This document contains some of the FAQs about streaming and set up.

1. **What equipment do I need to stream to EHTV?**

To be able to send a RTMP stream to the SR entry point, you can use open source tools like OBS. (Open Broadcaster software)

2. **What format do I need to send the stream to EHTV in?**

The format needed is RTMP.

3. **Who do I contact if I have a problem?**

In case you have an issue from Monday to Friday from 08:30 to 17:00 please contact your Account Manager. You can find the information below:

Name: Luciano Barisio
Email: l.barisio@sportradar.com

If you find an issue during the evening or on weekends please contact the address below including the following details so our support team is able to provide you further advice quickly:

- E-Mail: support@sportradar.com
- Subject: Sportradar OTT // Live Now [issue]
- Message content: Precise description of the question or issue including any error message and on which browser and device it occurs

*Please note that there can be longer response times on the weekend as second level support is only limited available. Especially prior live events we highly recommend to carry out live tests before the weekend in order to avoid streaming errors in advance. If additional operations support for certain events is needed please contact your account manager*

4. **How do I make games live?**

When you access to the backend please find on the left the option “Content Manager” – “Content List”.

Here you can create new events, edit already existing ones, add content, edit, view and change content settings (e.g. geo template, content status), check encoding and have a preview of the content. Please see below the detailed description.

*Each content - LIVE & VOD - belongs to an event
Based on Sportradar’S structure all content (LIVE & VOD) should be assigned to a certain event*
You are able to search for an event and/or content through different filters:

- **Event ID**: once event is created the system will assign a unique ID to it.
- **Content ID**: once content is added to an event the system will assign a unique ID to it.
- **Content type**: content variety - VOD, LIVE or LIVE & VOD.
- **Status**: content status in the backend: created, announced, live, delivered and error.
- **Category**: filtering to predefined categories. (Sports, leagues, etc.)
- **Date**: restrict results by time period.
- **File / Stream Name**
- **Title**: content title.

**Event**

An event is a more general description of a game/play. It is a basket for all the content (LIVE or VOD). In an event the categories and metadata are defined.
Content

A content can be a live stream, a recording or a video. Every content which is related to the event can be added (e.g. recording of the game, interviews after the game, press conference...). A content has different setting such as:

- Content ID: assigned automatically by the system. Each content has a unique ID
- Type: variety of content
- Live: live stream
- Recording: recording of a live stream (if automated recording is set)
- VOD: video
- Geo: content geo restrictions
- Title: content title
- Encoding: the encoding status only for LIVE content
- Status: there are several content statuses (see below)

Created: content is created in the backend, but not shown on the frontend of the platform.

Announced: LIVE content is shown in the frontend in the schedule.

Live: a) start broadcast for LIVE content; b) put a video online on the platform.

Delivered: a) stop broadcast of LIVE content; b) take out a video (VOD) from the platform.

Error: mark damaged content (LIVE & VOD) and put it offline from the platform.

5. I am sending the signal but can't see the stream in the backend of Sportradar site. What should I do?

Check if the origin signal is coming in the origin stream, if it is correct please check if the encoding is running, if is not running the production company is maybe not sending the signal correctly.

If you want to check the origin please copy the URL from the origin and open it in VLC player since flash is not working anymore.

To use VLC please follow the following steps:

- Install VLC Media Player (https://www.videolan.org/)
- Click on Origin
- Copy the rtsp address
- Open in VLC Player
To see statistics:
6. How to make an automatic broadcast & encoding of a live stream?

To make an automatic broadcast & encoding of a live stream the process is following:

- Go to the Content List -> find a live stream you would like to put on automatic broadcast -> click on Edit.

- On the right side of the dashboard there is a field Auto Broadcast -> click on Yes to set the automatic broadcast. After that the new field will appear such as: Schedule Encoding -> click Yes to set the automatic encoding.

- The next step is to set a time for automatic broadcast & encoding -> click Save.

- **Auto Broadcast time – 3-5 minutes before** the actual time of the event

  Switch status to “Live” 3-5 minutes before the actual start time of the event.

  Due to caching it might take few minutes for live stream to be available on the frontend of the platform that is why the status to ”Live” should be switched 3-5 minutes before the actual start time of the event.

- **Auto Encoding time – 15 minutes before** the actual start of the event

  Set Encoding time 15-20 minutes before the actual start time of the event We kindly encourage you to start the encoding process 15-20 minutes before the actual start time to make sure we are receiving the signal and in case of any issue to have some time for the trouble-shooting.
Example How To Set Time for Auto Broadcast & Encoding:

- Actual start time of the event: 7.00 PM
- (Live Stream) Start Time: 7.00 PM
- Strat Encoding: 6.40-6.45 PM
- Start Broadcast (switch status to Live): 6.55 PM

7. If a stream crashes during a game, how do I restart the stream in the backend?

Go to the content manager, search for the stream and click then on the encoding button to stop encoding. Wait 30 seconds and restart the encoding again. If a stream crashes onsite just restart your local RTMP stream, is not necessary to restart the Encoding at Sportradar backend.

8. If a stream crashes, will the game be recorded?

The stream will be recorded as long as it is put to delivered, if the stream crashes this will be on the recording.

9. How long does it take before I can reload a game?

After an event crashes it either automatically starts working again or you manually can stop and start the encoding in the cms.
10. **If a game is not recorded, how do I reload it?**

To upload videos to the platform the process is following:

- Go to the *Content Manager* section -> go to *Upload Content* sub-section -> click on *Upload* button on the top right corner of the page.

  **MAKE SURE THAT VIDEOS’ FILE NAMES DON’T HAVE ANY SPACES OR SPECIAL CHARACTERS**

  In case there are spaces or special characters in the file name of the video – the video will not work.

- You will be redirected to another interface – Signiant Media Shuttle – where you have to log in with your video upload credentials (provided by dedicated account manager).
OTT Backend Credentials will not work for Signiant
Please note Signiant Media Shuttle has different login information from your OTT Backend credentials. In case you don’t have the credentials for Signiant please contact your account manager.

- Once logged in click on Upload button on the top left corner.

Download Signiant App
The tool may ask you to install Signiant app on your computer. We advise to download the app for easier video upload procedure.
- Click on Add files to upload videos or just select all your videos and drag and drop them in the upload area.

**MAKE SURE THAT VIDEOS' FILE NAMES DON'T HAVE ANY SPACES OR SPECIAL CHARACTERS**

In case there are spaces or special characters in the file name of the video – the video will not work.

Don't close the upload window
Leave the upload window open until the upload process has been completed.

- After the successful upload go back to the OTT Backend: Content Manager -> Upload Content sub-section in the navigation. The uploaded videos will be displayed here 5-10 minutes after the upload process has been completed.

Please note the videos are now in the backend, but not yet online on the platform.
It may take more than 5-10 minutes for the videos to be displayed in Upload Content section.
Depending on the length & size of the uploaded files it may take longer for the videos to appear in the Upload Content section.

Wait until all quality renditions are green.
Make sure that the transcoding status of the uploaded videos has the status Done and all the quality renditions are green. If this is not the case don't proceed to the next step yet.
Once you made sure that all the videos are successfully transcoded you need to assign them to certain events (old or new) in the system -> click on Assign button in front of the video file.

Not possible to assign all videos at once

Please note it is not possible to assign all videos at once. Each video has to be assigned separately.

<table>
<thead>
<tr>
<th>Filename</th>
<th>Video Length</th>
<th>Date of upload</th>
<th>Transcoding Status</th>
<th>Renditions</th>
<th>Upload</th>
</tr>
</thead>
<tbody>
<tr>
<td>NOTI_2019_04_ZURICH_2CH</td>
<td>00:54:25</td>
<td>2019-06-12 11:54</td>
<td>Done</td>
<td>Low Mid High Premium</td>
<td>Assign</td>
</tr>
<tr>
<td>NOTI_2019_Zurich_PreEvent</td>
<td>00:06:35</td>
<td>2019-05-29 11:59</td>
<td>Done</td>
<td>Low Mid High Premium</td>
<td>Assign</td>
</tr>
<tr>
<td>ZURICH_2019_Best_tricks_</td>
<td>00:01:33</td>
<td>2019-05-29 11:51</td>
<td>Done</td>
<td>Low Mid High Premium</td>
<td>Assign</td>
</tr>
</tbody>
</table>

- Fill in the required information fields in the Event Settings, Content Settings and Editorial about the video -> click on Save.

Event Settings

- Fill in the required meta data for the event for this video

Obligatory fields to enter

In case the fields “Main category” and “Event Start” have no input you will not be able to proceed further. All the other meta data fields are optional to enter, however strongly advisable to fill them in to keep the clean structure of your LIVE and VOD content on the platform.
What if I want to add the video to already created event?
In case you want to assign a video to already created event you still need to follow the assigning process and enter all the meta data details of the already created event (same category, event start, competitors etc.). Once you fill in the required fields in all the sections the system will recognize that similar event is already created and will give you 2 options: to create new event for the video or to assign the video to the already existing event.

Content Settings

- Fill in the required content settings for the video

Obligatory fields to enter
In case the fields “Payment Settings” and “Desktop” (Geo Template) and “Start” have no input you will not be able to proceed further.

Which geo template should I select?
Based on the distribution rights of your content select the correct type of geo template. In case the needed geo template doesn’t exist you need to create one and then it will be available in geo restriction dropdown.

What should I select if there is no geo restrictions for my video?
In case your content is not restricted in any territories please select the geo template “World Wide”.

Which payment setting should I select?
Based on your content strategy you can select such payment settings: FREE – user can watch the content for free; REGISTRATION – user will be asked to sign up to the platform to watch the content; PAY – user will be asked to sign up and pay to watch the content.
Editorial

- Fill in the required information fields in the Editorial section about the video and upload a dedicated teaser image. Click on Save.

I have no dedicated teaser image to upload. What should I do?
In case no dedicated teaser image is uploaded a default image (e.g. your logo) will be applied to this content by default.

- Once you have saved all the settings, the created video will appear at the Content List section under the dedicated event. Find your video (should be on top of the list). Change the content status from Created to Live to put the video online on the platform. Due to cashing it may take few minutes until you see the video on the frontend of the platform.

Can I preview a video before putting it online?
Yes, you can preview a video before putting it online. Find the created video in the Content List and click on Preview.