

Viz Multiplay
User's Guide

1.1



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1 Introduction



Viz Multiplay gives broadcasters a powerful tool for controlling studio screen content. The simple interface can be used in the control room or by the presenter in the studio.

The main features of Viz Multiplay are:

- Send content quickly to multiple screens,
- Dynamic control from a single interface,
- Controls live, video, graphics and still content.

This section contains information on the following topics:

- [Document Structure](#)
- [Related Documents](#)
- [Customer Feedback and Suggestions](#)
- [Customer Support Requests](#)

1.1 Document Structure

This User's Guide includes both information on the technical aspects of installation and maintenance, as well as instructions for end users.

- [Viz Multiplay](#) provides an overview of the features of Viz Multiplay and the various workflows that it supports.
- [Setup](#) describes how to install and run Viz Multiplay, and how to set it up to work with other applications, such as Viz Trio and newsroom control systems.
- [Using Viz Multiplay](#) describes how to use the Viz Multiplay application on your desktop or tablet device.
- [Troubleshooting](#) lists tips for troubleshooting Viz Multiplay.

1.2 Related Documents

- [Viz Trio User's Guide](#): How to use the **Viz Trio** client, and configure the output channels and playout pages in shows, based on templates.

- [Screencast User's Guide](#): Screencast is a screen grab tool, designed to fit the Vizrt workflow. It sends static screenshots or live-stream content from the desktop to air.
- [Sequencer Ingest User's Guide](#): Sequencer Ingest is a Windows service that monitors an ingest folder for image files, and adds these files to a defined show on the Media Sequencer.
- For more information on integrating with **Viz One**, please contact your local Vizrt customer support team at www.vizrt.com .

For more information about all of the Vizrt products, visit:

- www.vizrt.com
- [Vizrt Documentation Center](#)
- [Vizrt Training Center](#)
- [Vizrt Forum](#)

1.3 Customer Feedback and Suggestions

We encourage suggestions and feedback about our products and documentation.

To give feedback and, or suggestions, please identify your local Vizrt customer support team at www.vizrt.com .

1. Click on **Contact** (top of page).
2. The Vizrt office which is nearest to your location will be shown, or select from the list of Vizrt offices.
3. Click on the **Contact** button for the office you want.
4. Complete the required details in the window that opens.

Note: If this message is for Customer Support, and there is a Support Contract in place, then click on the 'For support requests, please visit our support portal' link in the message window.

A Vizrt representative will contact you as soon as possible.

1.4 Customer Support Requests

Support Requests are supported by Vizrt if customers have a valid Service Agreement in operation. Customers who do not have a Service Agreement and would like to set up a Service Agreement should contact their regional sales representative (see [Customer Feedback and Suggestions](#)).

When submitting a Support Request, relevant and correct information should be given to Vizrt Support, to make sure that Vizrt Support can give the quickest and best solution to your Support Request.

This section contains information on the following topics:

- [Before Submitting a Support Request](#)
- [Submitting a Support Request](#)

1.4.1 Before Submitting a Support Request

Before a Support Request is submitted make sure that you:

Read:

- The relevant User Guide or Guides
- The release notes

and Check:

- That the system is configured correctly
- That you have the specified hardware, tested and recommended versions

Always refer to your Vizrt Service Level Agreement document.

1.4.2 Submitting a Support Request

When completing a Support Request, add as much information as possible.

Content of a Support Request

The report should contain information about these topics:

- **Problem description:** Include a good description of what the problem is and how to reproduce it. Specify your workflow. Remember to use simple English.
- **Screen shots and illustrations:** Use these to simplify the message. These are extremely useful for Vizrt Support.
- **Software configuration:** Add exact versions of software used. This is extremely important information. The [Version Information](#) is available in the log.
- **System log files:** Send the system log file. You can save your log file in the [Logs](#) pane.
- **System locale:** Specify the Region and Language settings of the system.
- **Hardware configuration:** Add exact versions of hardware used, especially for Viz Engine.

Optional:

- **System setup:** Describe differences in the installation, if any, from the recommended setup.
- **System Network:** Add a description of how the network, bandwidth, routers, and switches are configured.

Always refer to your Vizrt Service Level Agreement document.

To submit a Support Request:

1. On the www.vizrt.com page, click on Support.
2. Click on **Report a case**.
3. Click on **LOG IN** to login to the Customer and Partner portal.
4. At the top of the Case Management page, click on **Report a Case**.
5. In the online form complete the required minimum information (shown by a red asterisk) and click **SAVE**.

6. In the saved Support Case that opens, complete the various text boxes and upload any required documents, files, etc. (see [Content of a Support Request](#)).

To **track the status** of open support tickets, login to the Customer and Partner portal. Add information or communicate about the cases directly with the support team.

2 Viz Multiplay



Viz Multiplay is a control application that is designed for controlling the increasing number of screens that are now present in studios. It can be used to take graphics on air, images or video clips on all the screens in the studio.

Viz Multiplay can control an individual screen or trigger content to multiple screens simultaneously. Screens of different resolutions and aspect ratios can be incorporated, allowing for a wide range of studio configurations.

Media elements can be graphics elements rendered by the Viz Engine, video clips, or SDI live inputs.

Viz Multiplay can be used in the control room in combination with Viz Trio to manage all the screens. It can also be used by a presenter, allowing them to drive the graphics or videos themselves. All instances of Viz Multiplay are linked, so users in the control room and studio can work together.

Viz Multiplay is built on top of the existing Vizrt infrastructure, so it can be used together with your other Vizrt applications and Viz Engine outputs.

The application itself is browser based, so it can run on any computer or a tablet, and has an easy-to-use interface. Viz Multiplay gives broadcasters a simple way to control studio screen content from a single interface.

This section contains information on the following topics:

- [Key Features](#)
- [System Diagrams](#)
- [End-to-End Workflows](#)
- [User Workflows](#)

2.1 Key Features



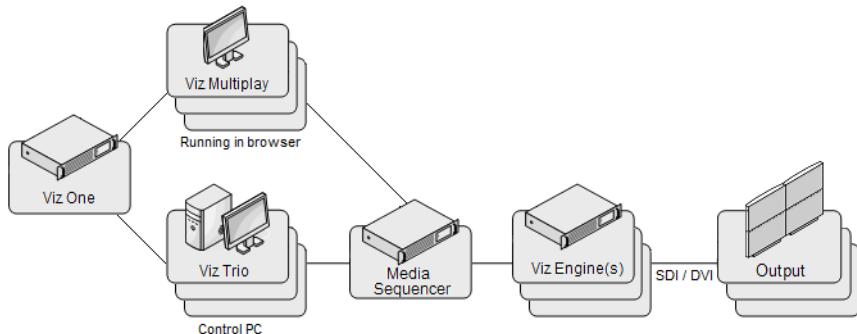
The key features of Viz Multiplay are:

- Multiple channel/output control
- Anchor control
- Display of video, graphics and still images
- Multiplatform control
- MOS support
- Live video control
- Dynamic playlist
- SD/HD/4K SDI and IP output
- Integration with Viz Trio
- Touch-screen friendly for playout functions
- Collaboration between users

New features in Viz Multiplay 1.1 "Video Wall Edition"

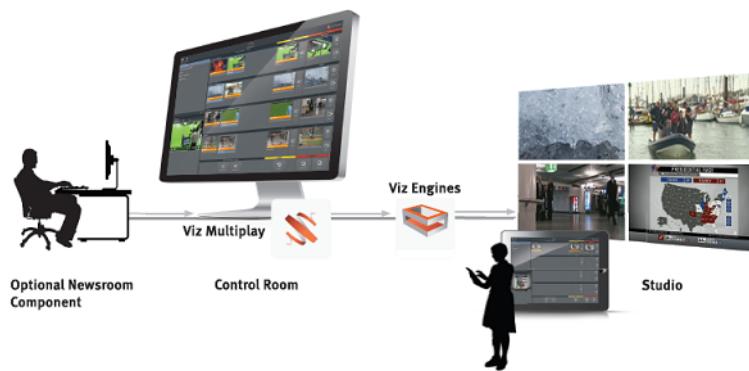
- Video Wall presets to change between different layouts smoothly
- Shortcuts Bar to change the backgrounds easily
- Direct access to Viz Trio's Profile Configuration from Viz Multiplay
- Easy creation of Video Wall profiles
- Presets Designer (Video Wall Designer) for creating the different presets
- Perform Cleanup and Initialize of Viz Engine from Viz Multiplay
- Workspaces

2.2 System Diagrams



- Viz Multiplay relies on **Viz Trio** for configuration. Playlists and shows from Viz Trio are available in Viz Multiplay.
- Viz Multiplay is hosted on a URL on the **Media Sequencer**. Any number of Viz Multiplay clients can connect to the same Media Sequencer, which provides scheduling for playout.
- The **Viz Engine(s)** are used for playout.
 - Standard SDI based playout (with one Viz Engine for each output) is the most common use case.
 - The video wall feature means that multiple DVI outputs can come from a single Viz Engine. A Viz Engine can have up to 4 GPUs, each with up to 4 DVI or display port outputs, giving a maximum of 16 DVI outputs. See the Release Notes for hardware requirements, and note that you should check the performance of your scenes when using this configuration.
- Viz Multiplay can also access the media assets stored in **Viz One**.

2.3 End-to-End Workflows



Basic Workflow

1. In the studio, Viz Trio and Viz Multiplay are used to create playlists.
2. Operators use Viz Multiplay to manage the playlists and trigger content for each screen.
3. Viz Engines composite graphics and video in real-time in SD/HD/4K SDI and IP streams.

4. In the studio, monitors and video walls are filled with the content controlled by Viz Multiplay.

Extended Workflow

1. Journalists create playlists in Viz Trio or the newsroom control system.
2. In the control room, operators use Viz Multiplay to manage the playlists, trigger content for each screen, and define content for the journalist in the studio to control.
3. Viz Engines composite graphics and video in real-time in SD/HD/4K SDI and IP streams.
4. The presenter in the studio controls screen content live with the Viz Multiplay touch-screen interface.
5. In the studio, monitors and video walls are filled with the content controlled by Viz Multiplay.

2.4 User Workflows

This section contains details about the following workflows in more detail:

- [For the Journalist](#)
- [In the Control Room](#)
- [For the Presenter](#)

For the Journalist

1. Prepare the playlist. Either:
 - Use Viz Multiplay to browse for content and add to a playlist.
 - Prepare a playlist in Viz Trio or your newsroom control system.
2. Define which channel(s) the content will be triggered on.

In the Control Room

The operator either triggers the playlist as it was created in the rundown, or rearranges elements on-the-fly.

1. Prepare a normal rundown in the control room or newsroom (Viz Multiplay is fully MOS enabled so clips can be managed through the normal newsroom workflow using our ActiveX).
2. In Viz Multiplay, open a playlist or show.
3. Select the active profile.
4. Arrange media elements for each channel:
 - Use elements already listed in the playlist.
 - Search for media elements in the Search tab.
 - Drag elements from another channel.
5. Select a media element:
 - Playlist elements are displayed in the Media column.
 - Last minute elements can be collected from the Inbox.
6. Preview the selected element in the Preview tab.

7. Drag or tap elements to arm them, or take them to air:
 - For clips and animations, a time code monitor displays playout progress.
 - You can also control continue points and graphics if you have multistage animations.
 - Select from Video Wall layout presets

Viz Trio can trigger events from Viz Multiplay and control the content available in Viz Multiplay. Manual changes to the Viz Multiplay playlist are **immediately reflected** in the Viz Trio playlist and vice versa.

All instances of Viz Multiplay are linked so changes in one are reflected to all users. Users can **work in collaboration**, for example a control room operator sets up elements for the studio presenter to take to air.

Drag **last minute elements** from the easy-access [Inbox Tab](#) to any channel. Elements are added to the [Inbox](#) using Viz Trio.

For the Presenter

The presenter can control the output on screen by using Viz Multiplay on a tablet.

1. Select a media element to play.
2. Drag or tap elements to take them to air.

The presenter's tablet can automatically follow the control room's Viz Multiplay client to reduce the number of actions required by the presenter.

3 Setup

Viz Multiplay is installed on top of the Media Sequencer, and is then run via a standard internet browser.

This section contains information on the following topics:

- [Installing Viz Multiplay](#)
 - [Configuring Asset Search in Viz One](#)
 - [Settings](#)
 - [Preparing Channels and Playlists](#)
 - [Running the Viz Multiplay Client](#)
-

3.1 Installing Viz Multiplay

Order of Installation

1. Media Sequencer (Media Sequencer 2.0.2 or later is required, however Media Sequencer 3.0 is required for the Video Wall)
2. Viz Trio client (Viz Trio 2.12.1 or later is supported, however Viz Trio 3.0.0 or later is recommended)
3. Viz Artist/Viz Engine 3.7.1 or later
Install Viz Artist in *Video Mode* if you require video play out, otherwise select VGA mode.
4. Viz Graphic Hub 2.1 or later
Select mode *Viz Graphic Hub H 5/4 free*, and start the Viz Graphic Hub when prompted
5. Preview Server 3.0 or later
6. Viz Multiplay (see [Viz Multiplay Installer](#))
7. Viz One 5.6 or later

Viz Multiplay Installer

Note: A Viz Multiplay licensed Media Sequencer dongle is required on the server machine. See [Licensing](#).

1. On the Media Sequencer machine, run the Viz Multiplay installer file `VizMultiplay.msi`
This will install the core files for Viz Multiplay, including documentation, and will add shortcuts to the desktop and Start menu which point to the application's URL.
The default installation location is: <MEDIASEQUENCER>/www/app/vizmultiplay
e.g. %ProgramFiles(x86)%\Vizrt\Media Sequencer\www\app
The default location is recommended, but can be configured if required.
-

Note: Media Sequencer must be running before starting the Viz Multiplay server.

3.1.1 Licensing

Viz Multiplay requires a Viz Multiplay-licensed Media Sequencer dongle on the server machine. If a valid license is not present, a warning message appears when the Viz Multiplay client is started, and every 20 minutes thereafter.

3.2 Configuring Asset Search in Viz One

Note: If you require assistance configuring your Viz One, please contact your local Vizrt customer support team at www.vizrt.com.

Once Viz Trio is configured to work with Viz One, the Viz Multiplay integration is straight forward. In order to make the asset search from Viz Multiplay work, the following settings are required:

Viz One Login

A Viz One account is required in order for Viz Multiplay to log in. Viz Multiplay can use the same account as Viz Trio. If it is a separate account, it must have the same access rights as the one used by Viz Trio.

To configure Viz One in Viz Trio:

1. open trio
2. go to configuration > viz one and enter Service Document URL, username and password

Internet Explorer Settings

If using Internet Explorer, you must allow cross origin requests (this is supported automatically in Chrome and Firefox).

1. Open Internet Explorer
2. Select Tools > Internet Options > Security > Custom Level
3. Browse down to Miscellaneous, click "Enable" for "Access data sources across domains".

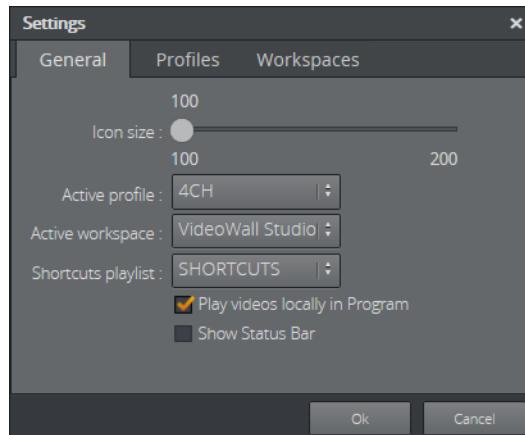
3.3 Settings

Open the Settings window from the tool bar.

The Settings window has the following tabs:

- [General Tab](#)
- [Profiles Tab](#)
- [Workspaces Tab](#)

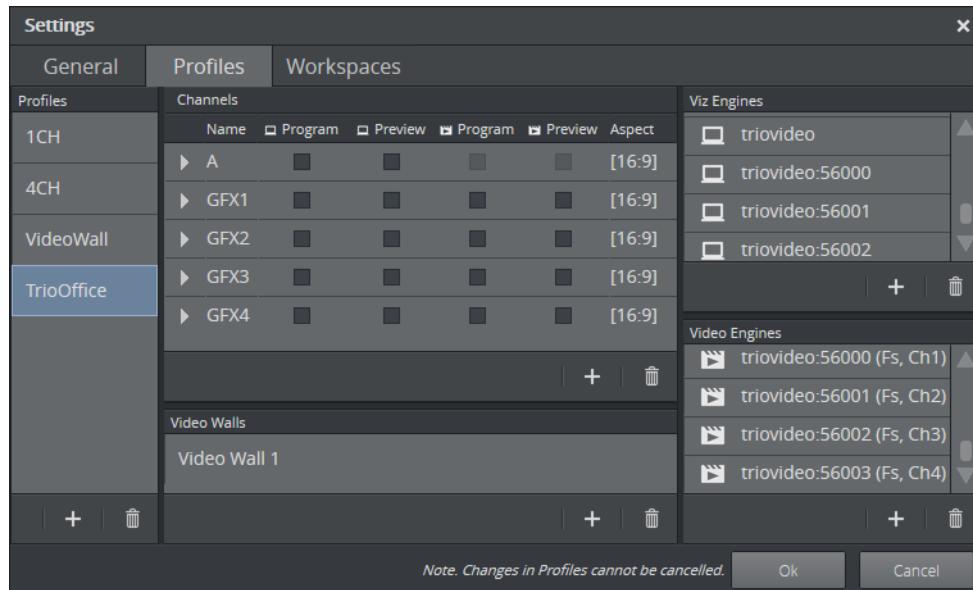
3.3.1 General Tab



The settings are as follows:

- **Icon size:** Controls the appearance of media icons in the Media column.
 - **Active profile:** Select from the list (see [Preparing Channels and Playlists](#)).
-
- Note:** Always set the Active Profile for a playlist in Viz Multiplay. If a playlist is activated by a Viz Trio client, then it will be deactivated if that Viz Trio client shuts down, and Viz Multiplay will lose its active profile.
-
- **Active Workspace:** Select the workspace for this client. See also [Workspaces Tab](#).
 - **Shortcuts playlist:** Select the Trio playlist that contains your preset layouts and background scenes. Once a shortcuts playlist has been selected, the shortcuts are displayed in the [Shortcuts Bar](#) at the top of the main window.
 - **Play videos locally in Program:** When enabled, clips will display a preview in the [Program](#) column when they are taken to air. When disabled, only a thumbnail will be displayed.
-
- Note:** The preview shown in the Program column may not be precisely in sync with the actual output.
-
- **Show Status Bar:** Show or hide the [Status Bar](#) at the bottom of the screen.

3.3.2 Profiles Tab



Use the Profiles tab to individually configure Profiles, Channels, Viz Engine handlers and Viz Video handlers, as well as easily configure video walls.

The Profiles tab in Viz Multiplay works in much the same way as profile configuration in Viz Trio and Viz Pilot. It also uses the same data as Viz Trio, and changes made via either application are reflected in both.

Note: Profile changes cannot be canceled.

Renaming an active profile from profile settings (either in Viz Trio or Viz Multiplay) automatically selects (No Profile) as Active profile in general tab. The renamed profile then need to be selected from the Active profile combo.

Note: Viz Multiplay requires to be refreshed in order to show the new profile name on group pane.

When elements are added to the channels in Viz Multiplay, the channel name is reflected in the Viz Trio page list.

However, in Viz Trio, you can also specifically assign elements to channels. If an element is assigned to a channel name that is not present in the active profile, then that element will not be visible in Viz Multiplay. The element can also be invisible if the element's channel is hidden in the active workspace.

Elements that are assigned to the [PROGRAM] channel will be displayed in the channel set to viz/video program in the active profile in Viz Multiplay, regardless of that channel's name.

Note: Terminology: "Main channel" in Viz Multiplay refers to the main channel of a video wall, while [PROGRAM] refers to the program channel of the profile.

Video Wall Setup

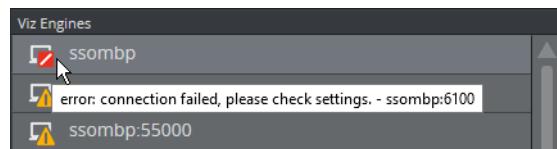
In addition to manually creating profiles and channels, you can also setup a new video wall using the Video Wall Setup tool.

Open the [Video Wall Setup](#) tool by clicking on the **Add** button at the bottom of the Video Walls pane.

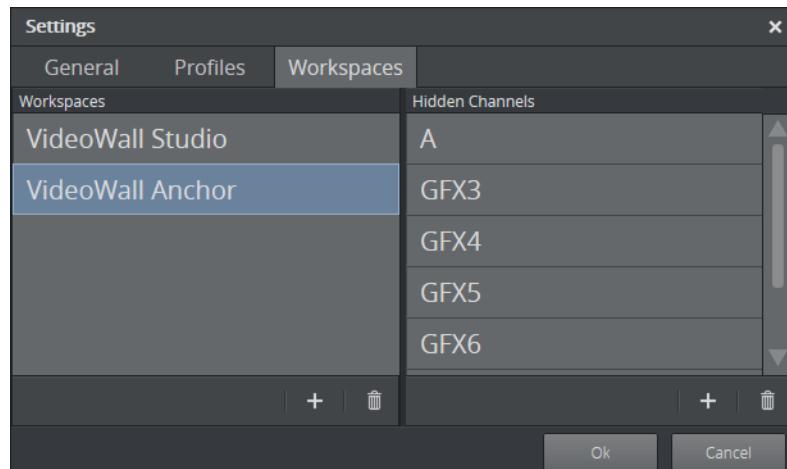
Status

The status of the handlers is shown by their icons. The status is refreshed when either the Media Sequencer needs to refresh them, or the user opens a handler editor.

Hover over a handler to see the error message.



3.3.3 Workspaces Tab



Use the **Workspaces** tab to create **Workspaces**, which define the set of channels that are hidden from view for each type of user.

Defining several workspaces allows different users to have access to different channels. For example, an operator in the control room may have access to all channels, whereas a presenter in the studio can hide all but the few channels that they want to control.

To Create a New Workspace

1. In the **Workspaces** pane, click **Add (+)** to create a new workspace, and give it a name.
2. In the **Hidden Channels** pane, click **Add (+)** and type the name of the channel that you want to be hidden in this workspace.
3. Go to the [General Tab](#) and select your new workspace in the **Active workspace** dropdown. This is a local setting, so will set the active workspace for this user.

Armed Column with Shared Workspaces

The state of the [Armed](#) column is shared among users with the same Workspace. This allows people to collaborate, and when preparing elements in the Armed channels, they will all see the same armed content.

In contrast, the Program column is always a global resource, which is always showing what is currently on air in each channel. All Multiplay clients will have a synchronized view of what is playing on air, independent of which user is triggering it.

3.4 Preparing Channels and Playlists

The Viz Trio and Viz Multiplay clients share the data structure of the playlists and the content inside the playlists. They also share the profile configuration information.

This allows for workflows where different users can collaborate. For example, a Viz Trio client can be used to populate playlists and prepare content, while a Viz Multiplay client is used for playout.

Profiles and Channels

Profiles are used to create different setups and can be defined with different program and preview channels. You can define channels which are mapped to Viz Engine machines for graphics rendering, or mapped to video devices for playout of video clips from video servers.

You can configure the profiles and channels from within Viz Trio, or from the [Profiles Tab](#) window in Viz Multiplay. Changing the channel in Viz Trio will also change the channel in Viz Multiplay, and vice versa.

In Viz Multiplay you can playout content on multiple channels, with as many channels as desired. Typically each output would be 1 single Viz Engine, and each channel can have multiple outputs (graphics channels).

For more information on Profile Configuration, see the *Viz Trio User's Guide*.

Note: Adding videos to a graphics-only channel or graphics to a video-only channel, will result in the element not being played out correctly. Composite elements will only work on channels that support both graphics and video.

Shows and Playlists

The shows and playlists created in Viz Trio will be available in the [Browse Window](#) of Viz Multiplay.

Elements in the Viz Trio shows and playlists must be in groups. Note that a playlist inside a show is not accessible from the browse window, it will instead appear as tabs in the show.

Manual changes to the Viz Multiplay playlist are immediately reflected in the Viz Trio playlist and vice versa.

MOS connectivity from a **Newsroom Control System** will work with Viz Multiplay in the same way as it does with Viz Trio.

Inbox

To make elements available in the [Inbox Tab](#), add them to a Viz Trio show called `inbox`.

Prepare a show using Viz Trio and Viz Multiplay

To create a new show and populate it with content using a Viz Trio client and then play it out using Viz Multiplay:

1. In Viz Trio, create a new show
 2. Import the scenes you want to use
 3. Create pages from these scene templates
 4. Create one or more groups, and drag the pages into the groups.
Each group will appear as a *story* in Viz Multiplay.
 5. In Viz Trio, select the desired profile and activate the show in this profile.
 6. In Viz Multiplay, open the show (go to Open > Shows)
- Viz Multiplay will now have the same playlist activated in the same profile, and the content will appear in the relevant channels.

Prepare a Video Wall

- Open ProfileConfig and create a video wall with the main channel called, for example, A.
- Enable videowall presets in Viz Multiplay. To do this:
 - Open Viz Artist and import the viz archive called DynamicChannels.via that is distributed together with the Viz Multiplay installer.
 - Open the show in Trio
 - Import the video wall scene so it becomes a master template in the show (Vizrt/VideoWall/DynamicChannels)
 - Create a page from the master template
 - Create a show playlist
 - Create a group in the show playlist and name it "Presets."
 - Drag the page into the group in the playlist
 - Set Channel on the playlist entry to A
- Go back to Multiplay and enable the shortcuts playlist. You do this by opening Settings and selecting your show playlist as the Shortcuts playlist in the dropdown under "General"
- Now you should have a shortcuts "channel" above the other channels in Multiplay, and one Tab which is called "Presets". Your preset should be visible in this area.
- Ctrl + click on the presets to open them in the video wall editor.
- In the videowall editor you are only allowed to work with presets from one video wall at the time that is presets having a Channel that matches the Main channel of the video wall.
- So in the Preset bin in the video wall editor you should only see the presets having channel A if you open a preset with A.

3.5 Running the Viz Multiplay Client

This section contains information on the following topics:

- [Viewing in a Browser](#)
- [Authentication](#)

- [Chrome Setup](#)

3.5.1 Viewing in a Browser

You can access Viz Multiplay from an internet browser. The URL to access Viz Multiplay can be configured on the server, but by default it is

`<ms_host>:8580/app/vizmultiplay/vizmultiplay.html`

If it has been changed from the default, your system administrator will provide you with the new URL.

Media Sequencer

Viz Multiplay requires the same Media Sequencer to communicate with other control client, for example Viz Trio. It is possible to access other Viz Multiplay shows by changing the MSE host name from the existing url.

`<ms_host>:8580/app/vizmultiplay/vizmultiplay.html?mse=<mse_hostname>`

Note: Media sequencer stores all playlists/shows and makes the playlists/shows available to all control applications.

Desktop

Vizrt recommends the latest version of Chrome, Firefox or Safari for using Viz Multiplay on a desktop.

If you run Viz Multiplay on a touch screen, Firefox is the recommended browser, as it fully supports touch screen drag and drop functionality. Touch screens work well for the playout functions of Viz Multiplay, but for editing (such as Profile Configuration and the Video Wall Designer), we recommend using a mouse and keyboard.

If using Chrome, follow the steps described in [Chrome Setup](#) to get the optimal experience for that browser.

Note: The recommended minimum screen resolution is 1280 x 1024

3.5.2 Authentication

The Viz Multiplay URL can be accessed by any browser on the network it is connected to, so if you want to limit access you should implement some basic authentication.

A simple way to restrict access to the URL is to use Apache to serve the application and use basic authentication to limit access to it. For more information, see:

- <http://httpd.apache.org/docs/2.2/howto/auth.html>

An advanced solution that avoids users being prompted for a username/password, but also allows WebSocket communication to be secured, is to use client certificates and a WebSocket tunnel. For more information, see:

- http://httpd.apache.org/docs/2.4/mod/mod_ssl.html#sslverifyclient
- http://httpd.apache.org/docs/2.4/mod/mod_proxy_wstunnel.html

3.5.3 Chrome Setup

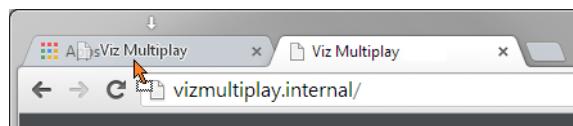
To make Chrome start in fullscreen mode, and to avoid the fullscreen message appearing when the pointer reaches the top, add the `--kiosk` startup option.

This section describes how to [Create a Customized Chrome Shortcut](#) and [Use the Chrome Shortcut](#).

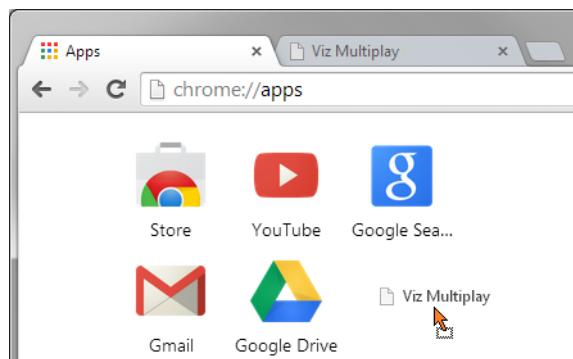
Create a Customized Chrome Shortcut

Note: The startup option for Chrome only takes affect when launching the initial Chrome instance. Make sure no Chrome processes are running when launching the shortcut.

1. Open Viz Multiplay in Chrome.
2. In another Chrome tab open the Apps page, either by clicking the  Show apps button or typing `chrome://apps/` in the address bar.
3. Drag the address bar icon of the Viz Multiplay tab onto the Apps page tab, but *do not drop it yet*.



4. Once the Apps tab content displays, then drop the Viz Multiplay icon.



5. Right click the new shortcut in the Apps tab and select **Open full screen**.
6. Right click the new shortcut in the Apps tab and select Create shortcuts.
 - Select **Desktop** and click **Create**.
7. Find the newly created Chrome shortcut on the desktop and rename it, for example, Viz Multiplay Fullscreen.
8. Right click on the new shortcut on your desktop and select Properties.
 - At the end of the Target, add `--kiosk` (note the double dashes).
 - Click OK.

Use the Chrome Shortcut

1. Double click the Chrome shortcut that you just created on your desktop and it will launch the full screen Kiosk.
2. To exit from fullscreen mode, press F11.
3. To quit the fullscreen Chrome application, press Alt + F4.

4 Using Viz Multiplay

This section describes how to work with Viz Multiplay when controlling live output.

- [Launching Viz Multiplay](#)
- [Areas of the Work Area](#)
- [Configuring Your Display](#)
- [Work with Shows, Playlists and Groups](#)
- [Navigator Pane](#)
 - [Previewing a Clip](#)
 - [Searching for Material](#)
 - [Using the Inbox](#)
- [Arming and Taking Elements](#)
 - [Arm and Take Multiple Elements](#)
- [Status and Logs](#)

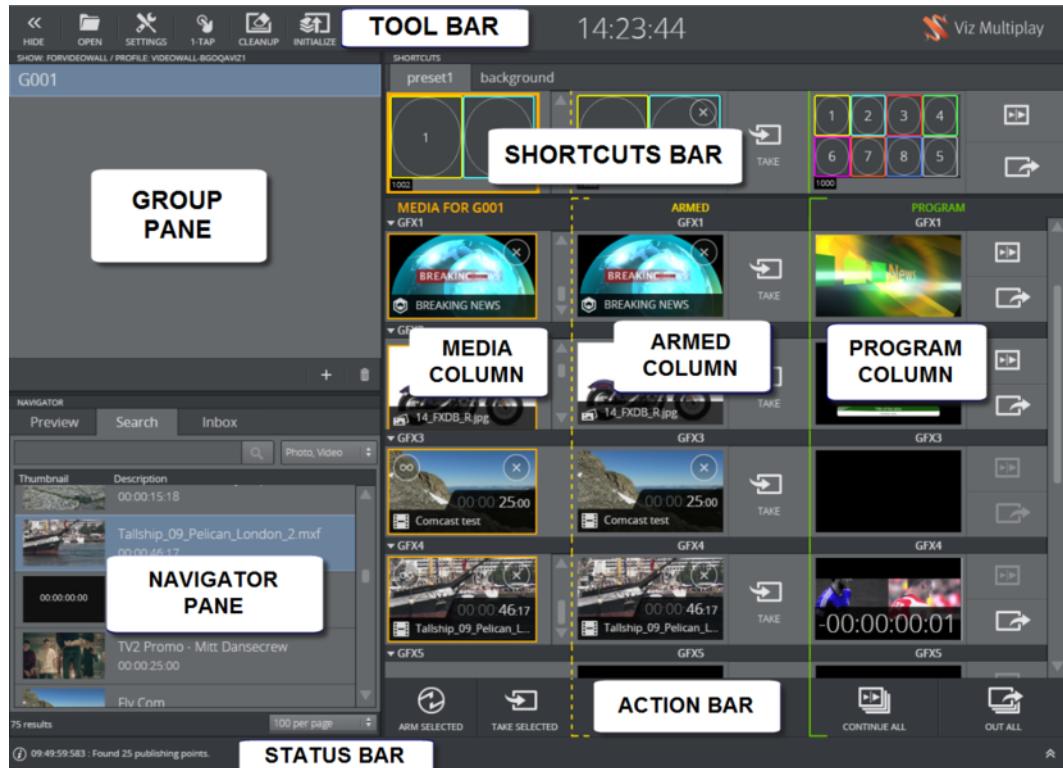
4.1 Launching Viz Multiplay

You can access Viz Multiplay from an internet browser. Your system administrator will provide you with the link.

For more information on setting up your browser, see [Running the Viz Multiplay Client](#).

4.2 Areas of the Work Area

Once a playlist has been selected using the [Open](#) button, then the Viz Multiplay window will consist of the following areas.



The main areas of the window are:

1. [Toolbar](#)
2. [Group Pane](#)
3. [Navigator Pane](#)
4. [Media Pane](#), which includes
 - [Shortcuts Bar](#)
 - [Media Column](#)
 - [Armed column](#)
 - [Program column](#)
 - [Action Bar](#)
5. [Status Bar](#)

4.3 Configuring Your Display

Layout Options

- For a list of supported browsers, see [Running the Viz Multiplay Client](#).
- Chrome has features that can be useful when launching Viz Multiplay in a browser, see [Chrome Setup](#).
- Channels are collapsible individually.

- Viz Multiplay can be run in portrait mode, which allows more space for displaying channels.

Toolbar



The way Viz Multiplay looks in your display can be configured from the tool bar using [Settings](#), [Hide Navigator Pane and Group Pane](#), and [1-Tap Mode](#).

Click on the Viz Multiplay logo for version information, as well as links to documentation and third party licenses.

Hide Navigator Pane and Group Pane



Click the Show/Hide button in the toolbar to toggle both the [Group Pane](#) and [Navigator Pane](#) on/off.

Settings



Open the [Settings](#) window from the tool bar.

- From the [General Tab](#) you can change the thumbnail size, show/hide the status bar, and set whether or not you want to display a preview in the [Program](#) column when clips are taken to air.
- Use the [Profiles Tab](#) to individually configure Profiles, Channels, Viz Engine handlers and Viz Video handlers, as well as easily configure video walls.
- Use the [Workspaces Tab](#) to create Workspaces, which define the set of channels that are hidden from view for each type of user.

1-Tap Mode



When 1-Tap mode is enabled, the [Armed](#) column is hidden and tapping an element or shortcut in the Media column will take it directly to [Program](#).

In this mode, elements can still be dragged between channels, or dragged to the program channel.

When 1-Tap is disabled, tap will arm an element. Tap in the Arm column to take it to Program.

Drag elements to the preview pane to preview them.

Set up on a Tablet

As space is limited on a tablet, you may prefer the following display settings:

- Hide the Status bar (See [Settings](#))
- [Hide Navigator Pane and Group Pane](#)
- Enable [1-Tap Mode](#)
- Adjust the Icon size (See [Settings](#))

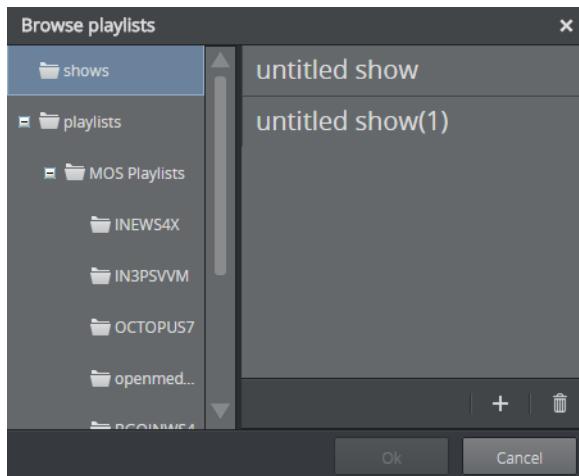
4.4 Work with Shows, Playlists and Groups

Open



1. Click the **Open** button on the [Toolbar](#) to open the [Browse Window](#).

Browse Window



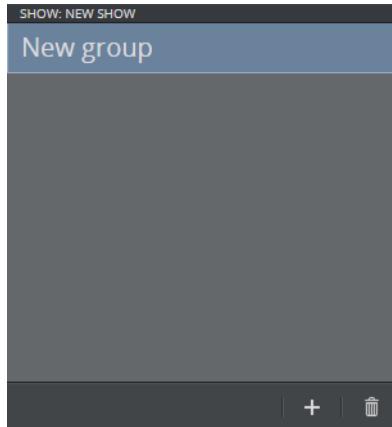
The Browse window displays the shows and playlists that are available.

In this window, existing **shows** can be opened or deleted, or you can create new shows. Select a show or playlist, and it will open in the [Group Pane](#).

Shows can be **renamed** by selecting them and pressing **F2**.

Existing **playlists** from Viz Pilot, or other newsroom systems, can also be opened.

Group Pane



The Group pane in the top left of the main window, displays the groups that are included in the show or playlist. When you select a group the media elements will be loaded into the Media pane. You can also add, delete or rename groups.

Each playlist is typically a MOS rundown where the elements for the various stories are sorted into groups.

Alternatively, you can create playlists and groups using Viz Trio.

Cleanup



The Cleanup function cleans up all the channels in a profile except Graphics (GFX) channels in a video wall. GFX channels are cleaned when the main channel of the video wall is cleaned. Cleanup clears all loaded graphics from memory on the program and preview renderers for the output profile currently in use. It should be used before initializing a new show or in order to re-initialize the same show into the renderer's memory.

Note: Cleanup commands will affect all Viz Trio and Viz Multiplay clients that are connected to the same Media Sequencer, and using the same output profile.

Initialize



The Initialize function works the same way as it does in Viz Trio. The Initialize button loads the current show's graphics on the preview and program renderers.

Initialize does not refresh everything (i.e. it performs a load, not a reload, on the Viz Engine). If changes have been made to a scene that was already loaded, a [Cleanup](#) renderer command must be issued, and then an Initialize command.

Note: Initialize commands will affect all Viz Trio and Viz Multiplay clients that are connected to the same Media Sequencer, and using the same output profile.

4.5 Navigator Pane

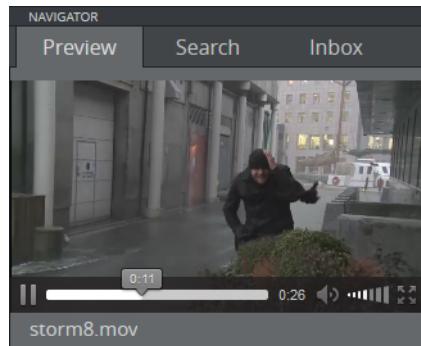
The Navigator Pane allows:

- [Previewing a Clip](#)
- [Searching for Material](#)
- [Using the Inbox](#)

Note: The Show/Hide button on the [Toolbar](#) allows you to [Hide Navigator Pane and Group Pane](#).

4.5.1 Previewing a Clip

Preview Tab



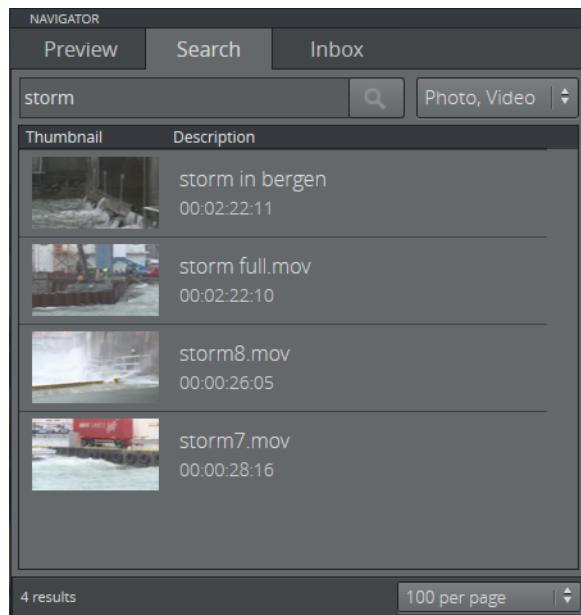
Preview is available for clips, images, and graphics.

The preview starts when an element is selected in the media pane. Hover over the video player to see the controls.

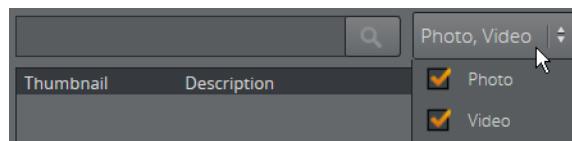
If using 1-tap, drag the element to the preview tab to start the preview.

4.5.2 Searching for Material

Search Tab



Search for media in Viz One.

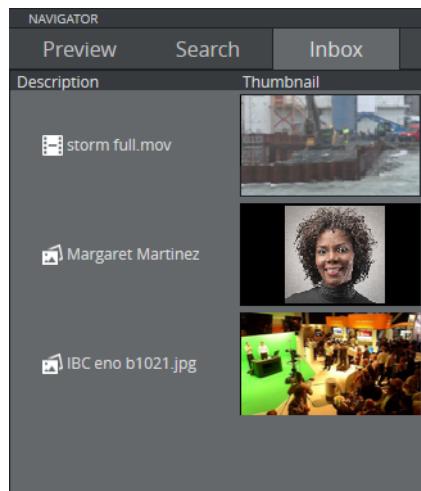


Use the Photo and Video filter to limit the search, and then type into the search bar.

Once you have found the element, drag it from the Search Tab to the channel you want to use it in.

4.5.3 Using the Inbox

Inbox Tab



The Inbox feature allows several users to work together to find and add new elements.

To use this feature, a Viz Trio show called `inbox` must be created. Any content added to this Viz Trio show will be available in the Inbox tab in Viz Multiplay. The elements can then be dragged from the Inbox into a channel.

Note: The inbox show must be located in the root 'show' folder in Viz Trio.

Note: When an element is dragged from the inbox to a channel in a show, the element is copied, not referenced. This means that after the drag operation, there will be two separate elements that can be modified independently of each other, for instance with the Viz Trio client.

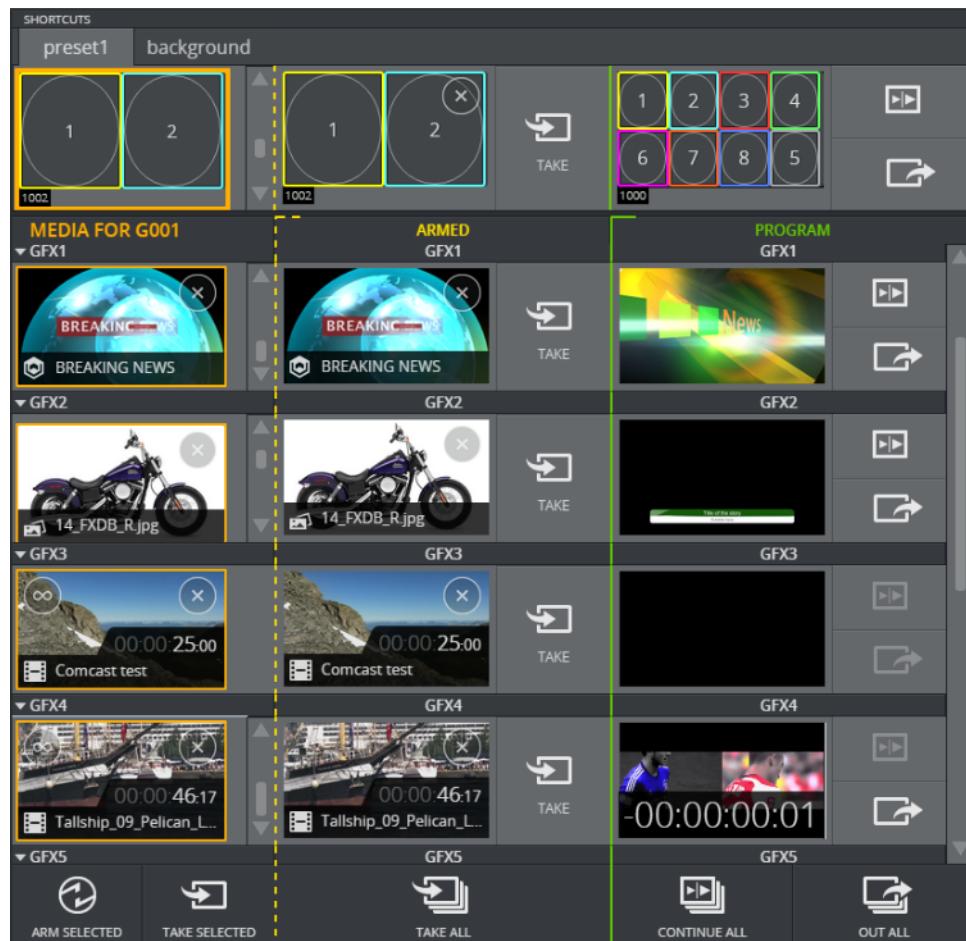
Sequencer Ingest

Sequencer Ingest is an application that makes it easy to add images to the Inbox. It monitors a folder on your file system, and as soon as images are added to that folder it will generate a stillstore element in the inbox show. This means that when users drop images into the monitored folder, they will be available in the Inbox of Viz Multiplay immediately.

Installing and configuring Sequencer Ingest is described in the [Sequencer Ingest User's Guide](#).

4.6 Arming and Taking Elements

Media Pane



The Media pane is used to manage elements that have been prepared for the story.

Each channel is displayed on a separate row and can be managed individually or together with other channels.

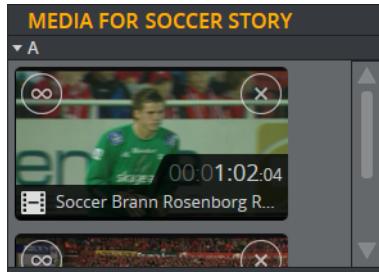
Elements which are ready for use are listed in the [Media Column](#), while the [Armed](#) and [Program](#) columns display the elements that are currently armed or on air.

To manage multiple channels simultaneously, you can [Arm and Take Multiple Elements](#).

The [Shortcuts Bar](#) is used to arm and take presets and other shortcuts.

Note: Adding videos to a graphics-only channel or graphics to a video-only channel, will result in the element not being played out correctly. Composite elements will only work on channels that support both graphics and video.

4.6.1 Media Column



The elements listed here have been sourced from Viz Trio or the Newsroom Control System playlists.

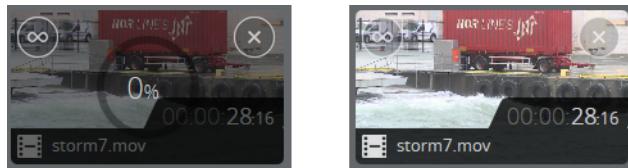
Note: All changes made to elements in this column will be reflected in the Viz Trio or Newsroom Control System playlists.

You can:

- **Click** an element to move it to [Armed](#).
- **Drag** an element to Armed or Program in another channel to make a copy there (original remains in source channel).
- **Drag** an element to the Media Column in another channel (removes it from source channel).
- Turn **Looping** of the video ON or OFF .

Note: You cannot change the looping setting once the clip is playing. To stop the looping you need to take out the clip.

- **Delete** an element (**X** Button).
- If the [Preview Tab](#) is open, clicking an element will start the **preview** playing.
- The thumbnail indicates when the element is still **loading**, as shown below.



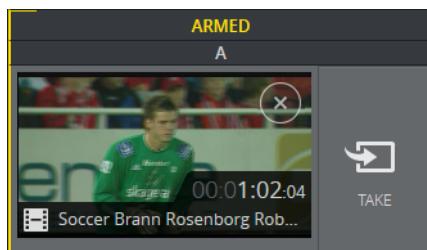
In [1-Tap Mode](#), you can:

- Click an element to move it directly to [Program](#).
- Drag elements to the [Preview Tab](#) to start the preview.

When elements have been selected in several channels (1 element per channel):

- **Arm Selected:** Send all selected elements to [Armed](#).
- **Take Selected:** Send all selected elements to [Program](#).

4.6.2 Armed



When elements are moved to Armed, they are cued on the Viz Engine.

Clips that are Armed will be cued on the Viz Engine clip players so they are ready to be taken with less latency than if they were not armed. The cueing is done in the background, without disturbing the running clips.

Users which have the same *active workspace*, share the armed column. For more information see [Armed Column with Shared Workspaces](#).

You can:

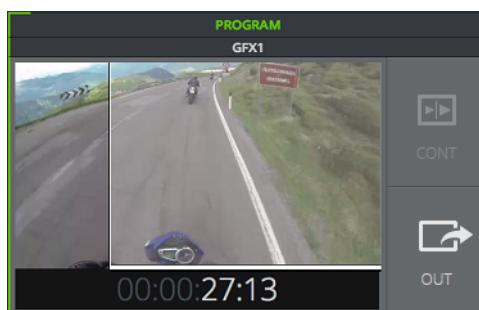
- **Click** an element to take it to [Program](#)
- **Click** the Take button to take the element to [Program](#)
- **Drag** an element to [Armed](#) or [Program](#) in another channel to make a copy there (this does not affect or take the original armed element)
- Send all armed elements, for all channels, to [Program](#) with the **Take All** button
- See the **Looping** status of the video



Note: You cannot change the looping setting in the Armed column. Use the looping button in the Media column.

- **Remove** an element from the Armed column by clicking **X**

4.6.3 Program



The elements in the Program column are playing on air in the given channel.

You can:

- Click the **Continue** button to continue a graphic element
- Click the **Out** button to take out the element
- **Drag** an element to [Armed](#) or [Program](#) in another channel to make a copy there (this does not affect the original program element)
- **Continue All:** Continue all program elements, in all channels
- **Out All:** Take Out all program elements, in all channels
- See the **Looping** status of the video

Note: You cannot change the looping setting once the clip is playing. To stop the looping, take out the clip and toggle the looping OFF in the Media column.

- **Preview** the clip/graphic (if Enable Program Video is ON in [Settings](#))

Note: The preview shown in the Program column may not be precisely in sync with the actual output.

Time Remaining

The time code is displayed for all videos and graphics. The time remaining for a clip is indicated with a grey progress bar. Orange shading indicates <20 seconds remaining, and red indicates <10 seconds remaining. Only the grey progress bar is shown on looping clips.



4.6.4 Arm and Take Multiple Elements

Action Bar

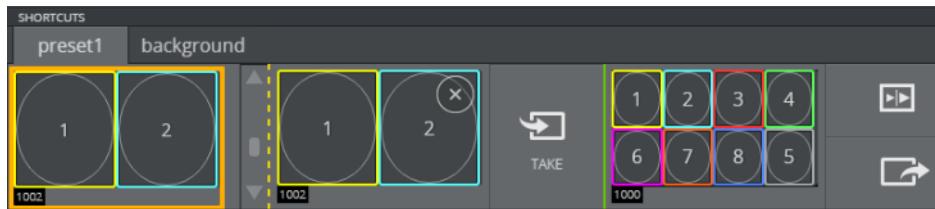


- **Arm Selected:** Send all selected elements in the [Media Column](#) to [Armed](#)
- **Take Selected:** Send all selected elements in the [Media Column](#) to [Program](#)
- **Take All:** Send all [Armed](#) elements, for all channels *and shortcuts*, to [Program](#)
- **Continue All:** Continue all [Program](#) elements, in all channels
- **Out All:** Take Out all [Program](#) elements, in all channels

Note: Arming clips cues them on the Viz Engine clip players, so that they are ready to be taken with less latency than if they are not armed first.

Note: The [Shortcuts Bar](#) is unaffected by the Continue All and Out All buttons.

4.6.5 Shortcuts Bar



The Shortcuts Bar gives you fast access to any type of element you use regularly, such as scenes, backgrounds or videos. In addition, your video wall presets can be selected and modified from the Shortcuts Bar.

You can have **multiple tabs** of shortcuts to make it easy to access items that you use frequently, independent of which story you are working on. The shortcuts are specific to a show, so that when you change your show you can have different shortcuts for different productions. For example:

- **Video Wall Presets:** The presets can be found by their saved names. The name of the presets are available in the channels, armed and program columns. These elements are created with a special layout. When clicked, the video wall responds by showing different content displayed on the video wall. The shortcuts trigger transitions between the different layouts. Clicking on one triggers a transition from the current state to the new state. Create new video wall presets using the [Video Wall Designer](#).
- **Backgrounds:** Basic elements which load different scenes into the back layer of the video wall Engine. They need to be preassigned to the right channel and the right Viz layer so that they run in the back layer (this can also be set in the scene in its control object plugin).

Activate the Shortcuts bar by selecting a Shortcuts Playlist in the [General Tab](#) of the Settings window.

Items in the Shortcuts Bar can be **armed** by clicking them, similar to arming channels.

Setup Shortcuts Tabs using Viz Trio

The items available in the Shortcuts Bar are determined by a Viz Trio playlist, and each group in this playlist corresponds to a tab in the Shortcuts Bar. Note that elements which are not in a group will not be visible.

In summary, you create a playlist that contains groups for each of the tabs, then populate the groups with the shortcut elements.

The shortcuts can be assigned to different Viz layers or different channels, although they are typically assigned to the main channel. The layer and channel assignment is not visible from within Viz Multiplay, so use Viz Trio to check that they are correctly set up.

In Viz Trio:

1. Create a new show, e.g. *Show with shortcuts*
2. Import some scenes into this show
3. Create a playlist that will contain our shortcuts, e.g. *MyShortcuts*
4. Create instances of the scenes

5. In the shortcut playlist, create a group for each of the tabs, e.g. *Presets*, *Backgrounds*
6. Drag elements into the groups in the playlist

In Viz Multiplay:

1. Open the new show (*Show with shortcuts*)

At this stage, the *MyShortcuts* playlist will appear as a tab in the Playlist pane (Viz Multiplay 1.1 shows all playlists as tabs)

2. Go to Settings > General > Shortcuts playlist, and select *MyShortcuts* (all local playlists in your Viz Trio show will be listed in this dropdown)

Now the *MyShortcuts* tab and its elements will be shown in the shortcuts bar

To Create Video Wall Presets

Video Wall Presets describe the layout for a video wall. These presets are based on a special scene which allows Viz Multiplay to create a preset thumbnail and open up the [Video Wall Designer](#).

When switching between presets, the scenes provide smooth sweep in/out animations from the old to the new layout.

For more information see how to [Prepare a Video Wall](#).

Presets can be created or modified with the Video Wall Designer. The preset scene contains a single *videowall_layout* tab field which is a table type, and contains all the parameters for the graphics channels listed.

1. In Viz Trio, create a page of the master template *Vizrt/VideoWall/DynamicChannels*
2. Add this page to a group in your Viz Trio playlist (eg. *MyShortcuts*)

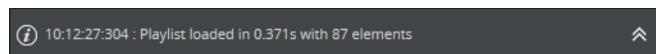
Note: Video wall presets should not be taken out during a rundown. If they are taken in again, the old graphics will still be there. During a rundown of a video wall, a preset should always be on air in the renderer. If content must be cleared, a Take Out should be followed by a click on the Cleanup button, to clear the renderer.

4.7 Status and Logs

Status Bar

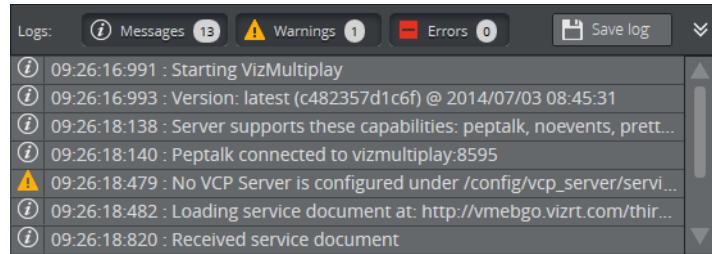
Display the Status bar by selecting **Show status bar** in the [Settings](#) window.

When minimized the Status bar shows the latest status message.



Logs

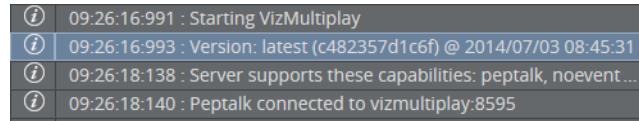
Click **Expand**  to show the Log Messages pane.



You can filter messages by type (Messages, Warnings, Errors) or download them into a file using the **Save log** button.

Version Information

Scroll to the beginning of the log messages to find the Viz Multiplay version information.



See Also

- [Troubleshooting](#)

5 Tools

This section describes the following tools:

- [Video Wall Setup](#)
- [Video Wall Designer](#)

5.1 Video Wall Setup

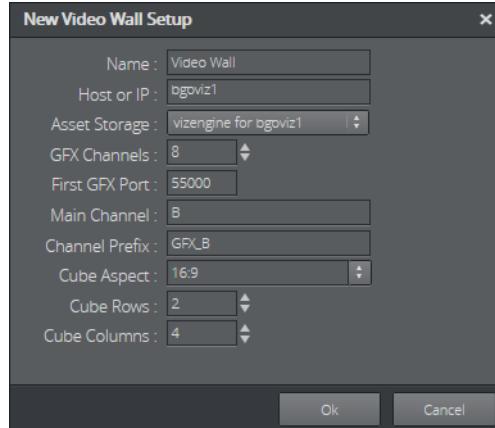
When setting up video walls with graphics channels, each graphics channel needs one Viz handler and one video handler. The Video Wall Setup tool allows you to add all the necessary handlers and channels in one step. You can also combine the video wall with manually created channels and handlers.

Open the New Video Wall Setup tool by going to [Settings > Profiles Tab](#) and clicking the **Add (+)** button at the bottom of the **Video Walls** pane.

This section contains the following topics:

- [Video Wall Setup Fields](#)
- [To Set Up a New Video Wall](#)
- [Clip Channels](#)

Video Wall Setup Fields



- **Name** of the video wall
- **Hostname or IP** of the Viz Engine
- **Asset Storage**: Select the Viz Engine storage point to which the Viz One can send assets
- **GFX Channels** to be created (1-16)

Note: The number of graphics channels is not necessarily linked to the number of cubes you have. The graphics channels are virtual, whereas the cubes are the physical outputs on the video wall.

- **First GFX Port** for the Viz Engine ports (eg. `localhost:55000`, `localhost:55001`, etc)

- **Main Channel name**
- **Channel Prefix** for the sub-channels (eg. **GFX1**, **GFX2**, **GFX3**, etc)
- **Cube Aspect:** The aspect ratio of the thumbnails displayed in each channel (1:1, 16:9, 9:16 etc).

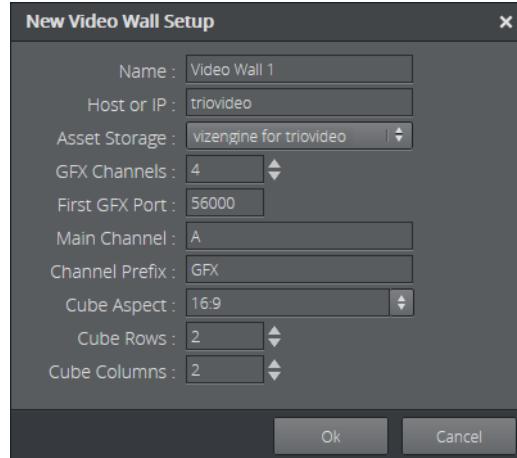
This setting does not affect what is going on air, but helps the user visualize items by setting the aspect ratio of the cubes in the [Video Wall Designer](#) to be the same as the aspect ratio of the destination screen.

- Number of **Cube Rows** and **Cube Columns** in the video wall

To Set Up a New Video Wall

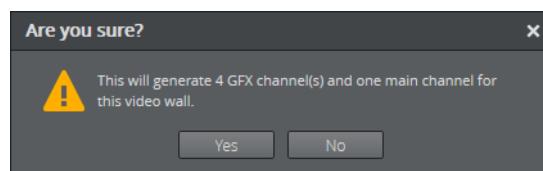
1. Open the [Profiles Tab](#) in the [Settings](#) window.
2. In the Video Walls panel, click the **Add** button.

The **New Video Wall Setup** window will open.



3. Fill in the required [Video Wall Setup Fields](#)
4. Click OK

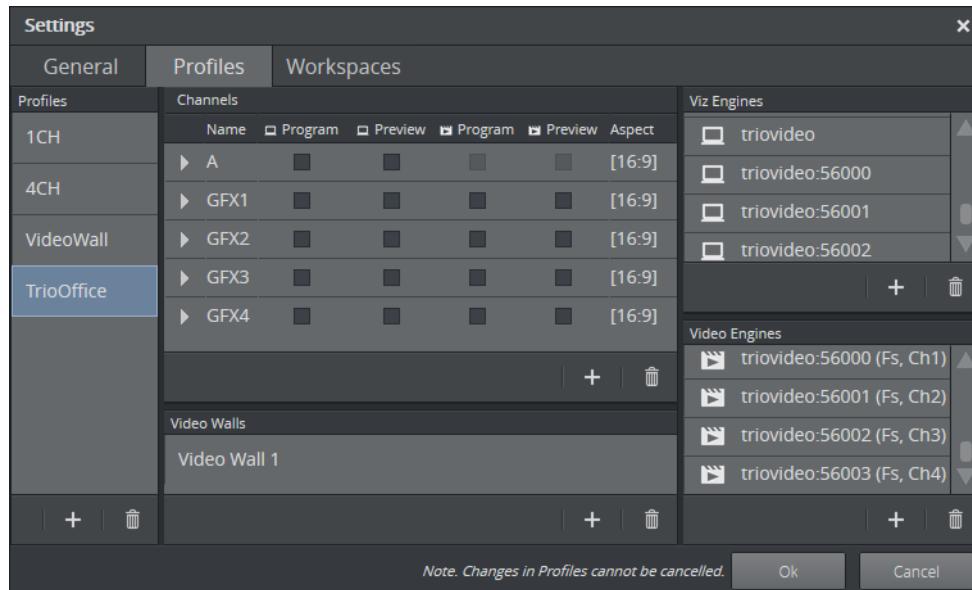
A warning message will inform you about the channels and handlers that will be added or replaced.



5. Click **OK**
6. The **Viz handlers** and **Video handlers** will be created with relevant port numbers etc.

A **MAIN channel** will be created, which runs the scene for the presets.

The specified number of **GFX channels** will also be created, with the relevant handlers attached.



Clip Channels

Viz Multiplay supports up to 16 clip channels, and will start at clip channel 1.

This may cause a conflict if you have a graphics scene which uses clip channels (for example, a butterfly scene which plays video clips inside the graphics using clip channels 1 and 2). If these scenes are played out on a GFX channel on the video wall at the same time as the clip channels inside the scene are used to play out content on the corresponding GFX channels, it creates a conflict.

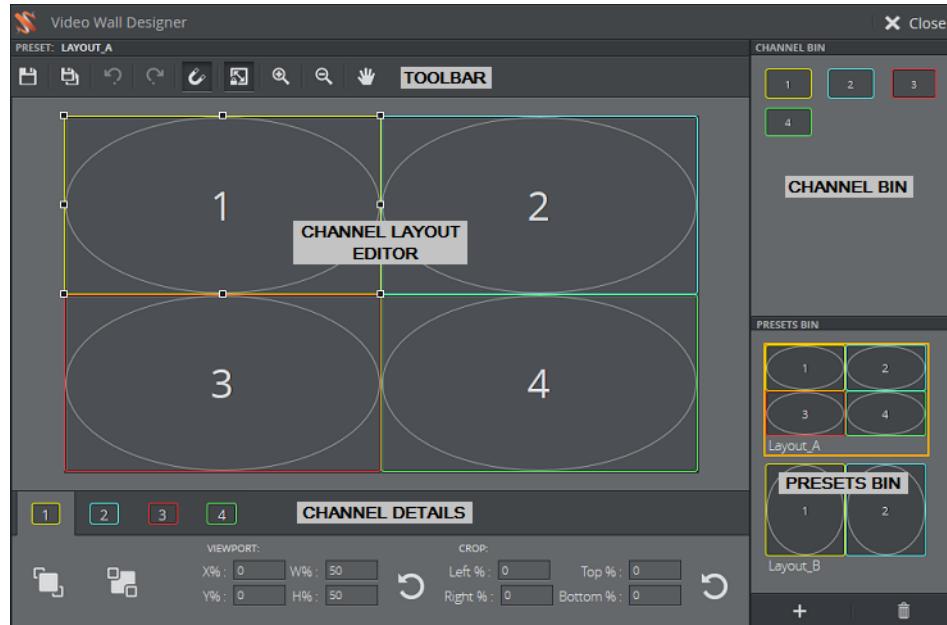
The solution is to redesign the scene to use clip channel numbers that are higher than the highest GFX channel. For example, if you have 8 GFX channels in the video wall, the clip channels used in the scene should start at 9.

5.2 Video Wall Designer

Use the Video Wall Designer to create and modify your video wall presets. Each channel in the designer represents a graphics channel. Create the layout you want by moving, layering and resizing the channels.

Open the Video Wall Designer by pressing **Ctrl+click** on the Preset you want to edit (**Alt+click** for Mac users).

Areas of the Video Wall Designer



The Video Wall Designer is organized into the following areas:

1. [Toolbar](#)
2. [Channel Bin](#)
3. [Presets Bin](#)
4. [Channel Details](#)
5. [Channel Layout Editor](#)
6. [Animation between Presets](#)

5.2.1 Toolbar



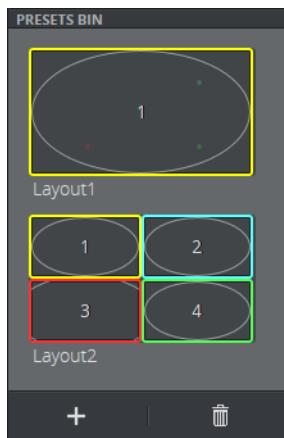
- **Save:** Save changes to the current preset
- **Save As:** Save the layout as a new preset
- **Undo/Redo:** Undo/redo last move
- **Toggle snapping:** snap to grid
- **Keep aspect ratio:** Maintain aspect ratio of the channel, as the frame is cropped or resized
- **Zoom in/out:** Click to zoom in or out
- **Pan mode:** When Panning is **on**, pan by dragging the background or a channel. When Panning is **off**, you can still drag the background to pan, but dragging a channel moves the channel. Dragging a handle always moves the handle.

5.2.2 Channel Bin



Click an item in the Channel Bin to turn it on or off in the [Channel Layout Editor](#). You can also drag channels from the Channel Bin to the video wall.

5.2.3 Presets Bin



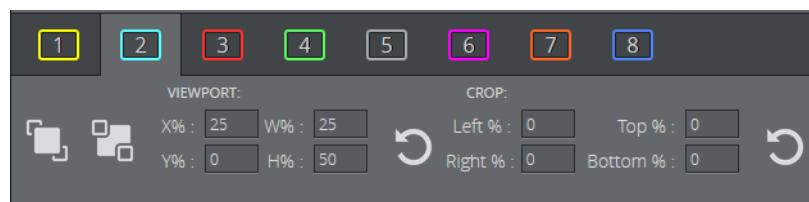
The Presets Bin lists the presets which are available. These presets are available in the shortcuts bar with their saved names.

- **Add** or **delete** presets
- Double click on the preset to **open** it in the editor
- Double-click the name to **rename** it

Note: If the preset or element is shown in a playlist in Viz Trio, the name given in Viz Multiplay will be shown in the *Description* column in Viz Trio.

Note: Presets can also be deleted from within Viz Trio.

5.2.4 Channel Details



For each channel, you can modify the [Layer Order](#), [Viewport](#) and [Crop](#).

Layer Order

- **Bring to front / Send to back:** Move the selected channel to the front or back. This changes the order in which items are layered, from front to back. Each channel is drawn on its own layer, which means all channels are independent and can be moved on top of, or behind, other channels.

A dashed line indicates that a part of the channel is behind another channel.



Viewport

Position of the channel frame relative to the video wall. Either type inside the text boxes, or drag your mouse to change the values.

- **X%/Y%:** position of channel's top-left corner, relative to the width and height of the video wall.
- **W%/H%:** Width/height of the channel's frame, relative to the width/height of the video wall.
- **Reset:** Resets the Viewport values to (0, 0, 50, 50) which relocates the channel to the upper left corner of the video wall.

Tip: Adjust the **Snapping** and **Keep aspect ration** settings in order to achieve the precise viewport you require.

Example: In the example on the left, the Viewport has been dragged from the top left corner, into a new position. On the right, the width and height have been set to 0 to make the channel shrink to nothing.



Crop

Position of the content of the channel relative to the content size. With this control you can perform cropping, shifting and zooming. Any part of the frame which is not filled with content will be transparent. Alternatively, use the [Crop Editor](#) to make these changes.

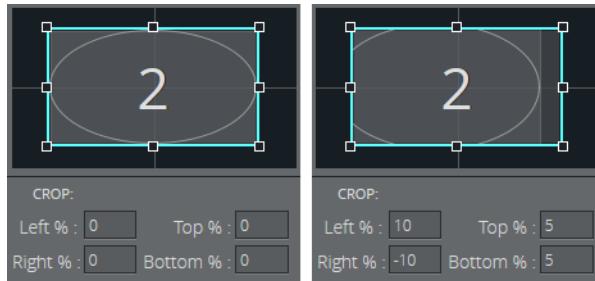
The **Crop values** in the channel tabs control the cropping. Either type inside the text boxes, or drag your mouse to change the values.

- **Left %/Right %:** Position of channel content's left/right border, relative to the channel frame (positive values push content outside the frame, negative values bring the content inside the frame)

- **Top %/Bottom %:** Position of channel content's top/bottom border, relative to the channel frame
- **Reset:** Resets the Crop values to (0,0,0,0), so that the content fills the frame.

Tip: Adjust the **Snapping** and **Keep aspect ratio** settings in order to achieve the precise crop you require.

Example: In this case, the user has set the crop values in order to shift the entire content to the left by 10%, and zoom in by 5%.



5.2.5 Channel Layout Editor

Use the Channel Layout Editor to arrange and resize the channels on your video wall.

Each channel is “drawn” on its own layer, which means all channels are independent and can be moved on top of other channels.

Context Menu

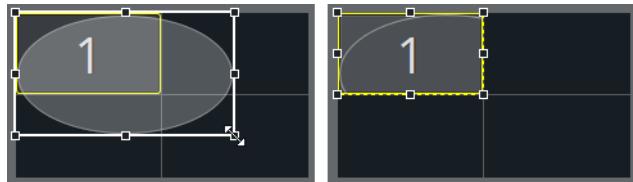
Right-click a channel to access the context menu:

- **Hide:** Hide this channel from the video wall. To show it again, choose it in the [Channel Bin](#).
- **Reset viewport:** reset [Viewport](#) to (0, 0, 50, 50).
- **Reset crop:** reset [Crop](#) to (0, 0, 0, 0).
- **Bring to front:** Put this channel in front of the other channels. See [Layer Order](#).
- **Send to back:** Send this channel behind the other channels. See [Layer Order](#).
- **Swap channel:** select another channel with which to swap all [Viewport](#) and [Crop](#) values.

Crop Editor

Double-click a channel frame to allow dragging and resizing the channel content, relative to the frame. In this mode, aspect ratio is forced on. Press <Esc>, or double-click the channel, to exit this mode. Any part of the frame which is not filled with content will be transparent. Alternatively, use the [Crop](#) values in the channel tabs to make these changes.

Example: In the image below, the user has double-clicked Channel 1 to enter edit mode. They have dragged the handle (left-hand image) and then pressed Esc to see the final result (right-hand image).

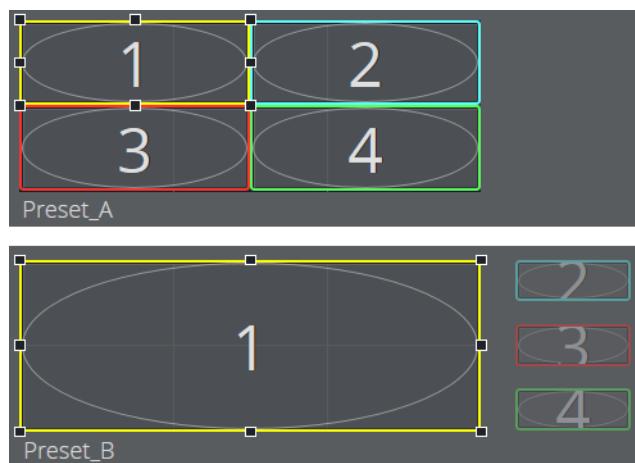


5.2.6 Animation between Presets

You can move channels outside the visible area of the video wall area, by dragging them or setting the [Viewport](#) values. This allows interesting in/out animations to be made when switching between presets.

Example 1

When switching from *Preset_A* to *Preset_B* (see diagrams below), channels 2, 3 and 4 will become smaller and sweep to the right, off screen, and channel 1 will stretch to fill the whole video wall.



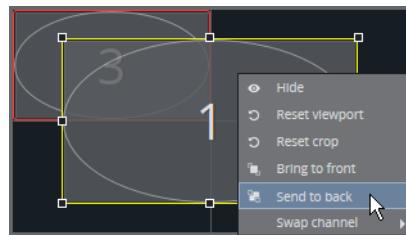
Example 2

Animate a channel so that it shrinks into nothing by using the [Viewport](#) settings to set the channel frame width and height to (0, 0).



Example 3

Control the order of the items using the layering of the channels relative to one another. Either right-click a channel frame and select Send to back/Bring to front, or select a channel frame and use the [Layer Order](#) buttons.



6 Troubleshooting

This section lists tips for troubleshooting the Viz Multiplay application. Also see the [Related Documents](#) for help with other Vizrt products.

Note: To view log messages and version information, go to the [Status Bar](#).

This section describes:

- [Known Issues](#)
- [Frequently Asked Questions](#)
- [Troubleshooting](#)

6.1 Known Issues

- Thumbnails for graphics with video texture will only display the graphic.
- Thumbnails for video with overlay graphics will only display the video.
- Running Cleanup also cleans up the Presets scene. Therefore, after a cleanup, you must run a Preset before running other elements. To do this, just click on a Preset.
- Do not initialize while one air, as this can result in a lag in the output.
- If a playlist is activated by a Viz Trio client, then it will be deactivated if that Viz Trio client shuts down, and Viz Multiplay will lose its active profile. Always set the Active Profile for a playlist in Viz Multiplay.
- If using Internet Explorer, the message "Wrong MSE Version" may appear. To workaround this, turn off the setting: "Display intranet sites in Compatibility View" in Internet Explorer and restart Internet Explorer.

6.2 Frequently Asked Questions

- [Do I have to upgrade Viz Engine or Media Sequencer to use Viz Multiplay 1.1?](#)
- [Do I need Viz Trio to set up Viz Multiplay?](#)
- [Can I use Viz Pilot instead of Viz Trio?](#)
- [What is the technical limitation of playing HD clips?](#)
- [Does the playlist update when the rundown in the newsroom system is changed?](#)
- [Can Viz Multiplay play out graphics created via Viz Pilot templates?](#)
- [Can Viz Multiplay open a playlist from Viz Pilot?](#)
- [Can Viz Multiplay open a MOS rundown? What is the workflow?](#)
- [How do I run movie clips?](#)
- [Can we have live input in one of the monitors or across a group?](#)
- [Can I use a touch screen monitor in my live-to-air control room?](#)
- [Can Viz Multiplay be controlled by VDCP, Viz Trio or Viz Pilot?](#)
- [Can we use Social TV as a source for Viz Multiplay?](#)
- [Do I need a Viz One to feed Viz Multiplay with clips and images?](#)

Do I have to upgrade Viz Engine or Media Sequencer to use Viz Multiplay 1.1?

The video wall features require Media Sequencer 3.0 and Viz Artist/Engine 3.7.

For non-videowall playout, the Media Sequencer and Viz Engine required by Viz Trio 2.12 are acceptable. i.e. Media Sequencer 1.23 or later, and Viz Artist/Engine 3.5.1 or later.

Do I need Viz Trio to set up Viz Multiplay?

A Viz Trio client is not strictly needed for Viz Multiplay. If you are using Viz Multiplay for clips and images only, you may not need Viz Trio.

However Viz Trio is required if you need to:

- configure access to a Viz One host for video search
- configure access to a Preview Server
- configure MOS
- import graphics from a Viz Engine
- organize shows and playlists
- change a channel on a video wall preset

Can I use Viz Pilot instead of Viz Trio?

No. Viz Trio is required for some of the setup mentioned above.

What is the technical limitation of playing HD clips?

The technical limitation of the number of channels is 16, but that requires 4 Nvidia Quadro K6000 graphic cards. 16 DVI outputs should then theoretically be able to play 8 clips and 8 stills/graphics. Our experience is that 8 clips simultaneously is the maximum, however this depends on what they are combined with in the remaining channels.

Viz Multiplay 1.1 has been tested with two K6000 cards and 8 clips at the same time.

Does the playlist update when the rundown in the newsroom system is changed?

Yes. It is the Media Sequencer that communicates through the MOS protocol with the newsroom system (ENPS, iNews etc). Any update is handled by the Media Sequencer, and the playlist in Viz Multiplay will automatically display the changes.

Can Viz Multiplay play out graphics created via Viz Pilot templates?

Yes. Create a Viz Pilot rundown with the graphics, images and videos you want to play out. The playlist will automatically be available in Viz Multiplay.

Can Viz Multiplay open a playlist from Viz Pilot?

Yes. Go to Open > playlists and select the Viz Pilot playlist from the list. Once open in Viz Multiplay, the playlist updates dynamically, as it is changed in Viz Pilot.

Can Viz Multiplay open a MOS rundown? What is the workflow?

Yes, Viz Multiplay can open and playout playlists generated by any client, including MOS rundowns.

Go to Open > playlists and select the MOS rundown from the list. Once open in Viz Multiplay, the MOS rundown updates dynamically, as it is changed in the newsroom system.

Alternatively, use Viz Trio to open a show, request the MOS playlist so it becomes a part of the show, and open this show in Viz Multiplay. The MOS playlist will then be available on a separate tab.

How do I run movie clips?

Simply click or tap them and they will either be armed or played directly on air.

Can we have live input in one of the monitors or across a group?

Yes. Custom scenes with a live input source as texture (not DVE) must be created in Viz Artist and imported by Viz Trio as regular pages. These pages can be placed in the inbox show and then dragged into any channel.

Can I use a touch screen monitor in my live-to-air control room?

Viz Multiplay can easily be operated for playout on touch devices, but it is not advisable to do editing on them. We have found Firefox to have the best touch screen experience when using Viz Multiplay.

Can Viz Multiplay be controlled by VDCP, Viz Trio or Viz Pilot?

Not really. The Media Sequencer does not support detecting the last taken element per channel. This means that even though a playlist can be controlled by external triggering or a control client, Viz Multiplay will not detect elements taken on air, and the elements will not show up in the Program or Armed column.

Can we use Social TV as a source for Viz Multiplay?

Yes. Social TV creates regular Viz Trio pages in a show that can be opened or used as an inbox in Viz Multiplay, so the elements can be controlled by Viz Multiplay.

Do I need a Viz One to feed Viz Multiplay with clips and images?

We do recommend having a Viz One service installed and configured on the Media Sequencer.

However, there are other alternatives, for example:

- Configure the Viz One URL on the Media Sequencer to point to the Media Service product, which monitors a clip folder on a Viz Engine.
- Use Sequencer Ingest (a part of the Screencast product) to fetch images from anywhere. You then drag the images into a specified folder and they appear automatically in Viz Multiplay, for instance in the inbox show.

6.3 Troubleshooting

- [My engine output keeps going black randomly](#)
- [When I run Viz Engine in fullscreen my graphic quality downgrades to SD](#)
- [Video transfer from a search result to a gfx channel stays on 0%](#)
- [Video transfer from search result gives ardftp and no destination available errors](#)

- [The search panel looks disabled and it returns an error about Viz One](#)
- [My clips/graphics do not appear on the output engines when I put them on air](#)
- [No thumbnails for my graphics appear in Viz Multiplay](#)
- [The show will open in Viz Multiplay but it doesn't show any stories or content](#)
- [I get an error about No viz/video program, even though I have set up profiles](#)

My engine output keeps going black randomly

If you are using your Viz Engine as a preview server you may see this behavior. Use another Viz Engine to serve out thumbnails.

When I run Viz Engine in fullscreen my graphic quality downgrades to SD

This typically happens when using multiple screens. Verify that Video wall/Multi display is set correctly in your Viz Engine.

Go to Viz Configuration > Video Output > Video wall/Multi display, and set this to "active"

Video transfer from a search result to a gfx channel stays on 0%

This can happen if Media Sequencer hasn't grabbed the information for asset storage(s).

To resolve this either:

- In Viz Multiplay, go to Settings > General > Active Profile, and set it to No Profile, and then back to the one you were using. This will reinitiate all transfers. Or,
- In Viz Trio, set the pagelist to inactive, and then active again, which reinitiates all transfers. Then in Viz Trio, confirm that videos can be searched for, added to the playlist and played out.

Video transfer from search result gives ardftp and no destination available errors

There is an error with the publishing point in Viz One. Verify that your Viz One can FTP into your Viz Engine.

The search panel looks disabled and it returns an error about Viz One

Viz Multiplay can't access Viz One. This could be because there is no network connection to the Viz One, or because there is incorrect host or login information.

In Viz Trio, verify the Viz One configuration by going to "Search Media" and performing a search. In Viz Multiplay, when you get the Viz One popup, use the same credentials as you used in Viz Trio.

My clips/graphics do not appear on the output engines when I put them on air

Always double check that the elements can be played out from Viz Trio. Also, run the Media Sequencer in a console (not as a service) to get more information on what's wrong when taking elements on air. The messages in the Media Sequencer console are often very useful.

No thumbnails for my graphics appear in Viz Multiplay

The Media Sequencer produces the thumbnail URLs for the elements, so it needs to have a Preview Server configured, which is done in Viz Trio.

1. In Viz Trio, go to Viz Trio Configuration > Connectivity > Viz One, and verify that a preview server host is set.
2. Go to User Interface > Playlist / Page List, and check “Use Preview Server to load thumbnails.” Click Ok
3. Open the show you want to control from Viz Multiplay.

If the thumbnails are shown with real tab field data, the preview server works.

If the thumbnails contain default data, the preview server does not work, and the thumbnails you see are generated by the Viz Engine.

To verify, change a tab field containing some visible text, and see if the thumbnail reflects the change. If so, the preview server is working and Viz Multiplay should also display the same thumbnails

The show will open in Viz Multiplay but it doesn't show any stories or content

If a Viz Trio show contains elements which are not within a group, then they will not be visible in Viz Multiplay. The show may appear empty in Viz Multiplay, even though the Viz Trio show contains elements.

Create a group in the show and move elements into the group.

I get an error about No viz/video program, even though I have set up profiles

An error such as “No viz/video program for this entry. Please check the viz/video program output configuration” means that an element has been added to a channel that does not support it (eg. adding video to a graphics channel or vice versa). This can also occur if a profile is selected which does not have a program channel. Also try to deactivate the profile and reactivate it again.