also edit (internal) names of legal texts using the icons  and . The functions of the icons at the top of the window **Legal texts** are described in the previous chapter

5.6.9.4 Pay methods

Products

- Overview
- Package list
- Product list
- Ordered products
- Additional content
- Pricing
- Selfprovisioning

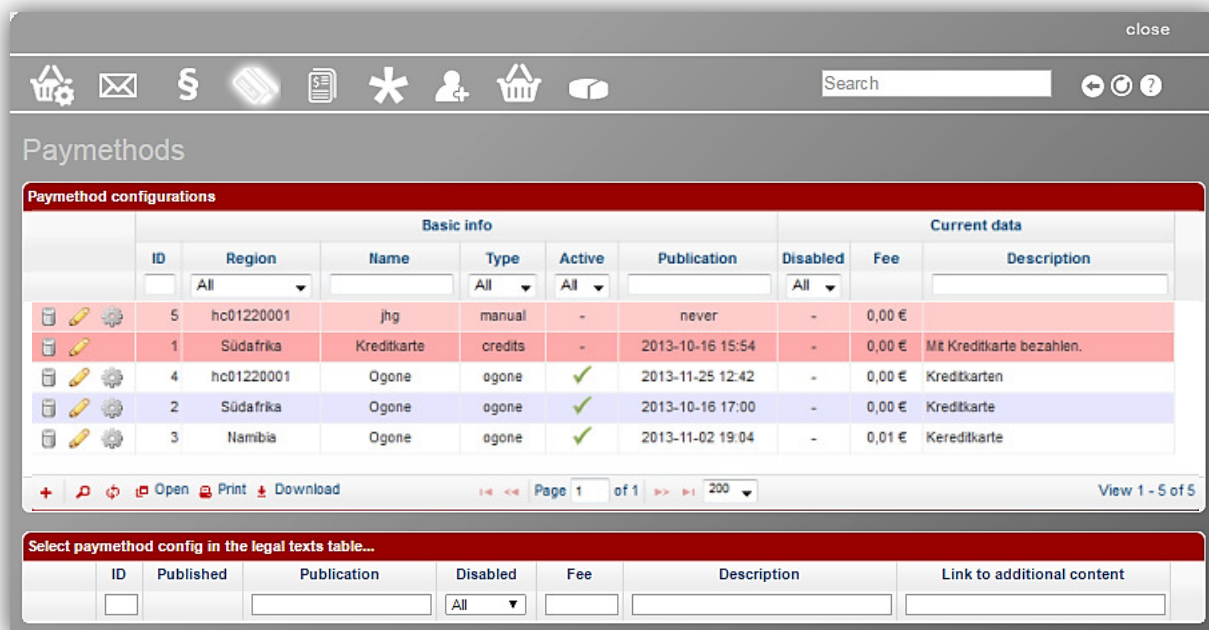
- Settings
- Emails
- Legal texts
- Paymethods
- Invoice layouts
- Asterisk texts
- Registrations
- Selfprovisioning orders
- Transactions

If you click on the menu

Products – Selfprovisioning and then on the submenu



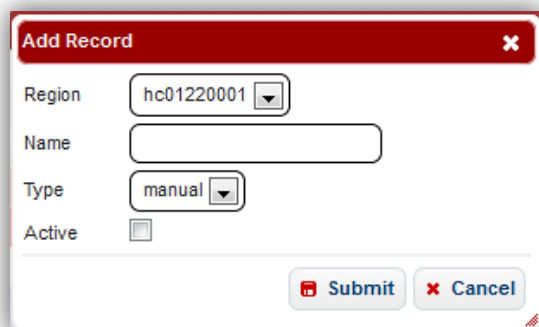
the window **Pay methods** opens. In this window you can define different pay methods for the selfprovisioning portal.



In the upper table you can see all your pay methods and their current settings. In the table below you can see all past, present and possibly future settings for the selected pay method.

In the upper part you see basic information about each pay method such as its ID, region it is valid in, its name, type, if it is active and the publication date of its current settings. You can also see the current data that shows if the pay method is disabled, fees for this pay method and also its description.

To add a new pay method, click on the *plus* button  in the left bottom of the upper section. The following box appears:



Select the region the new pay method should be available in and enter an internal name for the pay method.

Then select the type of the pay method. You have 3 options here:

Manual: choose this option if operator will control transactions himself. This means that he must enter in CAS Management manually if the bill was paid and transaction can be performed.

Ogone: choose this option if operator has an **Ogone**-Account, so that all transactions will be carried out by Ogone.

Credits: choose this option if transactions should be executed via the internal CAS Management credit system. For that the subscriber should either have enough credit on his CAS Management-Account or be allowed to have a negative purse (see chapter 4.8).

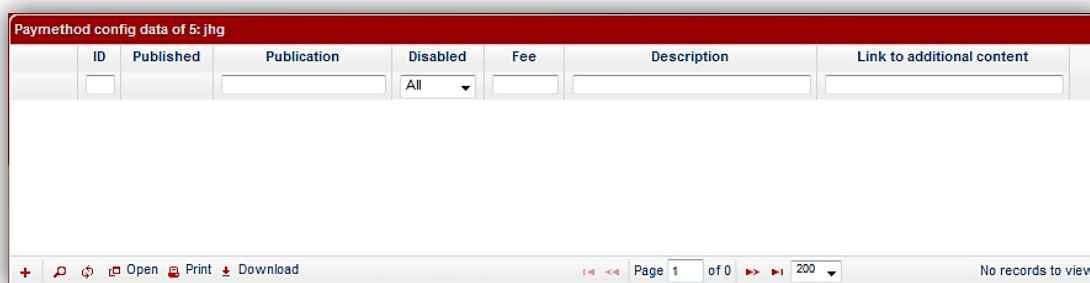
Check the check box **Active** to meet one of the conditions that must be met if you want the pay method to be shown in the selfprovisioning.




A pay method must have two conditions met to be shown in the selfprovisioning. **It must be active and published.** How to publish settings for pay methods will be explained below.

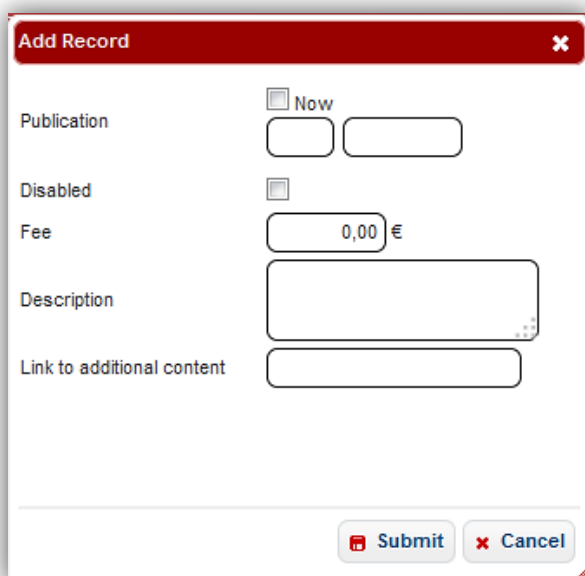
Having set all the parameters in the box press *submit* button to add the new pay method to the list or press *cancel* to abort.

If you select it, then the lower part of the window unfolds and you can make instructions for the new pay method:



| ID | Published | Publication | Disabled | Fee | Description | Link to additional content |
|----|-----------|-------------|----------|-----|-------------|----------------------------|
| | | | All | | | |


For that click on the *plus* button  in the left bottom of the window. The following box opens:



Set the publication date for now if you want the pay method to be published immediately. You can also set a time and date for a future publication.



If you want to publish a pay method immediately, we recommend you to set a time and date of the publication to the next future (for example two hours later) at first, make the rest of the settings (see below) and save them. Check then if the settings are right and use the **Time machine** (see chapter **Fejl!** **Henvisningskilde ikke fundet.**) to see how the pay method would look in the selfprovisioning portal if you

want. If it suits you, you can click on the *pencil* icon  for editing, change the publication to *Now* and press *Submit* button to save the changes. The pay method will appear in the selfprovisioning then. The proceeding makes sense because already published pay methods cannot be edited.

After the pay method is published, it will be shown in the selfprovisioning portal if it is marked as active (see above).



You can see if pay methods are shown in selfprovisioning portal or not the following way: The pay methods that are NOT shown in selfprovisioning portal are marked red in the upper table of the window.

| Paymethod configurations | | | | | | | | | |
|--------------------------|------------|-------------|---------|--------|------------------|----------|--------------|--------------|--|
| Basic info | | | | | | | Current data | | |
| ID | Region | Name | Type | Active | Publication | Disabled | Fee | Description | |
| All | All | All | All | All | All | All | | | |
| 5 | hc01220001 | jhg | manual | - | never | - | 0,00 € | | |
| 1 | Südafrika | Kreditkarte | credits | - | 2014-01-20 18:42 | - | 0,00 € | Kreditkarte | |
| 4 | hc01220001 | Ogone | ogone | ✓ | 2013-11-25 12:42 | - | 0,00 € | Kreditkarten | |
| 2 | Südafrika | Ogone | ogone | ✓ | 2013-10-16 17:00 | - | 0,00 € | Kreditkarte | |
| 3 | Namibia | Ogone | ogone | ✓ | 2013-11-02 19:04 | - | 0,01 € | Kreditkarte | |

You can now check the check box **Disabled**, if the pay method should be disabled.


Enter in the field **Fee** a fee that should be paid for using this pay method.

Description: Here you should enter the name and optionally the description of the pay method that should appear in the selfprovisioning (for example credit card).

Link to additional content: Here you can enter a link to the web site where a subscriber can find additional information about the pay method.

If you have made all settings you needed, press *submit* button to add the new settings to the list or press *cancel* to abort.



You can always make new instructions for the pay method. To overwrite already published instructions use the *plus* button  in the left bottom of the window and create new instructions. To edit unpublished instructions use the following icons:



Click on the *pencil* icon to edit the line.



Click on the *basket* icon to delete the entry.



You can see this icon only when you are editing a line. Press it if you want to discard your changes.




You can see this icon only when you are editing a line. Press it to save the changes you have made.














All instructions for a pay method are shown in the lower table in the reverse chronological order. All published instructions remain unchanged for documentation purposes. You can overwrite them creating new instructions the way described above.

Note: If you want to create an entry with the same parameters as some entry published earlier, you do not



have to enter the parameters once again. Just click on the icon **Duplicate**  next to the instructions you want to transfer. The window **Edit record** with all the instructions entered opens. You just need to define the new date of publication and click on *submit* button to save the new instructions. If you want to abort them, click on the *cancel* button.


Unpublished instructions can be edited with *pencil*  and *basket*  icons. You can see the current instructions for the pay method in the upper table starting with the column **Active**.

| Paymethod configurations | | | | | | | | | |
|---|--------|------------|-------------|---------|-------------|------------------|-----|-------------|--------------|
| Basic info | | | | | | Current data | | | |
| ID | Region | Name | Type | Active | Publication | Disabled | Fee | Description | |
| | All | | All | All | | All | | | |
|    | 5 | hc01220001 | jhg | manual | - | never | - | 0,00 € | |
|   | 1 | Südafrika | Kreditkarte | credits | - | 2014-01-20 18:42 | - | 0,00 € | Kreditkarte |
|    | 4 | hc01220001 | Ogone | ogone | ✓ | 2013-11-25 12:42 | - | 0,00 € | Kreditkarten |
|    | 2 | Südafrika | Ogone | ogone | ✓ | 2014-01-20 18:57 | - | 2,00 € | Kreditkarte |

In the upper table you can edit the setting **Active** and the pay method name using the icons  and .















Every time you create a new pay method data with a future publication date in the lower table, you can use the **Time machine** to see how the changes will look like in SPP (see chapter **Fejl! Henvisningskilde ikke fundet.**).

In case of *manual* and *ogone* pay method types (see above) there is also a *cogwheel* icon  in the upper table.

In case of *ogone* pay method the following box opens if you click on this icon:

close

Paymethods

General Settings:

Test mode:

PSPID:

User ID:

User Password:

Available paymethods:

- American Express
- Maestro
- Mastercard
- Paypal
- Visa

SHA IN Ecommerce:

SHA IN Directlink:

SHA OUT:

Address validation:

Styling:

Title:

Logo:

Background color:

Text color:


Table background:

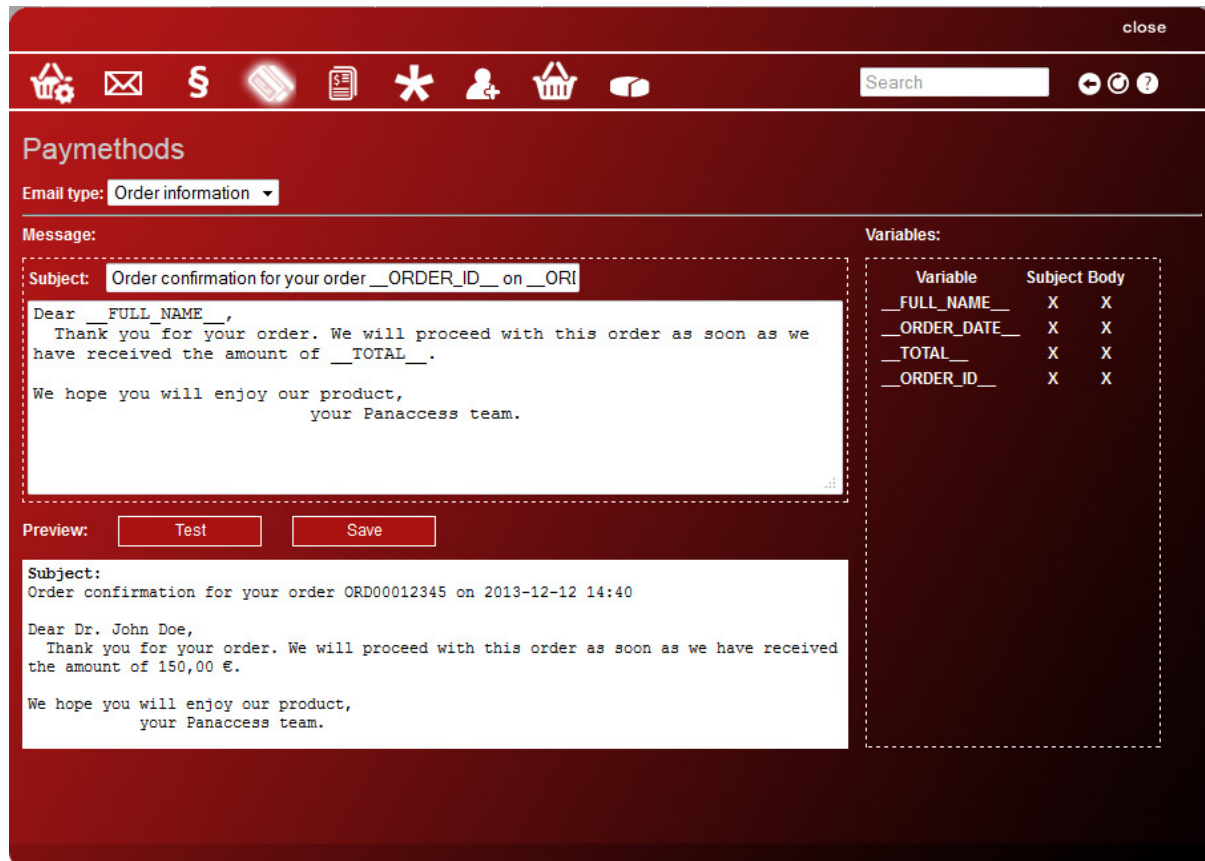
Table text color:

Button background:

Button text color:

Here you can make settings for transactions via Ogone. Save them by clicking on the button **Save all**.

In case of *manual* pay method the following box opens after clicking on the *cogwheel* icon :



Paymethods

Email type: Order information

Message:

Subject: Order confirmation for your order __ORDER_ID__ on __ORI__

Dear __FULL_NAME__,
 Thank you for your order. We will proceed with this order as soon as we have received the amount of __TOTAL__.

We hope you will enjoy our product,
 your Panaccess team.

Variables:

| Variable | Subject | Body |
|----------------|---------|------|
| __FULL_NAME__ | X | X |
| __ORDER_DATE__ | X | X |
| __TOTAL__ | X | X |
| __ORDER_ID__ | X | X |

Preview: Test Save

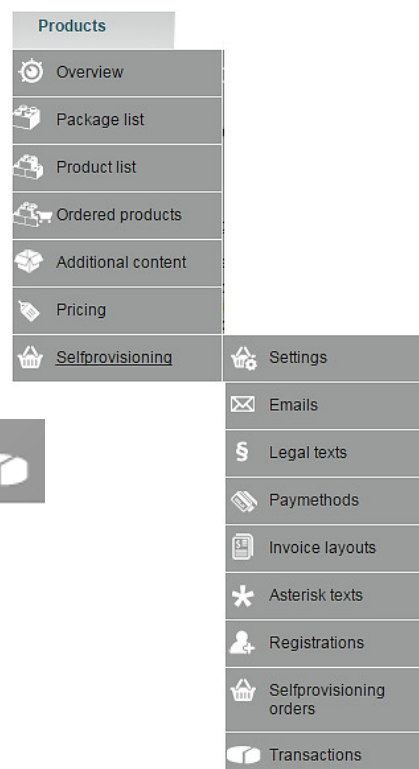
Subject:
 Order confirmation for your order ORD00012345 on 2013-12-12 14:40

Dear Dr. John Doe,
 Thank you for your order. We will proceed with this order as soon as we have received the amount of 150,00 €.

We hope you will enjoy our product,
 your Panaccess team.

Here you can set a template for payment instructions e-mail the way described in chapter 5.6.9.2. In case of the *manual* pay method a subscriber gets this e-mail after his order where he can find information how he should make his payment. After he has paid and the operator has entered in CAS Management manually that the amount is paid, the subscriber gets the normal order confirmation e-mail (on e-mail types see 5.6.9.2) as it happens in case of all other pay methods.

5.6.9.5 Invoice layouts

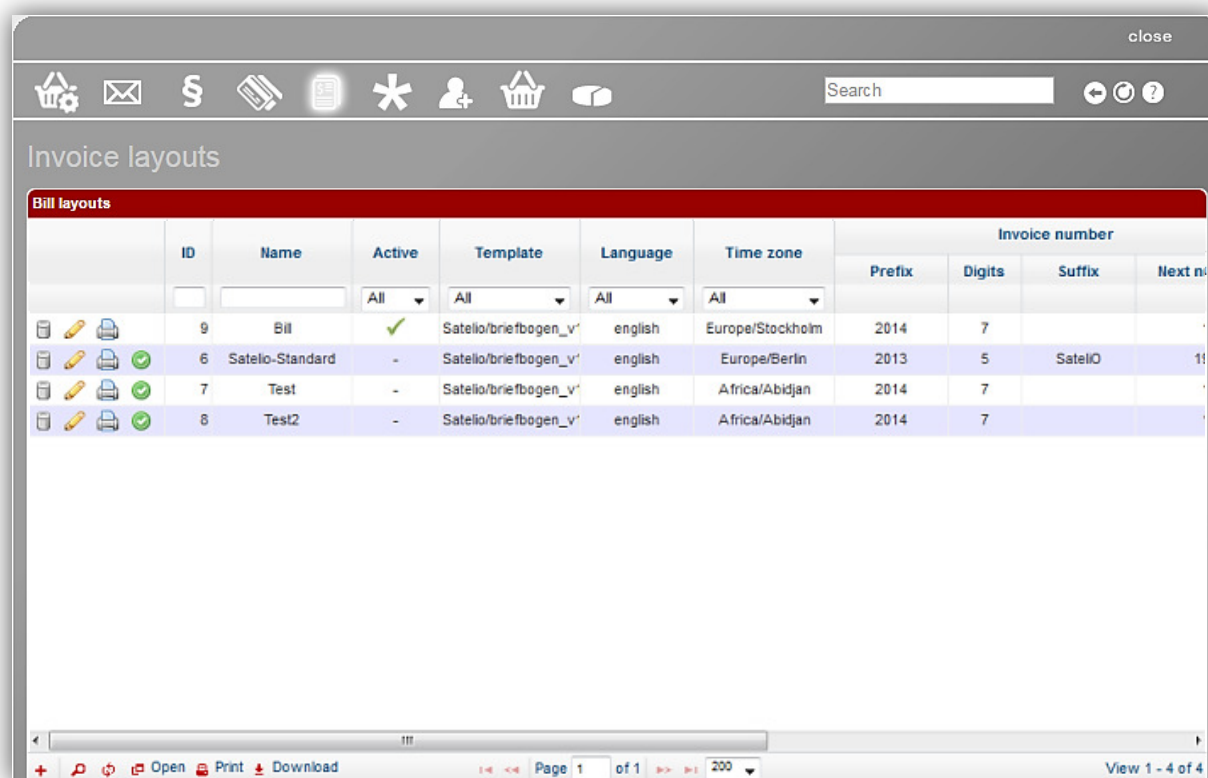


If you click on the menu


Products – Selfprovisioning and then on the submenu



the window **Invoice layouts** opens. In this window you can specify layouts for invoices that are sent to your subscribers.



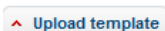
Here you can see a list of all your invoice layouts and their settings.

To create a new invoice layout click on the *plus* button  in the left bottom of the window. The following box opens:

Here you can make the following settings for the new invoice layout:

Name: enter the internal name for the invoice layout.

Template: in the drop down menu you can select a pdf- file with an invoice template you want. If there is no any, then you can upload a template you need into this list if you click on the button.



You will be redirected to the window **File store:**

Add Record
✕

Name

Template ^ Upload template

Language

Time zone

Invoice number:

Prefix

Digits 0 = dynamic length

Suffix

Next number Preview: 20140000001

Positions:

Address X= Y=

First page content X= Y= Height=

Other pages content X= Y= Height=

close

DVB NET
DVB TS
DVB SRV

Search

↶
↷
?

File store

| Files | | | |
|-------|---------|--------|--|
| ID | Name | Size | |
| 40 | OTA | 789 KB | |
| 26 | PAN | 3 MB | |
| 32 | RIDSYS | 31 MB | |
| 37 | Satelio | 459 KB | |
| 34 | TEST | 13 MB | |


Total [Max: 95 MB]:
48 MB

Open Print
View 1 - 5 of 5!

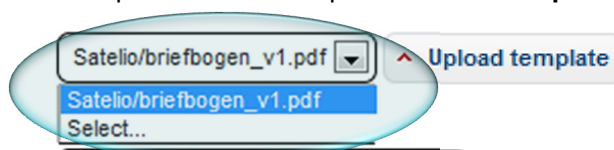
Create folder:

Upload file: No file chosen

You can upload a pdf-file you need using the buttons at the bottom of the window. In this case it is not important where you want to upload a pdf-file to. You can select a folder in the list of files for that or create a new folder in the field **Create folder** below and using the button (more detailed on this in chapter 5.9.3.7). It is all the same where you want to upload the pdf-file with an invoice template to. All pdf-files you upload will be automatically found and listed in the drop down menu **Templates** in the window **Invoice layouts**. Just search for a file you need in your data with the button **Choose File**, select it and click on the **Upload** button to upload it.

Go back to the window **Invoice layouts** and proceed with creating a new invoice layout after clicking on the *plus* button . Now you can see the pdf-file you have uploaded in the drop down menu **Templates**:

Select it and proceed making further settings:



Language: select a language of the invoice in the drop down menu.

Time zone: select a time zone according to which time will be specified in the invoice.

The next section to complete is **Invoice number**. Here you can define how invoice numbers should be generated:

Prefix: enter if you want numbers or characters that should be a permanent prefix in each invoice number.

Digits: number of digits in the part of invoice number that will be counted up (without prefix and suffix).

Suffix: here you can enter a permanent suffix (letters or numbers) for all invoice numbers.

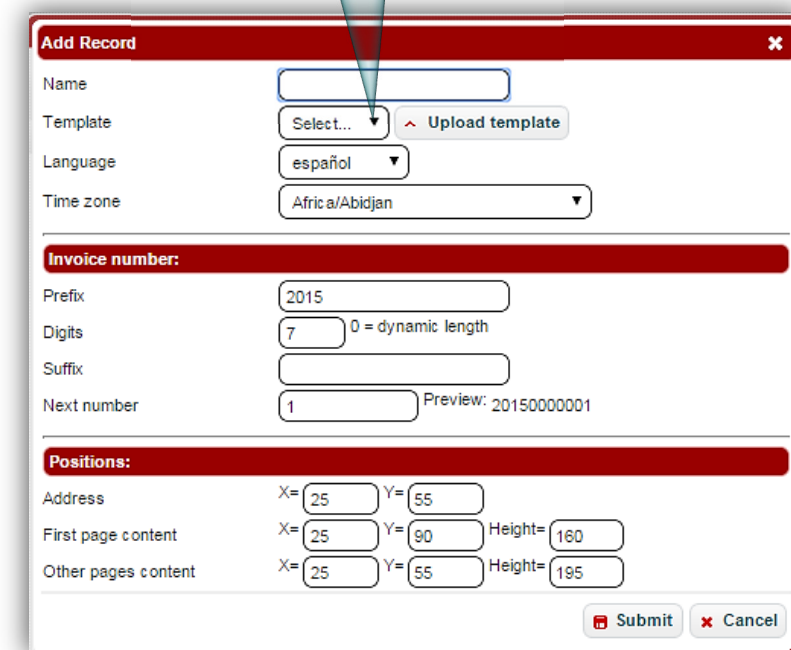
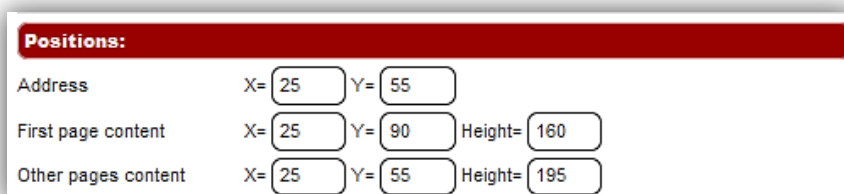
Next number: enter here with what number the system should start counting in the digits part of the invoice number. In the preview you can see what the next **complete** invoice number will look like.

In our example with prefix **2014**, **7** digits, no suffix and the next number **1**, the system will start counting with the invoice number **2014000001**.



If you set 0 (zero) as a number of digits, then the digits part will be dynamic in length (for example 9, 99, 999 ...). This means that the digits part will at first consist only of the number you enter in the field **Next number** and grow indefinitely.

The last section to complete is **Positions**. Here you can define the positions of different invoice components in the template.

In the field **Address** you can define the position of the top left corner of the address section in the invoice (marked as **Add.1** in the example invoice below). For that enter X and Y coordinates of this point.

In the field **First page content** you can define the position of the left top corner of the content section in the invoice (marked as **Add.2** in the example below). You can also define the height of the content section on the first page. You can also define these parameters for the other pages of the invoice.



Add.1
X & Y
coordinates



Add.2
X & Y
coordinates



Deutscher Televisionsklub Betriebs GmbH Gutenbergstraße 8, 85737 Ismaning

John Doe
[Optional addition 1]
[Optional addition 2]
[Optional addition 3]
Musterweg 13
85737 Ismaning
Germany

Delivered to:
John Doe
[Optional addition 1]
[Optional addition 2]
[Optional addition 3]
Musterweg 13
85737 Ismaning
Germany


| INVOICE NUMBER | CUSTOMER ID | DATE | PAGE |
|----------------|-------------|------------|------|
| 20140000001 | 1234567 | 2014-01-24 | 1/3 |

Invoice

| # | Item | Date | Price |
|----|--|------------------|---|
| 1 | Subscription 874332: VIP 2013-10-14 09:36 - 2013-11-14 09:36 | 2013-11-13 00:32 | 33,34 á,- incl. MwSt (13%) 4,33 á,- incl. VAT (7%) 2,33 á,- |
| 2 | Neo Box Delux 2013-10-14 15:33 | 2013-11-13 00:32 | 150,00 á,- incl. MwSt (13%) 19,50 á,- |
| 3 | Configuration change of subscription 874332: VIP 2013-10-16 19:33 | 2013-11-13 00:32 | 2,50 á,- |
| 4 | Subscription 874332: VIP 2013-10-14 09:36 - 2013-11-14 09:36 | 2013-11-13 00:32 | 33,34 á,- incl. MwSt (13%) 4,33 á,- incl. VAT (7%) 2,33 á,- |
| 5 | Neo Box Delux 2013-10-14 15:33 | 2013-11-13 00:32 | 150,00 á,- incl. MwSt (13%) 19,50 á,- |
| 6 | Configuration change of subscription 874332: VIP 2013-10-16 19:33 | 2013-11-13 00:32 | 2,50 á,- |
| 7 | Subscription 874332: VIP 2013-10-14 09:36 - 2013-11-14 09:36 | 2013-11-13 00:32 | 33,34 á,- incl. MwSt (13%) 4,33 á,- incl. VAT (7%) 2,33 á,- |
| 8 | Neo Box Delux 2013-10-14 15:33 | 2013-11-13 00:32 | 150,00 á,- incl. MwSt (13%) 19,50 á,- |
| 9 | Configuration change of subscription 874332: VIP 2013-10-16 19:33 | 2013-11-13 00:32 | 2,50 á,- |
| 10 | Subscription 874332: VIP 2013-10-14 09:36 - 2013-11-14 09:36 | 2013-11-13 00:32 | 33,34 á,- incl. MwSt (13%) 4,33 á,- incl. VAT (7%) 2,33 á,- |
| 11 | Neo Box Delux 2013-10-14 15:33 | 2013-11-13 00:32 | 150,00 á,- incl. MwSt (13%) 19,50 á,- |
| 12 | Configuration change of subscription 874332: VIP 2013-10-16 19:33 | 2013-11-13 00:32 | 2,50 á,- |
| 13 | Subscription 874332: VIP 2013-10-14 09:36 - 2013-11-14 09:36 | 2013-11-13 00:32 | 33,34 á,- incl. MwSt (13%) 4,33 á,- incl. VAT (7%) 2,33 á,- |
| | | | Subtotal: 776,70 á,- |

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We recommend you to enter X and Y coordinates and the height that you think would be right and then if all other parameters are set then press *submit* button to add the new invoice layout to the list or press *cancel* to abort.

If you have added the new invoice layout to the table, you can press on this icon  next to it to see the print preview of an invoice created according to the new layout. Here you can see if the settings you have made are right, especially the settings for positions of address and content in the invoice. If not, you can edit the settings using the following icons:



Click on the *pencil* icon to edit the line.




Click on the *basket* icon to delete the entry.




You can see this icon only when you are editing a line. Press it if you want to discard your changes.




You can see this icon only when you are editing a line. Press it to save the changes you have made.

Use the icon **Print preview**  to see if the changes made are right and if not edit so long till the invoice print preview looks the way you like.



Only one invoice layout from the list can be activated. Then it will be used for **all** invoices sent to your subscribers. The other layouts are deactivated during this time. The active invoice layout is marked with a checkmark in the column **Active**. To activate some other invoice layout, click on this icon  next to it. Then it will be activated and all the other layouts will be automatically deactivated.



You can change settings for each invoice layout anytime. For that just edit it the way described above. If it is an active invoice layout, then the new invoices will be generated according to the new settings immediately after you have saved the changes with the *disk* icon .

The functions of the icons at the top of the window **Invoice layouts** are described in chapter **Fejl! Henvisningskilde ikke fundet.**

The functions of the icons at the left bottom of the table are described in chapter 5.6.2.

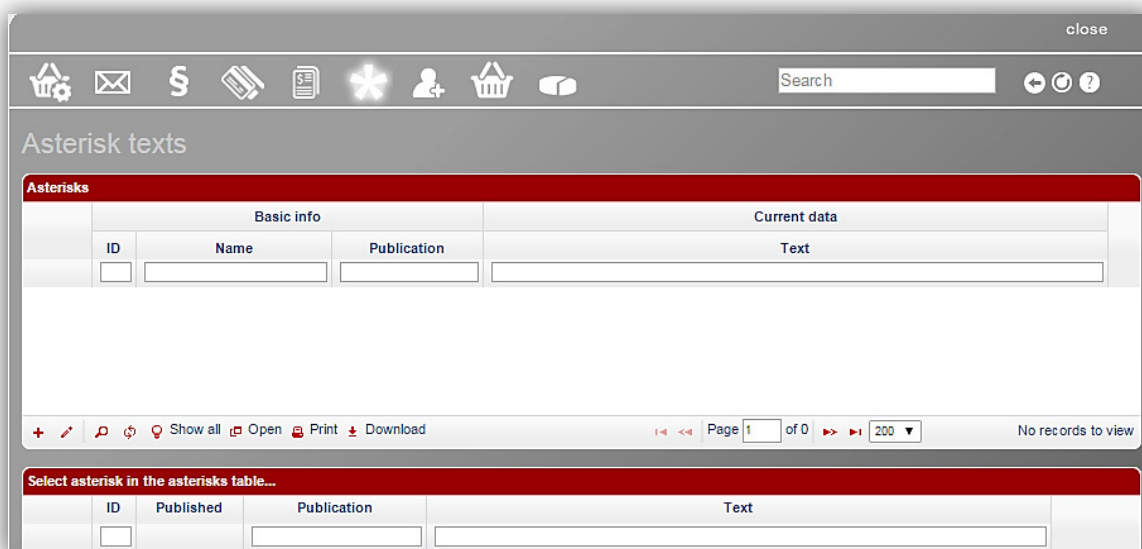
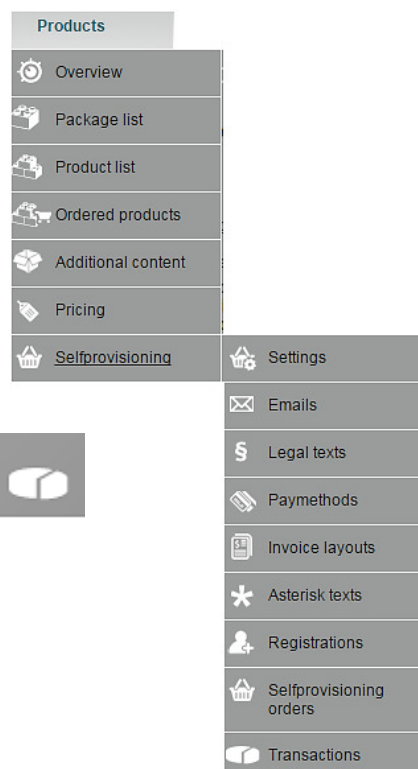
5.6.9.6 Asterisk texts

If you click on the menu

Products – Selfprovisioning and then on the submenu



the window **Asterisk texts** opens. In this window you can create and edit asterisk texts. They are used to make notes to offer prices in selfprovisioning portal.

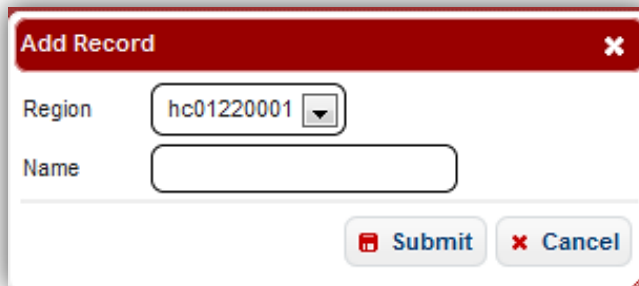


This window consists of two parts. In the upper part you see all your asterisk texts, in the lower part you see settings for the selected asterisk text in present, past and probably already for the future.


In the upper part you see basic information about each asterisk text such as its ID, region it is used for, its internal name and the publication date of its current settings. In the current data you can see the exact wording of the asterisk text.

To add a new asterisk text, click on the *plus* button  in the left bottom of the upper section. The following box appears:


Enter a region for which the asterisk text should be valid for and its internal name. Press then the *submit* button to add the new asterisk text in the table or press *cancel* to abort.



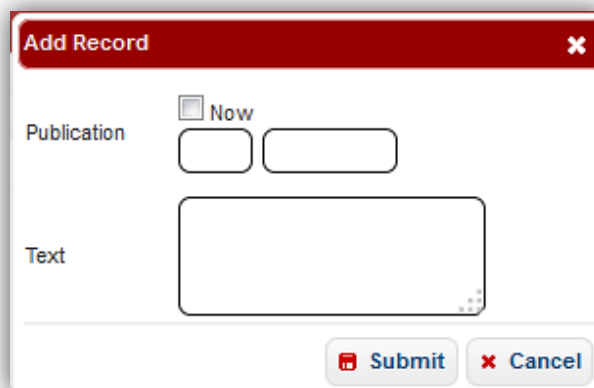
If you select the new asterisk text, then the lower part of the window unfolds and you can make instructions for it:




| ID | Published | Publication | Text |
|----|-----------|-------------|------|
| | | | |

For that click on the *plus* button  in the left bottom of the window. The following box opens:

Here you can set a publication date for the new instructions for now or on some date in the future and enter the exact wording of the asterisk text.



If you want to publish an asterisk text immediately, we recommend you to set a time and date of the publication to the next future (for example two hours later) at first, make the rest of the settings (see below) and save them. Check then if the settings are right and use the **Time machine** (see chapter **Fejl! Henvisningskilde ikke fundet.**) to see how the asterisk text would look in the selfprovisioning portal if you want. If it


suits you, you can click on the *pencil* icon  for editing, change the publication to *Now* and press *Submit* button to save the changes. The proceeding makes sense because already published asterisk texts cannot be edited.



Be aware that you can assign only 1 asterisk text to each offer. So make sure that you write all needed information into the field **Text**.



Having made the settings, press the *submit* button to add them to the list or press *cancel* to abort.

You can always make new instructions for each asterisk text. If you want to overwrite already published instructions, use the *plus* button  in the left bottom of the window the way described above and create new instructions. To edit unpublished instructions use the following icons:



Click on the *pencil* icon to edit the line.



Click on the *basket* icon to delete the entry.



You can see this icon only when you are editing a line. Press it if you want to discard your changes.




You can see this icon only when you are editing a line. Press it to save the changes you have made.



All instructions for a (selected) asterisk text are shown in the lower table in the reverse chronological order. All published instructions remain unchanged for documentation purposes. You can overwrite them creating new instructions the way described above.

Note: If you want to create an entry with the same parameters as some entry published earlier, you do not



have to enter the parameters once again. Just click on the icon **Duplicate**  next to the instructions you want to transfer. The window **Edit record** with all the instructions entered opens. You just need to define the new date of publication and click on *submit* button to save the new instructions. If you want to abort them, click on the *cancel* button.

Unpublished instructions can be edited with *pencil*  and *basket*  icons. You can see the current instructions for the asterisk text in the upper table starting with the column **Publication**.

| Asterisks | | | | | | |
|------------|-----------|-------------|------------------|-----------------------|--|--|
| Basic info | | | | Current data | | |
| ID | Region | Name | Publication | Text | | |
| | All | 50 % Rabatt | never | | | |
| | Südafrika | Test | 2013-10-16 15:50 | Das ist eine Fussnote | | |

Show all Open Print Download Page 1 of 1 200 View 1 - 2 of 2



Every time you create a new asterisk data with a future publication date in the lower table, you can use the **Time machine** to see how the changes will look like in SPP (see chapter **Fejl! Henvisningskilde ikke fundet.**).

In the upper table of the window you can edit internal names of asterisk texts using the icons  and .

The functions of the icons at the top of the window **Asterisk texts** are described in chapter **Fejl! Henvisningskilde ikke fundet.**



To learn how to assign an asterisk text to an offer and how they look in the selfprovisioning portal, see chapter 5.6.8.5.

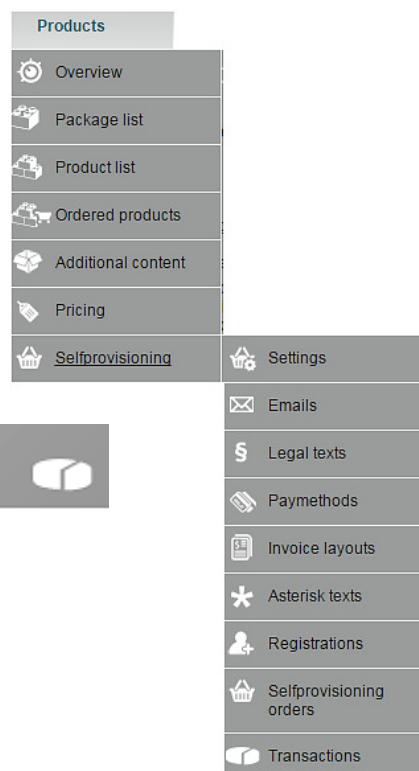
5.6.9.7 Registrations

If you click on the menu


Products – Selfprovisioning and then on the submenu



the window **Registrations** opens



close



Registrations

| Registrations | | | | | | | | | |
|---------------|------------------|------------------|-----------|-------|------------|--------------|-----------|-----------|--|
| ID | Created | Modified | Completed | Wrong | Region | Country | Title | First nam | |
| 9 | 2014-01-23 16:41 | 2014-01-23 16:44 | - | ✓ | Südafrika | South Africa | Frau | Maria | |
| 8 | 2013-11-28 17:38 | 2013-11-28 17:41 | ✓ | - | Südafrika | South Africa | | Damir | |
| 7 | 2013-11-25 12:38 | 2013-11-25 12:38 | ✓ | - | hc01220001 | Germany | | Torge | |
| 6 | 2013-11-25 12:09 | 2013-11-25 12:10 | ✓ | - | Namibia | Namibia | | Torge | |
| 5 | 2013-11-03 18:59 | 2013-11-03 19:00 | ✓ | - | Namibia | Namibia | TEST | Torge | |
| 4 | 2013-11-02 19:44 | 2013-11-02 19:44 | ✓ | - | Südafrika | South Africa | | Roland2 | |
| 3 | 2013-11-02 18:51 | 2013-11-02 18:52 | ✓ | - | Namibia | Namibia | | Roland | |
| 2 | 2013-10-16 17:24 | 2013-10-16 17:27 | ✓ | - | Südafrika | South Africa | Prof. Dr. | Hanswurs | |

Open Print Download
Page 1 of 1 200
View 1 - 8 of 8

In this window you see the list of registrations made by subscribers in the selfprovisioning portal. You also see at what stage every registration is because the last modification within each registration process is shown.

The columns in the table have the following meaning:

ID: registration ID

Created: date and time when a subscriber started the registration.

Modified: date and time of the last change made within the registration process (for example, when a subscriber validates the registration by clicking on the link in the registration e-mail he gets after the registration).

Completed: shows if a registration is completed (it is the case when a subscriber has validated the registration).



Registrations that are completed are displayed in green in the table, registrations that are NOT completed are shown in yellow.

| Registrations | | | | | | | |
|---------------|------------------|------------------|-----------|-------|------------|--------------|--|
| ID | Created | Modified | Completed | Wrong | Region | Country | |
| | | | All | All | All | All | |
| 9 | 2014-01-23 16:41 | 2014-01-23 16:44 | - | ✓ | Südafrika | South Africa | |
| 8 | 2013-11-28 17:38 | 2013-11-28 17:41 | ✓ | - | Südafrika | South Africa | |
| 7 | 2013-11-25 12:38 | 2013-11-25 12:38 | ✓ | - | hc01220001 | Germany | |

Wrong: this section is checked if a subscriber has clicked on the link in the registration e-mail that says that it was not him who tried to register in the selfprovisioning (case of misuse).

Region: region where the registration was made.

Country: country where the registration was made.

Title, First name, Last name, E-mail: here you can see personal data and an e-mail of a subscriber.

Validation code: it is a code a subscriber should enter on the website where he registered himself to validate the registration (it is the second way of validation in addition to clicking on the link in the registration e-mail). Here you see this code in case you want to tell it to the subscriber (for example during a phone consultation).

Additional data: additional subscriber data such as a telephone number for example.

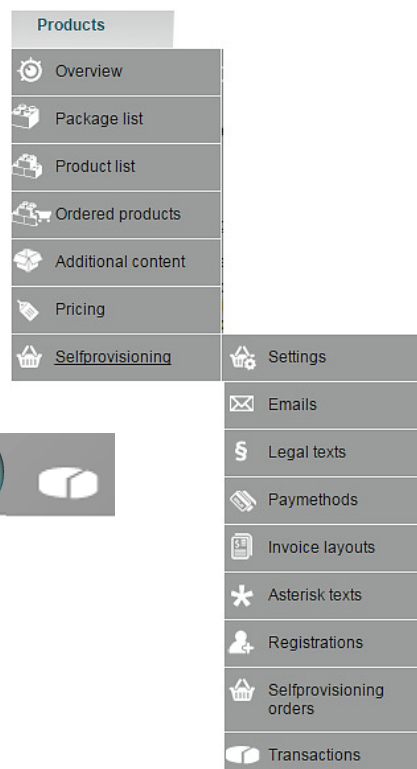
Subscriber code: subscriber ID in CAS Management.

The functions of the icons at the bottom of the window are described in chapter 5.6.2.

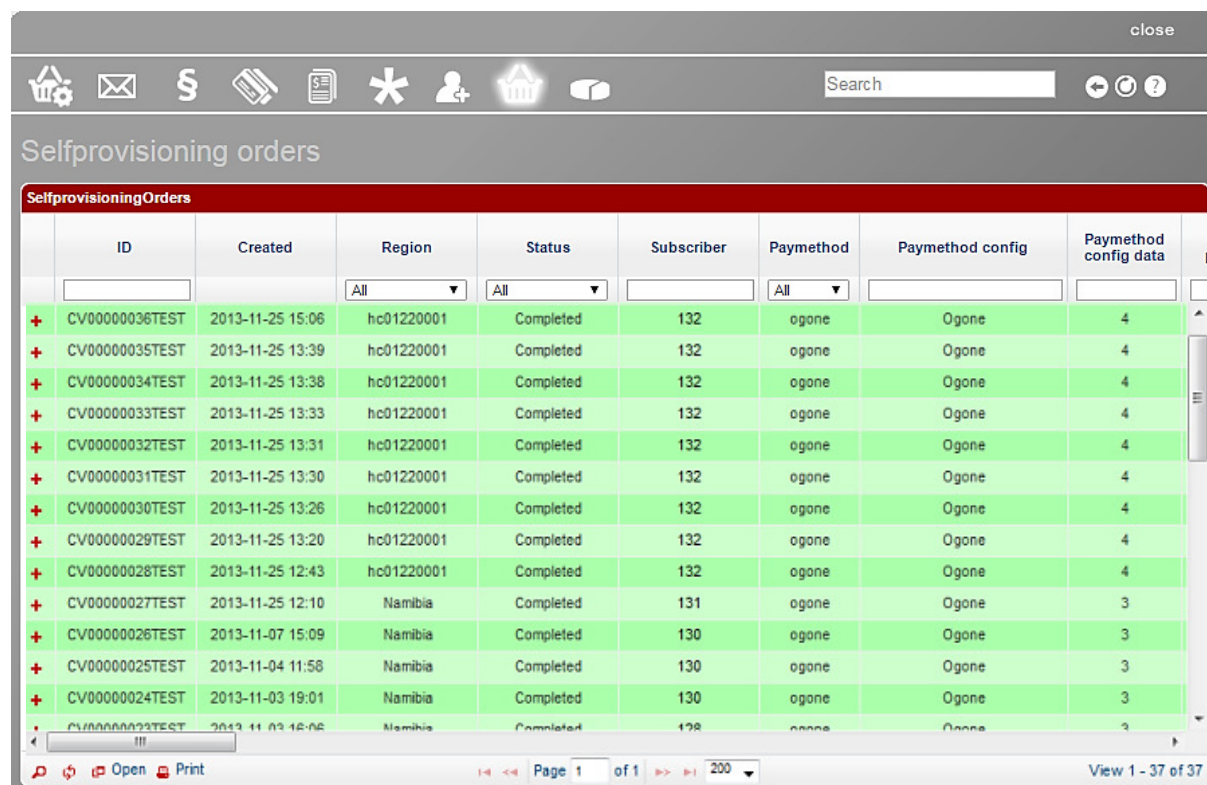
5.6.9.8 Selfprovisioning orders

If you click on the menu

Products – Selfprovisioning and then on the submenu



the window **Selfprovisioning orders** opens. In this window you can see a list of all orders made via the selfprovisioning portal.



The screenshot shows the 'Selfprovisioning orders' window. It features a search bar and a table of orders. The table has the following columns: ID, Created, Region, Status, Subscriber, Paymethod, Paymethod config, and Paymethod config data. The table contains 13 rows of data, all with a status of 'Completed'.

| ID | Created | Region | Status | Subscriber | Paymethod | Paymethod config | Paymethod config data |
|----------------|------------------|------------|-----------|------------|-----------|------------------|-----------------------|
| CV00000036TEST | 2013-11-25 15:06 | hc01220001 | Completed | 132 | ogone | Ogone | 4 |
| CV00000035TEST | 2013-11-25 13:39 | hc01220001 | Completed | 132 | ogone | Ogone | 4 |
| CV00000034TEST | 2013-11-25 13:38 | hc01220001 | Completed | 132 | ogone | Ogone | 4 |
| CV00000033TEST | 2013-11-25 13:33 | hc01220001 | Completed | 132 | ogone | Ogone | 4 |
| CV00000032TEST | 2013-11-25 13:31 | hc01220001 | Completed | 132 | ogone | Ogone | 4 |
| CV00000031TEST | 2013-11-25 13:30 | hc01220001 | Completed | 132 | ogone | Ogone | 4 |
| CV00000030TEST | 2013-11-25 13:26 | hc01220001 | Completed | 132 | ogone | Ogone | 4 |
| CV00000029TEST | 2013-11-25 13:20 | hc01220001 | Completed | 132 | ogone | Ogone | 4 |
| CV00000028TEST | 2013-11-25 12:43 | hc01220001 | Completed | 132 | ogone | Ogone | 4 |
| CV00000027TEST | 2013-11-25 12:10 | Namibia | Completed | 131 | ogone | Ogone | 3 |
| CV00000026TEST | 2013-11-07 15:09 | Namibia | Completed | 130 | ogone | Ogone | 3 |
| CV00000025TEST | 2013-11-04 11:58 | Namibia | Completed | 130 | ogone | Ogone | 3 |
| CV00000024TEST | 2013-11-03 19:01 | Namibia | Completed | 130 | ogone | Ogone | 3 |
| CV00000023TEST | 2013-11-03 18:06 | Namibia | Completed | 128 | ogone | Ogone | 3 |

The table has following columns:

ID: order ID

Created: date and time at which a subscriber made his order.

Region: region where the order has come from.

Status: status of the order.

There are 4 different status states:

- **Pending:** this state is possible mainly in case of orders with a manual pay method (on pay methods see chapter 5.6.9.4). It means that the order is accepted, but nothing is done yet to carry it out. The orders with this state are displayed in yellow.
- **Authorized:** this state is possible for orders with manual and ogone pay methods (see chapter 5.6.9.4). It means that the order is carried out (items are assigned to a subscriber in Cable View, an invoice is sent, a set up box can be sent if ordered and a subscriber can watch the ordered products), but a subscriber has not paid yet.
- **Completed:** this status means the order is carried out and paid.



Orders with an authorized or completed status are displayed in green.

- **Canceled:** orders with this status are cancelled. They are displayed in red.

Note: If a subscriber is not registered in the system anymore, his orders are displayed in blue.

Subscriber: subscriber ID

Paymethod: pay method used for this order (on pay methods see chapter 5.6.9.4).

Paymethod config: an internal name of the pay method (to see in the window **Paymethods** in the column **Name**; see chapter 5.6.9.4).

Paymethod config data: here you can see the ID of payment configuration data from the lower table in the window **Paymethods** (see chapter 5.6.9.4). So you can see under this ID there according to which conditions the order was made.

Optional packages: here you can see what optional packages are included in the order. Optional packages are those ones that a subscriber can select himself out of multiple options.

Correctness confirmed: this column is checked if the subscriber has confirmed the correctness of his order before sending it. The confirmation text has always to be checked before an order can be sent. So normally it should always be checked in the table.

I have checked all information I have made above for correctness.

Confirmed legal texts: a list of legal texts that a subscriber confirmed before sending the order.

Unconfirmed legal texts: a list of legal texts that a subscriber DID NOT confirm before sending the order.

Total: total amount of the order

Taxless total: net amount of the order

Offer:

- **Offer ID:** ID of the offer ordered
- **Product ID:** ID of the ordered product
- **Product Name:** internal name of the ordered product (to find in the window **Product list** described in 5.6.3)
- **Item Data ID:** here you can see the ID of the ordered item from the lower table in the window **Items** (see chapter 5.6.8.4). You can see the item parameters under this ID there.
- **Item Name:** here you can see the name of the item the way it is displayed in the self-provisioning portal. The name is taken from the column **Display name** in the window **Items** (see chapter 5.6.8.4).
- **Has device:** a device is also ordered in this order. If it is the case, then the column **Device** appears in this table (see below).


SN: device serial number. It is the number shown in the window **Product orders** (see chapter 5.4.5.5) that should be entered by the operator before sending the device.

Device: The undercolumns of this section are the same as in the column **Offer** (described above). They give the same information about the device offer.

Billing address: In the undercolumns of this section you see the billing address data such as the name of the addressee, his address and possible additional information.

Delivery address: here you can see the delivery address data such as the name of the addressee, his address and possible additional information.

Modified: the date of the last change.

If you click on the *plus* button  at the beginning of a row, then all transactions made for the order in this row will be shown. Transactions for each order are gathered from the table in the window **Transactions**. A description of transaction parameters is to find in chapter 5.6.9.9.

The functions of the icons at the top of the window **Selfprovisioning orders** are described in chapter **Fejl!**
Henvisningskilde ikke fundet..

The functions of the icons at the left bottom of the table are described in chapter 5.6.2.

5.6.9.9 Transactions

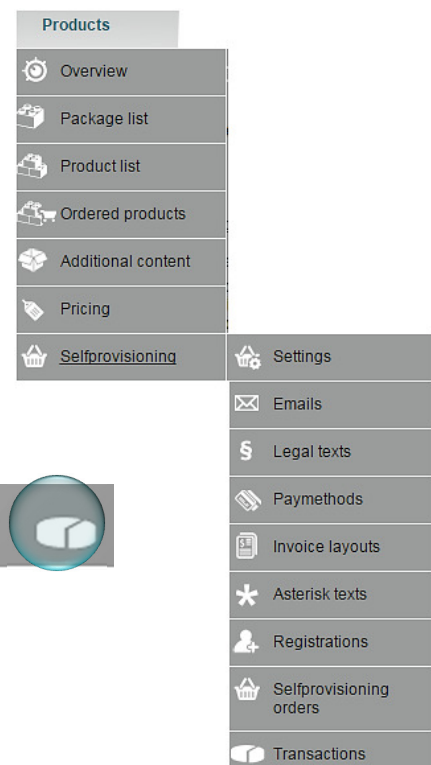
If you click on the menu

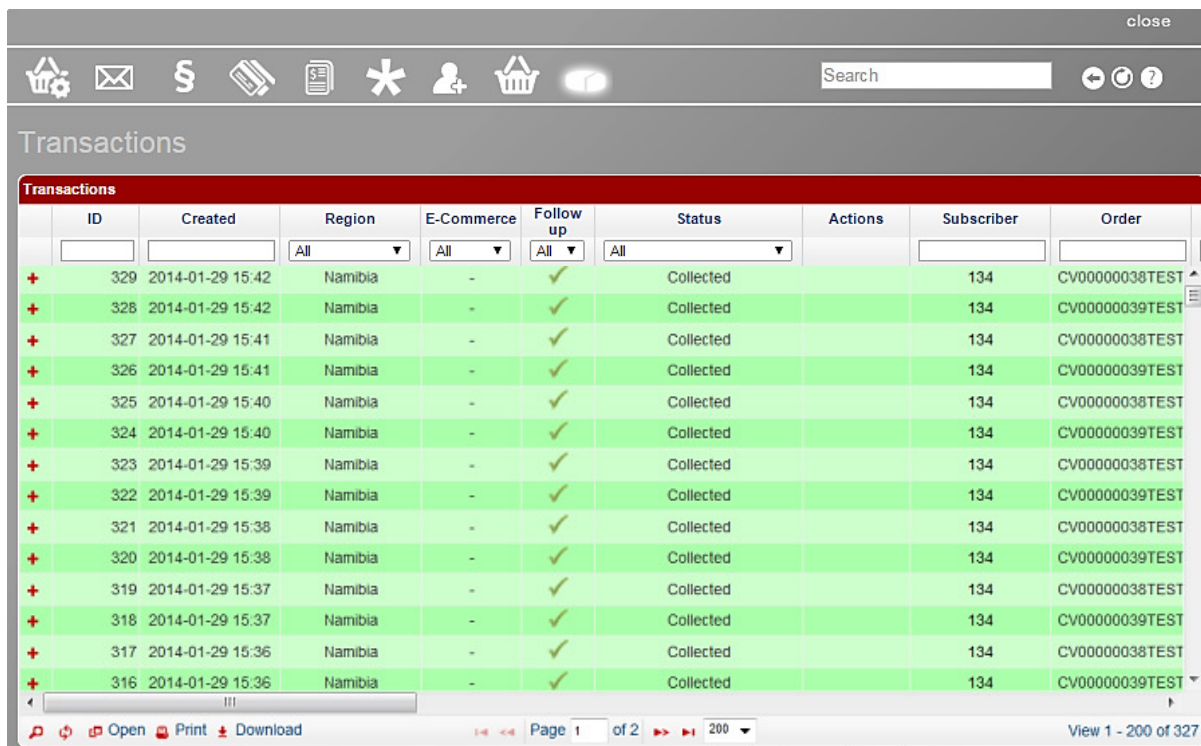
Products – Selfprovisioning and then on the submenu



the window **Transactions** opens.

In this window you can see a list of transactions executed via the selfprovisioning portal.





| ID | Created | Region | E-Commerce | Follow up | Status | Actions | Subscriber | Order |
|-----|------------------|---------|------------|-----------|-----------|---------|------------|----------------|
| 329 | 2014-01-29 15:42 | Namibia | - | ✓ | Collected | | 134 | CV00000038TEST |
| 328 | 2014-01-29 15:42 | Namibia | - | ✓ | Collected | | 134 | CV00000039TEST |
| 327 | 2014-01-29 15:41 | Namibia | - | ✓ | Collected | | 134 | CV00000038TEST |
| 326 | 2014-01-29 15:41 | Namibia | - | ✓ | Collected | | 134 | CV00000039TEST |
| 325 | 2014-01-29 15:40 | Namibia | - | ✓ | Collected | | 134 | CV00000038TEST |
| 324 | 2014-01-29 15:40 | Namibia | - | ✓ | Collected | | 134 | CV00000039TEST |
| 323 | 2014-01-29 15:39 | Namibia | - | ✓ | Collected | | 134 | CV00000038TEST |
| 322 | 2014-01-29 15:39 | Namibia | - | ✓ | Collected | | 134 | CV00000039TEST |
| 321 | 2014-01-29 15:38 | Namibia | - | ✓ | Collected | | 134 | CV00000038TEST |
| 320 | 2014-01-29 15:38 | Namibia | - | ✓ | Collected | | 134 | CV00000039TEST |
| 319 | 2014-01-29 15:37 | Namibia | - | ✓ | Collected | | 134 | CV00000038TEST |
| 318 | 2014-01-29 15:37 | Namibia | - | ✓ | Collected | | 134 | CV00000039TEST |
| 317 | 2014-01-29 15:36 | Namibia | - | ✓ | Collected | | 134 | CV00000038TEST |
| 316 | 2014-01-29 15:36 | Namibia | - | ✓ | Collected | | 134 | CV00000039TEST |

The table has following columns:

ID: transaction ID

Created: date and time of transaction

Region: a region the transaction was executed with.

E-commerce: this parameter is checked if a transaction was initialized by a subscriber via the selfprovisioning portal.

Follow up: follow up transaction is a transaction that follows the first transaction initialized through the order itself. A typical example for follow up transactions are monthly subscription payments that take place after the first transaction that was executed after the order.

Status: a transaction can have one of the following status types:

New: new transaction

Authorized: the order is executed, but the money is not collected yet.

Collected: money for the order was collected; the transaction is completed.

Canceled by user: transaction was cancelled by the subscriber

Waiting for authorization: system is waiting for authorization to execute the order

Authorization error: an error occurred in the authorization process

Authorization refused: authorization to execute the order was refused

Waiting for collection: system is waiting for collection of the money

Collection error: an error occurred in the collection process

Collection refused: collection of money was refused

Waiting for cancellation: the system is waiting for the previous action to be cancelled.

Cancellation refused: cancellation could not be executed




Cancellation error: an error occurred while cancellation

Canceled: transaction is cancelled



Transactions with an authorized or collected status are displayed in green in the table. Transactions with Waiting for-status are shown in yellow. Transactions with the status informing about cancellation, refusal or error are shown in red. Transactions cancelled by user are displayed in grey. If a subscriber is not registered in CAS Management anymore for unknown reasons, transactions with him are displayed in blue.

Actions: here you can see actions that can be executed by the operator in case of transactions with the manual pay method (see chapter 5.6.9.4). These are:

| Transactions | | | | | | | | | |
|--------------|------------------|-----------|------------|-----------|--------|---|------------|----------------|--|
| ID | Created | Region | E-Commerce | Follow up | Status | Actions | Subscriber | Order | |
| + 332 | 2014-02-28 18:24 | Südafrika | ✓ | - | New |    | 138 | CV00000042TEST | |

Cancel order



click on this icon to cancel the order

Authorize order



click on this icon if money is not paid yet, but the order is allowed to be executed for example a set top box can be sent

Complete order



click on this icon to let the system know that the money has been collected and the order can be completed



You do not need to execute all of these actions one after another, you should only execute those of them that you need.



Subscriber: subscriber ID

Order: order ID

Bill: bill number

Amount: transaction amount

Paymethod: pay method used for this transaction (see chapter 5.6.9.4)

Paymethod config: an internal name of the pay method (to see in the window **Paymethods** in the column **Name**; see chapter 5.6.9.4).

Paymethod config data: here you can see the ID of payment configuration data from the lower table in the window **Paymethods** (see chapter 5.6.9.4). So you can see there under this ID the pay method parameters for this transaction.


Authorized: this section is checked for all transactions that have been authorized once even if they have some other status at the moment.

Canceled: this section is checked in case of all transactions that have been cancelled.

Refused: this section is checked in case of all transactions that have been refused.

Completed: this section is checked in case of all transactions that are considered as completed regardless of their success.

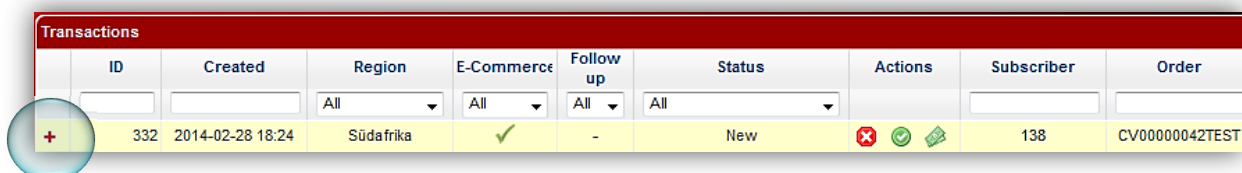
Error: the last error occurred.





Error message: error description (to see more details about the error click on the **plus** button ; more information about this below).


Last check: time and date of the last check made by the system if status of transactions with waiting for-status (see above) has changed.

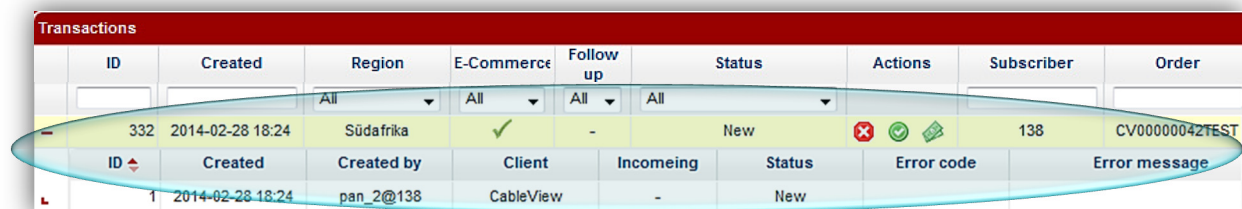
Authorization time: time of the transaction authorization.





Completion time: time and date when the transaction was completed (no matter with what result).



| ID | Created | Region | E-Commerce | Follow up | Status | Actions | Subscriber | Order | |
|---|---------|------------------|------------|-----------|--------|---------|---|-------|----------------|
|  | 332 | 2014-02-28 18:24 | Südafrika | ✓ | - | New |    | 138 | CV00000042TEST |

If you click on the **plus** button  at the beginning of a row, you can see more detailed information about every transaction (including details about errors). In case of transactions with ogone-pay method you see more details about payment process via Ogone. In case of transactions with manual pay method you can see the following detailed information:



| ID | Created | Region | E-Commerce | Follow up | Status | Actions | Subscriber | Order | |
|---|------------------|------------------|------------|-----------|--------|------------|---|-------|----------------|
|  | 332 | 2014-02-28 18:24 | Südafrika | ✓ | - | New |    | 138 | CV00000042TEST |
| ID | Created | Created by | Client | Incomeing | Status | Error code | Error message | | |
| 1 | 2014-02-28 18:24 | pan_2@138 | CableView | - | New | | | | |

ID: Transaction ID.

Created: date and time of transaction creation.

Created by: by whom the transaction was created.

Client: shows if the transaction data was created by the use of CAS Management or by an external program over API.

Incoming/ Outgoing: shows if a transaction data is incoming or outgoing from the perspective of CAS Management. Outgoing transaction data is data where CAS Management informs the others (for example, other billing systems or an operator) about the transaction (for example, in case of a new order as it is in our example in the screenshot above), incoming transaction data is data where CAS Management gets information from the others (these are normally all transactions except a new order; for example transaction data with the status Authorized or Collected is incoming).

Status: transaction status. Possible status types are described above.

Error code: error code if an error occurs.

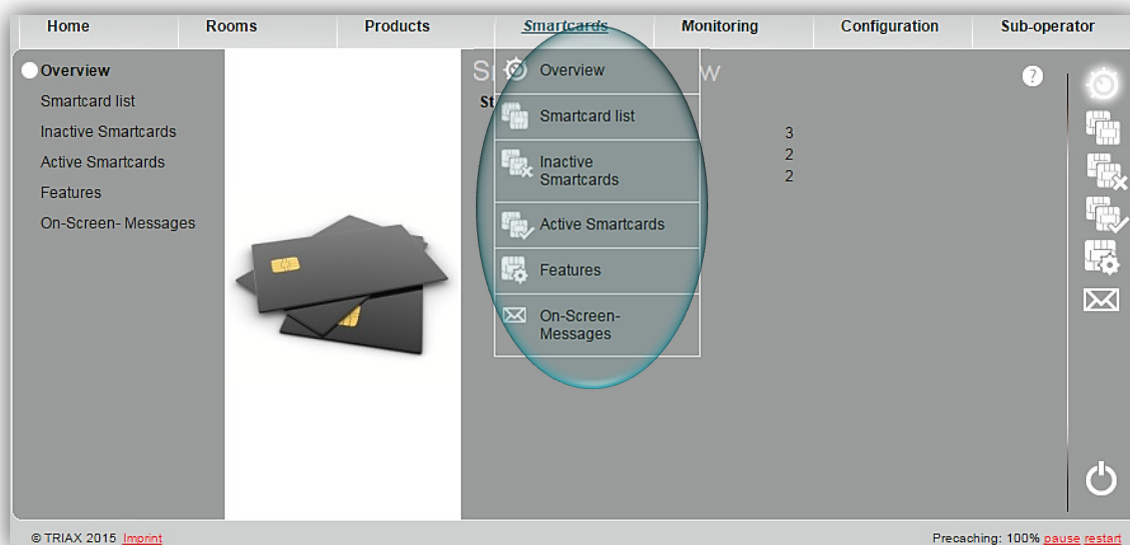
Error message: gives you more details about an error occurred.

The functions of the icons at the top of the window **Transactions** are described in chapter **Fejl!**
Henvisningskilde ikke fundet..

The functions of the icons at the left bottom of the table are described in chapter 5.6.2.

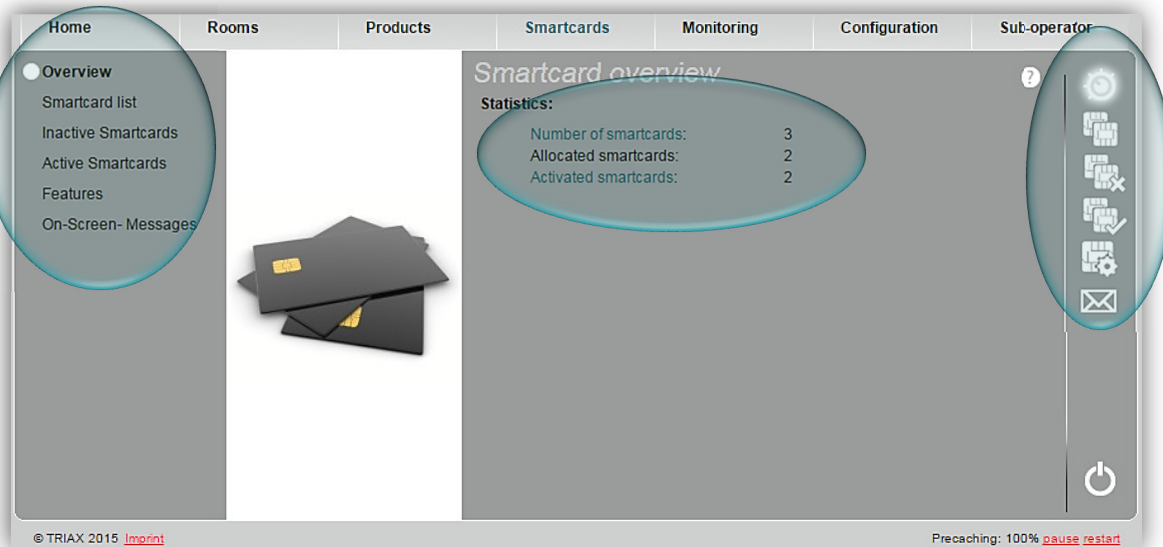
5.7 Smartcards menu

Here you can see all submenus of the **Smartcards** menu. In the following chapters you will find their description.



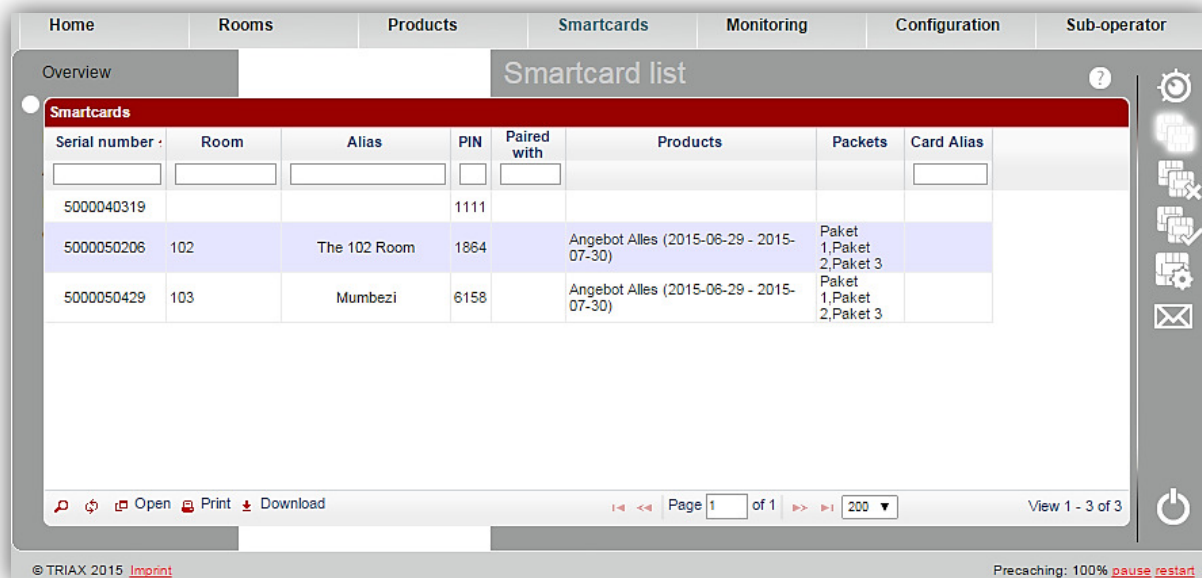
5.7.1 Overview

In this window you can see general statistics about your smartcards.



On the left you can see all submenus of the **Subscribers** menu. You can also reach the submenus by clicking on the proper button on the right. Each button means one submenu. Move the mouse pointer over a button to see which function it has.

5.7.2 Smartcard list



Here you can see the list of all your smartcards and some of their data such as serial number, first and last name of the subscriber, PIN number, with which set top box they are paired, if they are, and about products and packages of the smartcards.

If you click on the serial number of a smartcard then the **Features** window opens automatically where you can see the features of the selected smartcard (see chapter 5.7.5). By clicking on a subscriber's name you



will open the window **Subscriber data** where you can see subscriber data of the selected subscriber (see chapter 5.4.5.1).

5.7.3 Inactive Smartcards

This window has an identical structure to the **Smartcard list** window in **Smartcards** menu (see chapter 5.7.2) The only difference is that inactive smartcards only are shown in the table here.

5.7.4 Active Smartcards

This window has an identical structure to the **Smartcard list** window in **Smartcards** menu (see chapter 5.7.2). The only difference is that active smartcards only are shown in the table here.

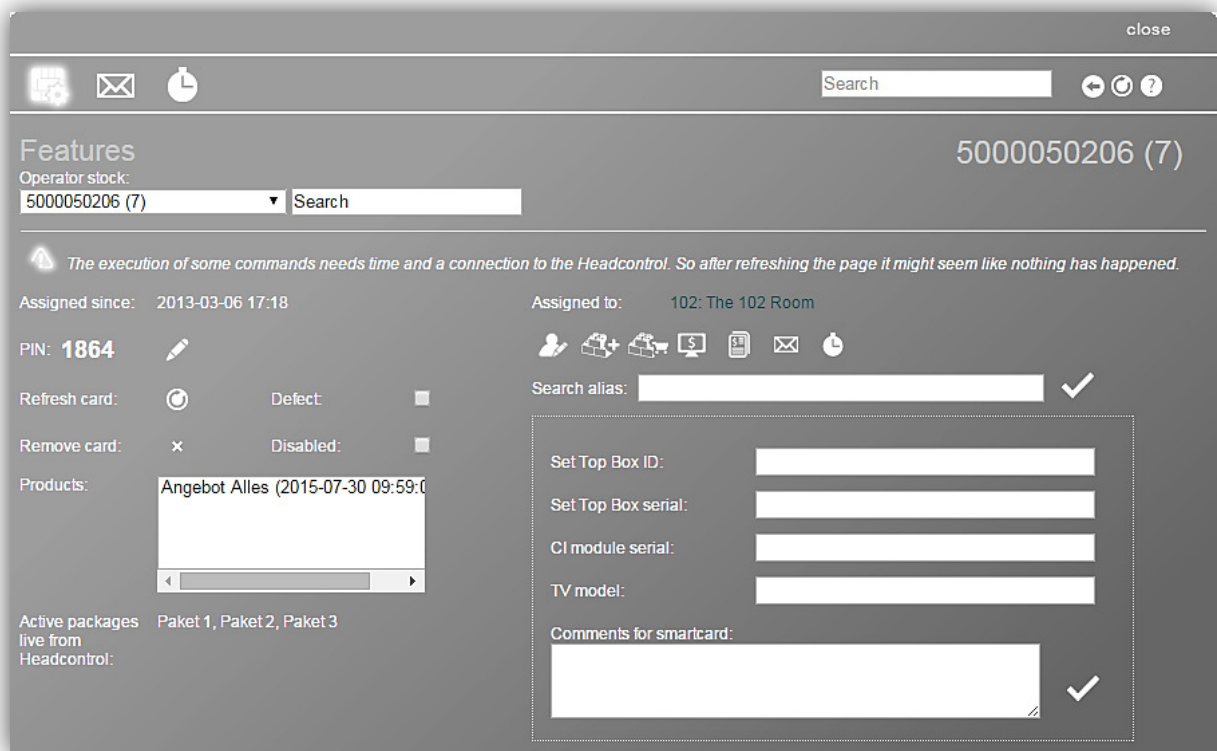


5.7.5 Features

In this window you can manage your smartcards. This window shows you the features of the selected smartcard.

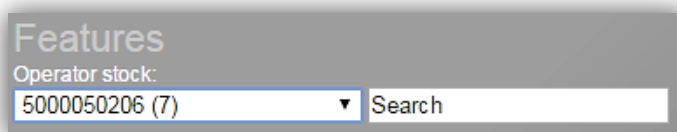
To select a smartcard you can click on the serial number of the smartcard in the **Smartcard list** (in **Smartcards** menu). The **Features** window opens then automatically and you will see the features of the selected smartcard.

If the **Features** window is already open and you want to find the smartcard you need, you can search for it in the search function at the top right of the **Features** window or in the special search function with some special features that you see right below the title **Features**.



Search function

There is also a detailed search function to search through the operator stock on smartcards here. To find a smartcard you need to enter its number completely or just some part of it into the right white field. You can also use symbols % and _ . % stands for unlimited number of figures and _ stands for exactly one figure. You can see all smartcards that match to your criteria in the drop down menu at the left if you unfold it. In the example below there are two smartcards found. Choose the one you need and the **Features** window will show you the features of this smartcard.



The **Features** window looks the following way, if you select a smartcard that is already assigned:



This icon has a function **Features** and is highlighted because the window “features” is already open.

This icon gets you to the window **Configurations** where you can set smartcard configurations (see chapter 5.7.6). Where is this function and icon ?



This icon gets you to the window **Management of On-Screen-Messages**. This window refers to the selected smartcard and not to a subscriber. That is why there is no option *Send to all smartcards of this subscriber*. Apart from that you can use the actual window as described in the chapter 5.7.7. The one more difference are the icons at the top of the window. They are the same as at the top of the **Features** window that is described in the actual chapter.



This icon gets you to the window **History** that shows you the history of changes made on the selected smartcard.

On the top right you see buttons for *Page back* and/or *Page forward*, *Refresh* and *Help* button where you can read how to use the actual window.

Below you can see the number of the selected smartcard.

On the left side below you see how long the smartcard has been assigned.



Change PIN of the smartcard. For that enter a new PIN in the white field on the right and press the small checkmark to save the new PIN.

Refreshes the card

Removes the card from the subscriber

You can mark the smartcard as defect or disabled, if you put a checkmark in the respective check box next to these terms.

In the large boxes below you can see products and active packages live from CAS-Server that belong to this smartcard. The products that are disabled (see chapter 5.4.5.5) are displayed in red.

On the right you see to what subscriber or room the smartcard is assigned to. Under this information you see several icons that refer **to this subscriber or room and not to the selected smartcard**. They get you quickly to the windows where you can work with the data of the subscriber or the room to which the selected smartcard is assigned to.

The icons get you to the following windows:



Subscriber data (see chapter 5.4.5.1)



Add order (see chapter 5.4.5.4)



Product orders (see chapter 5.4.5.5)



Pay-Per-View Events (see chapter 5.4.5.6)



Receipts (see chapter 5.4.5.8)



Management of On-Screen-Messages (see chapter 0)



History (see chapter 5.4.5.10)

In the field **Search alias** you can enter a search word of your choice that you can use to search for the smartcard later instead of using the smartcard number. Save this word by clicking on the checkmark.

Search alias: ✓

In the white fields below you can enter information about the set top box ID and others if you want to. Save your input by clicking on the checkmark.

Pairing function



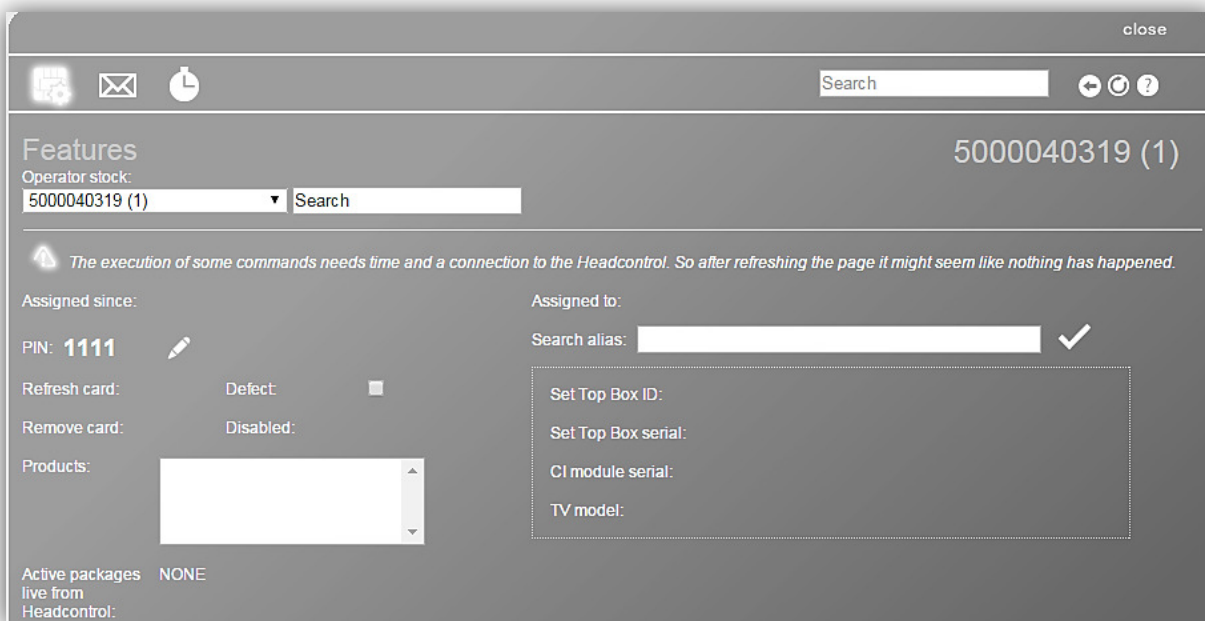
Note that if you want a smartcard to be paired with a Set Top Box then it is necessary that the Set Top Box ID is entered in the corresponding white field and saved. The Set Top Box ID must have 16 figures at least.



You can use for pairing only smartcards that have a smartcard number beginning with 1. So starting pairing select at first a smartcard with a smartcard number beginning with 1 from the drop down list above and then you can accomplish pairing as described below.

To pair the smartcard with the Set Top Box put a checkmark in the check box **Paired**. From now on the smartcard is restricted to work only in the specified Set Top Box. After you have done that, you cannot change the Set Top Box ID. If you want to do this you must cancel the pairing at first. For that click on the check box named **Paired** again and remove the checkmark.

The **Features** window looks the following way, if you select a smartcard that is not assigned yet:

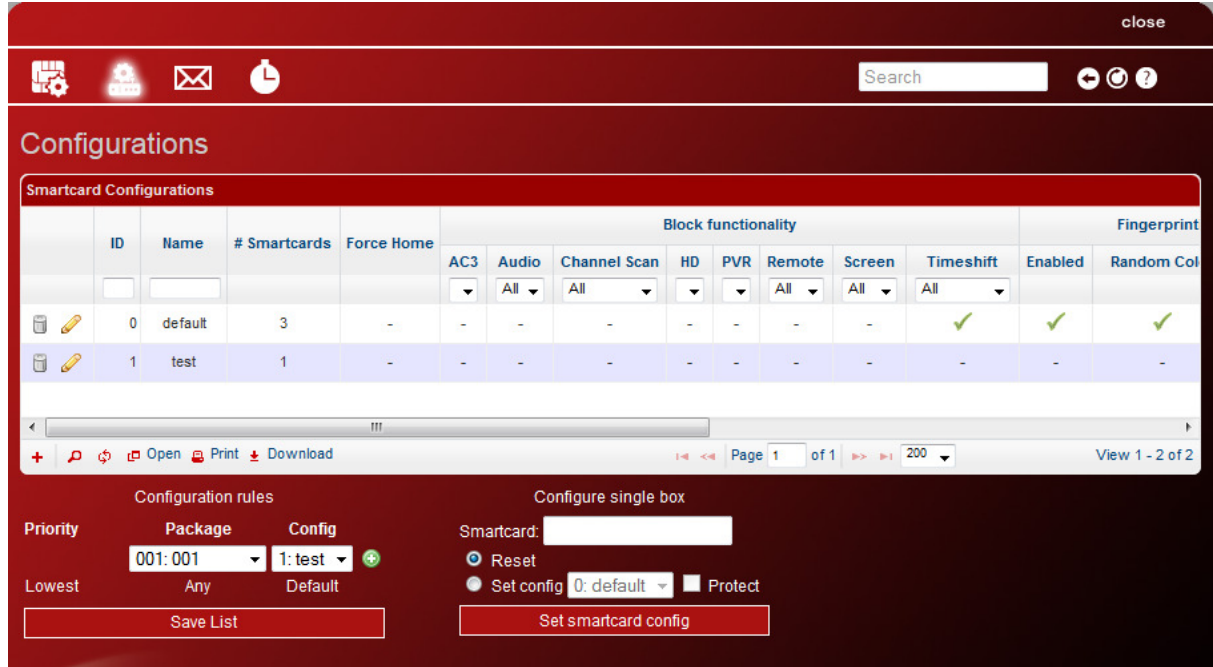


This window has fewer functions now. Use the left functions the way described above. You can for example mark a smartcard as defect or take this marking away or change the PIN.



5.7.6 Configurations

In this window you can create smartcard configurations and assign them to smartcards.



In the chart above you can create smartcard configurations.

You should always define a default smartcard configuration and can additionally define as many configurations as you want.

You can define the following configuration parameters in the chart:

ID: configuration ID

Name: configuration name

Smartcards: The number of smartcards using this configuration

Force Home: here you can define if the smartcard will be fixed to the defined home service/ information channel.

Block functionality: here you can turn on/off certain functionalities, such as:

AC3: Surround sound

Audio: Audio

Channel Scan: Channel scan

HD: HD quality channels

PVR: Recording

Remote: Remote control

Screen: Screen

Timeshift: Timeshift

Fingerprinting: here you can make settings for fingerprinting. If you enable fingerprinting, then the smartcard ID will be shown on the screen while watching.

Enabled: shows if fingerprinting is enabled

Random color: here you can set if the fingerprinting color should be a random color. If not checked, then the color will be the default color.

Position: here you can define the position of fingerprinting on the screen

Watermark mode: here you can activate/ deactivate a watermark mode. If you want to activate it, then you must select watermark information or covert watermarking.

Watermark information: in this mode a visible watermark will be shown on the screen while watching.

Position: here you can define the position of the watermark on the screen

Covert watermarking: in this mode a covert watermarking will be made.

Color: here you can define the color of the covert watermarking.

Transparency: here you can set the levels of watermarking transparency or choose no transparency.

Refresh: here you can define how often the watermarking will be refreshed.



Click on the *pencil* icon to edit the line.



Click on the *basket* icon to delete the entry.



You can see this icon only when you are editing a line. Press it if you want to discard your changes.



You can see this icon only when you are editing a line. Press it to save the changes you have made.



Adds a new smartcard configuration to the list. For that just enter the name of the smartcard configuration in the box that pops up and click on the *Submit* button to add a new configuration to the list or the *Cancel* button to cancel.

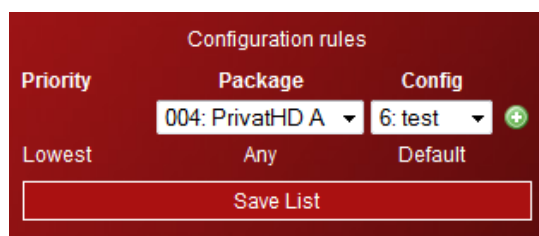



Download

By clicking on this icon you can download the content of the table in CSV format.

On functions of these icons    **Open**  **Print** see chapter 5.6.2.

At the bottom left you can see a section for configuration rules. If you already have several configurations in your configuration list, then you can define their priority and rules of using them by smartcards here.



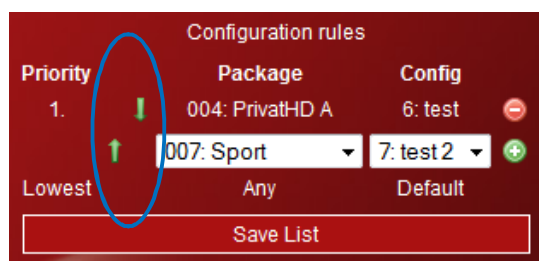
| Priority | Package | Config |
|----------|-----------------|---------|
| Lowest | 004: PrivatHD A | 6: test |
| | Any | Default |

Save List

Here you can select a package and then a smartcard configuration (Config) that should be used by a smartcard if it has the package.

By clicking on the *plus* icon  you can add a new rule.


If you have several rules in the list, you can change their priority by moving them in the list with the green arrows.



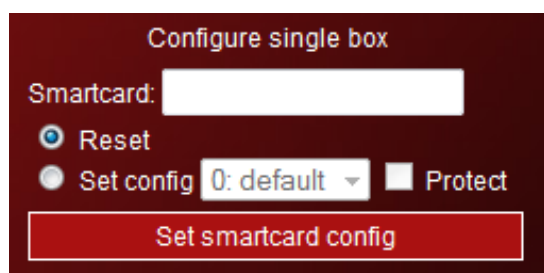
| Priority | Package | Config |
|----------|-----------------|----------|
| 1. | 004: PrivatHD A | 6: test |
| 7. | 007: Sport | 7: test2 |
| Lowest | Any | Default |

Save List

By clicking on the *minus* icon  you can delete a rule off the list.

If you are ready with rules configuration, click on the button  to save the rule list.

In the section at the right bottom you can configure special configuration rules for a single smartcard. In that case the smartcard follows its own rules and not the general rules that you have defined in the section **Configuration rules** for all smartcards.




Configure single box

Smartcard:

Reset

Set config Protect

Set smartcard config

For defining the specific configuration rule for a single smartcard enter the smartcard ID, select the option **Set config** and select what configuration the smartcard should have. Click on the button  to save the configuration.



Be aware, that if you set the configuration rule for a single smartcard the described way, then after every change in general configuration rules (section **Configuration rules**), the specific rule for the smartcard will be canceled and the smartcard will follow the new general rules. If you want to avoid this, check the option

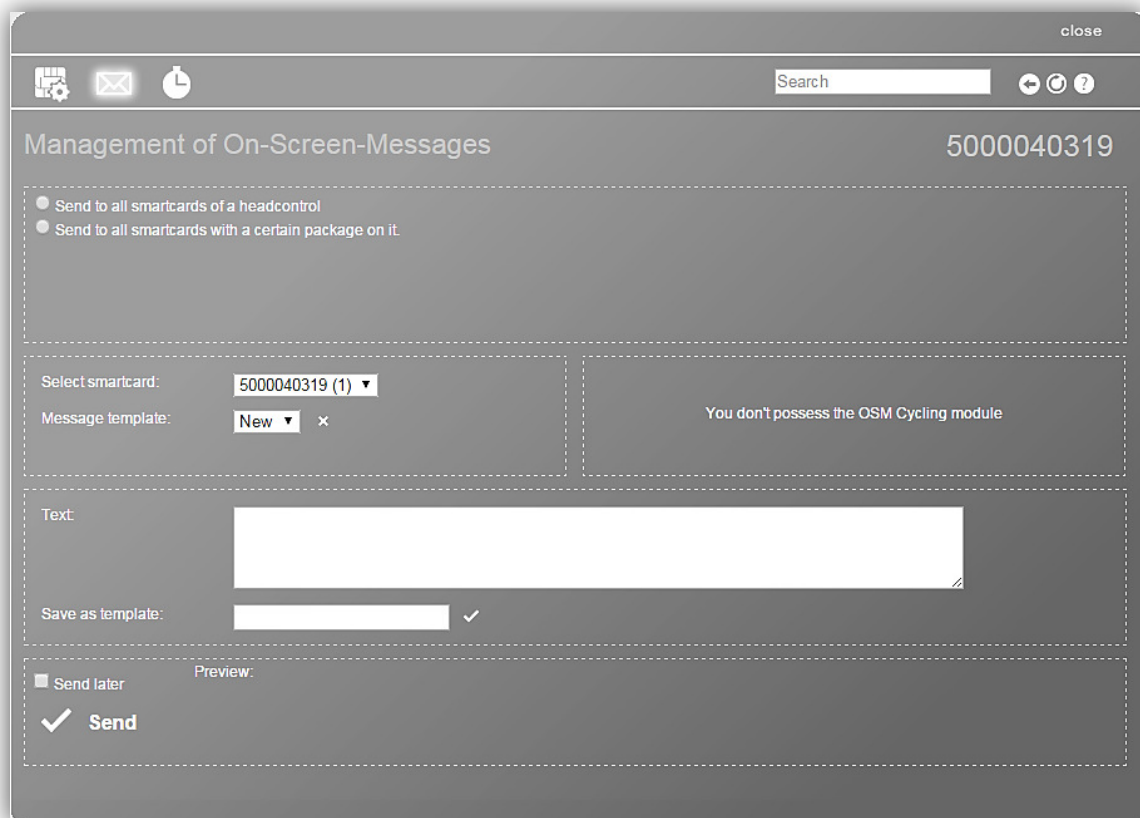
Protect **Protect** before you save the specific configuration rule and the smartcard will follow this rule until unprotected again.

If you want that the smartcard follows the general rules again, choose the option **Reset** **Reset** and click then on the button .

5.7.7 On-Screen-Messages

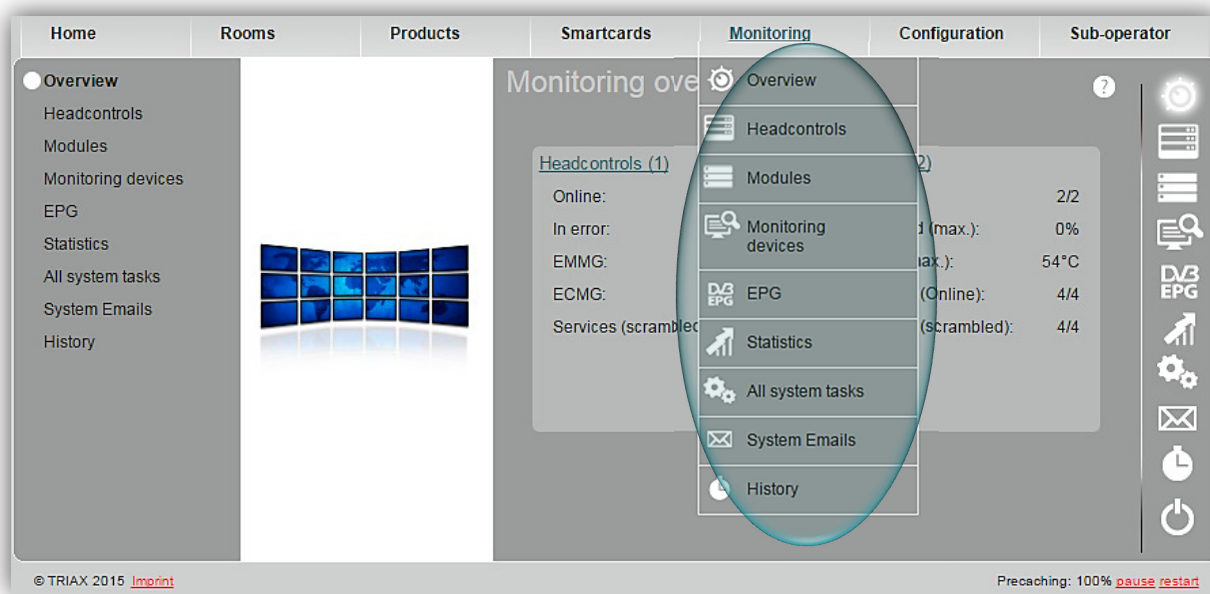
This window has almost identical structure as the **Management of On-Screen-Messages** window in **Subscribers** menu (see chapter 0).

But this window refers to the selected smartcard and not to a subscriber or a room. You can use the actual window as described in the chapter 0. The one more difference are the icons at the top of the window. They are the same as at the top of the **Features** window that is described in the chapter 5.7.5.



5.8 Monitoring menu

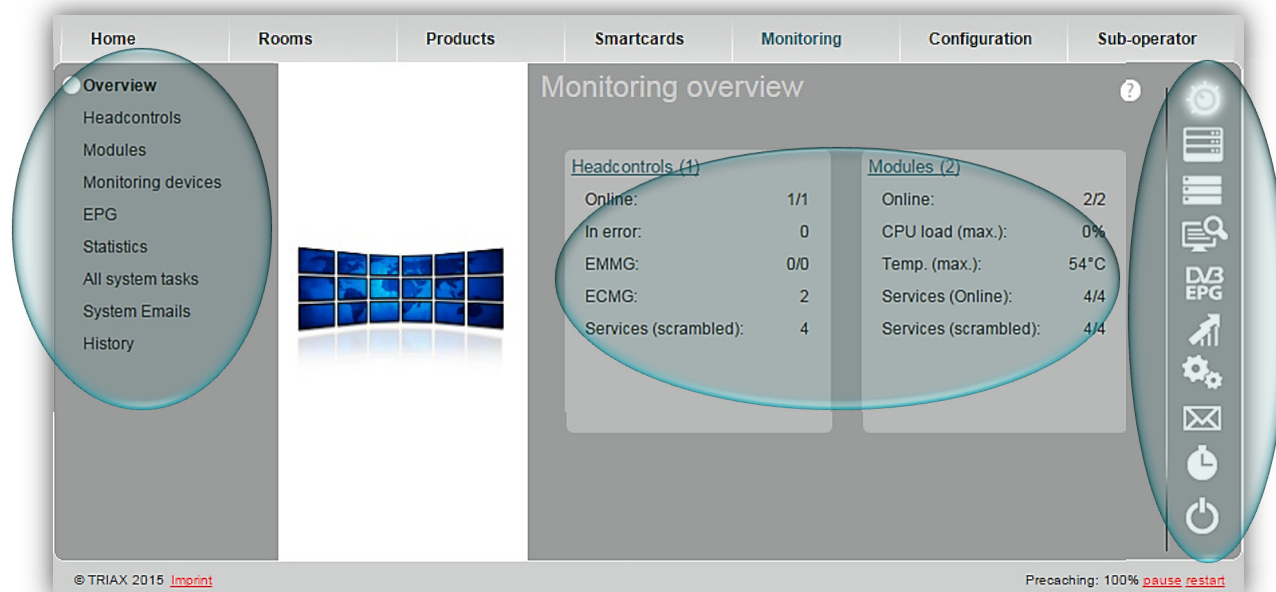
Here you can see all submenus of the **Monitoring** menu. In the following chapters you will find their description.



5.8.1 Overview

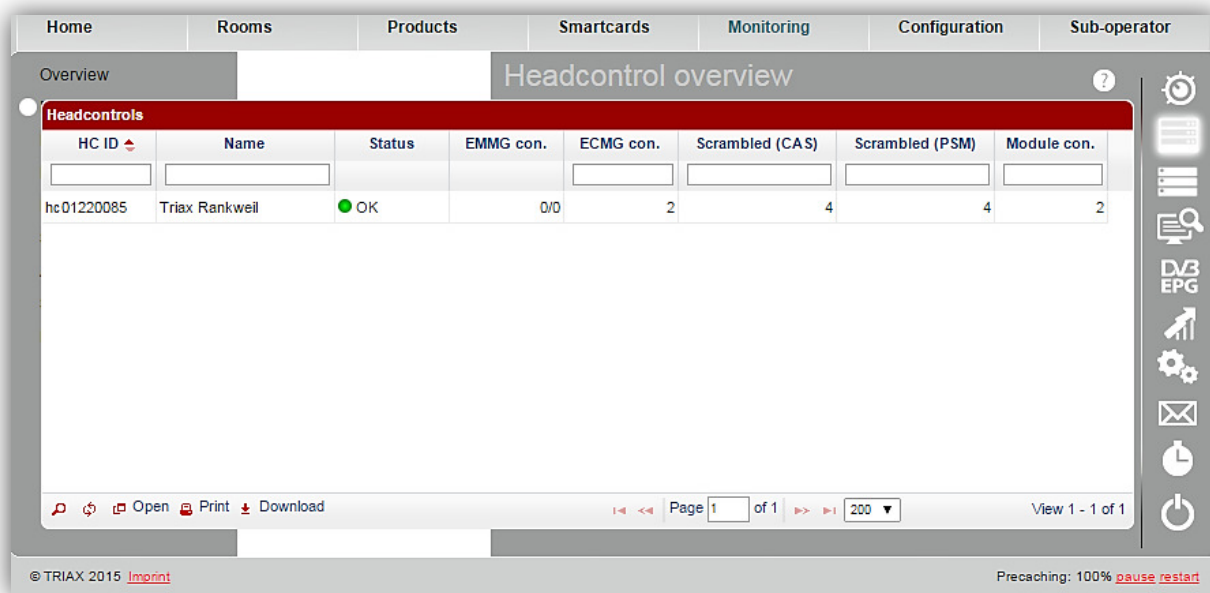
In this window you can see general statistics about your hardware. By clicking on links you will be forwarded to the windows with more detailed information.

You can also reach the submenus by clicking on the proper button on the right. Each button means one submenu. Move the mouse pointer over a button to see which function it has.



5.8.2 CAS-Servers

In this window you see a list of your CAS-Servers and their status.



Here you can see the CAS-Server ID, the name, its status (online/offline), the EMMG- and ECMG connections, scrambled services as well as module connections.

The white fields at the top of the chart are a filter where you can define what information you want to see.

To get more information about a CAS-Server, click on its ID. A new window named **CAS-Server details** pops up (see chapter 5.8.2.1).

5.8.2.1 CAS-Server details

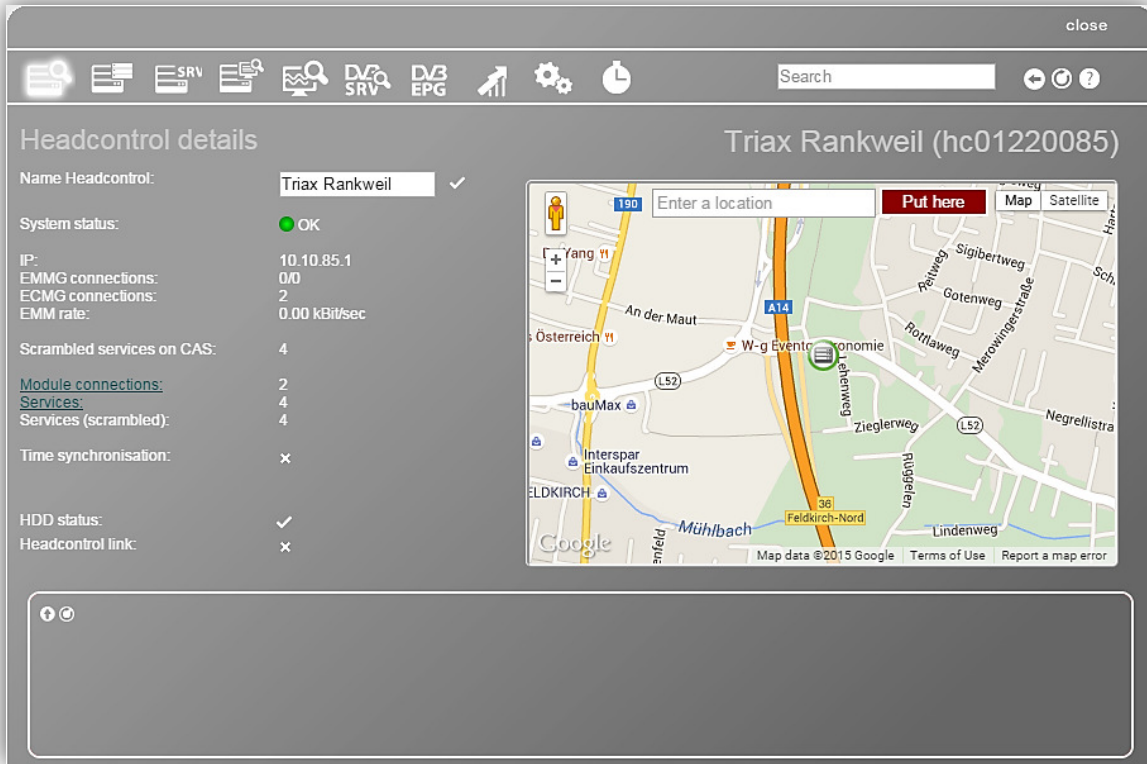
This window gives you additional information about the selected CAS-Server such as the EMM rate, time synchronization, HDD status, CAS-Server link and so on.

In the field *Name CAS-Server* you can change the CAS-Server name. To save it click the checkmark.

In the bottom part of the window all log entries are listed. To display more log entries click the arrow icon. To close the menu click the arrow again.

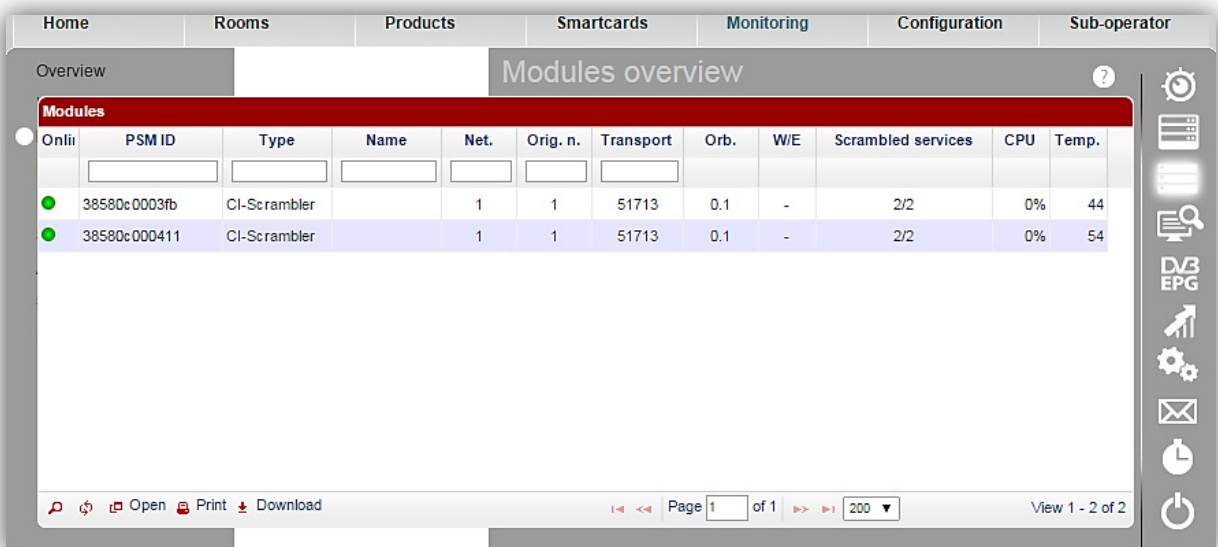
To stop loading log entries click the *refresh* icon . To start it again, click the *cross* icon .

In the map you can set the location of your CAS-Server (circled with green). First, type the address where you want to place your CAS-Server in the *google search field*. Click on *search*. The map does an update. Now you can drag and drop the CAS-Server to the desired spot. The new location of the CAS-Server is now set and saved. If you want to change it simply drag and drop the CAS-Server symbol to the location you want on the map.



5.8.3 Modules

This is a list of your modules and their status.



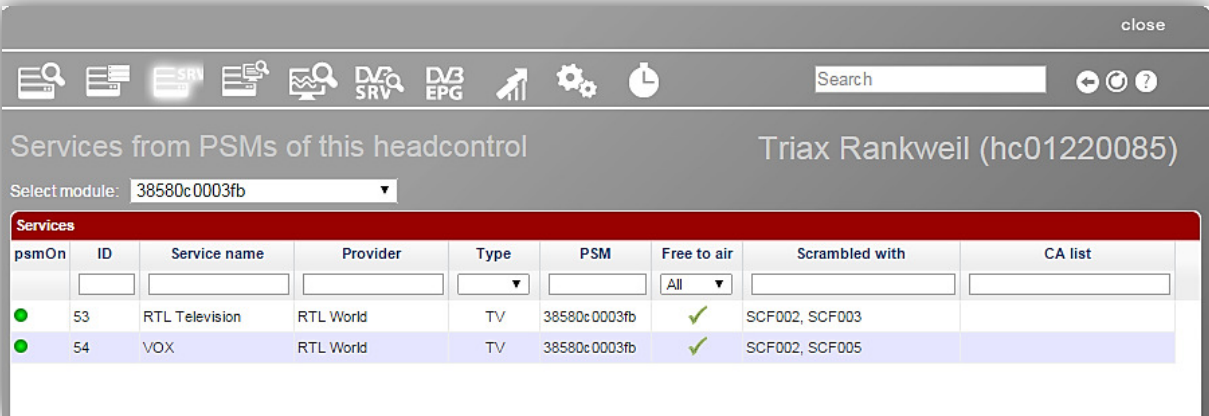
Here you can see information about the status of the modules, the PSM ID, module type, name, network ID, original network ID, transport stream ID, orbital position, west/east, scrambled services, CPU and temperature of the modules.

The white fields at the top of the chart are a filter where you can define what information you want to see.

By clicking on the PSM ID the following window pops up (see chapter 5.8.3.1).

5.8.3.1 Services from PSMs of this CAS-Server

This window contains all services found by our TRIAX Scrambling Modules (PSM). This view is obsolete if you use other third party modules.



| psmOn | ID | Service name | Provider | Type | PSM | Free to air | Scrambled with | CA list |
|-------|----|----------------|-----------|------|--------------|-------------------------------------|----------------|---------|
| | 53 | RTL Television | RTL World | TV | 38580c0003fb | <input checked="" type="checkbox"/> | SCF002, SCF003 | |
| | 54 | VOX | RTL World | TV | 38580c0003fb | <input checked="" type="checkbox"/> | SCF002, SCF005 | |

Important fields are:

- **Online:**
 - = CAS-Server & PSM are online.
 - = PSM is online, but CAS-Server not.
 - = PSM is offline.
- **Service Name:** The name of the service
- **Provider:** The service provider, if any.
- **Type:** Which kind of Service this is.
- **PSM:** The Serial number of the PSM module that found the service
- **Free to air:** If checked, this service is not scrambled
- **Scrambled with:** Which packages can descramble this service
- **CA list:** If this service is scrambled by a third party.



5.8.4 Monitoring devices


This is a list of general information of your monitoring devices.

The screenshot shows the 'Monitoring devices' page in the TRIAX Subscriber Management system. The page has a navigation bar with tabs: Home, Rooms, Products, Smartcards, Monitoring (selected), Configuration, and Sub-operator. Below the navigation bar is a breadcrumb trail: Overview > monitoringdevices. The main content area is a table titled 'Monitoring devices' with the following columns: HC ID, Host ID, Device ID, Status, Action, and Parameters. The table contains four rows of data, all with a status of 'OFFLINE'. The parameters for each device are listed in the 'Parameters' column.

| HC ID | Host ID | Device ID | Status | Action | Parameters |
|------------|------------|-----------|---------|--------------|---|
| hc01220001 | md01110004 | 0 | OFFLINE | scanning | Symbol Rates: 5217/6900 QAM: 64/256 Frequency: 306 - 858 Step: 1 |
| hc01220001 | md01110004 | 1 | OFFLINE | scanning | Symbol Rates: 5217/6900 QAM: 64/256 Frequency: 306 - 858 Step: 1 |
| hc01220001 | md01110009 | 0 | OFFLINE | rescrambling | Network: 133 Transport: 6 CA: 0x24981 |
| hc01220001 | md01110009 | 1 | OFFLINE | scanning | Symbol Rates: 5217/6900 QAM: 64/256 Frequency: 306 - 858 Step: 1 |

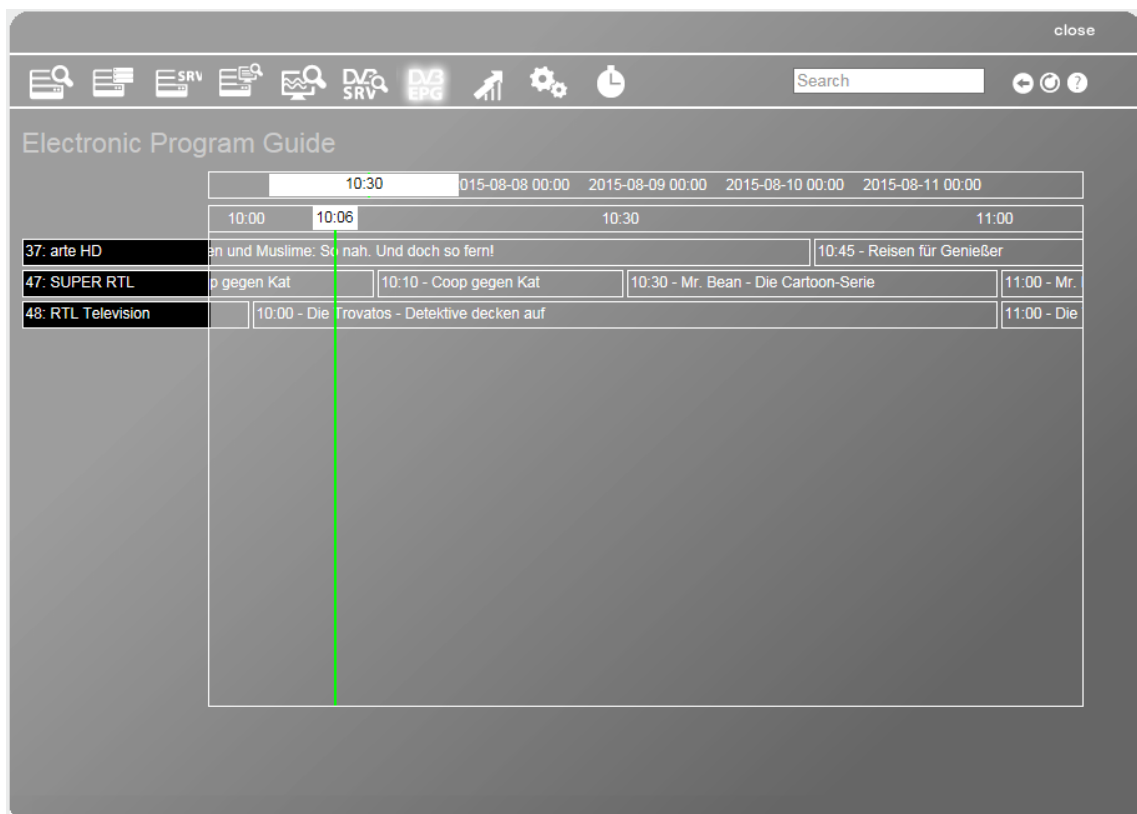
At the bottom of the table, there is a pagination control showing 'Page 1 of 1' and 'View 1 - 5 of 5'. The footer of the page contains the copyright information '© TRIAX 2015' and a 'Precaching: 100%' status with 'pause' and 'restart' buttons.

5.8.5 EPG

If you click the submenu **EPG** in the **Monitoring** menu or this icon  in a pop-up box, the **Electronic Program Guide** window opens.

In this window you see the program for the next 48 hours in the Electronic Program Guide (EPG). Above you see the date and time and on the left you see the services. You can get more information about the programs and services if you hover the mouse above them.

Above you see a date line and a time line. Click on a date you want and you get to the program of the selected day. Click in the time line at the right or at the left to scroll in the program. The green line shows you the actual time and running programs. During scrolling you can always return to the actual time by clicking on the green little line in the date line. The time in a white field that you see in the date line shows you the approximate time where you are in the program.



The icons above on the left have the following functions:



This icon gets you to the window **CAS-Server details** (see chapter 5.8.2.1). The window gives you additional information about the selected CAS-Server. To select a CAS-Server use the search function above or select a CAS-Server in the list in the window **CAS-Server overview** (see chapter **Fejl! Henvisningskilde ikke fundet**).



This icon gets you to the window **Module details**. This window has the same structure as the **Modules overview** window (see chapter 5.8.3), but it shows only modules of a selected CAS-Server.



This icon gets you to the window **Service details** (see chapter 5.8.3.1).



This icon gets you to the window **Monitoring devices**. This window has the same structure as described in chapter 0, but it shows only monitoring devices of a selected CAS-Server.



This icon gets you to the window **Found frequencies** (see chapter 5.8.6).



This icon gets you to the window **Found services** (see chapter 5.8.7).



This icon represents the **Electronic Program Guide** window and is highlighted because the window is already open.



This icon gets you to the window **Statistics** (see chapter 5.8.8).



This icon gets you to the window **All system tasks** (see chapter 5.8.9).



This icon gets you to the window **History** (see chapter 5.8.11).



5.8.6 Found frequencies

In this window you can see the frequencies found by the monitoring devices.

| Frequency | Number of services | Network ID | Transport ID | BER | SNR | Symbol rate | QAM | Orig. net. ID |
|-----------|--------------------|------------|--------------|------|-------|-------------|-----|---------------|
| 306 | 13 | 1 | 1089 | 0 | 63479 | 6900 | 256 | 1 |
| 330 | 7 | 1 | 10 | 0 | 63736 | 6900 | 256 | 70 |
| 370 | 27 | 53 | 1105 | 0 | 63993 | 6900 | 256 | 53 |
| 410 | 0 | 1 | 1 | 1728 | 57568 | 6900 | 256 | 1 |
| 418 | 7 | 3 | 1091 | 37 | 61937 | 6900 | 256 | 1 |
| 442 | 9 | 1 | 1 | 0 | 63479 | 6900 | 256 | 1 |

The table in the window gives information about each frequency, number of services that it has, network ID, transport ID, BER (*Bit Error Ratio*), SNR (*signal-to-noise ratio*), symbol rate, QAM and original network ID.

The white fields at the top of the chart are a filter where you can define what information you want to see.




5.8.7 Found services

In this window you can see the services that were found by the monitoring devices.

| Frequency | Service provider | Service ID | Service name | Service type | PMT PID | CA IDs |
|-----------|------------------|------------|----------------|--------------|---------|--------|
| 306 | RTL World | 12020 | RTL2 | 1 | 46 | 0x4afc |
| 306 | RTL | 12030 | RTL Living | 1 | 58 | 0xd05 |
| 306 | RTL World | 12003 | RTL Television | 1 | 44 | 0x4afc |
| 306 | RTL World | 12005 | RTL HB NDS | 1 | 55 | 0x4afc |
| 306 | RTL World | 12004 | RTL HH SH | 1 | 54 | 0x4afc |
| 306 | RTL World | 12006 | RTL FS | 1 | 56 | 0x4afc |
| 306 | CBC | 12095 | Channel Z1 ALT | 1 | 49 | 0x4afc |
| 306 | RTL World | 12090 | ntv | 1 | 48 | 0x4afc |
| 306 | RTL World | 12080 | Channel Z1 | 1 | 41 | 0x4afc |
| 306 | RTL | 12061 | VOX CH | 1 | 53 | 0x4afc |
| 306 | RTL World | 12060 | VOX | 1 | 47 | 0x4afc |
| 306 | RTL | 12041 | SUPER RTL CH | 1 | 52 | 0x4afc |
| 306 | RTL World | 12040 | SUPER RTL | 1 | 45 | 0x4afc |
| 330 | ProSiebenSat1 | 9 | kabel eins | 1 | 41 | null |
| 330 | ARD NDR | 57 | NJOY | 2 | 89 | null |
| 330 | ProSiebenSat1 | 10 | SXX | 1 | 42 | null |

The table in the window gives information about the frequency of each found service, service provider, service ID, service name and type, PMT (Program Map Table) PID and CA IDs. The white fields at the top of the chart are a filter where you can define what information you want to see.

The function of the icon  is the same as described in chapter 5.3.6.

On the top right of the window you see buttons for *Page back* and/or *Page forward*, *Refresh* and *Help* button where you can read how to use the actual window.

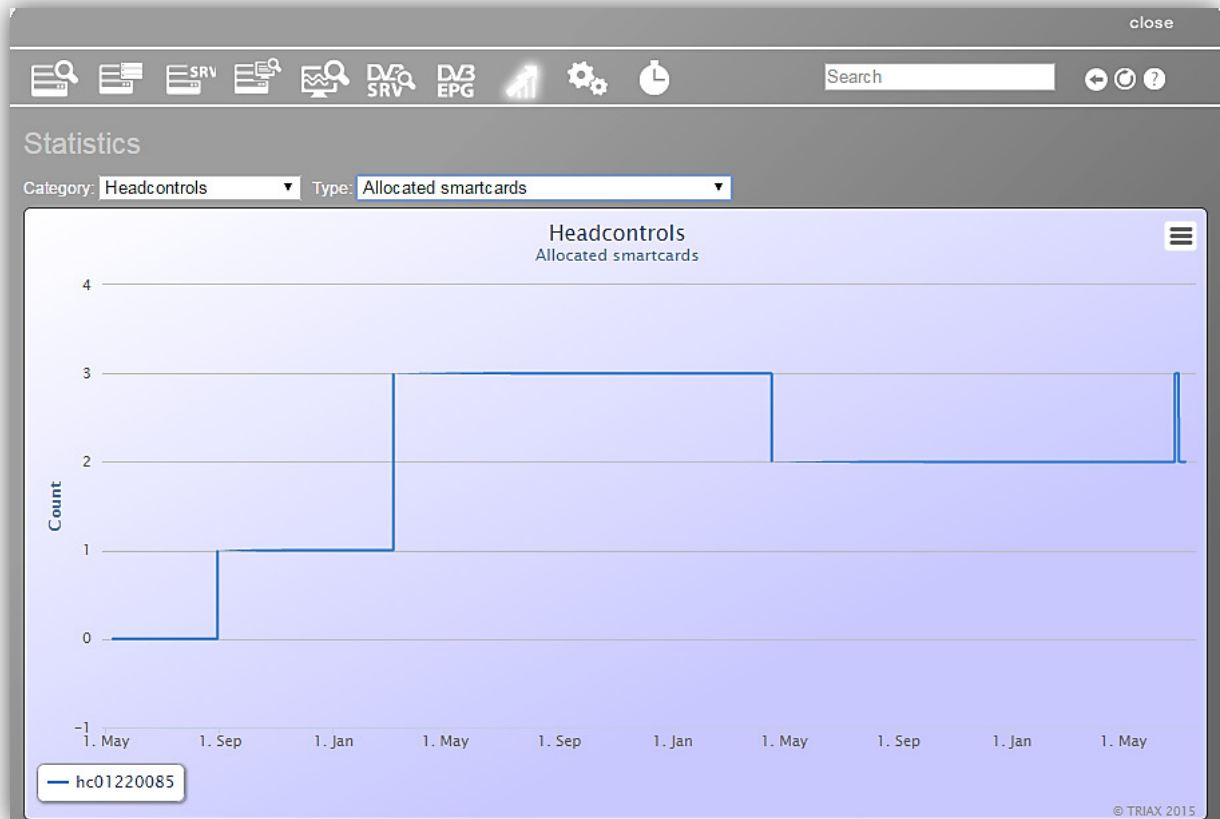
The icons in the left bottom corner have the same functions as described in chapter 5.3.6



5.8.8 Statistics

In this window you can see statistic information presented by graphs created according to parameters you enter. You can choose parameters in the two drop down menus at the top of the window and you will get the graph that shows you the information you need.

Here for example two parameters have been chosen – system and smartcards. So you can see here a graph that shows you statistics about the smartcards of the system.



If you hover the mouse above the graph you see the points where the new snapshot of data has been made and information about what this point shows. A snapshot of data takes normally place approximately every 30 minutes.

If you want you can hide the information you do not need in the graph by clicking on the respective description in the graph legend. Here for example if you click on *Allocated* below, then the information about allocated smartcards will not be represented in the graph any more and the graph will be accordingly adjusted. To show the allocated smartcards again click again on *Allocated* below.

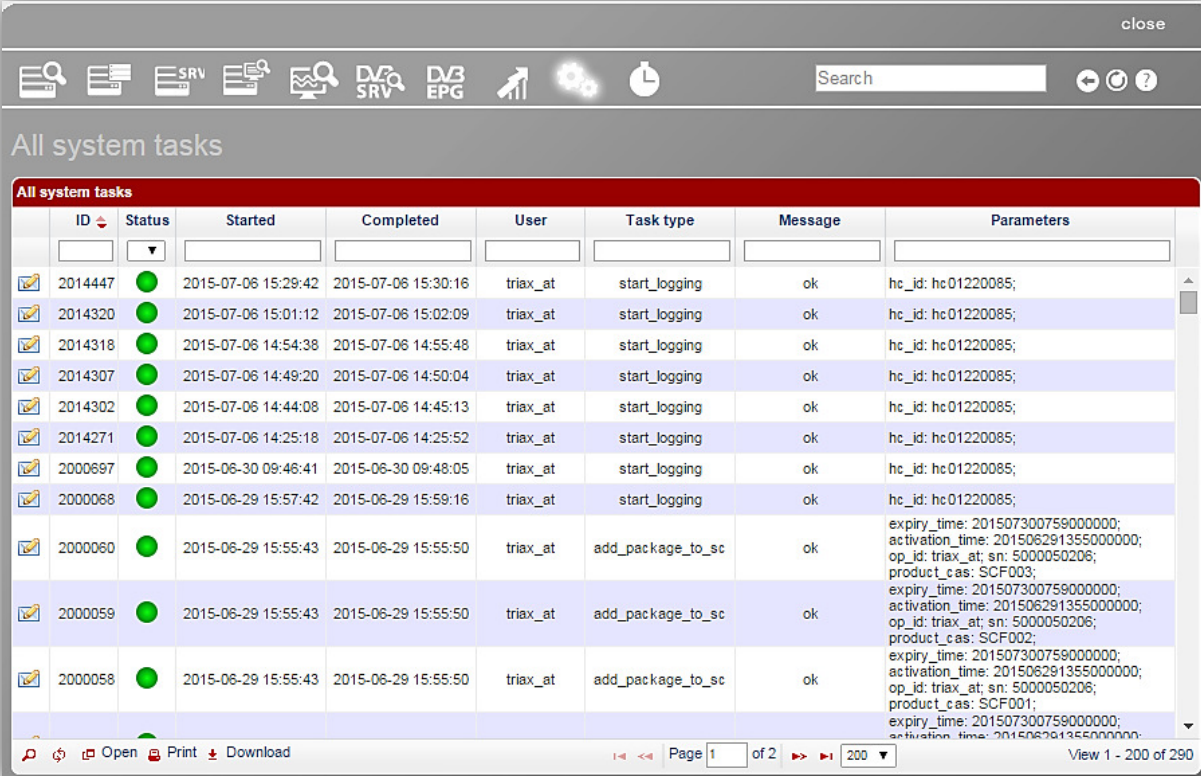
You can zoom a part of a graph if you want. For that mark a segment in the graph you want to be zoomed and it will be zoomed. To reset zoom click the button *Reset zoom*.

With this button  you can print the graph.

With this button  you can download the data in various formats.

5.8.9 All system tasks

This window shows you an overview of all system tasks. It has an identical structure as the **My system tasks** window (see chapter 5.3.8), but it shows all system tasks and not only yours.

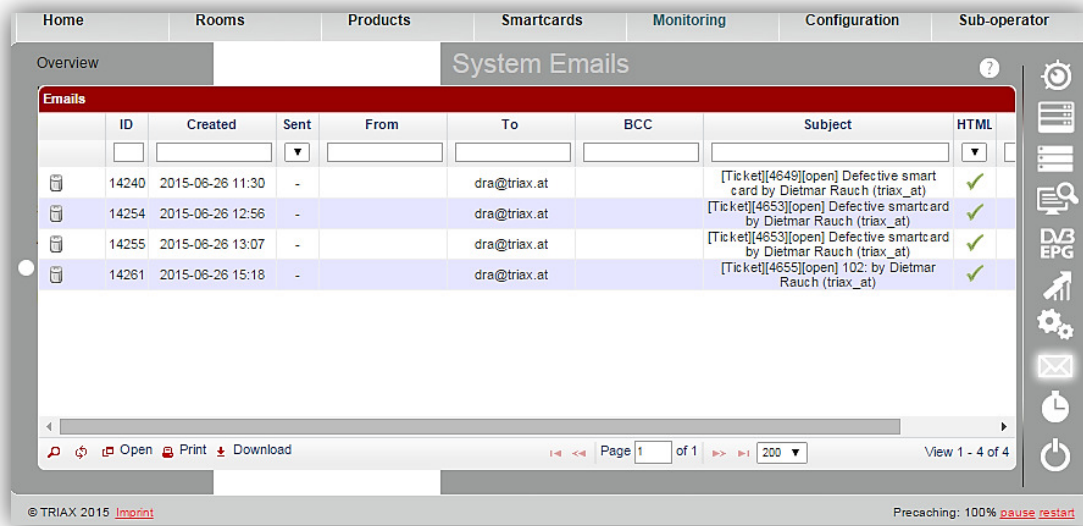


| ID | Status | Started | Completed | User | Task type | Message | Parameters |
|---------|--------|---------------------|---------------------|----------|-------------------|---------|--|
| 2014447 | ● | 2015-07-06 15:29:42 | 2015-07-06 15:30:16 | triax_at | start_logging | ok | hc_id: hc01220085; |
| 2014320 | ● | 2015-07-06 15:01:12 | 2015-07-06 15:02:09 | triax_at | start_logging | ok | hc_id: hc01220085; |
| 2014318 | ● | 2015-07-06 14:54:38 | 2015-07-06 14:55:48 | triax_at | start_logging | ok | hc_id: hc01220085; |
| 2014307 | ● | 2015-07-06 14:49:20 | 2015-07-06 14:50:04 | triax_at | start_logging | ok | hc_id: hc01220085; |
| 2014302 | ● | 2015-07-06 14:44:08 | 2015-07-06 14:45:13 | triax_at | start_logging | ok | hc_id: hc01220085; |
| 2014271 | ● | 2015-07-06 14:25:18 | 2015-07-06 14:25:52 | triax_at | start_logging | ok | hc_id: hc01220085; |
| 2000697 | ● | 2015-06-30 09:46:41 | 2015-06-30 09:48:05 | triax_at | start_logging | ok | hc_id: hc01220085; |
| 2000068 | ● | 2015-06-29 15:57:42 | 2015-06-29 15:59:16 | triax_at | start_logging | ok | hc_id: hc01220085; |
| 2000060 | ● | 2015-06-29 15:55:43 | 2015-06-29 15:55:50 | triax_at | add_package_to_sc | ok | expiry_time: 201507300759000000; activation_time: 201506291355000000; op_id: triax_at; sn: 5000050206; product_eas: SCF003; |
| 2000059 | ● | 2015-06-29 15:55:43 | 2015-06-29 15:55:50 | triax_at | add_package_to_sc | ok | expiry_time: 201507300759000000; activation_time: 201506291355000000; op_id: triax_at; sn: 5000050206; product_eas: SCF002; |
| 2000058 | ● | 2015-06-29 15:55:43 | 2015-06-29 15:55:50 | triax_at | add_package_to_sc | ok | expiry_time: 201507300759000000; activation_time: 201506291355000000; op_id: triax_at; sn: 5000050206; product_eas: SCF001; |



5.8.10 System Emails

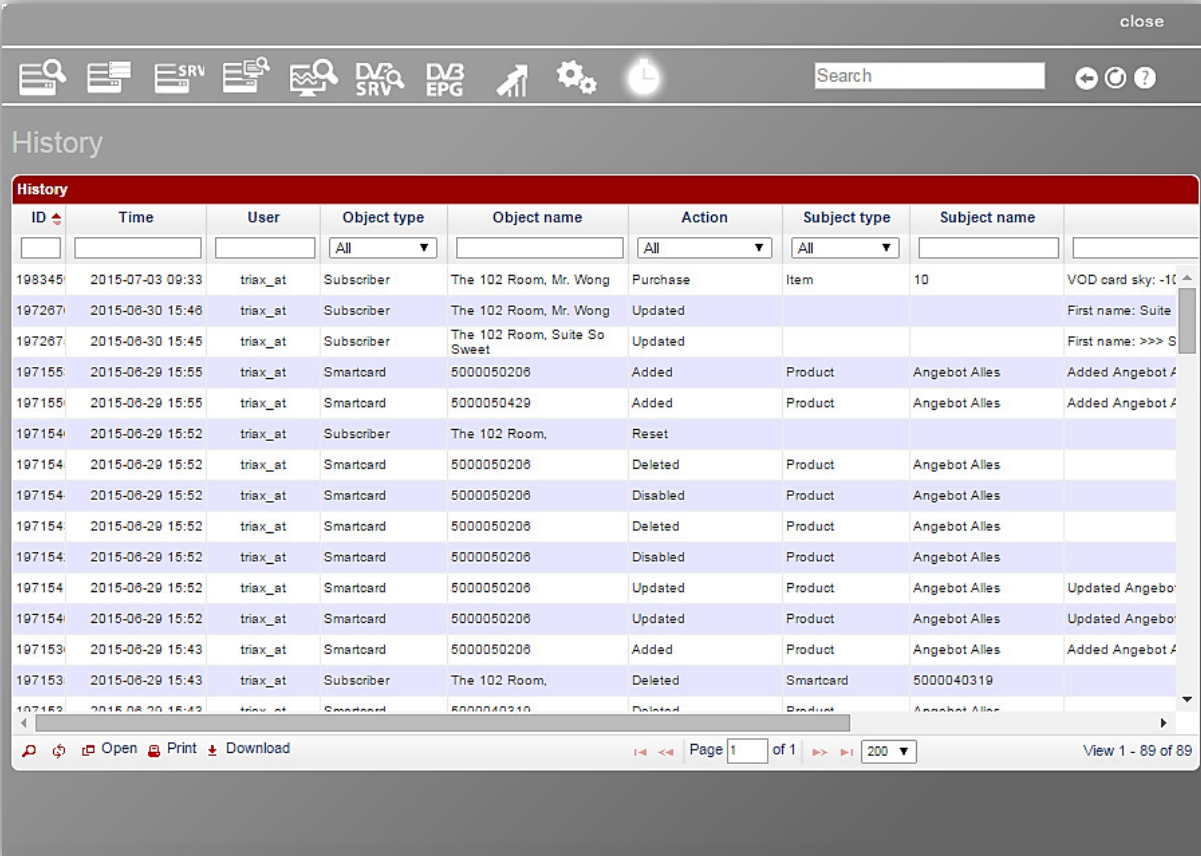
This window shows the list of all e-mails sent by the system.



The table provides following information about each e-mail: e-mail ID, when it was created, from which e-mail address and to which e-mail address it was sent, if it was sent, which addressees were included in the BCC list of the e-mail, what was the subject of the e-mail, if it was a HTML e-mail and if some errors occurred while sending the e-mail.

5.8.11 History

This window shows the global history of all subscribers and smartcards of the system. The table provides information about every action that took place, such as its ID, when it was performed, by what user, what was the object of the action and its name, what exactly was the action, what was the subject of the action and its name and also a short description of the action.



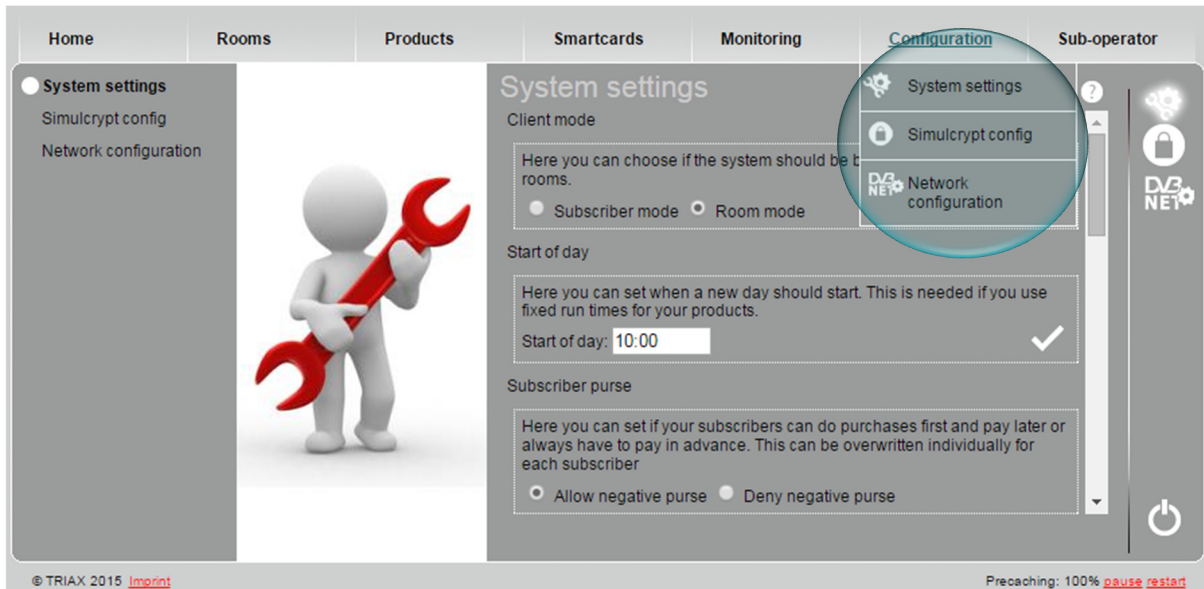
The screenshot shows a web application window titled "History" with a "close" button in the top right corner. The window contains a table with the following columns: ID, Time, User, Object type, Object name, Action, Subject type, Subject name, and a final column for a short description. The table lists various actions performed by the user "triax_at" on subscribers and smartcards. The interface includes a search bar, navigation icons, and a footer with "Page 1 of 1" and "View 1 - 89 of 89".

| ID | Time | User | Object type | Object name | Action | Subject type | Subject name | |
|--------|------------------|----------|-------------|------------------------------|----------|--------------|---------------|-------------------|
| 198345 | 2015-07-03 09:33 | triax_at | Subscriber | The 102 Room, Mr. Wong | Purchase | Item | 10 | VOD card sky: -10 |
| 197267 | 2015-06-30 15:46 | triax_at | Subscriber | The 102 Room, Mr. Wong | Updated | | | First name: Suite |
| 197267 | 2015-06-30 15:45 | triax_at | Subscriber | The 102 Room, Suite So Sweet | Updated | | | First name: >>> S |
| 197155 | 2015-06-29 15:55 | triax_at | Smartcard | 5000050206 | Added | Product | Angebot Alles | Added Angebot / |
| 197155 | 2015-06-29 15:55 | triax_at | Smartcard | 5000050429 | Added | Product | Angebot Alles | Added Angebot / |
| 197154 | 2015-06-29 15:52 | triax_at | Subscriber | The 102 Room, | Reset | | | |
| 197154 | 2015-06-29 15:52 | triax_at | Smartcard | 5000050206 | Deleted | Product | Angebot Alles | |
| 197154 | 2015-06-29 15:52 | triax_at | Smartcard | 5000050206 | Disabled | Product | Angebot Alles | |
| 197154 | 2015-06-29 15:52 | triax_at | Smartcard | 5000050206 | Deleted | Product | Angebot Alles | |
| 197154 | 2015-06-29 15:52 | triax_at | Smartcard | 5000050206 | Disabled | Product | Angebot Alles | |
| 197154 | 2015-06-29 15:52 | triax_at | Smartcard | 5000050206 | Updated | Product | Angebot Alles | Updated Angebo |
| 197154 | 2015-06-29 15:52 | triax_at | Smartcard | 5000050206 | Updated | Product | Angebot Alles | Updated Angebo |
| 197153 | 2015-06-29 15:43 | triax_at | Smartcard | 5000050206 | Added | Product | Angebot Alles | Added Angebot / |
| 197153 | 2015-06-29 15:43 | triax_at | Subscriber | The 102 Room, | Deleted | Smartcard | 5000040319 | |
| 197153 | 2015-06-29 15:43 | triax_at | Smartcard | 5000040319 | Deleted | Product | Angebot Alles | |



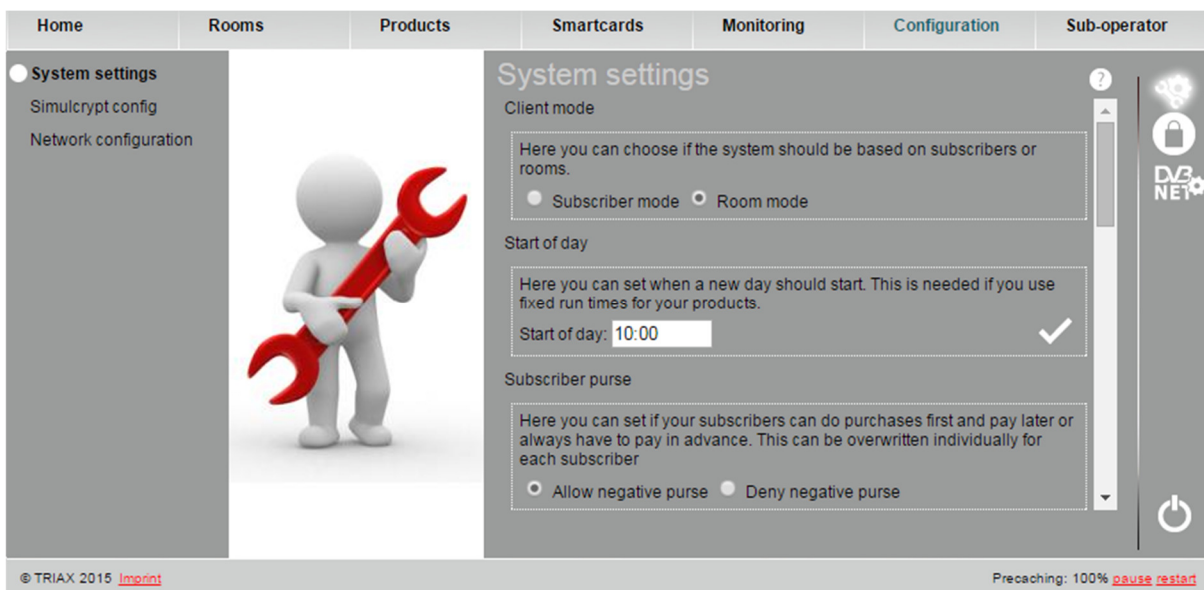
5.9 Configuration menu

Here you can see all submenus of the **Configuration** menu. In the following chapters you will find their description.



5.9.1 System settings

In this window you can define important system settings.

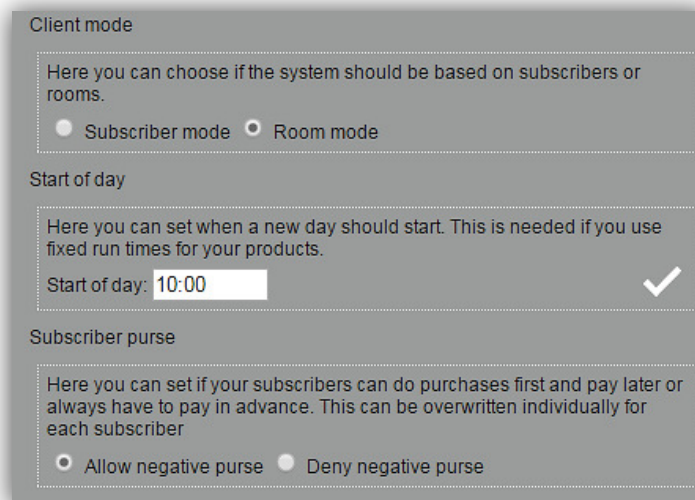


Client mode:

You have two options. You can choose between *subscriber mode* and *room mode*.

Subscriber mode: Modifications can be set individually for each smartcard paired to a room.

Room mode: Modifications will be set on all smartcards paired to a room. Meaning, each smartcard holds the same products and settings at any time.



Client mode

Here you can choose if the system should be based on subscribers or rooms.

Subscriber mode Room mode

Start of day

Here you can set when a new day should start. This is needed if you use fixed run times for your products.

Start of day: ✓

Subscriber purse

Here you can set if your subscribers can do purchases first and pay later or always have to pay in advance. This can be overwritten individually for each subscriber

Allow negative purse Deny negative purse

Start of day:

Here you can set at what time you would like to start the day. This is important when it comes to Pay-Per-View events. Click the checkmark to save your input.


Subscriber purse:

Here you can select if you allow or deny negative purse for subscribers if they want to purchase new items.

Allow negative purse: A subscriber can order new items even though he has not paid the previous receipt yet. His account can go in minus.

Deny negative purse: A subscriber has to put credit on his account before he can order new items, because he cannot go below 0,00 €. If there is not enough money on his account he cannot order items.



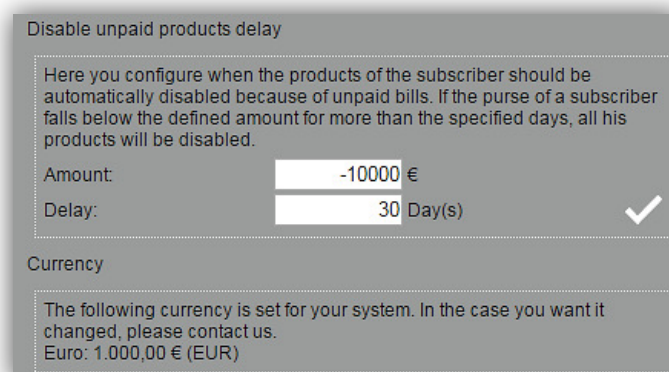
To overwrite the default setting for a specified subscriber, select him in the window **Subscriber management** (see chapter 5.4.2), click on this icon  to get to the window **Receipts** and select one of the options you want for the subscriber (see chapter 4.8):

Allow negative purse Deny negative purse System default

Disable unpaid products delay:

Here you can configure when the items of the subscriber should be automatically disabled because of unpaid bills.

Enter in the field **Amount** the amount the subscriber's purse is allowed to fall to (for example "- 100 €" means the subscriber's debts are allowed to reach one hundred euro). Enter in the field **Delay** an amount of days he is allowed to have debts that go beyond the sum set in the field **Amount**. If he still has the debts beyond the set limit



Disable unpaid products delay

Here you configure when the products of the subscriber should be automatically disabled because of unpaid bills. If the purse of a subscriber falls below the defined amount for more than the specified days, all his products will be disabled.

Amount: €

Delay: Day(s) ✓

Currency

The following currency is set for your system. In the case you want it changed, please contact us.
Euro: 1.000,00 € (EUR)

after this period of time is over, his items will be disabled.

After you have made these settings, click on the checkmark to save.

Currency

Here you can see which currency is set for your system and also an example how it is presented in CAS Management.

E-mail SMTP server:

Here you have to specify your SMTP server e-mail gateway. This is necessary for the system to send e-mails. Fill in the fields and click the checkmark to save.

E-mail SMTP server

Here you have to specify your SMTP server e-mail gateway. This is necessary for the system to send e-mails. This is used by the ticket system for example.

SMTP server:

Port:

Use SSL:

Anonymous login:

Username:

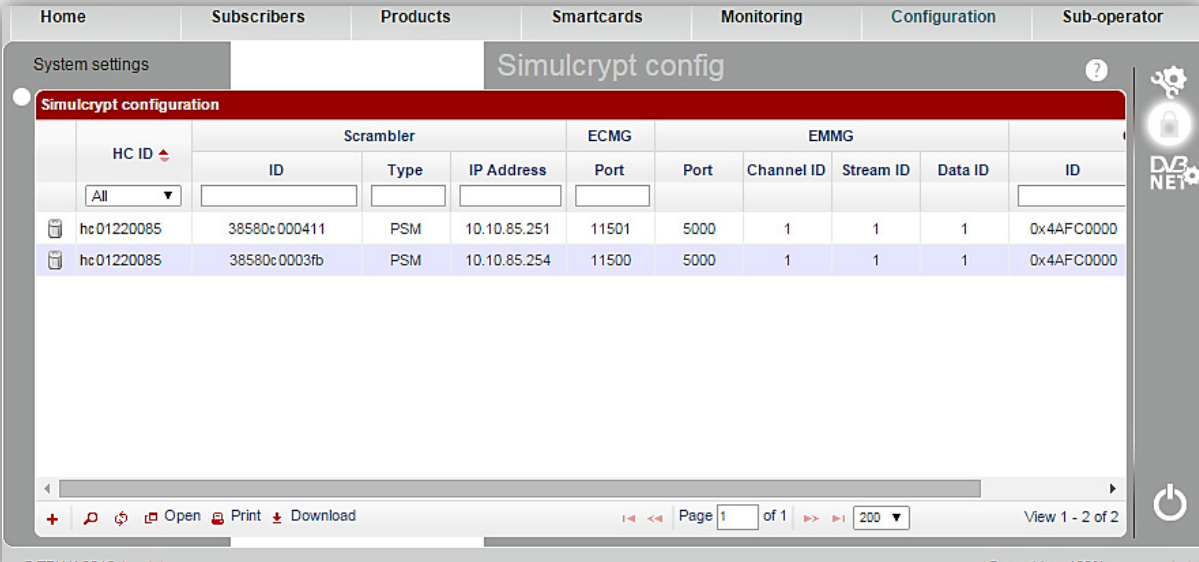
Password:

Sender name:

Sender E-Mail:

✓

5.9.2 Simulcrypt config



| HC ID | Scrambler | | | ECMG | | EMMG | | | |
|------------|--------------|------|--------------|-------|------|------------|-----------|---------|------------|
| | ID | Type | IP Address | Port | Port | Channel ID | Stream ID | Data ID | ID |
| hc01220085 | 38580c000411 | PSM | 10.10.85.251 | 11501 | 5000 | 1 | 1 | 1 | 0x4AFC0000 |
| hc01220085 | 38580c0003fb | PSM | 10.10.85.254 | 11500 | 5000 | 1 | 1 | 1 | 0x4AFC0000 |

The operator finds in that window a manual Simulcrypt configuration for scramblers without auto-configuration support.

This list shows all available scramblers. The columns are as follows: Identifier of CAS-Server the scrambler belongs to, identifier of scrambler, scrambler type, IP address of scrambler, EMMG port, ECMG port, CAS identifier and CAS IP address.



Adds a new scrambler to this list.

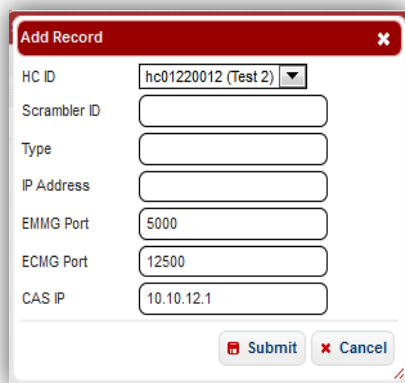
Scramblers of type PSM cannot be edited or deleted as they are automatically added upon installation and removed from list upon de-installation.

Add scrambler:


Press the *plus* button and a little window *Add Record* pops up. Specify in the dropdown list the respective CAS-Server, to which the scrambler should connect to. Define in the identifier box a unique text for the scrambler, in the type box a model or brand of the scrambler. The EMMG port is always 5000.

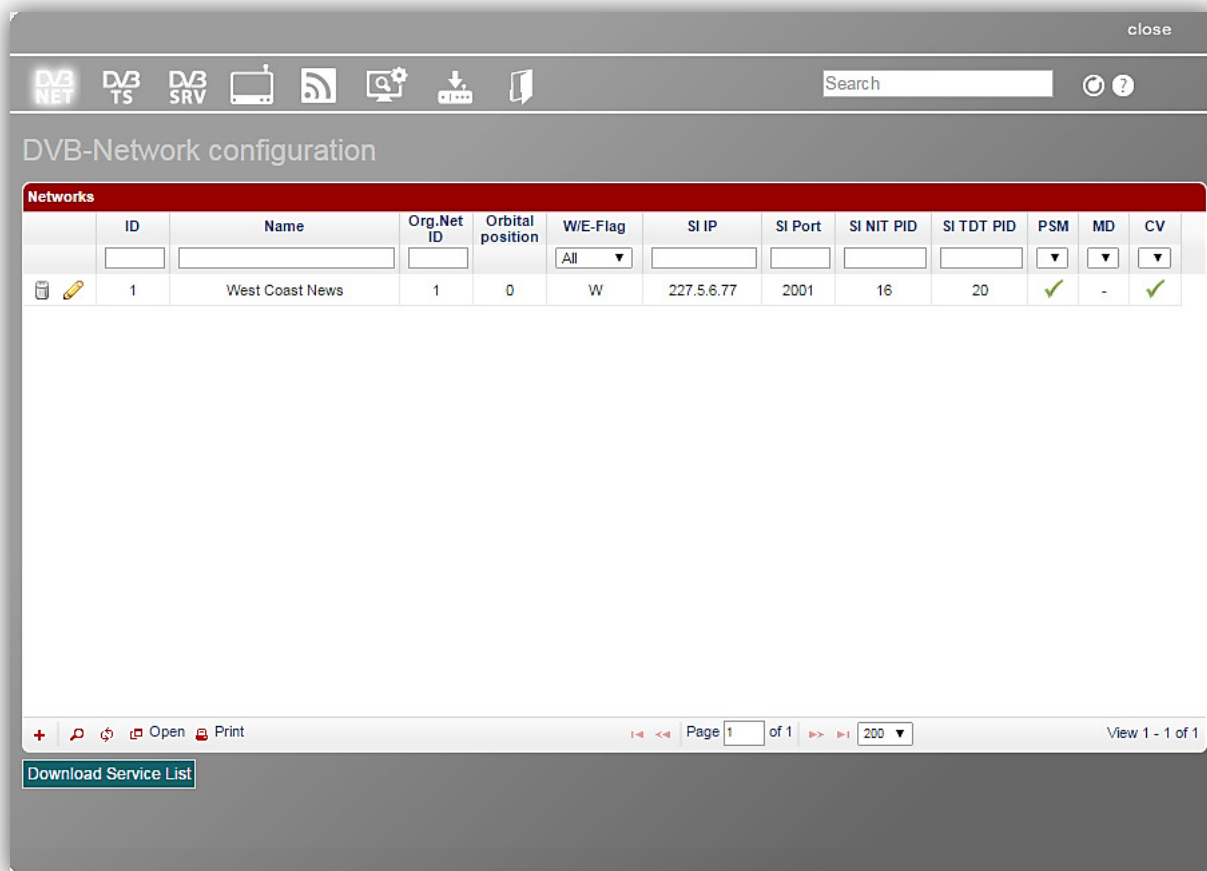
Please specify an ECMG port out of the range 11500 to 11599. Each scrambler must use its own port. The CAS IP is automatically set.

When you are ready press *submit* button in order to add the scrambler to the list or press *cancel* to abort.



5.9.3 Network configuration

If you click the submenu **Network configuration** in the **Configuration** menu or this icon  in a pop-up box, the following window opens.



In this window you can configure networks. The columns of the table are named according to the configuration parameters. The most of the parameters correspond to the DVB Standard and you can get their explanation on www.dvb.org if you need.


This is an explanation of the other parameters that you also see in the table:

SI IP: Multi cast address on which the system sends the generated DVB tables (EIT, TDT, NIT).

SI Port: Multi cast port on which the DVB service information is being sent.

SI NIT PID: PID under which the NIT (Network information table) is being sent.

SI TDT PID: PID under which the time-and-date-table is being sent.

The function of the icon  is the same as described in chapter 5.3.6.

The white fields with drop down menus under the column names in the chart are a filter where you can define what information you want to see.

You can edit networks that are already in the table:



Click on the *pencil* icon to edit the line.




Click on the *basket* icon to delete the entry.



You can see this icon only when you are editing a line. Press it if you want to discard your changes.

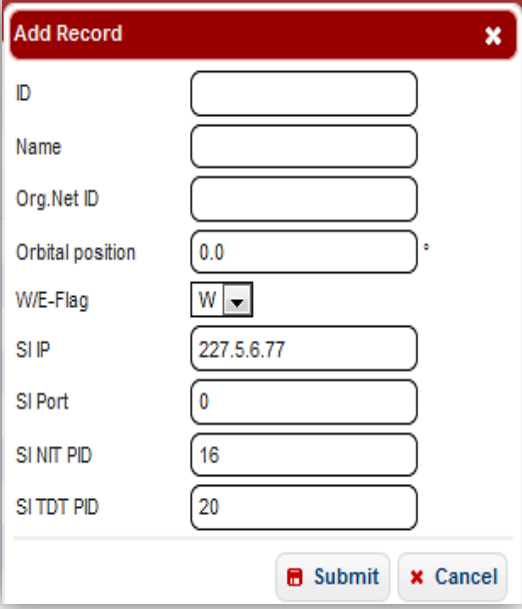


You can see this icon only when you are editing a line. Press it to save the changes you have made.

You can also add a new network to the list. To do so click on *plus* button . The following window shows up where you enter all information needed. Then press *submit* button in order to add the record to the list or press *cancel* to abort.



If you use our PSM modules or have one of our Monitoring devices, then those will automatically populate this table with the found services.



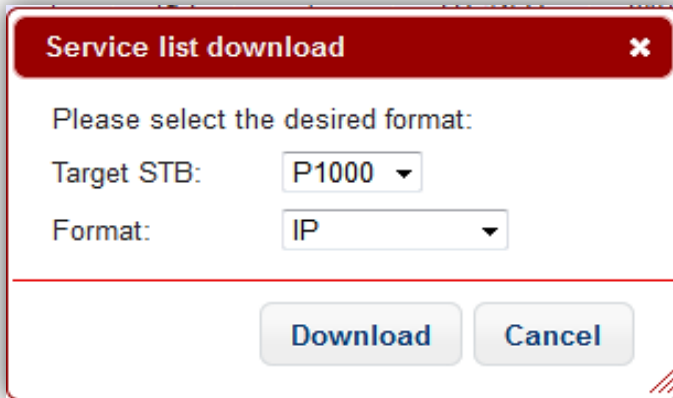
The 'Add Record' dialog box contains the following fields and controls:

| | |
|------------------|---|
| ID | <input type="text"/> |
| Name | <input type="text"/> |
| Org.Net ID | <input type="text"/> |
| Orbital position | <input type="text" value="0.0"/> |
| W/E-Flag | <input type="text" value="W"/> |
| SI IP | <input type="text" value="227.5.6.77"/> |
| SI Port | <input type="text" value="0"/> |
| SI NIT PID | <input type="text" value="16"/> |
| SI TDT PID | <input type="text" value="20"/> |

Buttons:

You can download the service list by pressing [Download Service List](#). Then this service list can be imported into the Set Top Box (STB) of the subscriber if the STB of the subscriber supports the required format. In this way the subscriber does not need to do the channel search himself and has the complete channel list on his STB.

After pressing this button the following window shows up:



Select in the drop down menus the desired settings and press *Download* to download or *Cancel* to abort.

On the top left of the window you see some icons. They have following functions:



This icon represents the **DVB-Network configuration** window and is highlighted because the window is already open.



This icon gets you to the window **DVB-Transport-Stream configuration** (see chapter 5.9.3.1).



This icon gets you to the window **DVB-Service configuration** (see chapter 5.9.3.2).



This icon gets you to the window **Streams** (see chapter 5.9.3.3).



This icon gets you to the window **Web radios** (see chapter 5.9.3.4).



This icon gets you to the window **Scan configuration** (see chapter 5.9.3.5).



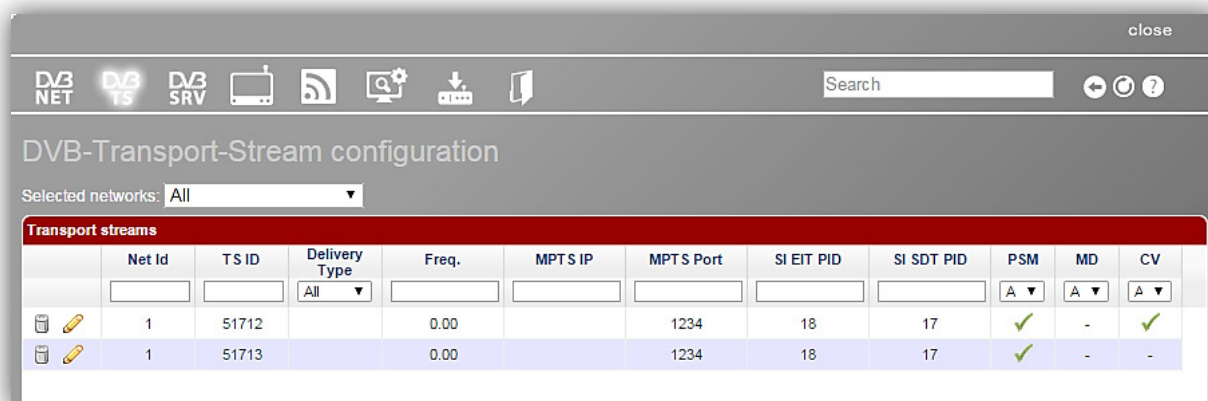
This icon gets you to the window **Set-Top-Box Playouts** (see chapter 5.9.3.6).



This icon gets you to the window **File store** (see chapter 5.9.3.7).

5.9.3.1 DVB-Transport-Stream configuration

In this window you can configure transport streams of the selected networks. Select a single network or the option *All* for all networks in the drop down menu above.



The columns of the table below are named according to the configuration parameters. The most of the parameters correspond to the DVB Standard and you can get their explanation on www.dvb.org if you need.

This is an explanation of the other parameters that you also see in the table:

MPTS IP: Multi cast address on which the Headend broadcasts this multi-program-transport-stream (MPTS).


MPTS Port: Multi-program-transport-stream port.

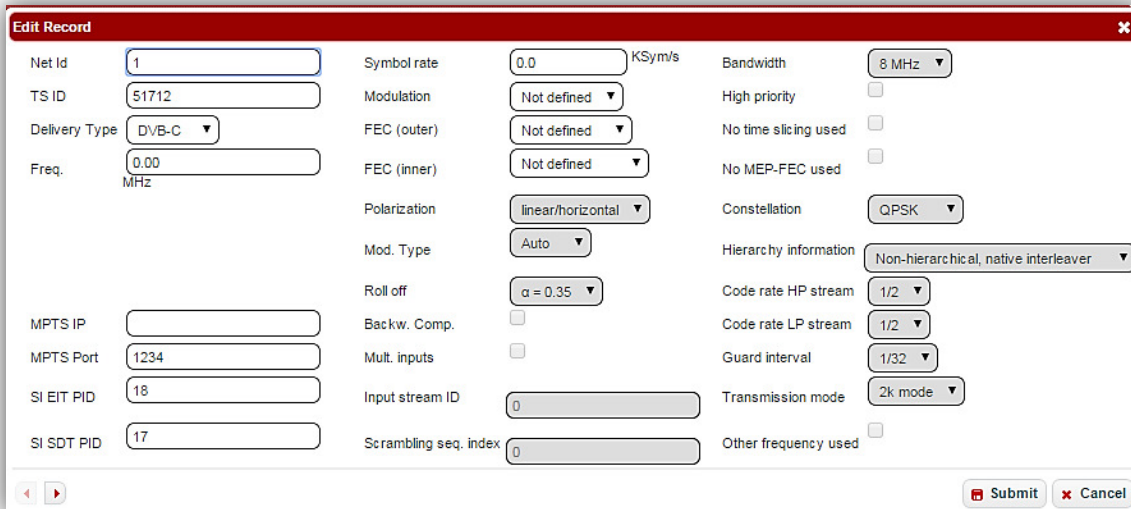
SI EIT PID: PID under which the Event-Information-Table is being sent

SI SDT PID: PID under which the Service-Description-Table is being sent


The white fields with drop down menus under the column names in the chart are a filter where you can define what information you want to see.

You can edit transport streams that are already in the table:

 Click it to edit the line. The following window shows up where you can make all changes needed:




When you are ready press *submit* button to save the changes or press *cancel* to abort.

Note: With these buttons  you can switch to the next (by using the right arrow) or to the previous (by using the left arrow) transport stream in the list and do not need to return to the list.



Deletes a transport stream off the list.

You can also add a new transport stream to the list. To do so click on *plus* button . A window shows up where you enter all information needed. The structure of the window is the same as of the editing window described above. Then press *submit* button in order to add the record to the list or press *cancel* to abort.

The icons in the left bottom corner of the **DVB-Transport-Stream configuration** window have the same functions as described in chapter 5.3.6.

On the bottom left corner you see buttons for **add new row, edit selected row, find records, reload grid, open in a new window, print, download**. They are all described in chapter 4.3.6

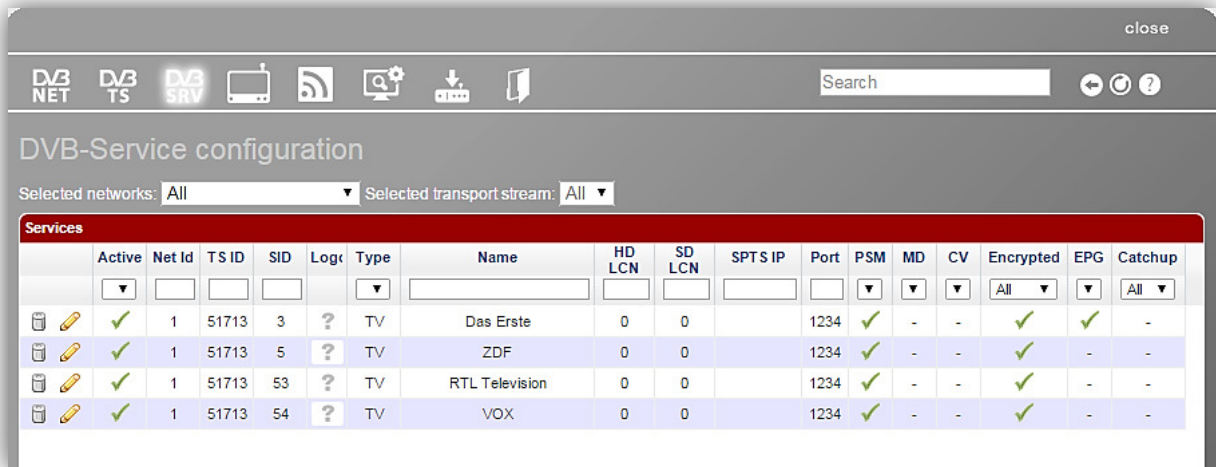
On the top right you see buttons for **Search, Page back/forward, Refresh, Help and Close**.



The functions of the icons at the top on the left are described in chapter 5.9.3.

5.9.3.2 DVB-Service configuration

In this window you can configure services of selected transport streams and selected networks. Select a network and then a transport stream in the drop down menus above (option *All* is also possible in both drop down menus).



The columns of the table below are named according to the configuration parameters. The most of the parameters correspond to the DVB Standard and you can get their explanation on www.dvb.org if you need.

This is an explanation of the other parameters that you also see in the table:

HD LCN: Logical Channel Number in HD configuration

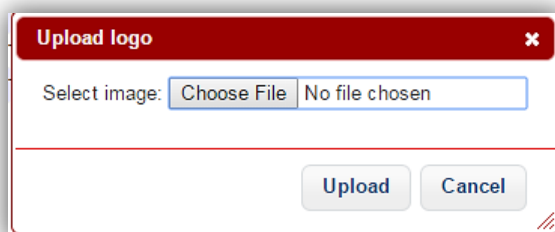
SD LCN: Logical Channel Number in SD configuration

SPTS IP: Multi cast IP to where the Headend should send this service to.

Port (SPTS IP Port is meant here): Multi cast port to where the Headend should send this service to.

The white fields with drop down menus under the column names in the chart are a filter where you can define what information you want to see.

If you hover the mouse above a question symbol or a picture in the column *Logo* in each line then you will see a *pencil* icon there. This means that you can upload a logo for a service in the respective line. For that click on the *pencil* icon. The window **Upload logo** pops up.



Search in your database press the button **Choose File** for an image for the service.

Select the image from your database and click **Upload** to upload or **Cancel** to abort.

 Deletes a service from the list.

You can edit services that are already in the table:



Click it to edit the line. The following window shows up.

Put a checkmark in the check box *Active*, if the service should be activated in the system. Make all changes needed.


On the right side of this window you can also edit EPG (Electronic Program Guide) settings of the service. You can enable EPG for this service by putting a checkmark in the check box *Enable EPG*.


Then choose an EPG provider in the drop down menu below. Then you can use an EPG entry filter to specify the EPG entries in the list in the drop down menu below. Choose now an EPG entry out of the list in the drop down menu. If you have not used the EPG entry filter, then you will see all EPG entries of the selected provider in the list and should choose the one you need. After that you will see in the preview on the right the next programs of the selected provider that meet your criteria.

Below you can enter for how many hours in advance the titles, info about them and extended info about them should be sent to the boxes. Be aware that many boxes have a limited space for such information and tend to either throw away random information or even struggle, if you increase this values too much. So be sure to test the setting with all your box generations you have in the field first.

In *Languages* you can define the languages of the EPG information. For that you can put a checkmark next to the language(s) you want to choose out of offered languages or you can define it manually. For that put a checkmark next to *Manually* and make sure that all languages you want to have are entered in the field *Languages*. If there are some languages among them that are not offered at the moment so this will be a language setting for possible future offers.

When you are ready with editing press *submit* button to save the changes or press *cancel* to abort.

Note: With these buttons  you can switch to the next (by using the right arrow) or to the previous (by using the left arrow) service in the list and do not need to return to the list.

You can also add a new service to the list. To do so click on *plus* button . A window shows up where you enter all information needed. The structure of the window is the same as of the editing window described above. When you are ready press *submit* button in order to add the service to the list or press *cancel* to abort.



The icons in the left bottom corner of the **DVB-Service configuration** window have the same functions as described in chapter 5.3.6.

On the top right you see buttons for **Search**, **Page back/forward**, **Refresh**, **Help** and **Close**.



The functions of the icons at the top on the left are described in chapter 5.9.3.





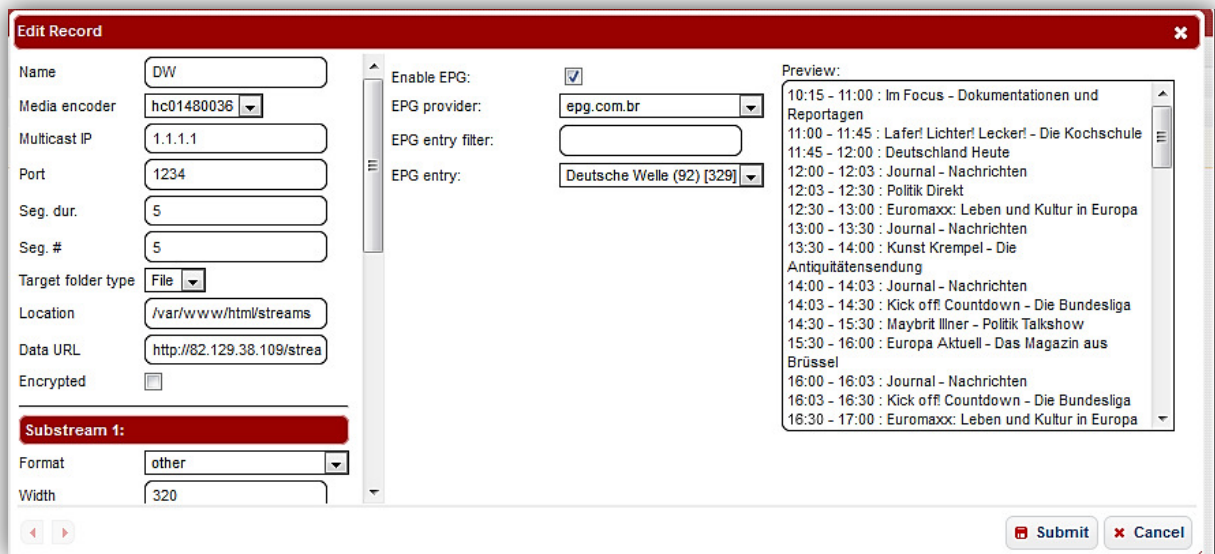
5.9.3.3 Streams

In this window you see the list of streams and their parameters. By scrolling on the right you will see information about substreams of the streams.



The white fields with drop down menus under the column names in the chart are a filter where you can define what information you want to see.

You can edit streams that are already in the table. Click on this icon  to edit a line or select the line and click on this icon  at the bottom. The following window pops up where you can edit parameters of the stream.



This is the list of the parameters used in the window:

Name: Name of the stream

Media encoder: Media encoder responsible for the creating the stream

Multicast IP: Multicast IP Address from where the encoder can get the stream

Port: Multicast Port from where the encoder can get the stream

Segment duration: Duration of each stream segment (seconds)

Segment count (Seg. #): Number of segments to keep in stream list.

Target folder type: Here you choose the type of server.

Location: Location where the encoder should upload the stream segments to.

Data URL: The location from where the stream can be received.


On the left you can also see parameters of substreams. Each stream can have up to 3 substreams. You can also edit their parameters in this window. To disable a substream set all its fields to 0.

On the right side of this window you can also edit EPG (Electronic Program Guide) settings of the stream. You can enable EPG for this stream by putting a checkmark in the check box *Enable EPG*.

Then choose an EPG provider in the drop down menu below. Then you can use an EPG entry filter to specify the EPG entries in the list in the drop down menu below. Choose now an EPG entry out of the list in the drop down menu. If you have not used the EPG entry filter, then you will see all EPG entries of the selected provider in the list and should choose the one you need. After that you will see in the preview on the right the next programs of the selected provider that meet your criteria.

If you are ready with editing, press *Submit* button to save the changes or press *Cancel* to abort.

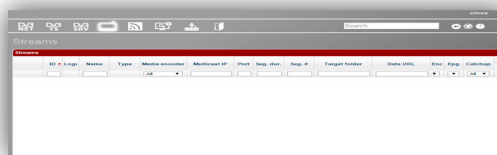
By clicking on the basket icon  you can delete a stream off the list.

You can also add a new stream to the list. To do so click on *plus* button . A window shows up where you configure a stream. Each stream can also have up to 3 substreams. For recommended stream configurations see [Using HTTP Live Streaming](#).

The structure of this window is the same as of the editing window described above. When you are ready press *Submit* button in order to add the service to the list or press *Cancel* to abort.

The remaining icons in the left bottom corner of the **Streams** window have the same functions as described in chapter 5.3.6.

On the top right you see buttons for **Search**, **Page back/forward**, **Refresh**, **Help** and **Close**.



The functions of the icons at the top on the left are described in chapter 5.9.3.

5.9.3.4 Web radios

In this window you see the list of web radios. There you can see a web radio ID, if it is online radio, if it is activated and some other characteristics of a web radio, such as its name, country, URL, genre, type and bitrate. You can also see information about state of a web radio and when it was checked last time.



The white fields with drop down menus under the column names in the chart are a filter for the list. You can edit information about web radios:

Functions of icons at left

Not all icons are present in every chart



Click on the *pencil* icon to edit the line.



Click on the *basket* icon to delete the entry.




You can see this icon only when you are editing a line. Press it if you want to discard your changes.



You can see this icon only when you are editing a line. Press it to save the changes made.




Refreshes the web radio parameters.

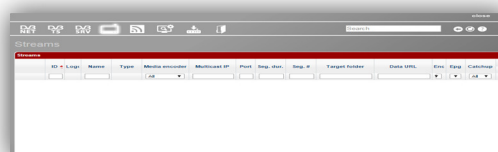
You can also add a new web radio to the list. To do so click on *plus* button . The following window shows up where you should enter all information needed.

If you are ready, press *Submit* button in order to add the web radio to the list or press *Cancel* to abort.

The icons in the left bottom corner have the same functions as described in chapter 5.3.6.



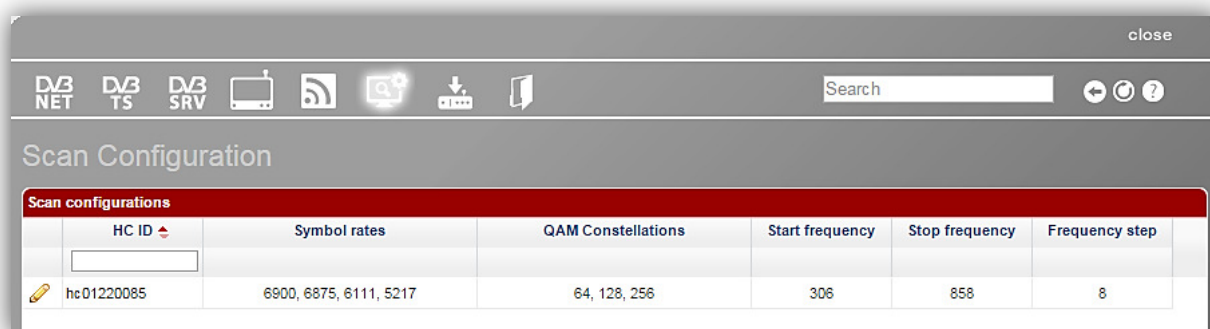
On the top right you see buttons for **Search**, **Page back/forward**, **Refresh**, **Help** and **Close**.




The functions of the icons at the top on the left are described in chapter 5.9.3.

5.9.3.5 Scan configuration

In this window you see the configurations of your scanner, how the monitoring module is supposed to scan. If you want to change the settings you can click on the *pencil* icon or somewhere in the row where you want to do changes, select the desired settings and save it by pressing the *disc* icon on the left of the row. Add a new symbol rate by typing it in the white text field on the bottom of the page. Then click the + icon to add it.



The function of the icon  is the same as described in chapter 5.3.6.

The white field menu under a column name in the chart is a filter where you can define what information you want to see.

The icons in the left bottom corner of the **Scan configuration** window have the same functions as described in chapter 5.3.6.

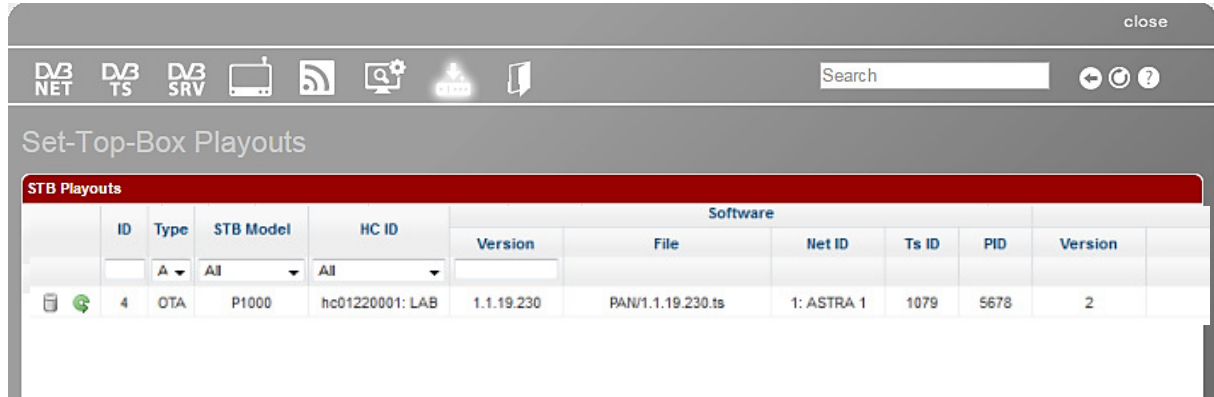
On the top right you see buttons for *Page back* and/or *Page forward*, *Refresh* and *Help* button where you can read how to use the actual window.

The functions of the icons at the top on the left are described in chapter 5.9.3.



5.9.3.6 Set-Top-Box Playouts

In this window you can send data to a set top box (STB).



You see the list of current set top box triggers in the window. It shows you set-top-box playouts ID, their type, model of STB, CAS-Server ID (HC ID). You can scroll this window and will see detailed information about software, configuration, service list and video-on-demand, such as their version, file name, network ID, transport stream ID (Ts ID) and PID.

The icons in the window have following functions:



Deletes an STB trigger



Refreshes parameters of an STB trigger



Adds a new STB trigger to the list. After clicking on this icon a box pops up. See chapter 0 on filling out the box.

The rest of the icons at the bottom have the same functions as described in chapter 5.3.6.

The functions of the icons above on the left are described in chapter 5.9.3.

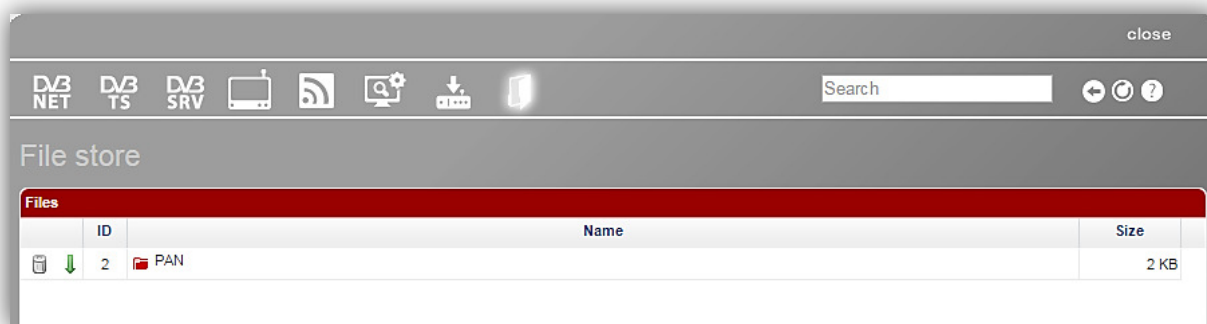
Above on the right you see buttons for *Page back* and/or *Page forward*, *Refresh* and *Help* button where you can read how to use the actual window.



5.9.3.7 File store

In the window **File store** you can see and manage the list of your files. You can create new folders and upload new files to the list.





The file list in this window is also used for some functions in SpoolNik (see chapter **Creating PsmTsFileStream** in the SpoolNik manual).



In our list you can see now one folder  PAN . Click on it to open it. It looks then the following way  PAN and all the files contained in this folder will be presented in the list.

| ID | Name | Size |
|----|-----------|----------|
| 2 | PAN | 2 KB |
| 6 | dummy.ts | 511 Byte |
| 7 | dymmy2.ts | 2 KB |

In the list you can see ID, name and size of files and folders in the list. You can delete a file or a folder by clicking on the bin icon at the beginning of the line  . By clicking on this icon  you can download a file or a folder.

Enter a folder name and press the button **Create**, to create a new folder:

To upload a file press the button **Choose File**, select the file you want to upload (max. size 20MB) and the click the button **Upload**



The file size should be max. 20 MB. At the bottom of the list you can see your total storage space and how much of it is already in use:

| | |
|---------------------|------|
| Total [Max: 95 MB]: | 3 MB |
|---------------------|------|



If you select a folder in the list at first and then create a folder or upload a file the way described above, then all the new folders and files will be in the selected folder.

To select a folder click on the row in the list where it is. The folder selected looks then this way:



The icons in the left bottom corner of the window have the same functions as described in chapter 5.3.6.

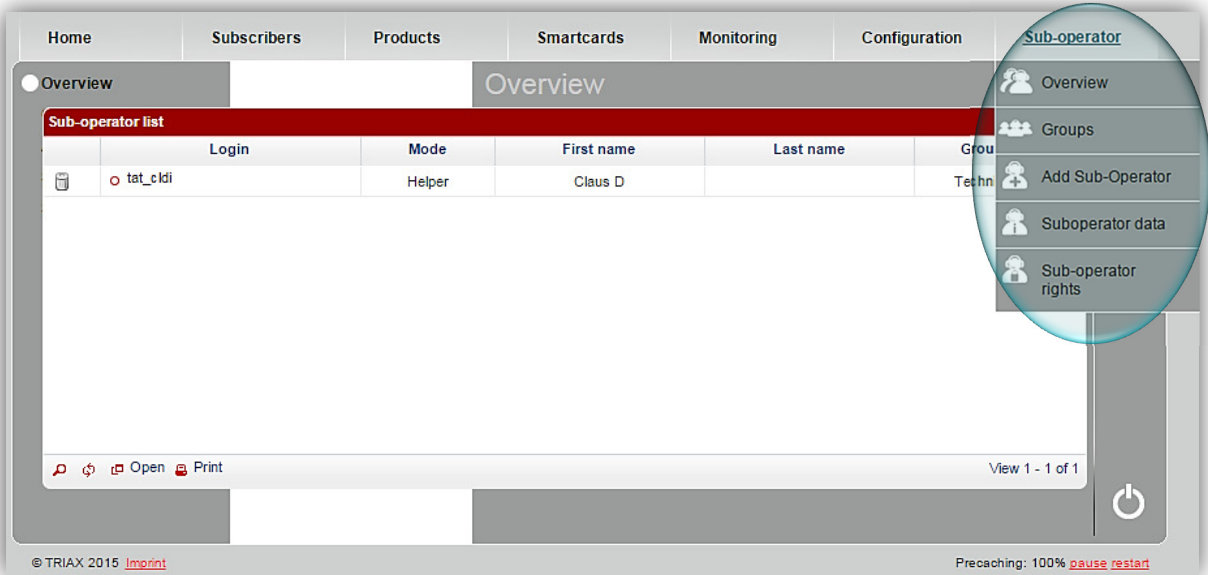
On the top right you see buttons for *Page back* and/or *Page forward*, *Refresh* and *Help* button where you can read how to use the actual window.

The functions of the icons at the top on the left are described in chapter 5.9.3.



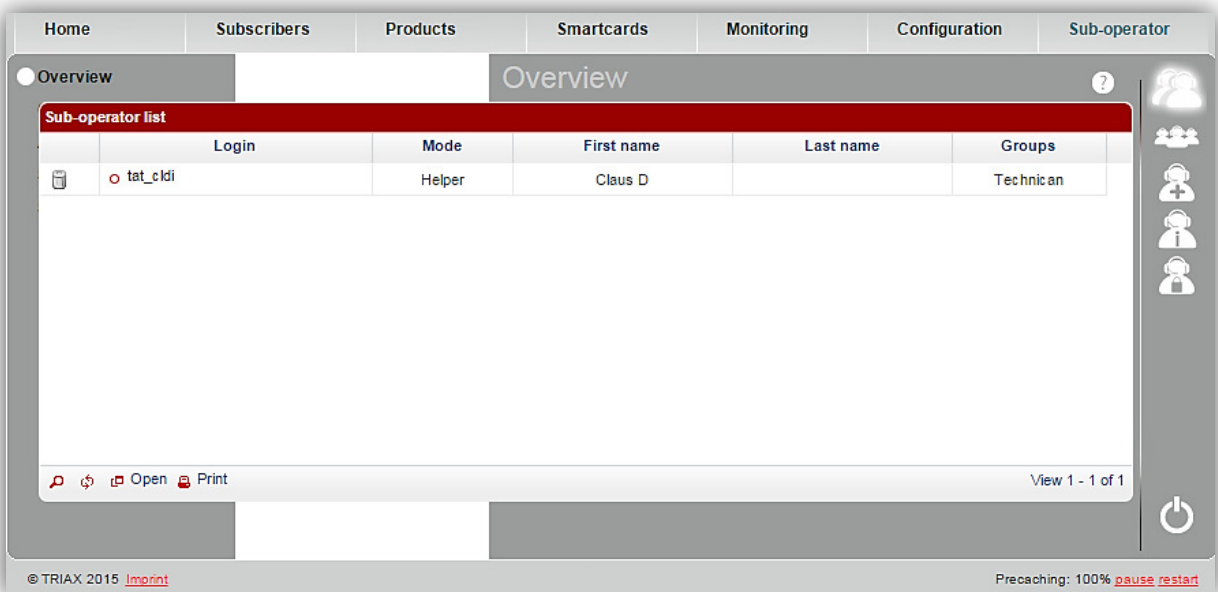
5.10 Sub-operator menu

Here you can see all submenus of the **Sub-operator** menu. In the following chapters you will find their description.




5.10.1 Overview

In this window you can see a list of all sub-operators. It shows you information about login, mode (helper or reseller), name and groups the sub-operator belongs to. Here you can also check the hierarchy among the sub-operators and if a sub-operator has his own sub-operator(s).




Helper is a sub-operator helping the operator to manage his resources.

Reseller is a sub-operator who manages his own set of resources.

If there is an arrow sign  in front of a sub-operator then it means that he has his own sub-operator(s), that you can see by clicking on the arrow sign. You can repeat what you just did until a sub-operator has no sub-operators below him anymore, so that you see the whole hierarchy.

 This icon

If you click on the login of a sub-operator, the **Sub-operator data** window opens where you can edit the data of the sub-operator (see chapter 5.10.4).

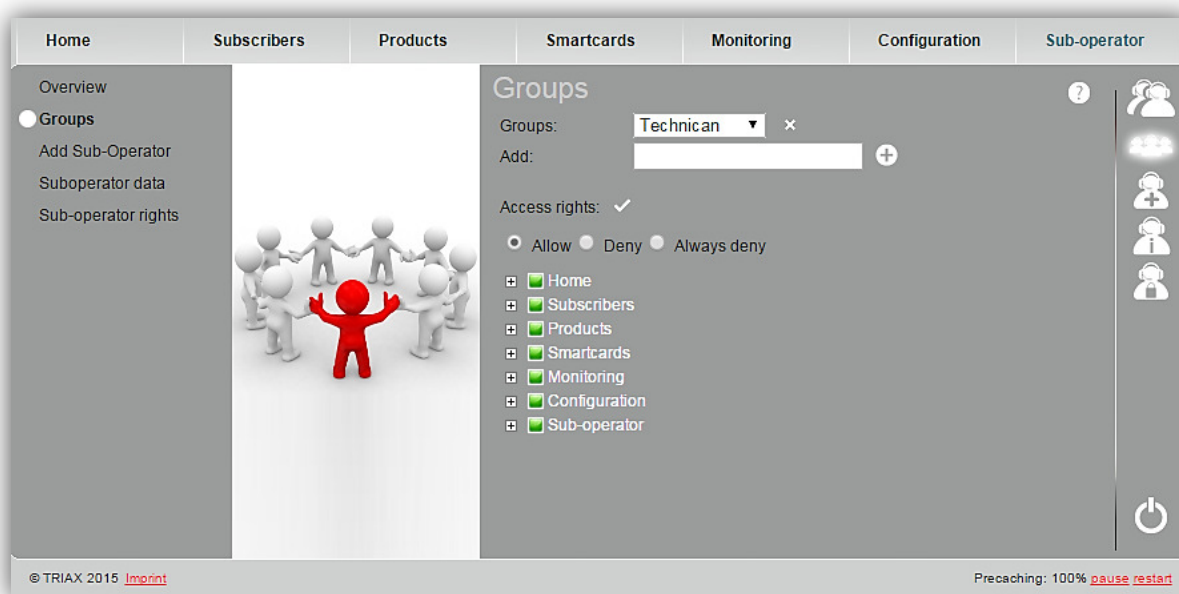
 Deletes a sub-operator and all sub-operators below him off the list.

By clicking on buttons on the right you can reach submenus of the **Sub-operator** menu quickly. Each button means a submenu. Move the mouse pointer over a button to see which function it has.



5.10.2 Groups

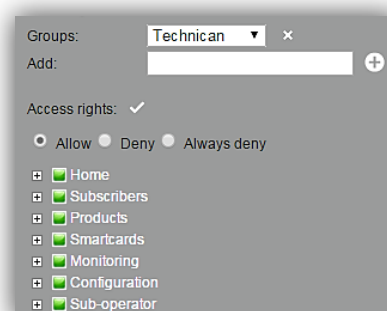
Here you can manage groups. You can add groups or delete already existing ones. To delete a group, select one from the drop down menu. Then click the *cross* symbol. To add a new group to the list enter a group name in the white field next to *Add*. Then click the *Plus* icon.



Management of access rights:

Now you can determine the access rights of a group. Select a group. Now you have 3 options to set *access rights*. Allow, Deny, and Always Deny. Select one option. Then check all categories you want to (Allow, Deny, and Always Deny depending on which option you chose.)

You can expand each category by clicking on the *Plus* icon in front of each category. This way the sub-categories will be shown as well, what enables you to specify the access rights. By



clicking the *Minus* icon you can go back, so only the main categories will be displayed.

The meaning of *Allow*:


Users in this group are allowed to access checked areas. Unless overwritten by user specific deny rules.

The meaning of *Deny*:

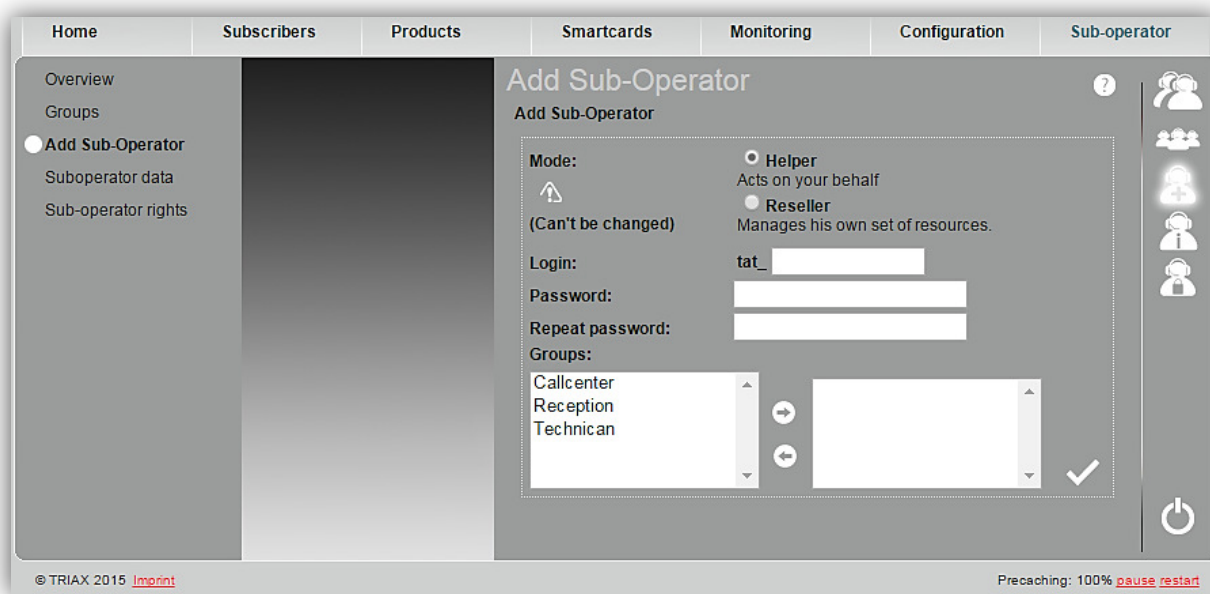
Users in this group are denied the access to checked areas. Unless overwritten by user specific allow rules.

The meaning of *Always Deny*:

Users in this group are always denied the access to checked areas, **EVEN** if there are user specific rules that allow him access.

When you are ready setting the access rights, click  to save.

5.10.3 Add Sub-operator



Mode: Select if the sub-operator is a helper or reseller.



The mode can't be changed later.

A helper can assist you in managing your resources. If a helper creates subscribers or products it will be as if you created them yourself.

A reseller can manage his own set of CAS-Servers, subscribers, smartcards and products. If a reseller creates a subscriber or a product, it is his own.

Create login and a password for the sub-operator in the white fields below.


In case of a helper (see above) you can assign the sub-operator to groups in the white boxes below. In the left white box all existing groups are displayed. Select a group and press the left arrow. Then this group will be in the right box where the groups are listed to which the sub-operator should be assigned to. To remove a group from the right box again, press the right arrow.

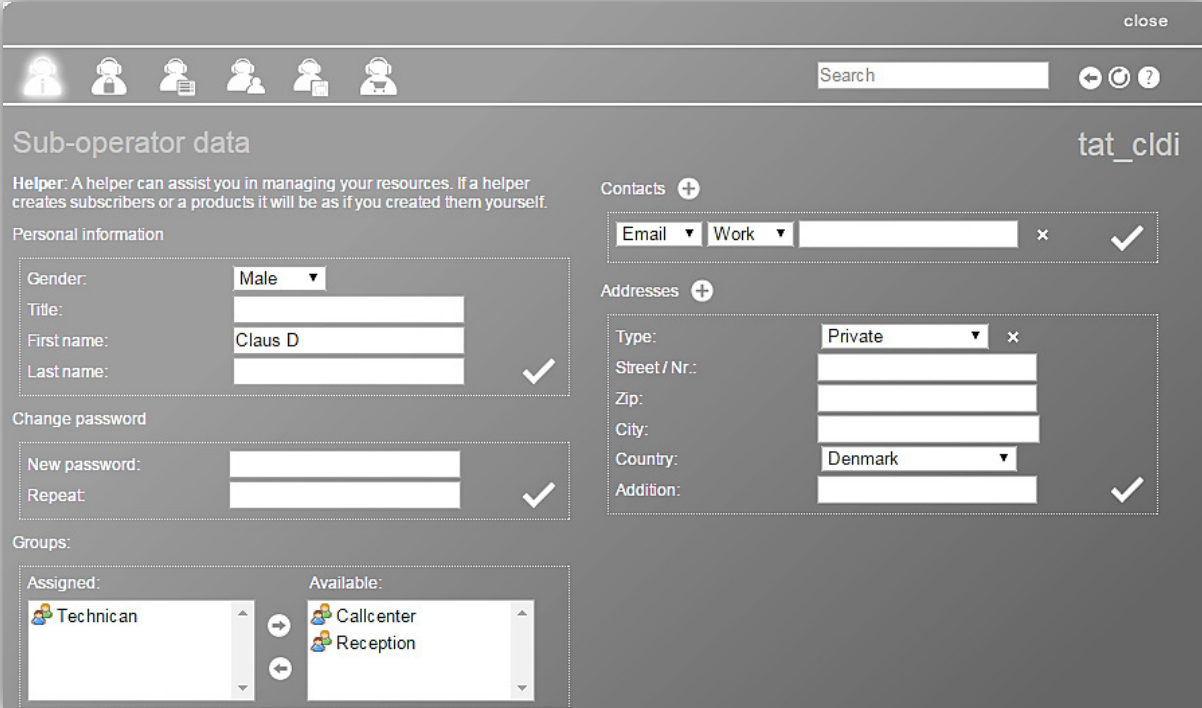


If you are done, click the *checkmark* to save.

After you saved it the **Sub-operator data** window pops up. Here you can set the sub-operator's data (see chapter 5.10.4).

5.10.4 Sub-operator data

If you click on the submenu **Sub-operator data** in the **Sub-operator** menu or this icon  in a pop-up box, the **Sub-operator data** window opens.



The screenshot shows a web interface for managing sub-operator data. At the top, there is a search bar and navigation icons. The main content area is titled 'Sub-operator data' and includes a help message: 'Helper: A helper can assist you in managing your resources. If a helper creates subscribers or a products it will be as if you created them yourself.' Below this are several sections: 'Personal information' with fields for Gender (Male), Title, First name (Claus D), and Last name; 'Change password' with fields for New password and Repeat; 'Groups' with 'Assigned' (Technician) and 'Available' (Callcenter, Reception) lists; 'Contacts' with an Email field (Work); and 'Addresses' with fields for Type (Private), Street/Nr., Zip, City, Country (Denmark), and Addition. Each section has a checkmark icon to save changes.

Here you can see the sub-operator's data. At the top is written if he is a helper or a reseller (see chapter 5.10.3). In case you just added a new sub-operator you can enter all necessary information. In case you want to edit the data of an existing sub-operator you can do it here. You can add or remove contact information or addresses. Furthermore you can edit to which groups the sub-operator should be assigned to.

Click on the *checkmark* icon in each section where the entered settings should be saved.



This icon represents the **Sub-operator data** window and is highlighted because the window is already open.



This icon gets you to the window **Sub-operator rights** (see chapter 5.10.5).



This icon gets you to the window **CAS-Servers of sub-operator** (see chapter 5.10.4.1).



This icon gets you to the window **Subscribers of sub-operator** (see chapter 5.10.4.2).



This icon gets you to the window **Smartcards of sub-operator** (see chapter 5.10.4.3).

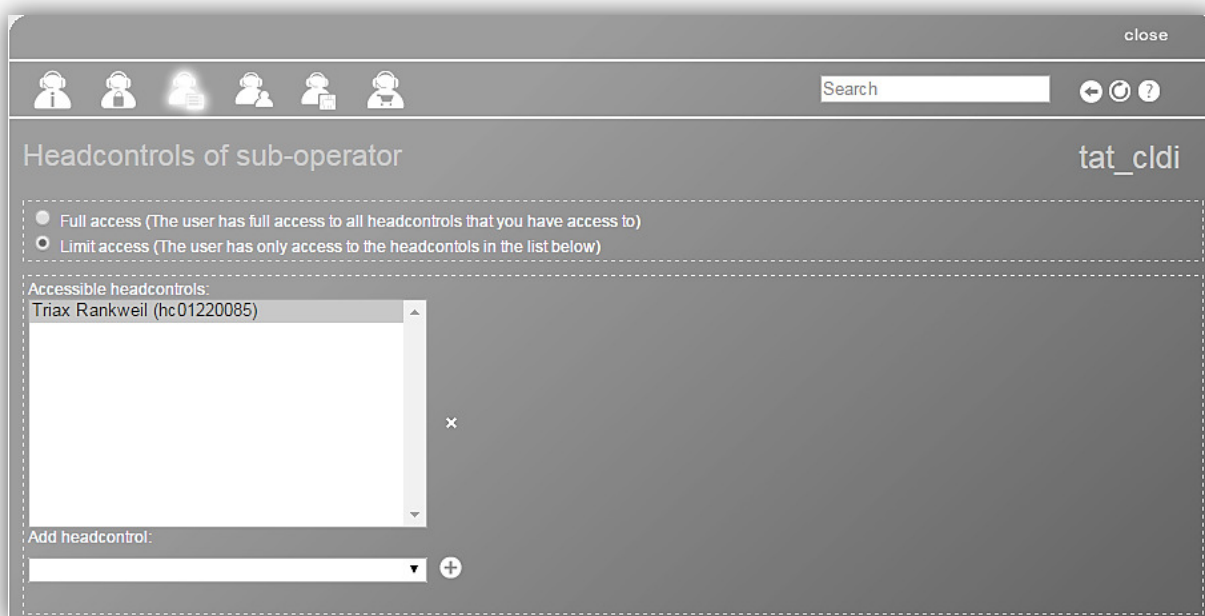


This icon gets you to the window **Products of sub-operator** (see chapter 5.10.4.4).


5.10.4.1 CAS-Servers of sub-operator


In this window you see CAS-Servers of the selected sub-operator.

To select a sub-operator go to the **Overview** window (see chapter 5.10.1) or use the *Search* function in the upper right to search for the sub-operator you need.



Here you can choose if the sub-operator should have a full access to all CAS-Servers that you have access to or only to a subset.

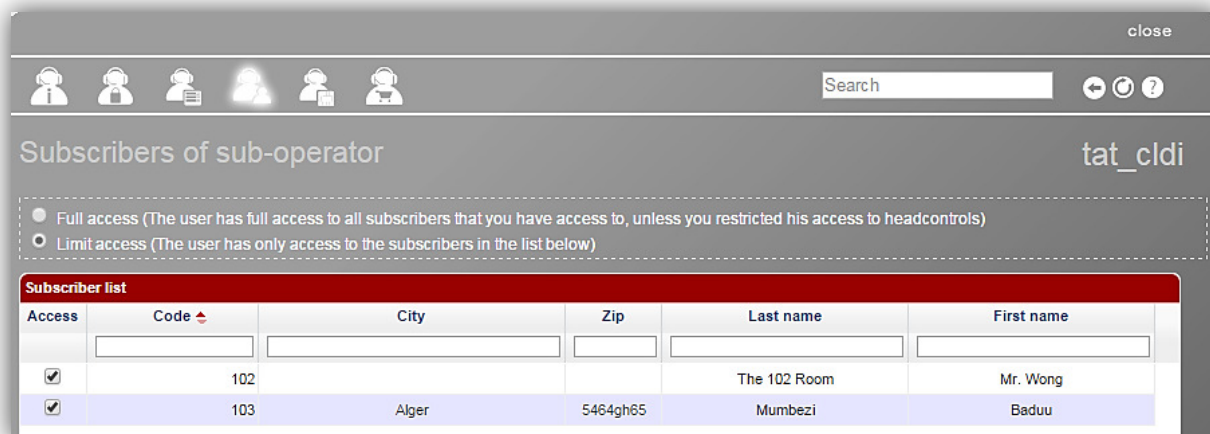
If you choose the limited access then you can see in the list below named *Accessible CAS-Servers* all CAS-Servers the sub-operator has access to. To remove a CAS-Server off the list select it and press the *cross* button  on the right.

To add a CAS-Server to the list select it in the drop down menu named *Add CAS-Server* below and press the *plus* button .

5.10.4.2 Subscribers of sub-operator

In this window you see subscribers of a selected sub-operator.

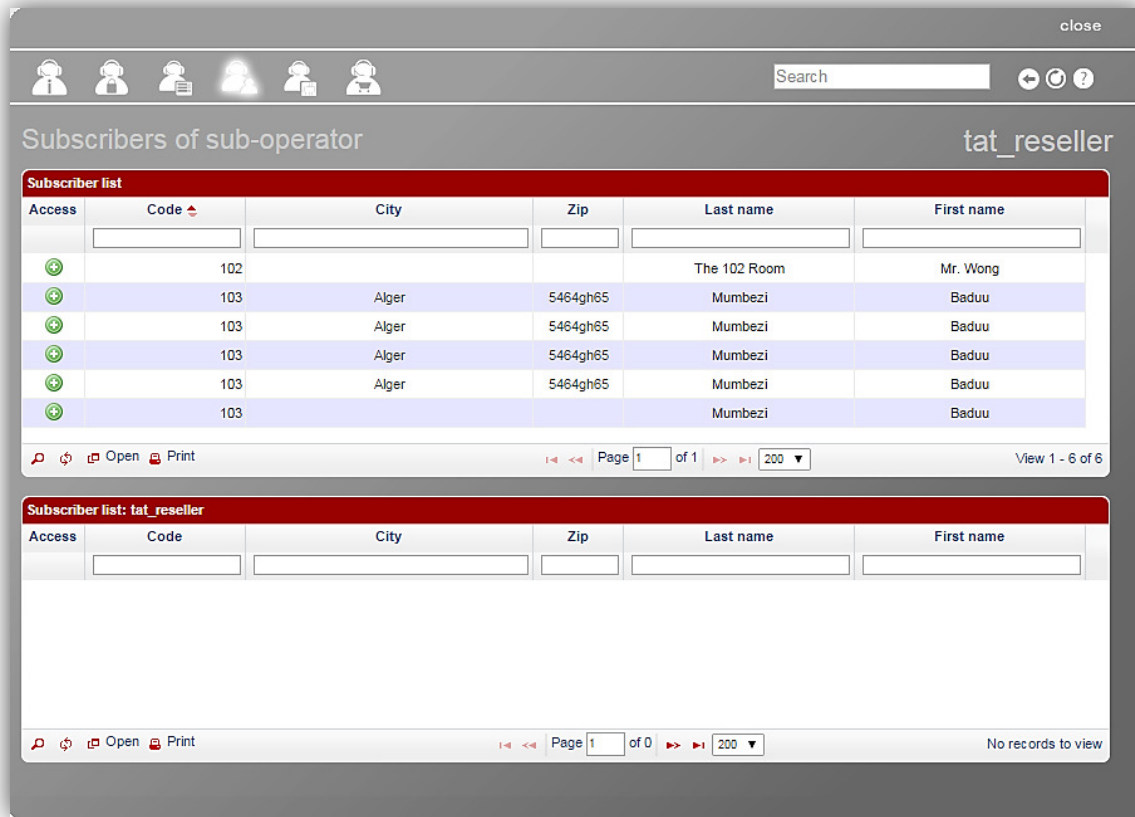
If the selected sub-operator is a helper (see chapter 5.10.3), then the window looks the following way:






Above in the window you can choose if the sub-operator should have a full access to all subscribers that you have access to (unless his access to CAS-Servers is restricted, see chapter 5.10.4.1) or limit his access to certain subscribers.

If you choose the limited access then you can see in the list below the subscribers the sub-operator has access to. To deny the sub-operator's access to a subscriber from the list, remove a checkmark in the check box Access in front of the subscriber.

If the selected sub-operator is a reseller (see 5.10.3), then the window looks the following way:



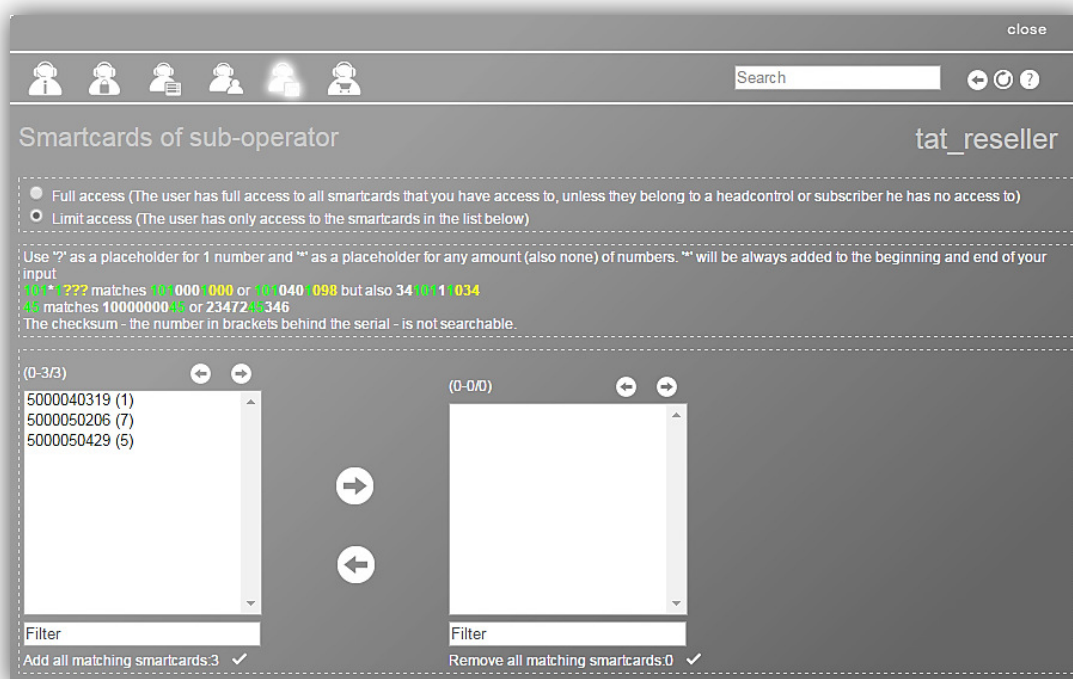
In the subscriber list above you see your own subscribers, in the subscriber list below you see all subscribers of the sub-operator. With a *plus* icon  you can allow the sub-operator access to a subscriber from your list. His name will move to the list below then. With a *minus* icon  you can withdraw sub-operator's access to any subscriber.

The function of the icon  is the same as described in chapter 5.3.6.

The functions of the icons at the top of the window are described in chapter 5.10.4.

The icons in the left bottom corner of the window have the same functions as described in chapter 5.3.6.

5.10.4.3 Smartcards of sub-operator




Here you can choose if the sub-operator should have a full access to all smartcards that you have access to (unless they belong to a CAS-Server or subscriber he has no access to; see chapters 5.10.4.1 and 5.10.4.2) or limited access.

If you choose the limited access then you can define in the boxes below to which smartcards the sub-operator should have access to.

Select the smartcards you want the sub-operator to have access to and press the large right arrow. The selected smartcards will be shown in the right box where all smartcards, the sub-operator has access to, are shown.

To remove smartcards from the list in the right box select them and click on the large left arrow. Then the smartcards will go back to the left box.

 With small arrow buttons above the lists you can page through smartcards.



You can also use filters under each of the boxes to search for smartcards you need.

Use ? as a placeholder for 1. number and * as a placeholder for any number. * will always be added to the beginning and the end of your input:

101*1??? matches 1010001000 or 1010401098 but also 341011034

45 matches 1000000045 or 2347245346

The checksum – the number in brackets behind the serial – is not searchable

After entering the search criteria into a filter you will see all matching smartcards in the box above.

If you want to add all smartcards shown in the left box after searching to the list in the right box, then press the **checkmark** near to the command **Add all matching smartcards**.

If you want to remove all smartcards shown in the right box after searching **off** the list in the right box, then press the **checkmark** near to the command **Remove all matching smartcards**.

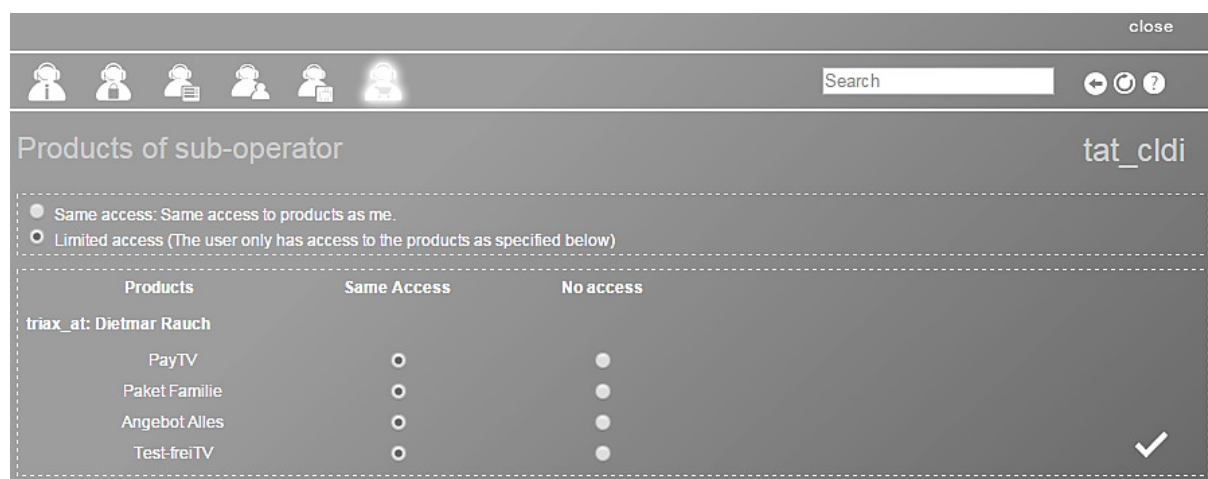
On the top right you see buttons for *Page back* and/or *Page forward*, *Refresh* and *Help* button where you can read how to use the actual window.

The functions of the icons at the top of the window are described in chapter 5.10.4.

5.10.4.4 Products of sub-operator

In this window you see products of the selected sub-operator.

If the selected sub-operator is a helper (see chapter 5.10.3), then the window looks the following way:



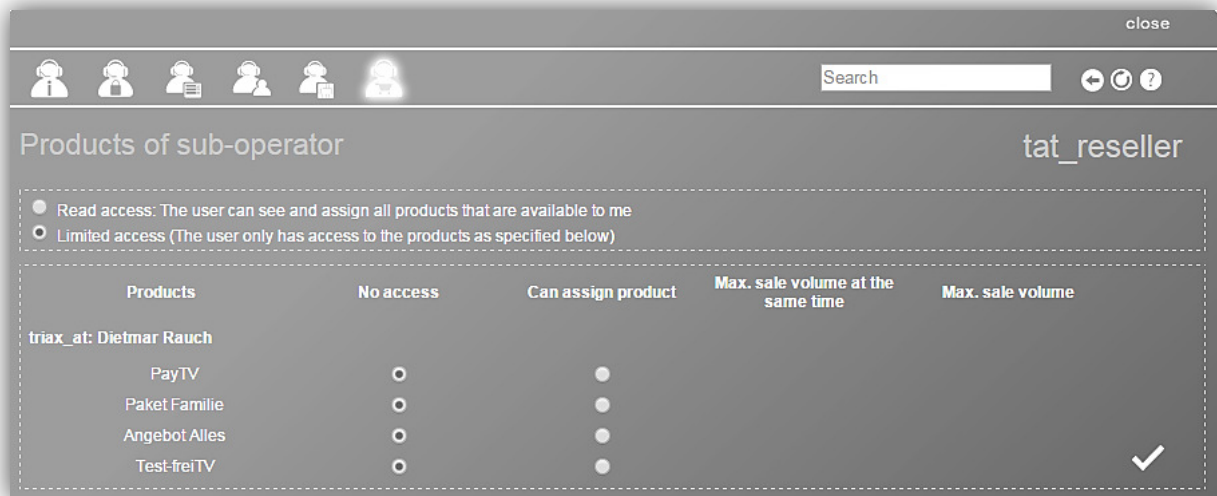
Above in the window you can choose if the sub-operator should have the same access to all products as you do or the limited access.

If you choose the limited access then you can see the list of products and to what subscriber they belong in the list below. The same access as yours is checked for each product by default. To deny the sub-operator's access to a product in the list choose an option *No access* next to the product.

To allow the access to the product again check the option *Same access*.

If you are done with allocation of rights in this window press the *checkmark*  to save.

If the selected sub-operator is a reseller (see 5.10.3), then the window looks the following way:



Here you can choose if the sub-operator should have a so called *Read access* to all products that you have access to or a limited access. *Read access* means that the sub-operator can only see and assign products you have access to, but he cannot change them.

If you choose the limited access then you can see the list of products below and specify the sub-operator's access to them. You can deny access to a product checking the option **No access**. To allow the sub-operator product assigning select an option **Can assign product** next to the desired product. In this case you can also specify how many subscribers of the sub-operator can use this product simultaneously (so called **Max. sale volume at the same time**) and what is the total maximum sale volume of the product for this sub-operator (**Max. sale volume** setting). To specify these settings, check them and enter the desired numbers. If you do not do that, then the sub-operator can sell this product an unlimited number of times.

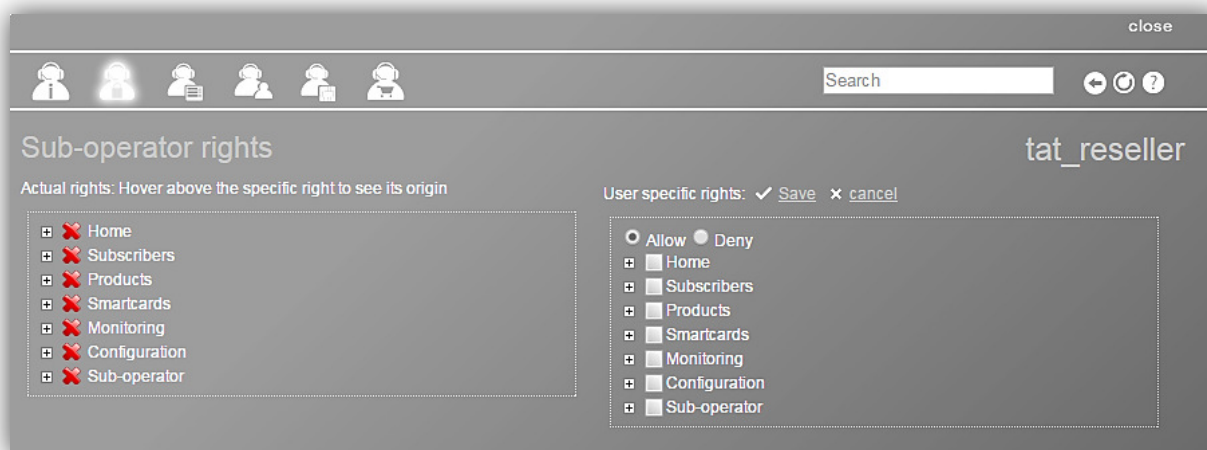
If you are done with specifying settings, press the *checkmark* to save.

The functions of the icons at the top of the window are described in chapter 5.10.4.



5.10.5 Sub-operator rights





On this page you can manage the access rights of a selected sub-operator.

To select a sub-operator go to the **Overview** window (see chapter 5.10.1) or use the *Search* function in the upper right to search for the sub-operator you need.



On the right side of the screen you can set user specific rights.

You have two options: Either you set the rights for *Allow* or *Deny*. Then put a checkmark in front of each right you want to allow/ deny for the sub-operator. If you put/delete a checkmark next to an expandable category (with a *plus* icon  next to it), then **all** the rights in its subcategories will be checked/ unchecked too. You can expand and fold categories by clicking on the *plus/ minus* icon. A completely expanded category has a *minus* icon  next to it.

  Home
  Home This symbol in the tree means that a category contents a subcategory/subcategories with at least one assigned right and can be expanded.

Once you are done, click on the *checkmark Save* above the box to save your settings. To discard your selection, click on the *cross* icon.

After saving your settings, you can see on the left of the screen an overview of the current sub-operator right settings. You can expand and fold the categories by clicking on the *plus/ minus* icons. You can hover with your mouse over the rights (categories) to see their origin.

On the top right you see buttons for *Page back* and/or *Page forward*, *Refresh* and *Help* button where you can read how to use the actual window.



6 Abbreviations/Glossary

| | |
|--|--|
| Administrator | System administrator |
| CAM | Conditional Access Module |
| CAS | Conditional access system |
| CV | CAS Management |
| DVB Network | DVB Network combines MPEG2 transport streams |
| ECM | Entitlement Control Message |
| ECMG | ECM Generator |
| EMM | Entitlement Management Message |
| EMMG | EMM Generator |
| End-customer Subscriber Customer | Customer of network operator, subscribes services |
| Force scrambling flag | This flag specifies if a service stays scrambled in case of failure of CAS-Server. If flag is set, service stays scrambled but becomes unavailable for all subscribers. If flag is not set, service is not scrambled anymore and becomes therefore available to all subscribers. |
| FTA | Free to air, unscrambled services |
| HC | CAS-Server |
| CAS-Server | Unit in head-end running network management and CAS software |
| Head-end | Receives and delivers content (DVB services) to subscribers |
| Network | Physical connection between head-ends and subscribers |
| Operator | Network operator, builds and operates several networks |
| Orbital position | Fixed geostationary position above equator, together with east/west flag exact satellite location |



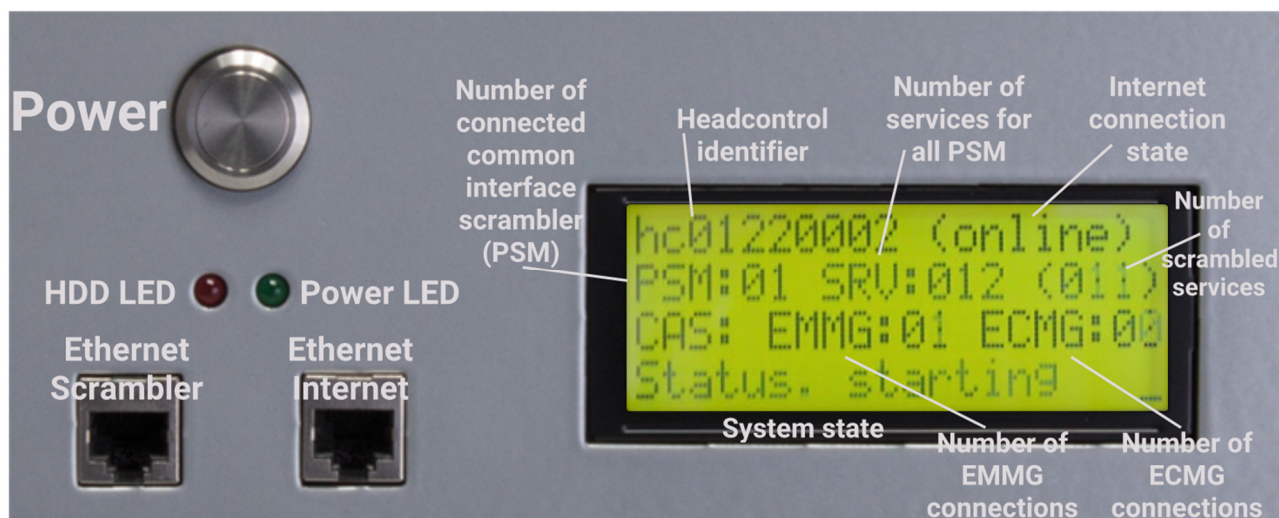
| | |
|--------------------------|--|
| OSM | On screen message |
| Package CAS Product | A package is a CAS related entity and identifies a set of services. Upon entitlement the package is cryptographically written to the legitimate smartcard. A smartcard is able to handle up to 30 different packages. |
| Parental control flag | This flag specifies if an entitled service needs further authorization by smartcard PIN at STB or CAM menu. |
| Pre-entitlement | This flag specifies if a service is automatically entitled for 5 days upon first use of smartcard in STB or CAM. |
| Product | Pay Per Channel product of operator. A product combines different packages and is mainly used for subscriber management. It easily identifies a set of packages, respectively services. In CAS Management products can be entitled on smartcards. |
| PSM | TRIAX Scrambling module |
| Service | Any radio or TV channel |
| Service type | See DVB services types in appendix 5.2 |
| Smartcard | Identification card with crypto-controller based security chip. Every subscriber can have one or more smartcards. An entitled smartcard enables the subscriber to descramble CAS controlled services. |
| STB | Set top box |
| Transport stream | MPEG2 transport stream combines services |
| West/east flag | Flag for orbital position |

7 Display status in CAS server

CAS server



Detail display



BOOT process

The system has just been turned on and is booting



The Panaccess control software has been loaded. Individual software components are being loaded. The connection state “int-con” implies that the system has a connection to the Internet and currently tries to logon to the central server. However the connection state “offline” denotes that no connection to the Internet is available.



The HeadControl succeeded logon to the central server and is available on CableView. CAS processes are still starting.



The boot process is nearly finished. CAS is up and running. Last processes are being launched for full functionality.



The Headend control is now full operational

8 Scrambler installation

If you are using a Panaccess Common Interface Scrambler, then plug it into the respective slot in your headend.

A LED illuminates red, if there is no transport stream available. Please check the configuration of your headend. In this case the boot process of the module will be interrupted until a transport stream is available. During this period of time the module does not try to connect to the HeadControl.

If the transport stream is interrupted during operation, the LED starts illuminating again red. However, the operation state does not change.

The module boot process takes about 30 seconds. It takes further 30 seconds until the module connects to the HeadControl, extracts the service list out of the DVB transport stream, submits it to the HeadControl and receives the configuration from the HeadControl. Afterwards the PSM and SRV counters in the display of the HeadControl increment accordingly. If there are services available at the module that are already configured for scrambling, the scrambled services counter is increased respectively.

If you are using a scrambler from a third party, please install according to its user manual. Afterwards the scrambler has to be added to the system in the Simulcrypt configuration in CableView. Also the services that are going to be scrambled have to be configured. See the CableView operation manual.

