



**iGame  
Media**



# OTT Platform User Guide

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# The Big Picture

The iGame OTT platform is a video streaming service which combines direct feeds from sporting rights holders and regional broadcasters worldwide into a centralised platform of high definition, ultra-low-latency live sports events.

The OTT platform gives users the ability to watch up to four streams simultaneously in various ultra-low-latency formats. With over 70,000 events streamed annually, this is the world's most powerful and comprehensive streaming service.

High-resolution video-on-demand (VOD) service allows users to watch events from the previous two weeks.

Our master control room team provides on-site support 24 hours a day, 365 days a year, with backups in place to safeguard against electrical failure or internet outages to make sure the service never drops.

# Designed To Support Remote Working

Our legacy solution was clunky, involved excessive installation criteria and was only supported by Windows. The new OTT platform is browser-based and is supported by all browsers, with the best performance being observed on Chrome.

Extensive new security features give clients administrative control over their users and allow them to control individual device permissions. Trading managers can now assign licences to traders and maintain control over their access, as well as ensuring that their access is not shared.

Given the difficulties created by COVID, there is no better time to be able to delegate trading tools to remote workers securely.



# RealTime HD Quality Video

We have replaced every piece of hardware in our global estate – including overhauling and rebuilding our global video network. Our existing 650kb ultra-low-latency video is now matched with a high quality 3mb 720p sub-second latency alternative for those who require greater detail whilst trading or monitoring live events.



5K Screen Resolution



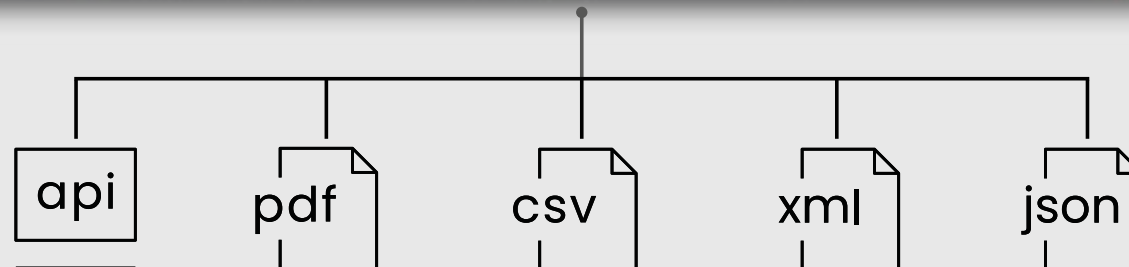
# High Resolution Video On Demand

The new Video-On-Demand (VOD) feature provides comprehensive video control features to the user. The user can now pause, rewind, and place the video in slow motion – right down to one frame at a time. Full games are instantly available postmatch and are archived for two weeks.



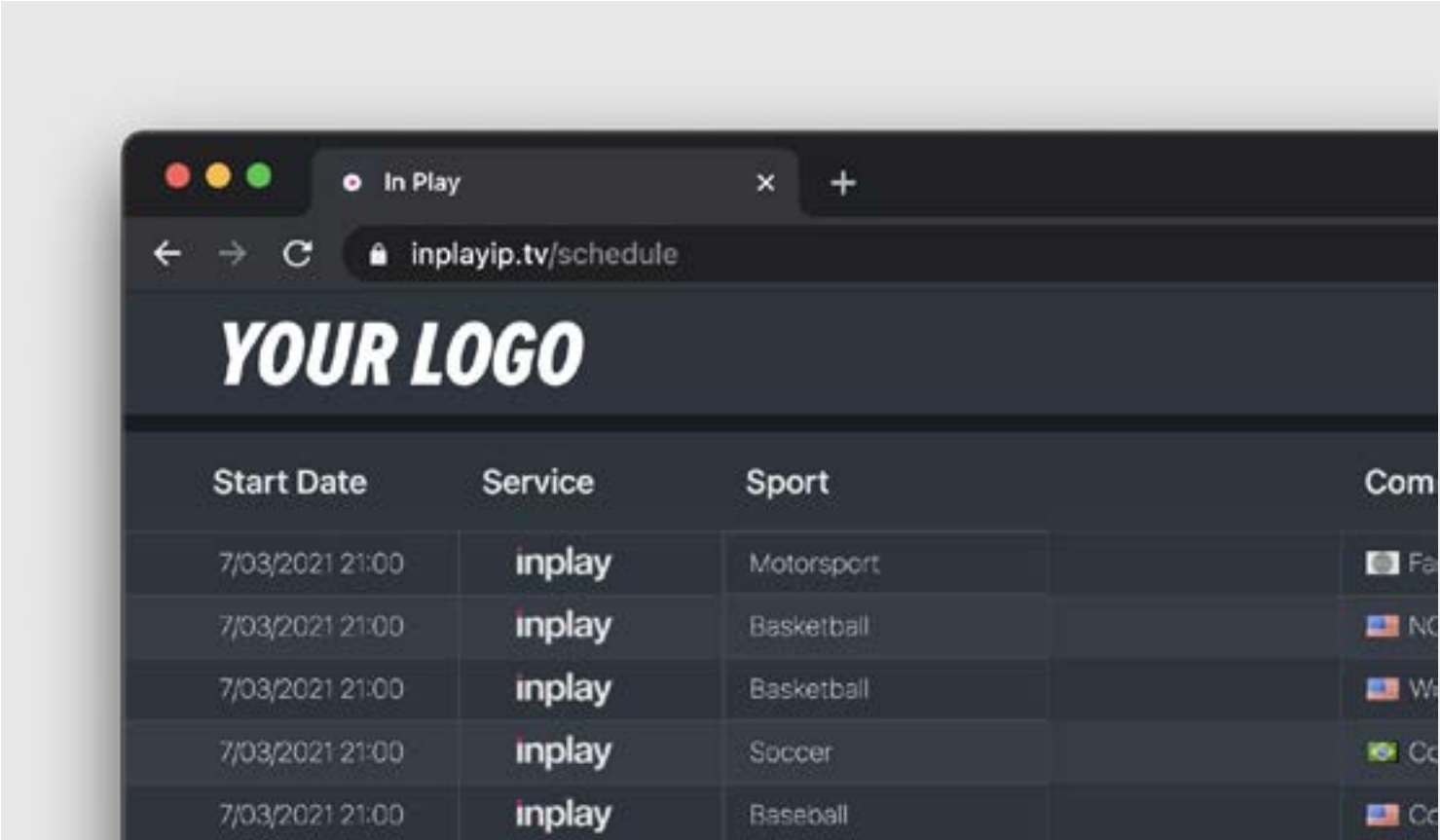
## Full Schedule Integration

Our full schedule of events is available to download in your preferred format (PDF/CSV/XML/JSON) to assist with schedule integration. Our REST API also allows you to integrate our schedule directly into your internal systems.

[illegible]

# White Label

The OTT Platform allows for white labelling the product. Supply us with a transparent PNG file & we will use this throughout the platform to showcase your brand.





# Using The Platform

# Logging in

Users are asked to reset their password on their first login. The password must be of the following format:

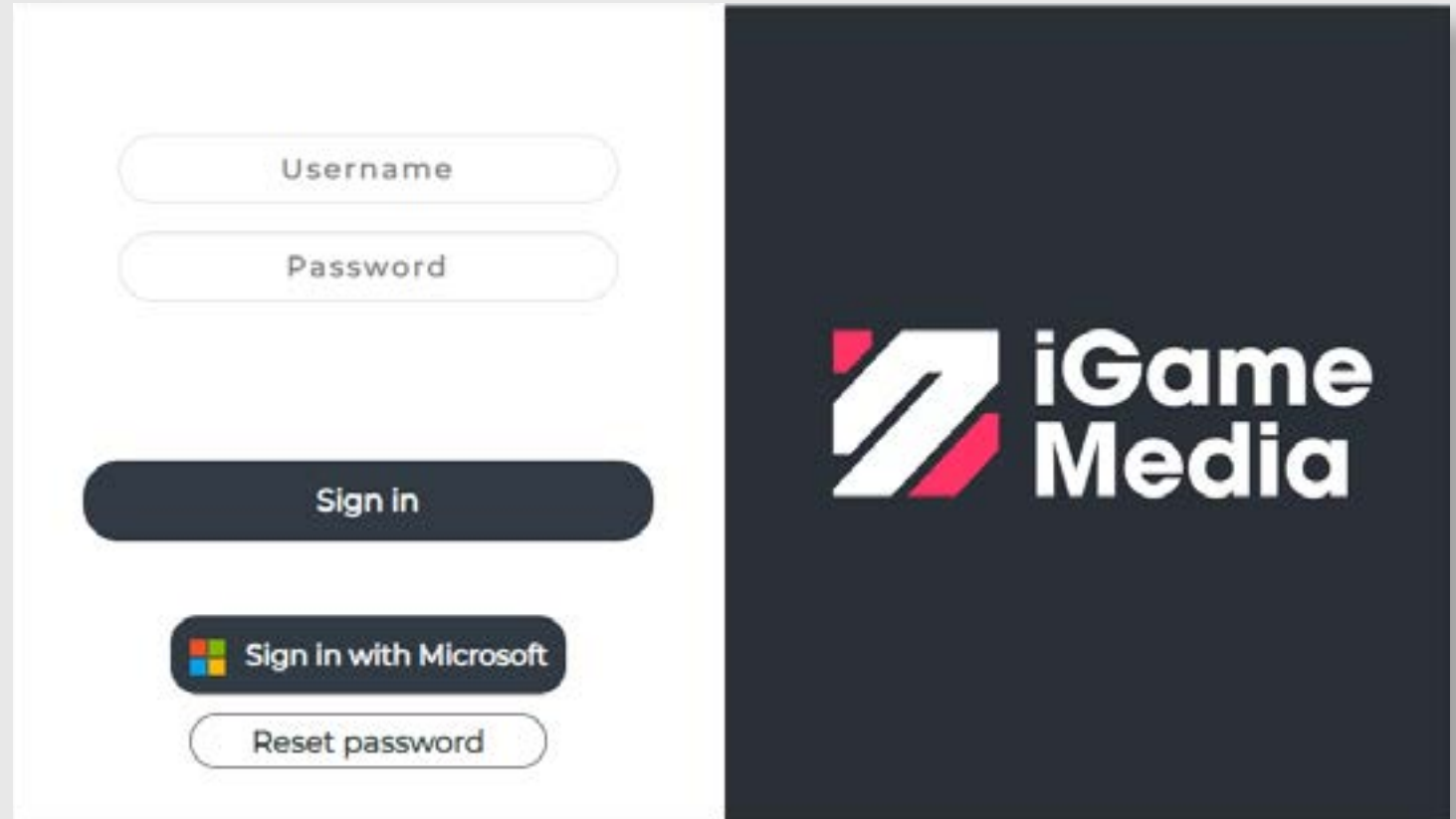
- Between 6 & 12 characters in length
- At least 1 upper-case letter
- At least 1 lower-case letter
- At least 1 number

## Single Sign-On with Azure AD

Clients who have enabled single sign-on with Azure Active Directory (Azure AD) allow users to sign-in using their Microsoft account credentials, without having to create & manage new accounts for this platform.

If the user is registered under the clients domain then they will be prompted with a pop-up window asking for their Microsoft account details, & signing in using these details allows the user full access to the platform.

This streamlined sign-in experience enhances security by reducing the reuse of usernames & passwords across apps, & increases IT efficiency by centralising user account management.



The image shows a login interface for iGameMedia. On the left, there is a white login form with the following elements: a 'Username' input field, a 'Password' input field, a dark blue 'Sign in' button, a 'Sign in with Microsoft' button featuring the Microsoft logo, and a 'Reset password' link. On the right, there is a dark blue sidebar containing the iGameMedia logo, which consists of a stylized white and red 'i' icon followed by the text 'iGameMedia' in white.

# Event Schedule

This screen shows a list of events scheduled for the current day & is updated automatically every 5 minutes.

Events are populated in the fixture list as & when they are known, typically we aim to schedule fixtures at least 14 days in advance. If there is an expected event which is not available, please contact: [support@igamemedia.com](mailto:support@igamemedia.com)

**The following info is provided on the schedule:**

**Start Time**

This is provided in GMT (Greenwich Mean Time)

**Service**

Hovering over the service opens a tool tip which shows the channel this feed is coming from.

**Sport**

Sport Type

**Competition**

Competition Type

**Home Team**

Home Team Name (if applicable)

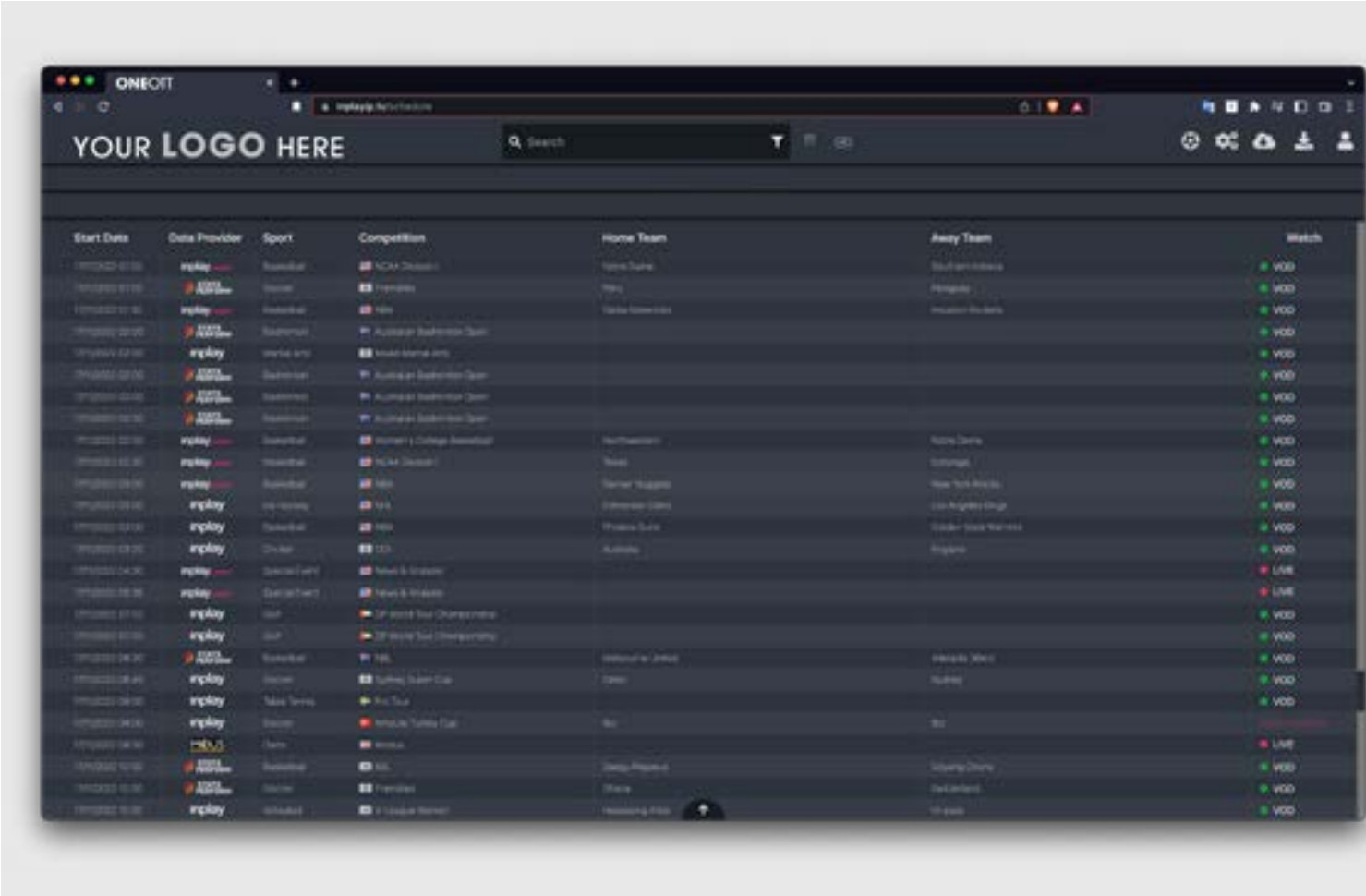
**Away Team**

Away Team Name (if applicable)


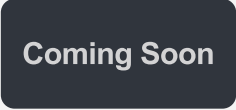





**Watch**

Contains all of the watch options available to the user based on their subscription & permissions.







The watch column also shows how long is left until an event starts & indicates if an event has been cancelled.



# Schedule Guide





UI Components	Description
	Download the stream to your Computer. This is available for two weeks after an event.
	VOD is not available yet but will be shortly.
	Switch from schedule view to stream view.
	VOD is uploading & will be available soon.
	This icon appears after an event has finished and means that the VOD event can be viewed & downloaded in HD & SD qualities.
	Content is being broadcast live & is ready for viewing. Clicking this icon offers the user four streaming formats: 

# Schedule Guide

UI Components	Description
	'HD Live' is an ultra-low-latency SLDP High Quality stream.
	'SD' is an ultra-low-latency SLDP Standard Quality stream.
	Selecting the 'live' icon will return the user to the current live events in the schedule page. If no live events are available, it will return the user to the event with the nearest start time.
	Users with Administrator permissions can use this icon to navigate to the CMS area
	Allows a user to download the fixture schedule in multiple formats: PDF/CSV/XML /JSON
	The download manager shows how many items are currently being downloaded. Clicking the icon opens a list of current downloads & shows their progress.



# Watching Streams

Watch up to four events at the same time, utilising different video modes for each event. There are three types of video available for live events, identified by these icons:




UI Components	Description
	HD Live is a 3mb stream delivered with sub-second latency in 720p high-definition resolution. This is the highest definition feed we offer & gives users the ability to view the stream in the highest possible quality without sacrificing speed.
	SD Live is a 650kb stream delivered with sub-second latency in 576p resolution. This format gives users the ability to view a good quality stream, while maintaining relatively low data usage.
	HD Review is a 3mb stream delivered in 720p high-definition resolution via HLS.
	SD Review is a 650kb stream delivered in 576p standard-definition resolution via HLS.
<p><b>All review options give users the ability to:</b></p> <ul style="list-style-type: none"><li>• Rewind the stream to any timestamp</li><li>• Rewind &amp; fast forward by a set number of seconds (2, 7 or 30)</li><li>• Set the video into rewind mode</li><li>• Move the video frame by frame</li><li>• Alter the playback speed of the video – from 0.1x up to 8x</li></ul>	



# Live Stream Controls








UI Components	Description
	Minimises schedule allowing users to view the selected stream(s).
	When watching a stream, a user can return to the schedule page & keep the stream running in the background by clicking this icon at the top of the page.

# All Video Types

UI Components	Description
	Enable full screen of the selected stream.
	Toggle sound on/off. Audio is muted by default.
	Change the volume of the stream using the volume slider.

# LIVE Review & VOD Stream Controls

The Video-On-Demand (VOD) feature allows users to go back & watch events which have finished in full HLS HD video. These events are stored for two weeks, & users have the option to download a full event. The functionality available within VOD is described below:

UI Components	Description
	Rewind the stream by 30, 7 or 2 seconds
	Fast Forward the stream by 2, 7 or 30 seconds
	Rewind the stream at 1.0x normal speed
	Rewind / Fast-forward the stream one frame at a time
	Scroll to any time in the stream to rewind to a specific point in time
	Returns the user to the live feed of the event – only available in 'Review' mode.
	Allows the user to watch the stream in the following speeds: <ul style="list-style-type: none"><li>• 0.1x – 10 times slower than normal speed</li><li>• 0.5x – 2 times slower than normal speed</li><li>• 1x – normal speed</li><li>• 4x – 4 times faster than normal speed</li><li>• 8x – 8 times faster than normal speed</li></ul>

# LIVE Review & VOD Stream Controls



Clicking this icon will access a drop-down list of account options. These are listed here:

Profile

Support

Log out

Profile

Support

Log out

Grants the user access to the “Profile” page

Displays contact details for support team

Logs user out of system

# LIVE Review & VOD Stream Controls

The user profile page has three different options in the sidebar:

## Information

Manage user notification preferences

## Reset Password

Allows a user to reset/change their password

## Device Management

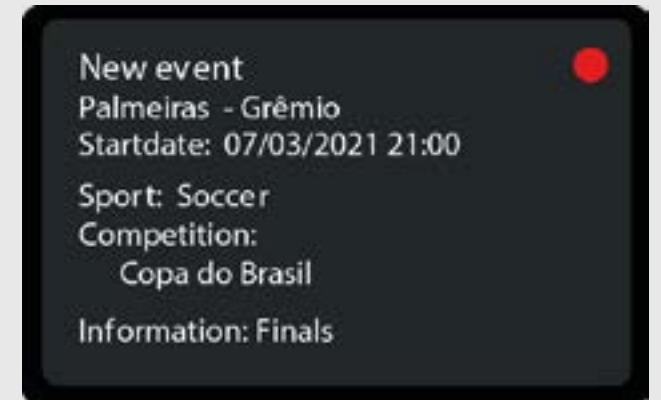
View & edit device permissions set by the administrator

The image displays two screenshots of a user profile page interface. Both screenshots feature a sidebar on the left with three options: 'Information' (with a person icon), 'Reset password' (with a key icon), and 'Device management' (with a laptop icon). The top screenshot shows the 'Reset password' section, which includes a close button (X) and a password requirement message: 'Password must be at least 6 characters, no more than 12 characters, and must include at least one upper case letter, one lower case letter, and one numeric digit.' Below this are three input fields: 'Old password', 'New password', and 'Confirm new password', each followed by a red 'X' icon. A 'Submit' button is at the bottom. The bottom screenshot shows the 'Device management' section, which includes a close button (X) and the heading 'Your devices:'. Below the heading is a message: 'You can remove device in 27 days'. There are three device cards: 'DESKTOP' (macOS Catalina), 'MOBILE' (iOS undefined), and 'TABLET' (Android Marshmallow). Each card has a 'Remove' button.

# Notification



Users will be notified regarding new events that have recently gone live.



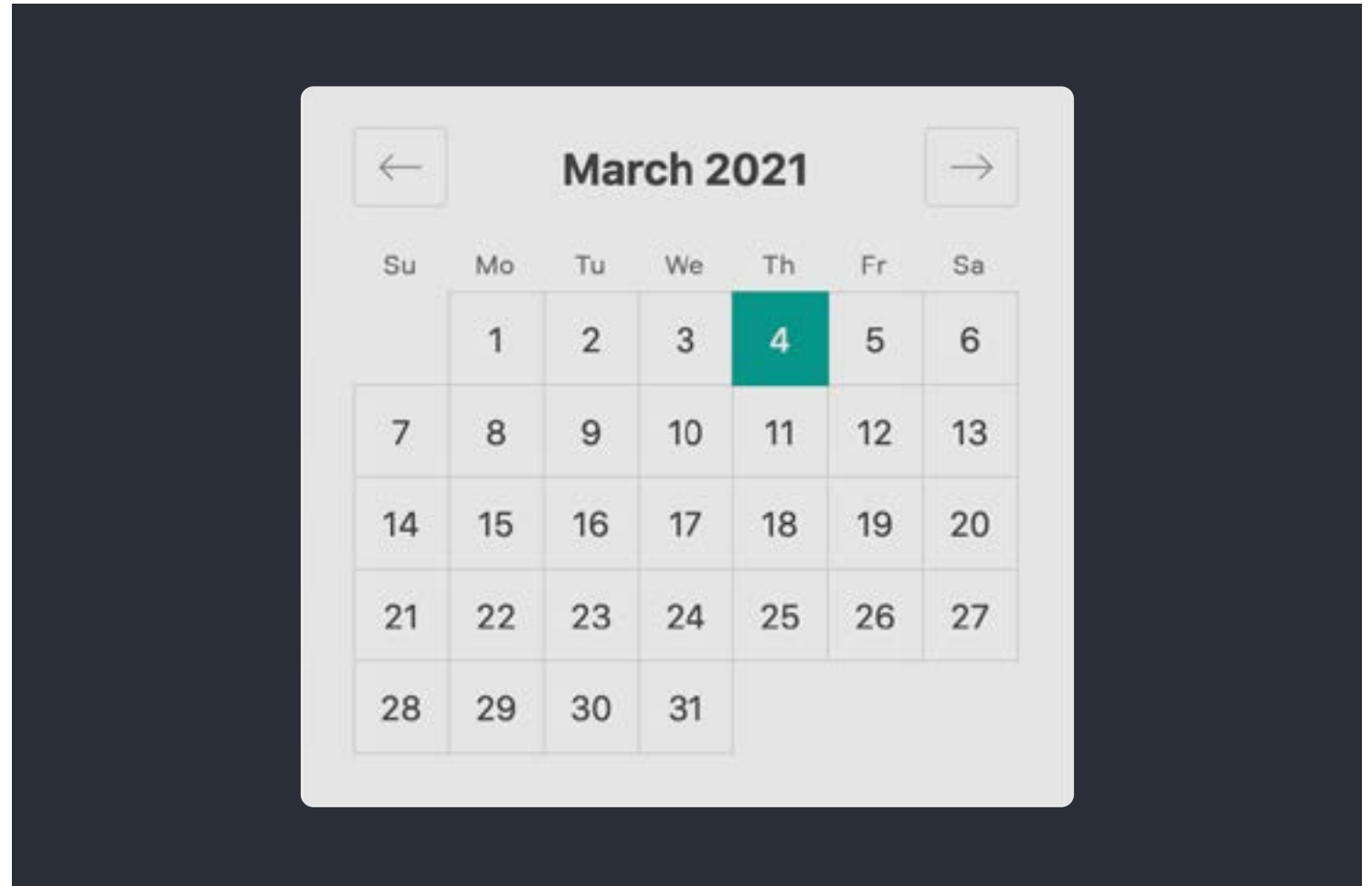
Hovering over the notification will expand into additional information about the event. Clicking anywhere on the notification gives more information on:

**Sport**  
**Competition**  
**Information**  
**Home Team**  
**Away Team**



# Calendar

The calendar menu allows the user to view the schedule for a different date.



# Advanced Search

## Sports

Allows users to filter events by Sport

## Countries

Allows users to filter events by Country

## Content Provider

Allows users to filter events by Competition

## New

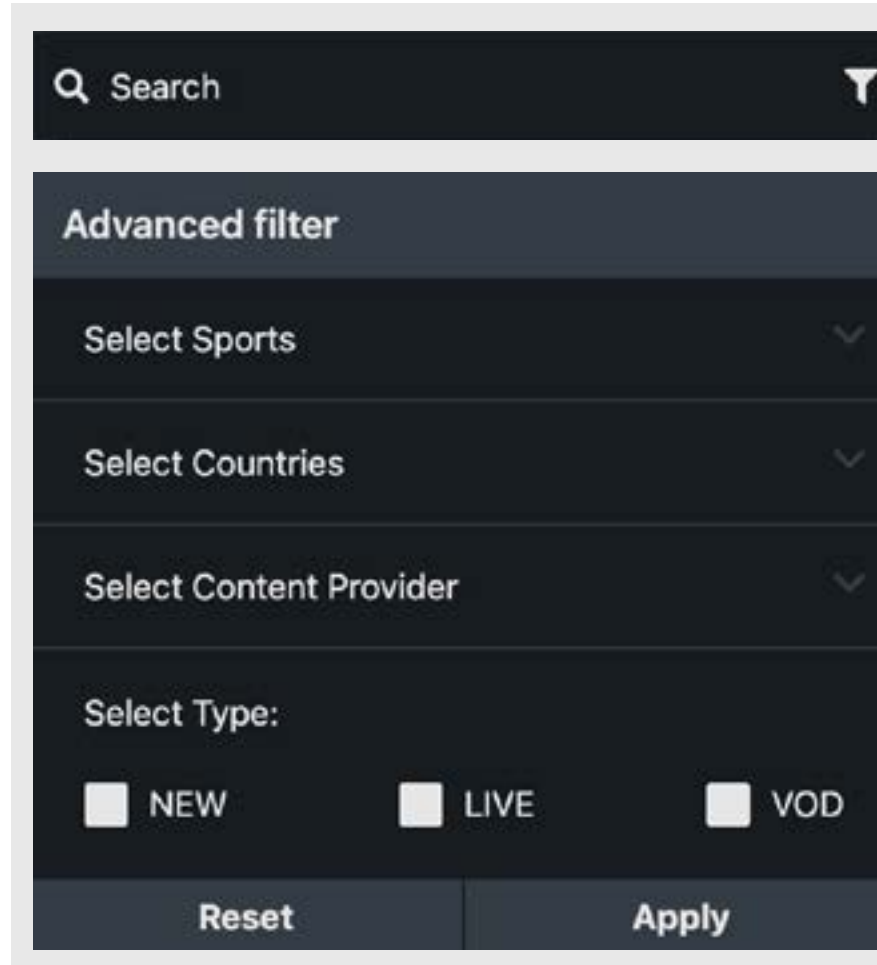
Filters for events that are new to the application (created within the last 6 hours)

## Live

Filters for events which are currently live

## VOD

Filters for events with VOD available

A dark-themed user interface for an advanced search feature. At the top is a search bar with a magnifying glass icon on the left and a funnel icon on the right, with the text "Search" in the center. Below the search bar is a section titled "Advanced filter" in a lighter font. This section contains three filter options, each with a dropdown arrow on the right: "Select Sports", "Select Countries", and "Select Content Provider". Below these is a "Select Type:" section with three checkboxes and labels: "NEW", "LIVE", and "VOD". At the bottom of the filter section are two buttons: "Reset" and "Apply".

Q Search

Advanced filter

Select Sports

Select Countries

Select Content Provider

Select Type:

☐ NEW ☐ LIVE ☐ VOD

Reset Apply

# Administrator Features

# User Management

This section allows those with administrator privileges to control the access granted to other users by way of a self-service approach. Customers are granted a licensed number of logins.

To create a new user, press the 'Create User' button at the bottom of the page, then enter in the email & password for the new user. There are four roles available to a new user:

**Client Senior Analyst:**

Has the same permissions as administrator except for creating users.

**Client Analyst:**

Has same permissions as administrator except for creating users & resetting passwords.

**User:**

Has no access to the Client Management System (CMS).

**Basic User:**

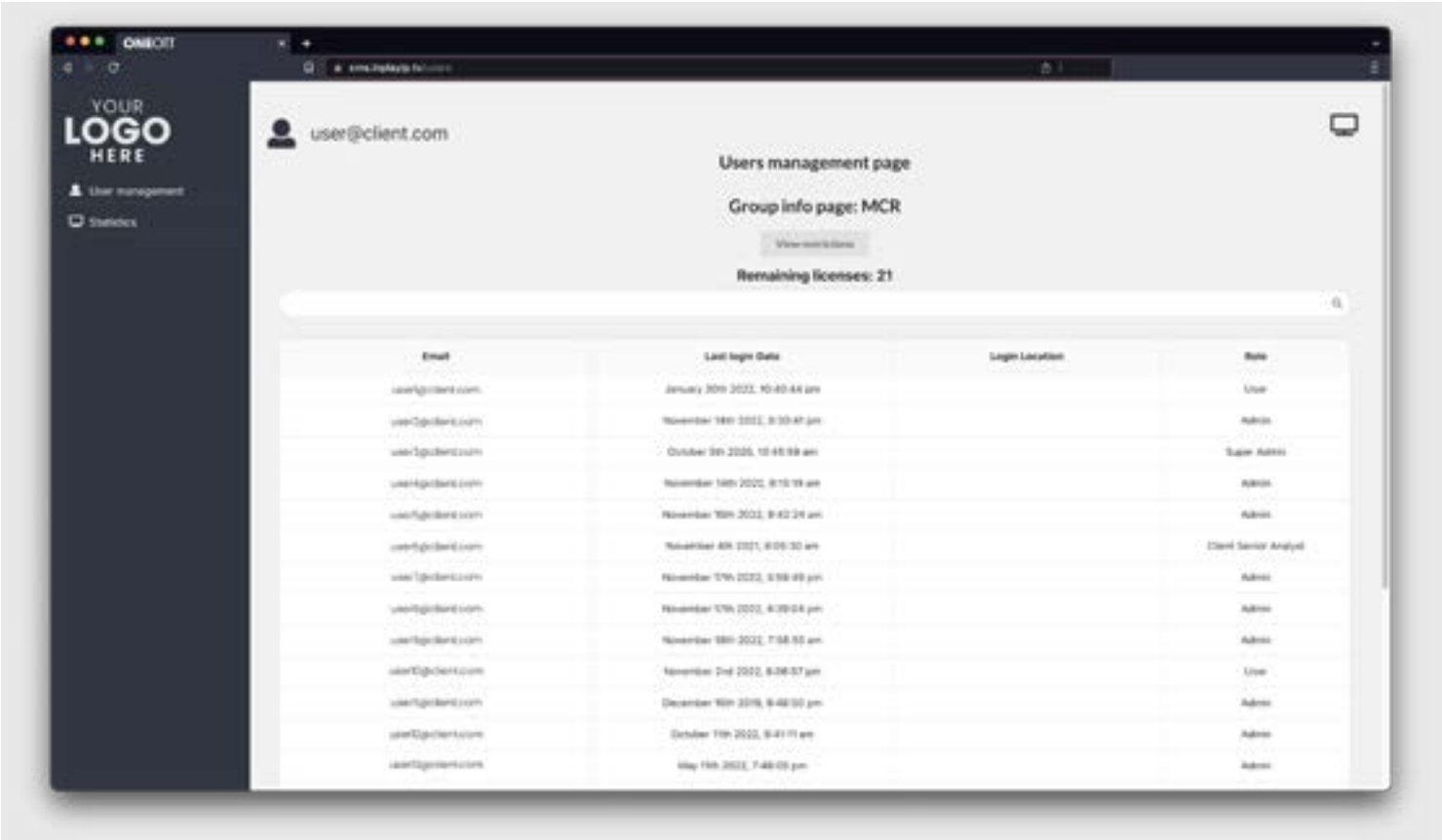
Has no access to the application & is an account with only API authorisation.

Administrators have the ability to enable users to receive notifications about live events, as well as the ability to suspend a user's access to the OTT platform. The 'View Restrictions' button allows an administrator to view the level of access their group has to the OTT platform.








Clicking this icon will take an administrator to their 'Content Management System' (CMS) page.

Here they can control their user management as well as being able to explore statistics based around their group's usage of the platform.



# User Management Controls

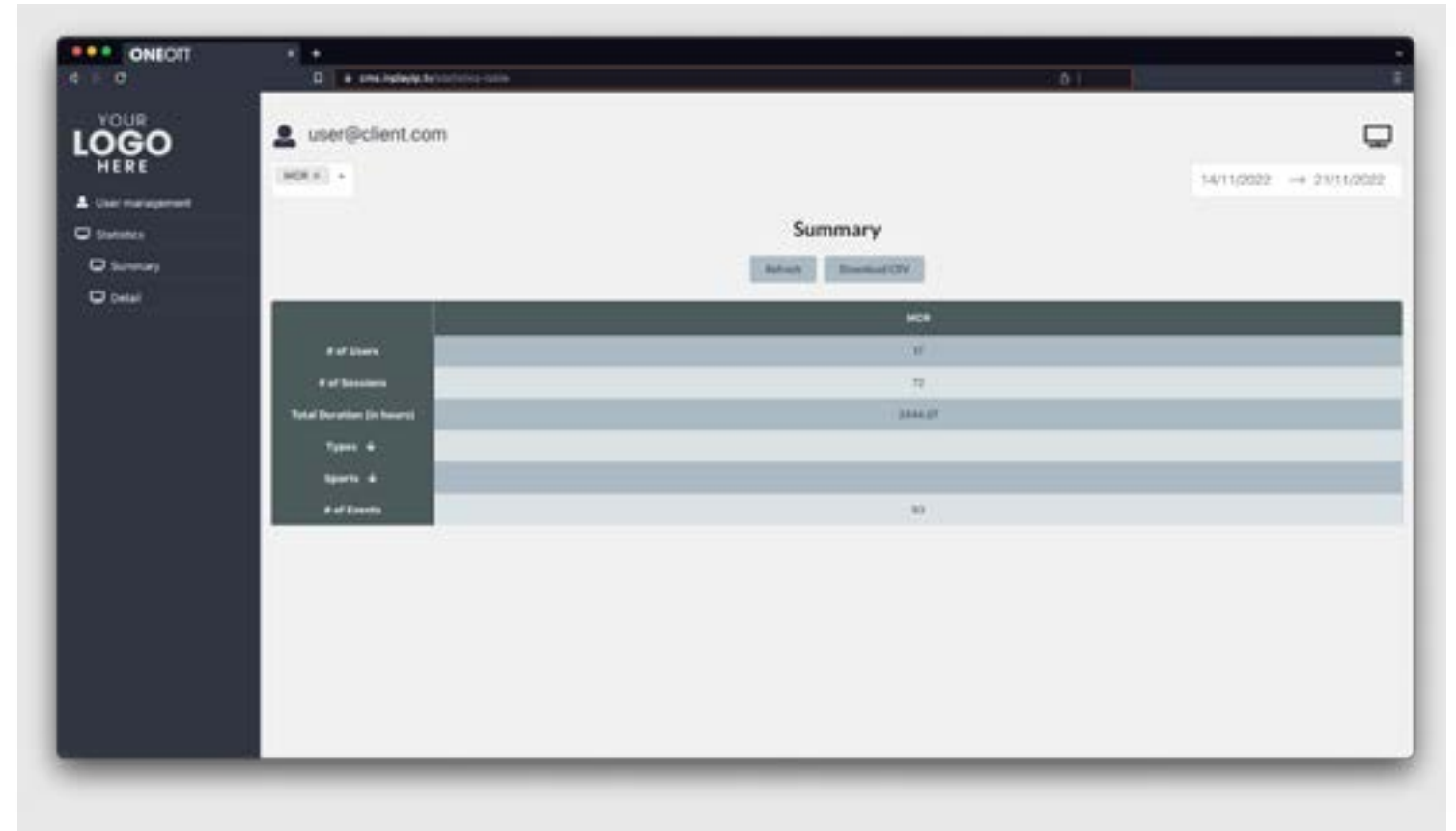
UI Components	Description
	Delete a user. A pop-up will confirm this action.
	Send password reset instructions to the user via email.
	Log out of the OTT platform
	Edit a user's password or email address. Remove the linked devices associated with an individual user's account.
	Returns the user back to the OTT schedule screen.

# Statistics

This section provides an administrator with access to extensive statistics based on their group's usage of the platform. The statistics section is split into two areas, summary & detail.

## Summary Section

The summary section provides a tabulated overview of usage statistics with the ability to select a date range which will automatically update the values. Users also have the option to download these statistics as a raw-data CSV file.





## Detail Section

- **The number of users**
- **The number of sessions**
- **The number of devices** – split by mobile & desktop
- **The total duration of events watched**
- **The breakdown of the stream formats watched**
- **The duration of events watched by stream format**
- **The number of events watched for each sport**
- **The average screens per user**
- **The locations of users** – offered as a map view or a pie chart
- **The number of event downloads**
- **The number of distinct events watched**
- **The number of events by content provider**



# Support

If you have any difficulties or  
require further information  
please contact:

**[support@inplayip.tv](mailto:support@inplayip.tv)**





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