

# ClipMail™

## User's Guide

Version 5.1



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## FCC Emission Information

Ethernet connections to ClipMail appliances must be made using a shielded Category 5 cable to ensure emissions are within standards. This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to Part 15 of the FCC Rules.

These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications.

Operation of this equipment in a residential area is likely to cause harmful interference in which case the user will be required to correct the interference at his/her own expense. Changes or modifications not expressly approved by Telestream can effect emission compliance and could void the user's authority to operate this equipment.

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## Canadian EMC Notice of Compliance

This digital apparatus does not exceed the Class A limits for radio noise emissions from digital apparatus set out in the Radio Interference Regulations of the Canadian Department of Communications.

Le present appareil numerique n'emet pas de bruits radioelectriques depassant les limites applicables aux appareils numeriques de la classe A prescrites dans le Reglement sur le brouillage radioelectrique edicte par le Ministere des Communications du Canada.



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## Important Safety Instructions

Before using any ClipMail appliance, read the following safety instructions to ensure it is used safely:

- Turn off and unplug the chassis before cleaning.
- Use only a damp cloth to clean the unit; never pour liquids onto the appliance.
- Do not place the appliance on an unstable surface or near extreme heat.
- Do not block any of the chassis vents or insert objects through the vents.
- Use only the power source recommended in this manual ([Quick Start](#) on page 3-1).
- Connect all equipment to properly grounded power outlets.



### Caution

**This appliance contains no user serviceable parts. Never open the chassis enclosure. Doing so without express permission from Telestream may void your warranty. For continued protection against risk of fire, replace fuse only with the same type and rating.**

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## EN55022 Class A Warning

In a domestic environment this product may cause radio interference in which case the user may be required to take adequate measures.

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## Regulatory Approved Standards for Electrical Safety

This equipment complies with the minimum requirements of these standards:

IEC950 (or EN60950/BS7002/VDE0805 May 1990)

UL1950

CSA C22.2-950-M89



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## Radiation Emission Susceptibility Regulatory Approved Standards

This equipment complies with the minimum requirements of these standards:

FCC155, Class A  
EN55022, Class A  
EC DIR 89/336/EEC  
EN50082-1

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# About This Guide

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## SUPPORT AND INFORMATION

For assistance with ClipMail appliances, ClipMail Client, or any other Telestream products, please contact us via any of these methods:

### Internet

Web Site: [www.telestream.net](http://www.telestream.net)

Customer Support: [support@telestream.net](mailto:support@telestream.net)

Sales and Marketing: [info@telestream.net](mailto:info@telestream.net)

### USA Telephone

Main: 1 530 470-1300

USA Customer Support: 1 530 470-1336

1 877 681-2088 (toll free)

### Mail

Telestream, Inc.  
848 Gold Flat Road, Suite 1  
Nevada City, CA. USA 95959

### International

See our Web site for your regional authorized Telestream distributor.

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## HOW TO USE THIS GUIDE

This guide is for individuals that set up and configure devices for network operation, or operate ClipMail (ClipView, ClipExpress, ClipMail Pro, and ClipRemote) appliances to capture, send and receive digital media clips and view them. This guide is also for individuals that use ClipMail Client to set up, configure, or operate ClipMail appliances.

The terms *ClipMail* and *ClipMail appliance* generally refer to the entire family of ClipMail appliances. When discussing a feature that applies to a



particular appliance, the appliance's name will be used (ClipRemote, for example) and the intent will be clear in the context. The term *computer* refers to the client platform on which ClipMail Client is running – either a properly configured Mac OS X computer or Windows PC.

You may view or print this guide with Adobe Acrobat Reader, available on Adobe's Web site at [www.adobe.com](http://www.adobe.com).

In addition to a table of figures, a figure of tables, and an index, this guide contains the following chapters and appendices:

### **Chapter 1, Introduction to ClipMail**

This chapter introduces each appliance in the ClipMail family of video delivery appliances.

### **Chapter 2, ClipMail Appliances**

This chapter describes each ClipMail appliance, including details about control and ports on the front and rear panel of ClipExpress, ClipView, ClipMail Pro, and ClipRemote. This chapter also describes how to use the infrared remote control unit to operate ClipView and ClipExpress, how to use the control panel of the ClipMail Pro, and how to use the touch pad on the front panel of ClipRemote.

### **Chapter 3, Quick Start**

This chapter contains the information you need to unpack your ClipMail appliance, set it up in a typical network environment, connect video equipment, and perform basic tasks including how to view, make, and send digital media clips.

### **Chapter 4, Configuring ClipView, ClipExpress, and ClipRemote**

This chapter describes how to use ClipMail software directly on ClipView, Express, and Remote to configure network and video settings, select a language, set date and time, and display system settings.

### **Chapter 5, Using ClipView, ClipExpress, and ClipRemote**

This chapter is a reference for using ClipMail software operating directly on ClipExpress, ClipView, and ClipRemote appliances.

### **Chapter 6, ClipMail Client & ClipMail Pro Overview**

This chapter describes how to use ClipMail Client, Telestream's high-performance client software option for operating ClipMail appliances from a Windows or Mac OS X personal computer over a network connection. This chapter is also for ClipMail Pro users who are creating and sending parcels via the control panel.



## **Chapter 7, Setting up ClipMail Pro & ClipMails via ClipMail Client**

This chapter describes how to use ClipMail Client to configure ClipMail options and identification, configure network and video settings, select a language, set date and time, display system settings, and perform periodic software maintenance to keep your system operating optimally. Also use this chapter to configure and set up your ClipMail Pro via the control panel.

## **Chapter 8, Creating Media Clips on ClipMail Pro & ClipMail Client**

This chapter describes how to use ClipMail Client to create media clips: naming, what type of clip to create, setting media quality, and recording the media. Also use this chapter to create media clips on your ClipMail Pro via the control panel.

## **Chapter 9, Sending Parcels from ClipMail Pro & ClipMail Client**

This chapter describes how to use the Send Mail panel of ClipMail Client, including creating a parcel, and scheduling, saving and sending parcels you've created. Also use this chapter to send mail from your ClipMail Pro via the control panel.

## **Chapter 10, Checking Mail on ClipMail Pro & ClipMail Client**

This chapter describes the Check Mail panel: how to manage parcels in your In Box, Out Box, Saved Box, and optional Remote Box. This chapter also describes how to view media clips. Also use this chapter to manage parcels on your ClipMail Pro via the control panel.

## **Chapter 11, ClipMail Appliance Care and Maintenance**

This chapter describes how to perform preventive maintenance, and how to install the optional feet kit for vertical orientation of ClipExpress and ClipView appliances.

## **Appendix A, Troubleshooting**

Use this appendix to find basic information about isolating and identifying problems that may occur when operating ClipMail.

## **Appendix B, Quality Profiles**

Use this appendix to view system, audio, and video settings for each of Telestream's custom profiles you can select when creating clips.

## **Appendix C, Advanced Network Configuration**

This appendix describes how to set up and operate ClipMail appliances in conjunction with firewalls and proxy servers, and special considerations



for using ClipMail with computers, including setting FTP port values and NAT environments.

### **Appendix D, Using ClipRemote with Satellite Phones, Data Terminals, and Modems**

This appendix describes how to configure, connect, and operate this type of equipment with ClipRemote.

### **Appendix E, Using ClipMail with Avid Editors**

This appendix provides basic information about using an Avid editor to encode media in slave mode, directly on ClipMail.

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## **NOTATIONAL CONVENTIONS**

This guide contains notational conventions used to make it more readable.



### **CLIPMAIL PRO**

*When there are differences in the user interface or features of a ClipMail Client and its corresponding ClipMail Pro screen, they are described in ClipMail Pro paragraphs bearing the control panel icon.*

Note paragraphs are italic to draw your attention to special circumstances:



### **NOTE**

*Note Text associated highlights important information about the topic you're studying. Be sure to read this information before continuing.*

Tip paragraphs provide helpful information you may not be aware of, or that may make using ClipMail easier:



### **TIP**

*Tips highlight information you might not be aware of.*

Caution paragraphs are set in bold type to draw your attention to situations that may cause permanent changes to your ClipMail or media.



### **CAUTION**

**A caution paragraph indicates an action that may cause loss of data, or other permanent changes to ClipMail. Be sure you are aware of the consequences of your action before proceeding.**



---

## TYPOGRAPHICAL CONVENTIONS

Certain typographical conventions are used as visual clues in this guide. Sample information, or a specific format to be entered by you is shown in italics or in a courier-style font.

For example:

Type your domain (*mydomain.com*) in the domain field.

Type `import FileName`, where *FileName* is the fully qualified path.

---

## WE'D LIKE TO HEAR FROM YOU!

If you have comments or suggestions about improving this document – or if you've discovered an error or omission, please e-mail us at [support@telestream.net](mailto:support@telestream.net).





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# Introduction to ClipMail

Telestream's family of ClipMail appliances – ClipExpress®, ClipView™, ClipMail Pro™, and ClipRemote™ – are ideal solutions for delivering and playing digital media from one office to the next or around the world, simply and efficiently. When you use ClipMail appliances to exchange media, you don't have to juggle tapes and rush to make courier deadlines.

Designed into each ClipMail appliance is the notion of ease of use. Unlike conventional telecommunications and networking gear, these products are true appliances – not a collection of interconnected high-tech equipment that can only be configured and operated by computer experts. To set up a ClipMail appliance you connect a video monitor and network cable and are often up and running in less than ten minutes.

The VTR-style remote control unit allows you to use ClipMail appliances anywhere, even in a boardroom. Just point to your ClipMail and click simple on-screen menus displayed on your monitor.

## Topics

- [Telestream's Family of ClipMail Appliances \(page 1-2\)](#)
- [New Features and Enhancements \(page 1-4\)](#)
- [How ClipMail Appliances Work \(page 1-7\)](#)
- [ClipMail Software \(page 1-8\)](#)
- [ClipMail Client Software \(page 1-9\)](#)
- [High Performance Option \(page 1-10\)](#)
- [Local and Client Mode Operation \(page 1-10\)](#)
- [Video and Audio Specifications \(page 1-11\)](#)
- [MPEG Compatibility \(page 1-14\)](#)
- [Control Panel Features \(ClipMail Pro\) \(page 1-16\)](#)
- [Hardware and Hardware Interfaces \(page 1-16\)](#)
- [Network and File Transfer Support \(page 1-22\)](#)
- [Updating System and Application Software \(page 1-22\)](#)
- [High Performance Option License \(page 1-22\)](#)
- [Updating System and Application Software \(page 1-22\)](#)
- [High Performance Option License \(page 1-22\)](#)



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## TELESTREAM'S FAMILY OF CLIPMAIL APPLIANCES

ClipMail products are ideal for creative collaboration, digital dailies, review-and-approvals, news gathering, central-cast distribution and government communications.



### NOTE

*Throughout this guide, when information applies to all appliances in the ClipMail family, the term ClipMail is used. When information describes features that are unique to a specific appliance, it will be noted: ClipRemote Only, for example.*

---

ClipMail MPEG encoding and delivery appliances are used by the world's leading media and entertainment companies, as well as a growing number of government institutions, educators and enterprises, to exchange high quality video and audio content via standard IP networks.

Because ClipMail uses store-and-forward transmission technology, media quality is never affected by transmission speed. Users select the picture quality they need, from approval to master quality, for fast, efficient exchange over existing data networks.

ClipMail is the most reliable way to ensure that your customers, clients and co-workers receive the same high quality media you send. Using ClipMail, you can record video, store MPEG clips, and send them anywhere. ClipMail ensures that each ClipMail appliance or FTP server destination is online and able to accept your media before transmitting it.

Telestream provides ClipMail appliances for use in different environments. Each ClipMail model is designed with a distinct price point and feature set ideally suited to specific usage patterns our customers require.

ClipMail can also deliver parcels to Telestream's FlipFactory or MAP systems for further media processing.

### ClipExpress

ClipExpress is the most practical media appliance that's used for broadcast-quality news gathering and client review-and-approvals.

### ClipView

ClipView is a streamlined, view-only version of ClipExpress. You can use ClipView to do everything ClipExpress can do, except make clips. You can use ClipView to send and receive clips, and view them.

### ClipMail Pro

ClipMail Pro is the professional media appliance that supports virtually any tape format and is ideal for broadcast-quality content exchange as well as master-quality creative collaboration. ClipMail Pro is rack-



mountable, and may be operated by an optional, touchscreen control panel for optimal ease of use. You can also attach a keyboard to the control panel for ease of data entry; without the keyboard a virtual keyboard is provided directly below each data entry dialog for touchscreen data entry.

Some screens are formatted differently when displayed on the control panel than they are when displayed in the ClipMail Client application, to accommodate the different aspect ratio of the control panel.

## ClipRemote

ClipRemote is the ruggedized, portable system for field transmission of full-motion video and audio. Military, news, and film crews use ClipRemote to transmit critical video directly from remote sites to receiving stations located anywhere in the world.

ClipRemote is the fastest and most convenient way to get footage from action sites to processing centers for editing or playback. Housed in a rugged, lightweight, shock/weather-resistant case, ClipRemote is made to carry into unstable field environments. RCA inputs allow you to capture media directly from standard news-gathering sources. Asynchronous serial data interfaces provide direct connection to remote transmission systems such as satellite phones.

Each ClipMail is a combination of hardware and software. The hardware is the appliance itself – a specialized computer with hard drive for media storage, plus network and media connections.

Special ClipMail software runs directly on the appliance – you view it on your monitor and control it via remote control. ClipMail software allows you to make clips, send, receive and play media, and configure your equipment for your environment.



---

## NEW FEATURES AND ENHANCEMENTS

### Enhanced Playback Capabilities

ClipMail Version 5 includes several new and enhanced features.

Enhanced Playback is a licensed feature which is provided as a free upgrade to all customers who have a valid new product warranty or a valid extended product warranty for any of the ClipMail products. For others, Enhanced Playback is available for purchase as an option.



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#### NOTE

*Prior to purchasing or downloading this software feature, please contact Telestream Customer Support (1-530-470-1300 or [support@telestream.net](mailto:support@telestream.net)) to confirm your ClipMail meets minimum RAM requirements, and to discuss controller compatibility.*

---

The Enhanced Playback feature enables users to play back native ClipMail files on the ClipMail system with capabilities similar to DVD players. These capabilities include: frame accurate search, single step forward and reverse, variable speed play forward and reverse. To enhance the user experience, new playback control buttons have been added for playing clips or parcels using the Client Application, the ClipMail Pro control panel, and the ClipExpress/Remote/View handheld remote.

The Enhanced Playback feature cannot be used with all files. Also, some modes of Enhanced Playback have limited functionality in some files.

Reasons why a clip is not capable of Enhanced Playback include:

**No Frame Table.** A clip does not have a frame table.

**Long File Duration.** The enhanced play feature requires extra memory. If a clip's frame table is too large for the memory allocated for this feature, the clip is not capable of executing the enhanced play features.

When this occurs, the new playback buttons become inactive. If a single clip within a parcel is not capable of enhanced play, then the entire parcel will not be allowed to use the Enhanced Playback features.

Restrictions on mode use in Enhanced Playback:

**Imported Files.** Not in native ClipMail format with associated metadata. The search function is not frame accurate in these files; search stops at the closest I frame. Single-frame step and variable speed forward and reverse do not work with imported files. FlipFactory and Launch applications can also be used to create and deliver native ClipMail files.

**MPEG-1 Files.** Single-frame step and variable-speed forward and reverse do not work with MPEG1 files.



**MPEG-2 IBP Files.** Single-frame step, variable-speed forward and reverse produce video artifacts when playing files with IBP file structure.

### **Improved Parcel Delivery**

If you work in an environment where ClipMails and FTP servers can't reliably complete parcel delivery due to FTP failures often caused by intermittent Internet connections or excessive server load, you can enable ClipMail's automatic re-connect feature. When enabled, failed delivery tasks are re-connected and the file transfer resumes at the last successful file transfer checkpoint. For details, see (See [Improved Parcel Delivery – FTP Re-connect](#) on page 7-35.).

### **Improved Delivery Performance**

ClipMail Version 5 uses industry-standard XML packages to accompany parcels. This improves parcel delivery performance and checking Remote mailboxes. This improvement in parcel delivery makes ClipMail version 5 incompatible with ClipMails operating version 4.0 or earlier. To retain compatibility with these ClipMails, contact Telestream's Customer Support ([Support and Information](#) on page About-1).

### **Enhanced Playback Control via Sony Protocol via RS-422 (ClipMail Pro Only)**

The Remote port on the back of the ClipMail Pro system enables control of ClipMail Pro while playing a clip or parcel. This port now accepts control from a Sony Protocol master controller. While it does not handle every nuance of the Sony Protocol, it has been shown to work effectively with a Sony PVW2800 as master and several automation systems. Please contact Telestream Support (1-530-470-1300 or [support@telestream.net](mailto:support@telestream.net)) to find out if your specific automation system is compatible.

### **Enhanced Batch Import Using EDL File with Clip Name**

This feature has been enhanced to gather the clip name from the EDL file when a named entry is present in the EDL file.

### **Enhanced MPEG File Import Capabilities**

An option has been added to the Setup Options tab to allow a choice of Estimate Duration or Accurate Duration. Estimate Duration makes an estimate of the duration of the file based on the MPEG bitrate and size of the file. Accurate Duration scans the file and counts each frame. This option will take more time, and progress will be reported. Use of Accurate Duration also improves A/V synchronization.

### **Automatic Parcel Expiration**

Allows the user to specify that parcels be automatically deleted from mailboxes. This feature allows control over parcel aging, and the time of day that mailboxes are scanned for expired parcels.

### **Automatic System Time Updates From NTP Server**

The system time can be set from an NTP server to maintain accuracy.



<b>Recipient E-mail Notification</b>	An e-mail notification capability is available which specifies that the recipient of the parcel should be notified when the parcel has been sent.
<b>Parcel Send/receive Log Creation And Output</b>	This ClipMail Client feature creates a log of sent and received parcel information. The log can be manually e-mailed from your ClipMail or automatically e-mailed at specified intervals.
<b>System Startup Watchdog</b>	A system startup watchdog monitors the startup of the ClipMail system to catch many failures during startup. Since these problems normally occur with configuration files, the process backs up the offending file and reboots the system automatically to clear the problem.
<b>System Startup Log Output</b>	The system startup log, which contains startup problem information, can now be e-mailed directly from your ClipMail to Telestream for analysis.
<b>ClipMail Slave Mode Improvements</b>	With ClipMail acting as a slave, the following systems can function as a master when ingesting media from the ClipMail: <b>Sony PVE-500.</b> Controlling ClipMail as play deck and Sony deck for recording. <b>Omnibus Automation.</b> Controlling ClipMail as play deck and broadcast server for recording. <b>Apple Final Cut Pro.</b> With BlackMagic video card, for recording from ClipMail to Final Cut or printing from Final Cut to ClipMail.
<b>ClipMail Client New Locale Choice</b>	In ClipMail Client, when users select a non-US locale in the Language/Locale menu ( <a href="#">Table 7-1</a> on page <a href="#">7-5</a> ) the date is displayed in DD/MM/YY format, and time is displayed in 24-hour format.
<b>Clipmail Client Application Tunneling Options</b>	When attempting to connect to a ClipMail from the Internet, you usually are prevented by a firewall that is configured to refuse RPC traffic. You can change the transport used by ClipMail Client from the default RPC port 111 to HTTP port 80. For details, see ( <a href="#">Setting up HTTP Tunneling (page C-6)</a> ).
<b>DHCP Option Removed</b>	To improve parcel receipt and delivery reliability, Telestream has removed the ability to enable DHCP to obtain an IP address from the interface. Beginning in Version 5.1, users must supply a static IP address. If you require DHCP for your ClipMail, please contact Telestream Customer Support ( <a href="#">Support and Information</a> on page About-1).



## HOW CLIPMAIL APPLIANCES WORK

ClipMail is two integrated systems in a single appliance: an acquisition/playback system, and a TCP/IP-based media transmission system. (ClipView – playback-only – has a playback and transmission system.)

The acquisition/playback system digitizes analog audio/video inputs, compressing and encoding them as MPEG 1 or MPEG2 files. The system allows user-selectable quality levels (approval to broadcast) and format standards (NTSC/PAL). MPEG files (or *clips*) are stored on an internal hard disk for later playback and delivery to other destinations.

The transmission system, under user control, receives and transmits MPEG files via the built-in TCP/IP network interface over 10 or 100MB Ethernet. When sending, the ClipMail appliance verifies that each target machine is capable of playing the media. This ensures that you only send media that will be usable to those who receive it.

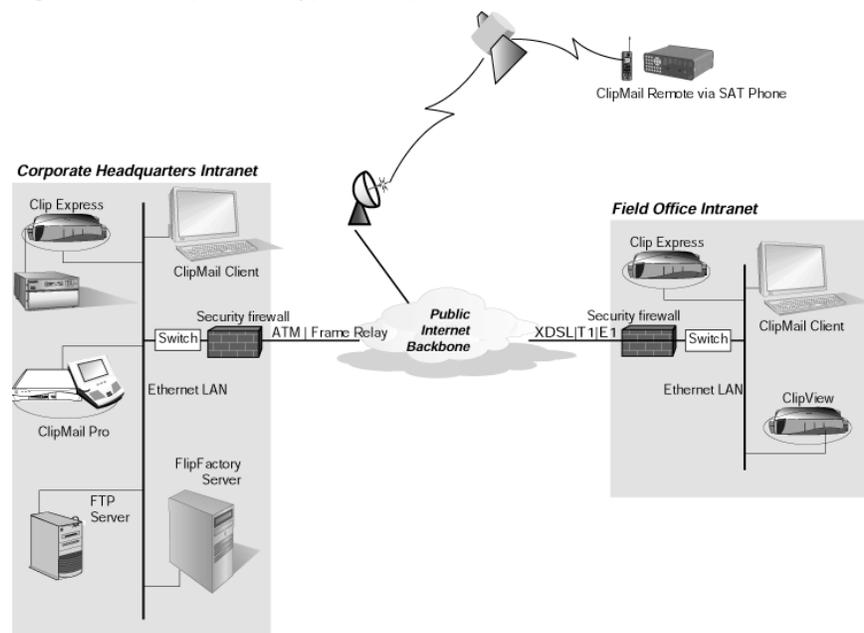


### CAUTION

**ClipMail appliances do not utilize SSL or other transmission security methods to encrypt or otherwise protect media.**

Network communication is full-duplex (if supported by your LAN/WAN) – that is, as the appliance is transmitting data, it can also receive data from other ClipMail appliances.

Figure 1–1. ClipMail in typical corporate intranet environment



Media clips are sent as one or more files grouped together in a parcel. You can add or delete files from the parcel after it is built and you can attach an optional cover page.

When you send a parcel, you can send it to one destination or a group of destinations. Each destination may be another ClipMail system, a FlipFactory, or an FTP server. Along with the parcel containing the media clips, a transaction record is sent telling the receiver who is sending the media. The transaction record information is displayed in the receiving ClipMail appliance's In Box.

The two parts of the system operate independently of each other. You can send and receive parcels at the same time you're playing or recording media.

Telestream also provides ClipMail Client – an advanced Java application for your Windows or Mac OS X personal computer. ClipMail Client performs all the functions of the embedded software in each ClipMail appliance, makes keyboard entry easy, and provides advanced ClipMail features. Learn how to use ClipMail Client beginning in [ClipMail Client & ClipMail Pro Overview \(page 6-1\)](#).

---

## CLIPMAIL SOFTWARE

ClipMail is also the name of the software that runs directly on each ClipMail appliance. You operate ClipMail software on ClipView and ClipExpress appliances using a remote control unit. On a ClipMail Pro you use a touchscreen video control panel, and on a ClipRemote you use a touch pad that is integrated directly onto the front panel of the appliance.



---

### NOTE

*To update existing ClipMail appliances with this version of system software, see [Updating ClipMail Appliance Software \(page 3-29\)](#).*

---

Telestream has designed special features to help you create, send, receive and play back digital media clips around the world, just like e-mail:

- Easy to use graphic interface for use with a remote control.
- Group addressing for sequential transmission to multiple recipients
- Telestream Media Distribution Protocol (MDP) provides intelligent media file transport between ClipMails to ensure addressability, playability, storage reservation, and delivery confirmation.
- Scheduling media clips to be delivered at a later time and date.
- Automatic verification of sending addresses. Verification checks address viability and the ability of the recipient to decode media.



- Simultaneous, full-duplex transmission of media speeds operation.
- Optional cover page for each media clip to inform recipients of information about the clip.
- Preview content before sending (like Print Preview in office apps).
- TCP/IP and FTP protocol support. In addition to exchanging clips with ClipMails, you can also send media to, or pull media from FTP servers, and Telestream MAP and FlipFactory servers.
- E-mail notification of parcel transmission and receipt

Some features of ClipMail only work on certain appliances – depending on the hardware features on the appliance. For example, ClipView does not support video importing, so you can't create clips on a ClipView.

---

## CLIPMAIL CLIENT SOFTWARE

ClipMail Client is Telestream's software for operating ClipMail from a Windows or Mac OS X personal computer via a network.



---

### NOTE

*Previous versions of ClipMail Client were called Network Control Application, because the application controls a ClipMail via a network connection. The new name – ClipMail Client – was chosen to better represent that notion.*

---

ClipMail Client enables optional features, including metadata entry with High Performance Option installed. Certain tasks are easier using ClipMail Client because of the computer's keyboard and mouse.

ClipMail Client connects to each appliance in the ClipMail family, and enables the features available on the specific product. For example, ClipView appliances only view media, so ClipMail Client only views media, when connected to a ClipView appliance.



---

### NOTE

*To install or update your computers with this version of ClipMail Client software, see [Installing ClipMail Client on Your Computer \(page 6-3\)](#). ClipMail Client requires Java 1.4.1 or later runtime environment. To obtain Java 1.4.1 runtime, download and install the version with a Virtual Machine included.*

---



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## HIGH PERFORMANCE OPTION

ClipMail High Performance Option adds these important features:

- Long form content recording and delivery. Create MPEG video files for long form recording in excess of 2 gigabytes. This feature is available in both ClipMail and ClipMail Client.
- Metadata Entry. Conveniently enter metadata (producer, subject, notes, etc.) at your ClipMail encoding station, then submit the media to FlipFactory and seamlessly hand off the same information to an integrated asset management application for search, retrieval and management. This feature is available via ClipMail Client only.
- Timecode in GOP Header. When encoding, time code is written into the GOP header. The inclusion of timecodes in each GOP header enables more accurate reference to tape archives for asset management systems.

To obtain a license and implement the High Performance Option, see [High Performance Option License \(page 1-22\)](#).

---

## LOCAL AND CLIENT MODE OPERATION

ClipMail has two modes of operation: *local mode*, when ClipMail software directly on the appliance is controlled by the IR remote control unit, control panel on ClipMail Pro, or touch pad on ClipRemote, and *client mode* when operating ClipMail via ClipMail Client software running on a personal computer. In local mode you can make clips, and send, receive, and view parcels. Additional ClipMail features are provided in ClipMail Client.

You can often tell at a glance when ClipMail is in client mode and no one is connected via ClipMail client by the presence of a small rectangular bar, the *client info bar*, displayed at the base of the video monitor. This bar displays “Client Mode: nnn.nnn.nnn.nnn,” where *nnn.nnn.nnn.nnn* is the IP address of the ClipMail. When you connect a computer to the ClipMail, the client info bar disappears.

When you connect to ClipMail with ClipMail Client (or when the client info bar is hidden ([Table 7-1](#) on page 7-5), the client info bar disappears.

Only one ClipMail Client can connect and use a ClipMail appliance at a time. However, you can run multiple instances of ClipMail Client on a single personal computer to control multiple ClipMails simultaneously.

You can also check the status of ClipMail mailboxes while another person is connected to the ClipMail via ClipMail Client, but you can't execute any ClipMail functions.



---

## VIDEO AND AUDIO SPECIFICATIONS

ClipMail supports a wide range of video and audio input and output.

ClipMail provides 625/50 and 525/60 format support with automatic conversion, so you can provide both PAL and NTSC video for encoding.

Video format is automatically converted from PAL to NTSC or NTSC to PAL during playback. For example, if you've set up your ClipMail for NTSC output and you're playing back a PAL clip, it displays properly on an NTSC monitor.

You can digitize video and audio media with variable user-selectable MPEG 1 and MPEG 2 compression quality – from approval-level all the way to digital master/studio quality.

You can create, edit, and view up to 50 custom MPEG 1 and MPEG 2 quality profiles. In addition to using the standard factory media quality profiles, you can also create, save and exchange user-defined MPEG quality profiles with other ClipMail Pro, ClipExpress and ClipRemote users. This feature allows you to fine-tune how media is digitized and encoded on your system. You can only save custom quality profiles using ClipMail Client.

You can also import, play, and send MPEG files encoded on third-party platforms (see [Importing Third Party MPEG Files](#) on page 9-8).

Video/audio inputs and outputs on the ClipMail appliance do not loop: the output does not follow the input, but rather is dependent on the activity you're currently performing. ClipMail terminates internally (75 ohms), so you should not manually terminate connectors.

Data pass-through is allowed in the vertical interval (VITC, closed captioning, teletext, etc.) when using the higher quality levels (digital contribution and digital master).



### NOTE

*ClipExpress does not play ClipMail Pro 4:2:2 media above 18Mbps.*

---



## ClipView, ClipExpress, and ClipRemote

The unbalanced audio connectors are for unbalanced RCA phono-jack audio sources. If you require pro-audio XLR connection, use an external pre-amp or audio distribution line box to convert between unbalanced and differential balanced signals/connectors.

Table 1–2 (below) describes ClipView (out or decode only), ClipExpress, and ClipRemote video and audio specifications.

Table 1–2. ClipView | Express | Remote Video & Audio Specifications

<i>Video Processing</i>
Built-in Automatic Playback Standards Conversion (525/625)
Watermarking and Overlays
<i>Slate/Black Clip Insertion</i>
<i>Video Compression Encode/Decode (Decode only on ClipView)</i>
MPEG-1 (128 Kbps to 5 Mbps SIF or QSIF)
MPEG-2 MP@ML 4:2:0 (1.5, to 8 Mbps)
MPEG-2 4:2:2 P @ ML (1.5 to 8 Mbps) for passing VBI data
Custom Profiles: user-definable and selectable MPEG encoder profiles
Compatible with standard 3rd party encoders and decoders
Decode only: ClipMail Pro-encoded MPEG-2 4:2:2 up to 18 Mbps
Constant or Variable Bit Rate, passes VBI
<i>Video Inputs and Outputs</i>
Composite RCA, 75 ohms, 1 Volt p-p
S-Video (4 pin DIN) 75 ohms, 1 Volt p-p
Output Only: Component Analog YUV, 75 ohms, 1 Volt p-p
* No time-base corrector required
<i>Audio Processing</i>
Encode & Decode: 48.8 kHz 16-bit sampling (525 & 625)
Decode only: 44.1 kHz (525 & 625)
<i>Audio Compression</i>
MPEG Layer 2 compressed (64-384 kbps), Uncompressed (1.9Mbps/pair)
<i>Audio Inputs and Outputs</i>
2 channel stereo audio, compressed or uncompressed
Consumer Analog unbalanced, high impedance (RCA)

\*If your ClipMail cannot latch onto video, it may be due to low quality, often from consumer video equipment without TBC, or PC video cards. Try a different source, swap cables, or utilize TBC or frame sync. When routing video through a router, patch the source directly into the ClipMail.



## ClipMail Pro

Table 1–3 (below) describes ClipMail Pro video & audio specifications.

Table 1–3. ClipMail Pro Video & Audio Specifications

<i>Video Processing</i>
<i>Digital 4:2:2 ITU-R BT.601 (720x512 NTSC, 720x576 PAL</i>
Built-in Automatic Playback Standards Conversion (525/625)
Watermarking and Overlays
Slate/Black Clip Insertion
<i>Video Compression</i>
MPEG-1 (128 to 5 Mbps, SIF or QSIF)
MPEG-2 MP@ML 4:2:0 (1.5 to 15 Mbps)
MPEG-2 4:2:2 P@ML (1.5 to 50 Mbps)
Custom Profiles: user-selectable GOP, bit rate (Constant or Variable Bit Rate), and I-frame
Compatible with standard 3rd party encoders and decoders
VBI encoding control to preserve vertical data
Playback only: ClipMail Pro-encoded MPEG-2 4:2:2 up to 18 Mbps
<i>Video Inputs and Outputs</i>
Analog Composite (BNC 75 ohm, 1 Volt p-p)
Y/C (4-pin mini-DIN 75 ohm, 1 Volt p-p)
Analog Component YUV (BNC 75 ohm, 1 Volt p-p)
Serial Digital (BND, SMPTE 259M 270 Mbps)
Reference (BNC, 75 ohm)
<i>Audio Processing</i>
48 kHz, 16-bit sampling encode & decode (525 & 625)
44.1 kHz decode (525 & 625)
<i>Audio Compression</i>
MPEG Layer 2 compression (64-384 Kbps)
User-selectable profiles
<i>Audio Inputs and Outputs</i>
Balanced analog stereo (XLR) 10K input, 50K output, +4dBu nominal
AES/EBU Digital (BNC) output: 32   44.1   48 kHz sample rates
Embedded Serial Digital, 2- or 4-channel stereo, compressed or uncompressed



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## MPEG COMPATIBILITY

MPEG files created on ClipMail appliances with version 5.0 or later can only be played on ClipMail appliances also using version 5.0 or later.

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### NOTE

*If you send an MPEG file created on ClipMail software version 5.0 or later to a ClipMail running software version 4.0.12292 or earlier, the MPEG file will not be playable on that device.*

*Telestream recommends upgrading software version 4.0.12292 or earlier to version 5.1, version 4.1, or the newest version 4.0 build.*

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ClipMail allows you to digitize media clips for playback directly on ClipMail appliances, and many 3rd-party MPEG-1 and MPEG-2 decoders. ClipMail provides support for compatible MPEG and also provides Telestream MPEG.

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### NOTE

*Use Telestream MPEG to improve transmission security, because Telestream MPEG files can only be played on Telestream devices. You must use Telestream MPEG when you require 4 audio channels. ClipMail provides a variety of custom MPEG profiles, and you can create and save your own custom MPEG profiles.*

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### Encode/Decode

- MPEG-1 SIF/QSIF (128, 384, 512, 720 Kbps)
- MPEG-2 ML@MP 4:2:0 (1.5, 3, 8 Mbps)
- MPEG-2 4:2:2P @ML (1.5, 3, 8 Mbps) for passing VBI data

### Decode Only

- ClipMail Pro-encoded MPEG-2 4:2:2 (12 to 18 Mbps)

The video quality of MPEG-2 technology is superior to MPEG-1, however MPEG-1 may be useful because many MPEG-1 encoding sources are available. MPEG-1 is complementary to MPEG-2 and continues to serve various needs.

MPEG-1 consumes less bandwidth allowing a wider range of low-speed connections. For many approval video and low-resolution broadcast uses, MPEG-1 provides cost-effective and adequate video quality.

## MPEG-1 Compatibility



ClipMail decodes and encodes 29.97 FPS MPEG-1 video in standard SIF (Source Input Format) and QSIF format. SIF is one-fourth the resolution of the CCIR 601 broadcast television standard; QSIF is approximately

half the size of SIF. CCIR 601 specifies 720 x 480 pixels (NTSC). MPEG-1 is often supported as part of desktop PC application software. For example, QuickTime on both Windows and Mac OS (available free from Apple Computer, Inc.) supports decoding of MPEG-1 content.

Table 1–4. MPEG-1 Supported Resolutions

Format
QSIF NTSC – 112 Lines x 176 Pixels
QSIF PAL – 144 Lines x 176 Pixels
SIF NTSC – 240 Lines x 352 Pixels
SIF PAL – 288 Lines x 352 Pixels

## MPEG-2 Compatibility

When creating media clips for use with 3rd party MPEG-2 decoders, click the MPEG button when creating a clip (see [Creating Media Clips on ClipMail Pro & ClipMail Client \(page 8-1\)](#)), and then select Compatible MPEG from the file options presented (default is *Telestream MPEG*). Choose compatible to encode industry-compatible MPEG profiles.

Some limitations apply when operating ClipMail with MPEG-2 compatibility enabled:

- Compatible MPEG files can only contain compressed audio files.
- Some MPEG 2 decoders only work with ML@MP data. Other decoders work with ML@MP and 4:2:2 profiles.

Table 1–5. MPEG-2 Supported Resolutions

MPEG-2 Format	Reduced Resolution (Half D1)	Full Resolution (Full D1)
MPEG-2 4:2:0	NTSC – 480 Lines x 352 Pixels PAL – 576 Lines x 352 Pixels	NTSC – 480 Lines x 720 Pixels PAL – 576 Lines x 720 Pixels
MPEG-2 4:2:2	NTSC – 512 Lines x 352 Pixels PAL – 608 Lines x 352 Pixels	NTSC – 512 Lines x 720 Pixels PAL – 608 Lines x 720 Pixels

## MPEG2 Hardware, Software and Computer-based Solutions

Several third party hardware, software and personal computer-based MPEG-2 solutions provide flexibility and enhanced functionality for ClipMail appliances. One resource for more information is available in the Support section of Telestream's Web site at [www.telestream.net](http://www.telestream.net).



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## CONTROL PANEL FEATURES (CLIPMAIL PRO)

The touchscreen control panel for ClipMail Pro offers these features:

- Touch-sensitive 640 by 480 flat panel display housed in a small footprint desktop case.
- Built-in stereo speakers for full audio/video viewing of media clips.
- Easy-to-use graphical user-interface that uses both the touch-sensitive screen with virtual keyboard, and tappable buttons for user selection.
- Headphone jack for private stereo listening (use of headphones automatically mutes speakers).
- VGA monitor connector for attaching a standard PC-compatible 640 by 480 pixel VGA monitor that mirrors everything displayed on the built-in flat panel display.
- External PS/2-style QWERTY PC keyboard can be attached for typing text and controlling the ClipMail Pro instead of using the virtual keyboard on the control panel.



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### NOTE

*Some screens displayed on the control panel are formatted differently than they are when displayed in the ClipMail Client application, to accommodate the aspect ratio of the control panel.*

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## HARDWARE AND HARDWARE INTERFACES

ClipView and ClipExpress appliances are available in single or dual hard drive configurations. To upgrade a single hard drive appliance to dual hard drives, contact Telestream for assistance.

ClipMail Pro includes an optional touchscreen control panel, a single hard drive (4 to 73GB), and a SCSI hard drive expansion port for an optional Ultra/Wide SCSI drive or SCSI-based storage system such as RAID.

ClipRemote has an integrated touch pad and a single, removable hard drive. To order additional pre-formatted and configured removable hard drives, contact Telestream.

ClipMail appliances support hardware interfaces for Ethernet, satellite phone (ClipRemote only), and audio/video equipment.



## ClipView

Table 1–6 (below) describes the hardware interfaces on the ClipView.

Table 1–6. ClipView Hardware Interfaces

Interface/Port	Description
Remote Control	Infrared
Composite Out	RCA
Component Output	YUV, 3 BNC connectors, 75 ohms, 1 Volt p-p
Y/C Out	S-Video
Audio-L, Audio-R	Unbalanced Stereo, high impedance analog RCA (IHF)
VTR (SMPTE Sony VTR Protocol)	serial port female DB-9
Ethernet	10BASE-T/100BASE-TX RJ-45
<i>ClipView manufactured beginning June, 2003</i>	
Tip Line (terminal interface)	RS-232 serial port male DB-9

## ClipExpress

Table 1–7 (below) describes the hardware interfaces on the ClipExpress.

Table 1–7. ClipExpress hardware interfaces

Interface/Port	Description
Remote Control	Infrared
Composite In, Out	RCA
Component Output	YUV, 3 BNC connectors, 75 ohms, 1 Volt p-p
Y/C In, Out	S-Video
Unbalanced Stereo Audio In/Out	High impedance analog RCA (IHF)
VTR (SMPTE Sony VTR Protocol)	RS-422 serial port female DB-9
Ethernet	10BASE-T/100BASE-TX RJ-45
<i>ClipExpress manufactured beginning June, 2003</i>	
Tip Line (terminal interface)	RS-232 serial port male DB-9



## ClipMail Pro

Table 1–8 (below) describes the hardware interfaces on the ClipMail Pro.  
Table 1–8. ClipMail Pro Hardware Interfaces

<b>Description</b>	<b>Interface/Port</b>
<i>Video Inputs and Outputs</i>	
Analog Composite	BNC, 75 ohm, 1 Volt p-p
Y/C	4-pin mini-DIN, 75 ohm, 1Volt p-p
Analog Component YUV	3 BNC connectors 75 ohm, 1 Volt p-p
Serial Digital Video	BNC, SMPTE 259M compliant 270 Mbps
Reference Video (black) In	BNC, 75 ohm
<i>Audio Inputs and Outputs</i>	
Balanced Analog Stereo	2 female XLRs, 10K inputs and 50K outputs, +4dBu nominal level
AES/EBU/IEC-958 Digital	2 BNCs, 32/44.1/48 kHz sample rates
Embedded Serial Digital	2 stereo pairs
<i>Machine Control</i>	
RS-422 Master and Slave (DTE)	RS-422 female DB-9, Sony protocol with timecode
Remote Control (DCE)	RS-422 female DB-9 Control port (master)
<i>Network Connection</i>	
10/100Mbps Ethernet	RJ-45
<i>Internal Storage</i>	
SCSI Internal Hard Drive	80-pin LVD ultra-SCSI, 3.5" form factor
SCSI Hard Drive Expansion Port	68-pin LVD ultra SCSI
<i>Misc. Connectors</i>	
Control Panel Connector	Ethernet RJ45
Network Controller Tip Line (terminal interface)	RS-232 serial port RJ-11/RJ-45
Media Controller Tip Line (terminal interface)	RS-232 serial port RJ-11/RJ-45



## ClipRemote

Table 1–9 (below) describes the hardware interfaces on the ClipRemote.

Table 1–9. ClipRemote Hardware Interfaces

Interface/Port	Description
Composite In, Out	RCA
Component Output	YUV, 3 BNC connectors, 75 ohms, 1 Volt p-p
Y/C In, Out	S-Video
Unbalanced Stereo Audio In/Out	High impedance analog RCA (IHF)
VTR (SMPTE Sony VTR Protocol)	RS-422 Serial Port DB-9
Ethernet	10BASE-T/100BASE-TX RJ-45
* Tip Line (terminal interface)	RS-232 Serial Port DB-9

\* Early models - inside box on board. Requires special cable; contact Customer Support ([Support and Information](#) on page About-1) for a cable or cable pin-outs to construct your own.

## Operating in Slave Mode with Avid NLE

To operate your ClipMail Express or ClipRemote with an Avid NLE (or other NLE) in slave mode, you connect via the RS-422 port to accept Edit Controller commands while recording.

The RS-422 port is a DTE port (transmit on pin 3, receive on pin 2). Therefore, when connecting to an Avid, a personal computer or other NLE equipment via their DTE port, you must provide a cross-over Slave Mode adaptor cable.



### NOTE

*ClipMail Pro users do not require a special serial cable, because the ClipMail Pro has a dedicated Slave Mode port, labeled Remote Control, which is a DCE port (transmit on pin 2, receive on pin 3).*

Connect to [http://www.bb-elec.com/product.asp?sku=9PMFJB&dept\\_id=1](http://www.bb-elec.com/product.asp?sku=9PMFJB&dept_id=1) to order a jumper box (Part No. 9PMFJB) and solder the jumper wires to match the pin-outs as shown below (Table 1–10).



Or, make your own cable with these specifications:

Table 1–10. Slave Mode Adaptor Cable Pin-Out Specifications

J1 (Male) Pins	J2 (Female) Pins
1 (DCD)	9
2 (RD)	8
7 (RTS)	3
3 (TD)	7
8 (CTS)	2
9 (RI)	1

To make your own cable, you will need the following parts:

- 1 male DB-9 connector (connects to ClipMail RS-422 port)
- 1 female DB-9 connector (presuming male port on NLE)
- A minimum 6-inch length of 6-conductor, 100-ohm differential impedance cable – 2 sets of twisted pair and 2 separate ground wires that connect to the metal shell of the connector

Also, some computers – particularly laptops – may not provide enough voltage for the ClipMail when connected in this manner. To resolve this problem, consider obtaining a powered RS232 to RS422 converter box. If this solution does not provide RTS, you need to jumper the loopback on the RS232 connector to force RTS. (Potential source: Research Concepts, Inc. RC1KADP Protocol Converter.)

When working with an AVID NLE, if you see the error “tape and sequence drop frames must match”, Avid preferences can be set to drop or non-drop when there is no tape in the deck. Set to non-drop and recreate the media.



#### NOTE

For more information about using ClipMail in slave mode with Avid nonlinear editors, see *Using ClipMail with Avid Editors (page E-1)*. Visit [www.telestream.net](http://www.telestream.net) to view the Application Note.

## SSI Port (ClipRemote Only)

The SSI port on the rear panel of the ClipRemote is intended for connection to a satellite phone or modem. The connector is a male, DB9 RS-232 serial port. The port is configured for serial communication at 115,200 kbps, with 8 data bits, no parity, and 1 stop bit, no hardware or software flow control. The port supports data communication based on the pin configuration described in [Table 1–11](#) (below):

Table 1–11. SSI Port Serial Cable Pin-Out Specifications

J1 (Male) Pins	Function
2	Transmit data (from SSI to DCE)
3	Receive data (to SSI from DCE)
* 5	Ground

\* Some personal computers use pin 6 for ground.

Information about connecting a modem or satellite phone and setting up destinations is contained in [Using ClipRemote with Satellite Phones, Data Terminals, and Modems](#) (page D-1).

## Tip Line Port

The tip line port is an RS-232 port intended for connection by terminal for debugging and customer support purposes only. Before using this port, contact Telestream Customer Support ([Support and Information](#) on page About-1).

## ClipView, ClipExpress and ClipRemote

ClipView, ClipExpress, and ClipRemote appliances manufactured after June 2003 provide an external DB-9 RS-232 serial port on the rear panel. [Table 1–12](#) describes the port's pin connections.

Table 1–12. ClipView, Express, & Remote Tip Line Port Specifications

J1 (Male) Pins	Function
2	Transmit data (from tip line to DCE)
3	Receive data (to tip line from DCE)
* 5	Ground

\* Some personal computers use pin 6 for ground.

The port has a default configuration for serial communication at 9600 bps, using 8 data bits, no parity, 1 stop bit, and no flow control.

## ClipMail Pro

ClipMail Pro appliances provide two RS-232 RJ45 jacks on the right front panel ([Removable Front Panel Bezel](#) (page 2-14)). The top jack is connected to the media processor; the bottom jack is connected to the network processor. Pinouts are described in [Table 1–13](#), below.



These ports are hidden from view when the front bezel is in place. To access the ports, remove the bezel by gently pulling from each side, separating the bezel from the main box.

Table 1–13. ClipMail Pro Tip Line Port Specifications

J1 (Male) Pins	Function
2	Transmit data (from tip line to DCE)
3	Receive data (to tip line from DCE)
* 5	Ground

\* Some personal computers use pin 6 for ground.

Each port has a default configuration for serial communication at 9600 bps, using 8 data bits, no parity, 1 stop bit, and no flow control.

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## NETWORK AND FILE TRANSFER SUPPORT

ClipMail appliances communicate over 10/100Mb Ethernet circuits via TCP/IP. ClipMail sends and receives media clips using:

- FTP to send and receive data between media servers
- Telestream's Media Distribution Protocol (MDP), an intelligent media file transport, between ClipMails to ensure address validity, ability to play, storage reservation, and delivery confirmation.

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## UPDATING SYSTEM AND APPLICATION SOFTWARE

The current version of the ClipMail software has been installed at the factory. You only need to perform an installation when you want to update or reinstall software ([Updating ClipMail Appliance Software](#) on page 3-29). Contact your distributor or Telestream for information on how to obtain update software.

Software updates are available to registered ClipMail owners from our Web site ([www.telestream.net](http://www.telestream.net)) and via CD-ROM.

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## HIGH PERFORMANCE OPTION LICENSE

To implement the High Performance Option for long-form MPEG encoding files in excess of 2GB and FlipFactory metadata entry, you must obtain and install a high performance option license from Telestream.



## Obtain the License

If you are a current Telestream customer, log on to the Telestream Web site at [www.telestream.net/flipfactory](http://www.telestream.net/flipfactory) and click Obtain License to request a license file for this software.

For purchasing details, call Telestream at 1-800-290-3808.

## Install the License

When you receive the High Performance License File e-mail, follow these steps to install the license:

**Step 1** Save the attachment (license.dat) in the ClipMail Client license folder:

**Windows** . C:\Program Files\Telestream\ClipMail Updater n.n.n\License (where *n.n.n* is the version) if installed in the default location.

**Mac OS X.** Mac OS HD\Applications\ClipMail Updater n.n.n.License (where *n.n.n* is the version) if installed in the default location.

**Step 2** Restart your computer.

**Step 3** Run ClipMail Client and click the Telestream swoosh logo in the toolbar to display the About window.

**Step 4** Click System Info to display the System Info window, and click Licenses.

**Step 5** ClipMail Client displays the License window.



### CAUTION

**Do not attempt to edit the license key file. It may render the license unusable.**

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## ClipMail Appliances

The ClipMail family of digital media appliances includes different appliances – ClipExpress, ClipView, ClipRemote, and ClipMail Pro – each with special features and characteristics for a wide range of media delivery solutions.

Each ClipMail appliance has been designed and developed to provide outstanding performance in specialized applications and environments.

### Topics

- [ClipExpress and ClipView Hardware \(page 2-2\)](#)
- [ClipExpress|ClipView Remote Control \(page 2-6\)](#)
- [ClipRemote Hardware \(page 2-8\)](#)
- [ClipRemote Touch Pad \(page 2-10\)](#)
- [Swapping the ClipRemote Removable Hard Drive \(page 2-11\)](#)
- [ClipMail Pro Hardware \(page 2-14\)](#)
- [ClipMail Pro Control Panel \(page 2-16\)](#)

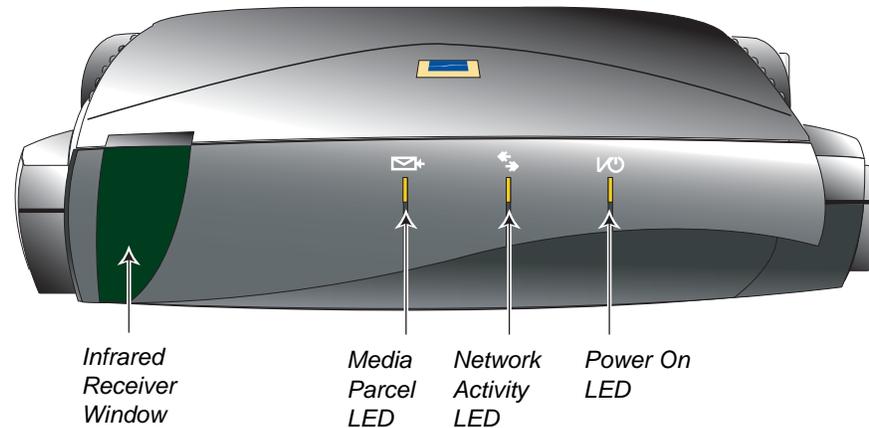


## CLIPEXPRESS AND CLIPVIEW HARDWARE

### Front Panel

The front panel of each ClipExpress and ClipView appliance contains LED indicators and an infrared receiver window, making it easy to check its status and operate it.

Figure 2–1. ClipExpress & ClipView front panel



At the far left is the infrared receiver window, through which the ClipExpress | ClipView is controlled via the remote control unit.

In the center of the front panel are three LEDs you use to determine the state of the appliance:

**Media Parcel LED.** Lights when unread media mail is being sent or received. The LED flashes when there is an unread parcel in your In Box.

**Network Activity LED.** Lights when ClipExpress is connected to an active network.

**Power On LED.** Lights when power is present.

### ClipExpress Rear Panels

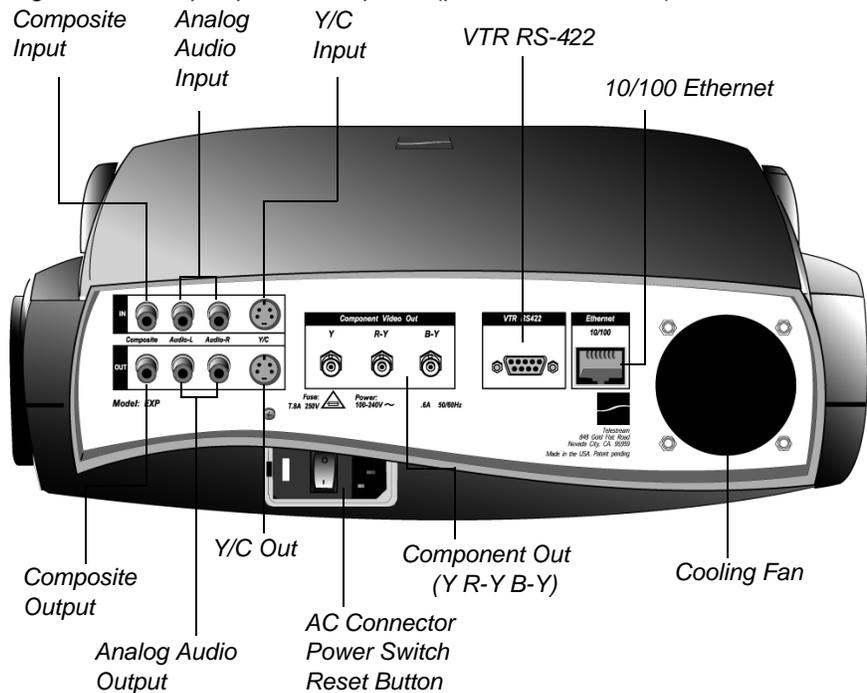
The rear panel of the ClipExpress contains video and audio input and output connectors, plus network and power connectors. The ClipExpress appliance differs from the ClipView appliance in that it possesses video and audio input connectors.



#### NOTE

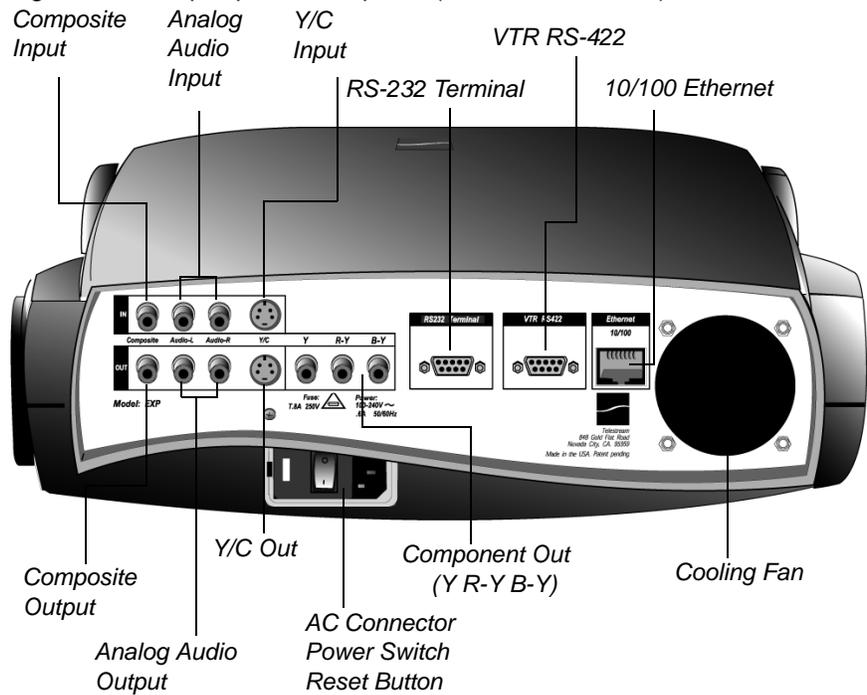
*ClipExpress has two slightly different rear panels. Appliances manufactured prior to June, 2003 use BNC connectors for Component Video Out, and do not have an RS-232 port; appliances manufactured later use RCA jacks for Component Video out, and possess an RS-232 port for terminal software access. Visually identify your back panel and match it with the figure below.*

Figure 2–2. ClipExpress rear panel (prior to June, 2003)



The rear panel of ClipExpress appliances manufactured after June, 2003 utilize RCA jacks for Component Video Out, and provide an additional RS-232 port for terminal software access.

Figure 2–3. ClipExpress rear panel (June, 2003 & later)



When connecting any video equipment, Ethernet connector or AC power, be sure that the rocker arm power switch on the appliance is in the Off position. Failure to do so may result in equipment malfunction or damage.

## ClipView Rear Panels

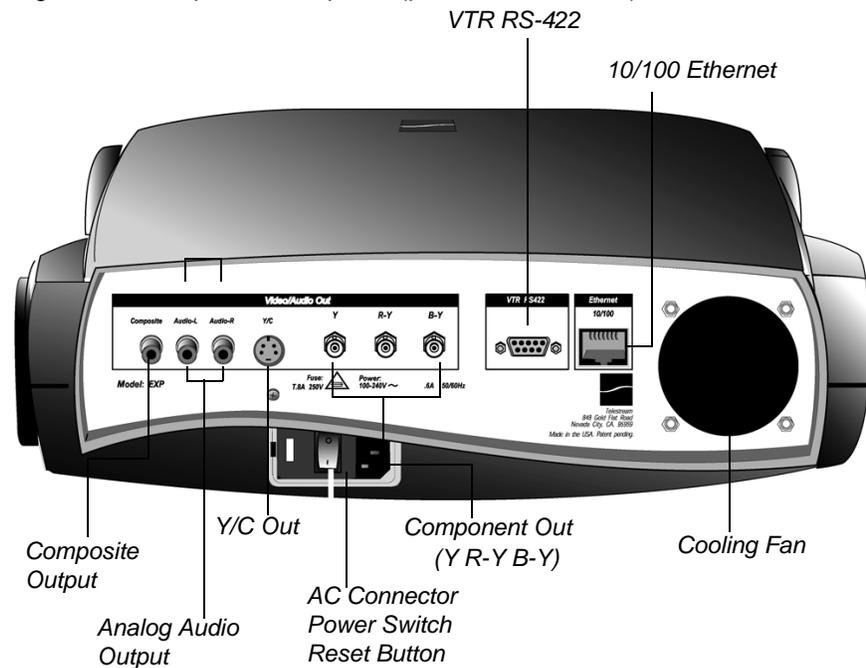
The rear panel of the ClipView appliance contains video and audio output connectors, and network and power connectors.



### NOTE

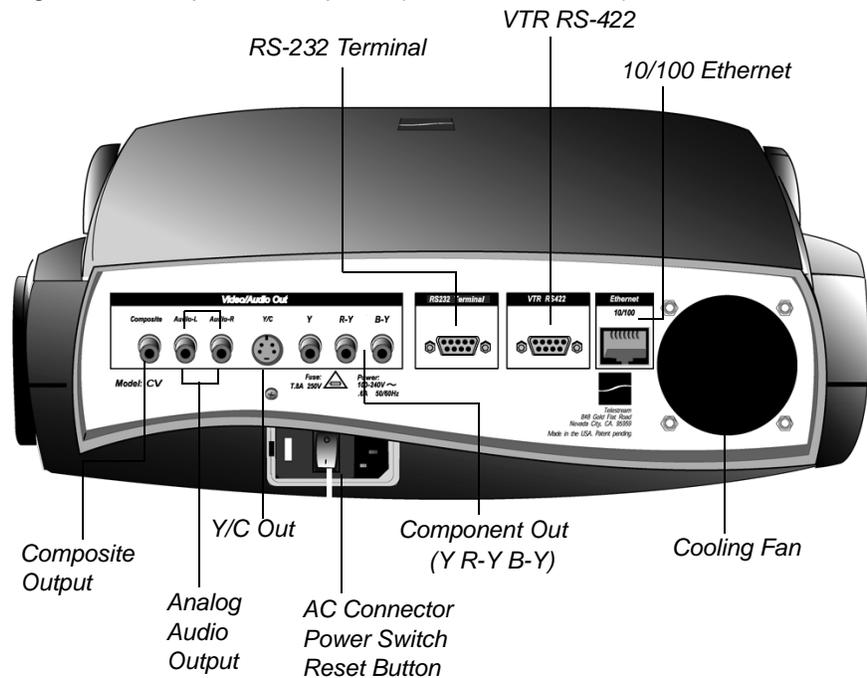
*ClipView has two slightly different rear panels. Appliances manufactured prior to June, 2003 use BNC connectors for Component Video Out, and do not have an RS-232 port; appliances manufactured later use RCA jacks for Component Video out, and possess an RS-232 port for terminal software access. Visually identify your back panel and match it with the figure below.*

Figure 2-4. ClipView rear panel (prior to June, 2003)



The rear panel of ClipView appliances manufactured beginning June 2003 utilizes RCA jacks for Component Video Out, and provides an additional RS-232 port for terminal software access.

Figure 2–5. ClipView rear panel (June, 2003 & later)



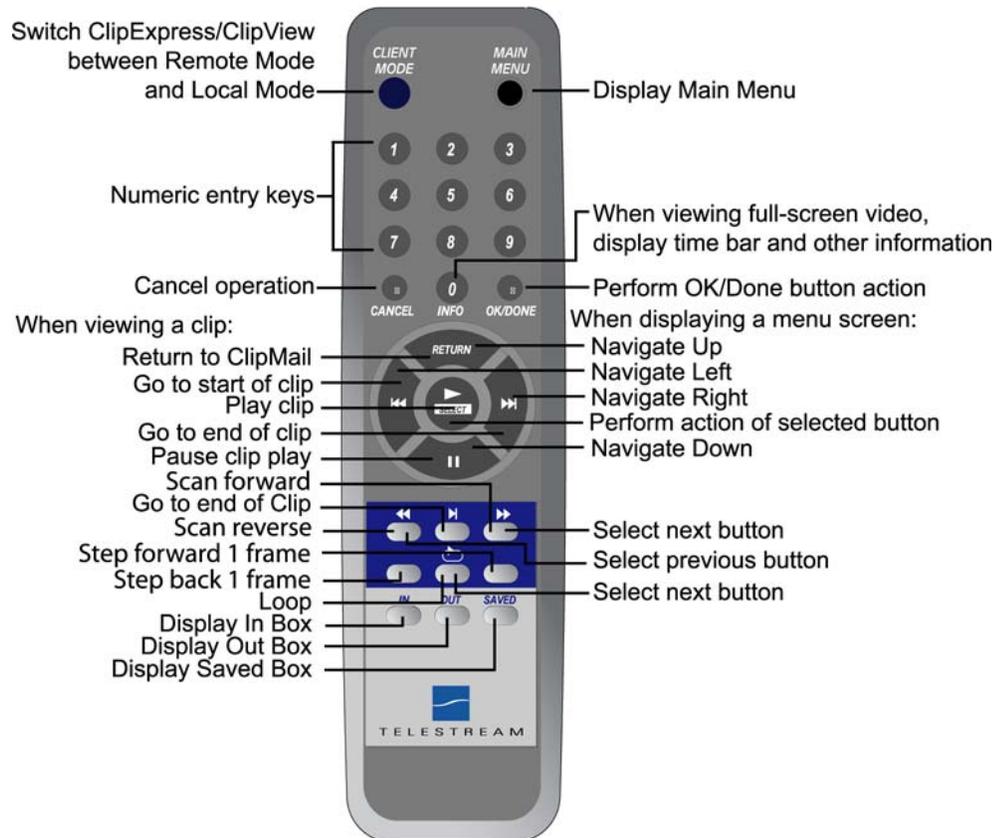
When connecting any video equipment, Ethernet connector or AC power, be sure that the rocker arm power switch on the appliance is in the Off position. Failure to do so may result in equipment malfunction or damage.



## CLIPEXPRESS|CLIPVIEW REMOTE CONTROL

The infrared remote control allows you to operate your ClipExpress | ClipView directly. Operating your ClipMail via remote control eliminates the requirement to connecting a PC via Ethernet – making it ideal for use in conference rooms, demonstration rooms, and media centers.

Figure 2–6. Infrared remote control



When traveling, you can carry the small, lightweight ClipExpress or ClipView to your destination and plug into any video monitor using composite, S-video, or component video.

### Remote Control Keys

The remote control has three sets of buttons for easy operation.

**Client Mode | Remote Mode Button.** At the top left is the CLIENT MODE button. (On some remote control units, the button is labeled REMOTE MODE). Each time you press this key, the appliance shifts between remote (or *local*) mode (for use with the remote control unit), and client mode (for use via ClipMail Client on your computer).

**Main Menu Button.** Press the top right button – labeled MAIN MENU—at any time to immediately display the main menu.



**Numeric Keypad.** Use to enter numeric information in data entry fields such as IP addresses.

Below the numeric keypad are handy shortcut buttons:

**Info.** Operational when playing video—click once to display a timecode and clip name overlay; press again to display other clip details; press again to hide the Info overlay.

**Cancel, OK/DONE.** Click these shortcut buttons to cancel or complete a task in one click, rather than navigating to the Cancel, OK or Done button to highlight it and then pressing Select.

**Navigation Buttons Ring.** Located directly below the numeric keypad in the center of the remote control is the navigation buttons ring. Use the directional buttons forming the ring itself to navigate among and highlight on-screen buttons. As you navigate to each button, it automatically highlights – much like rolling a mouse over a menu item or button highlights it. Click the center Select button to perform the action for the selected button, or to play video when viewing media.

When viewing a video clip, the navigation buttons perform typical VTR functions: go to start of clip, play, pause, and end. When viewing video, click Return, Cancel or OK/DONE to return to the ClipMail interface.

**VTR Buttons.** Six buttons directly below the navigation button ring (in blue area) control video. From top left to bottom right:

**Scan Reverse.** Press to cycle reverse playback through 5 speed multiples: 1/2X, 1X, 2X, 4X, and 8X. At 8X reverse playback, press the button again to loop to the first multiple (1/2X) again.

**Go to End of Clip.** Immediately place playback cursor at end of file.

**Scan Forward.** Press to cycle forward playback through 5 speed multiples: 1/2X, 1X, 2X, 4X, and 8X. At 8X playback, press the button again to loop to the first multiple (1/2X) again.



#### NOTE

*When scanning forward or reverse at speeds other than 1x, the audio track is muted.*

**Step Back 1 Frame.** Display the frame previous to the current frame.

**Loop.** Switch between loop mode and non-loop mode. In loop mode (loop icon shows left of information bar overlay), playback is continuous: when the clip ends, ClipMail returns to the beginning and plays it again.

**Step Forward 1 Frame.** Display the next frame beyond to the current frame and pause

**In, Out, Saved Buttons.** Click these shortcut buttons to display your In Box, Out Box, or Saved box directly.

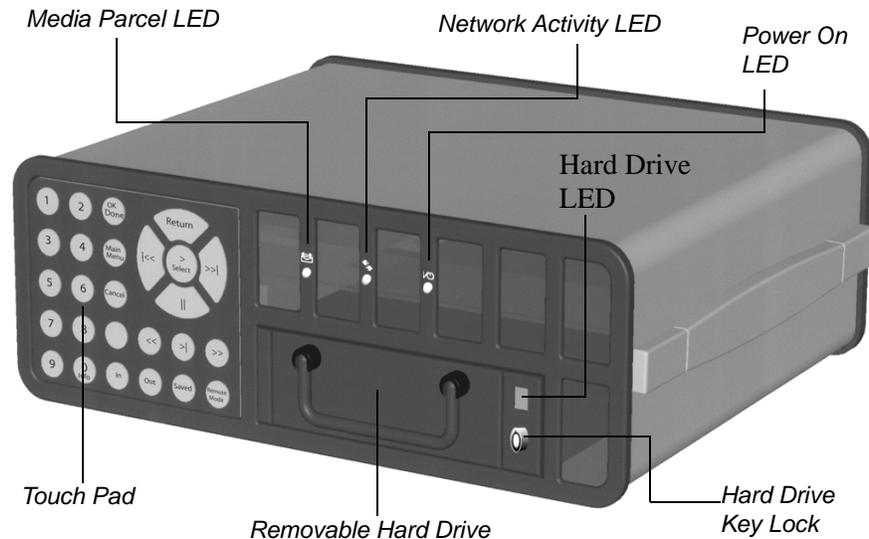


## CLIPREMOTE HARDWARE

### Front Panel

The front panel of the ClipRemote appliance contains a self-contained touch panel for direct operation, a removable hard drive (with key lock), and a hard drive number LED (always displays 0).

Figure 2–7. ClipRemote front panel



Between the front airflow vents are LED indicators, making it easy to check the status of the appliance.

**Media Parcel LED.** Lights when unread media mail has been received and is ready for viewing.

**Network Activity LED.** Lights when sending or receiving media mail via its Ethernet connection.

**Power On LED.** Lights when power is present and the appliance is operational.

### ClipRemote Rear Panels

The rear panel contains video and audio output, network, power and SSI connectors.

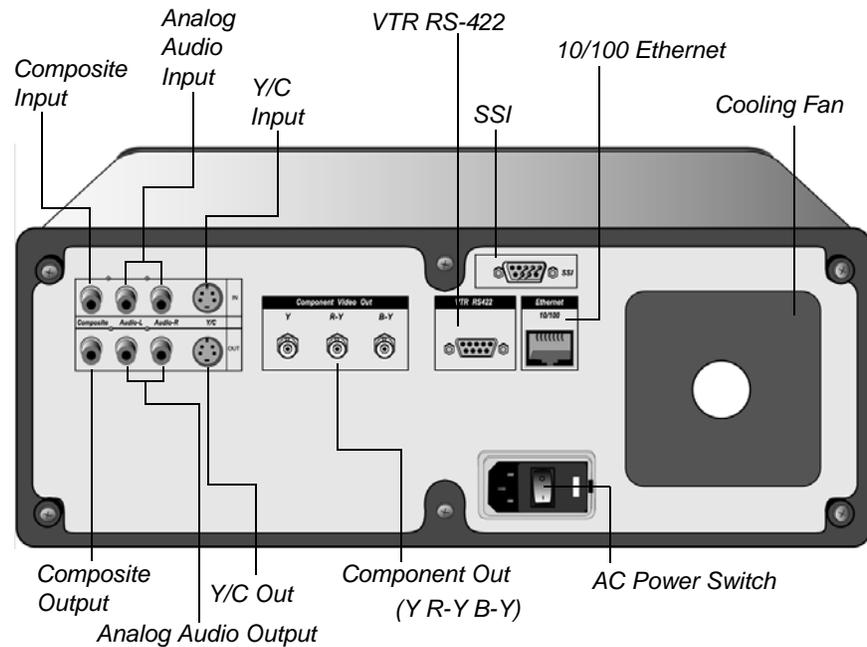


#### NOTE

*ClipRemote has two slightly different rear panels. Appliances manufactured prior through June, 2003 use connectors for Component Video Out, and do not have an RS-232 port. Appliances manufactured later use RCA jacks for Component Video out, and possess an RS-232 port for terminal software access. Visually identify your back panel and match it with the figure below.*

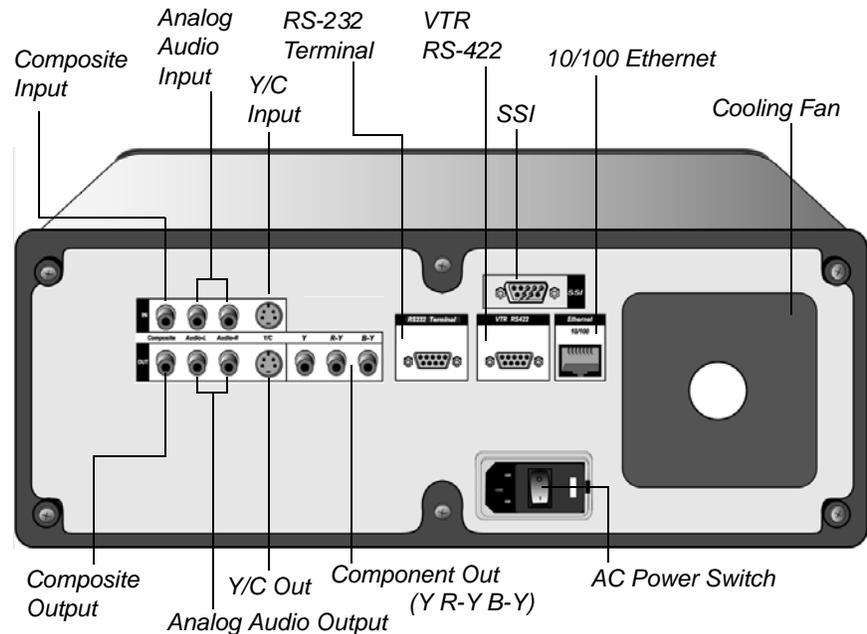


Figure 2–8. ClipRemote rear panel (prior to June, 2003)



The rear panel of appliances built after June, 2003 utilizes RCA jacks for Component Video Out, plus an RS-232 port for terminal software access.

Figure 2–9. ClipRemote rear panel (June, 2003 &amp; later)



Before you connect video equipment, Ethernet connectors or AC power, be sure that the rocker arm power switch on the appliance is in the Off position. Failure to do so may result in equipment malfunction or damage.

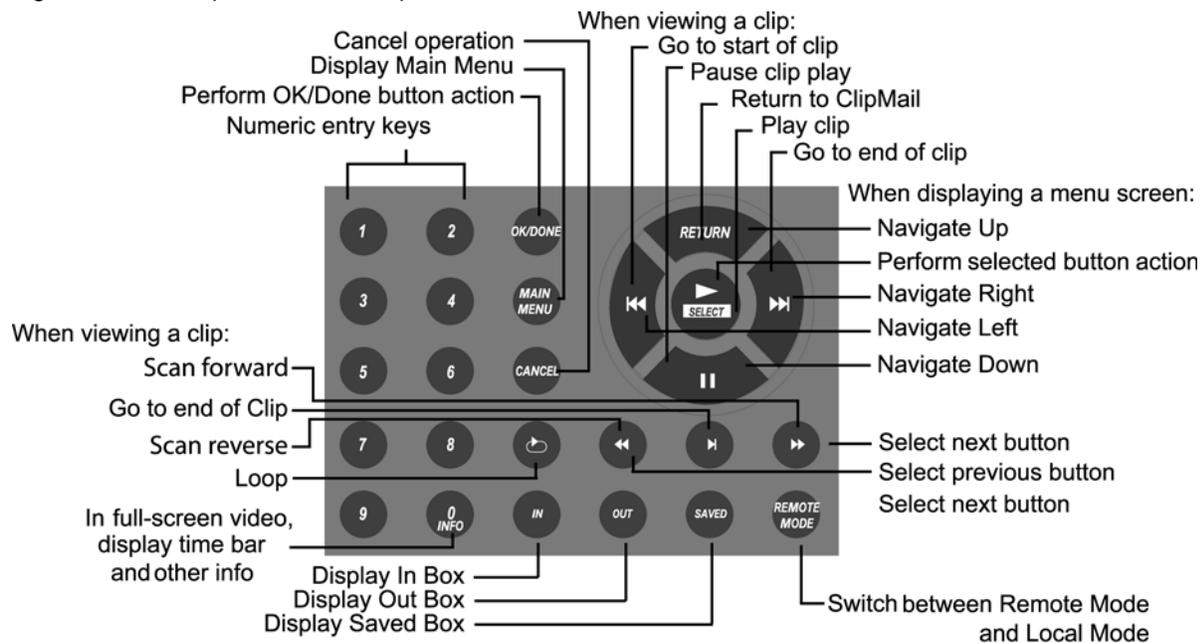


## CLIPREMOTE TOUCH PAD

The touch pad on the front panel allows you to operate ClipMail without carrying a remote control on your travels, which might be easily lost or mis-placed.

The touch pad also makes ClipMail Client optional, so you don't need to carry and connect a personal computer – making it ideal for use on new assignments, temporary sound stages and other field locations.

Figure 2–10. ClipRemote touch pad



When traveling, you can carry the small, lightweight ClipRemote to your destination and plug into any video monitor using composite, S-video, or component video.

## Touch Pad Keys

The touch pad is functionally equivalent to the remote control unit for ClipView and ClipExpress. The touch pad key layout is slightly different to accommodate the physical dimensions of the front panel.

**Remote Button.** At the bottom right of the touch pad is the REMOTE MODE button. This button is referred to as CLIENT MODE throughout the document. Each time you press this key, the ClipRemote shifts between remote mode (for use with the remote control unit), and client mode (for use via ClipMail Client on your computer).

**Main Menu Button.** Press the MAIN MENU button any time to immediately display the main menu screen.



**Numeric Keypad.** Use to enter numeric information in data entry fields such as IP addresses.

**Info.** Operational when playing video – click once to display a timecode and clip name overlay; press again to display other clip details; press again to hide the Info overlay.

**Cancel, OK/DONE.** Click these shortcut buttons to cancel or complete a task in one click, rather than navigating to the Cancel, OK or Done button to highlight it and then pressing Select.

**Navigation Buttons Ring.** Located to the right of the numeric keypad is the navigation buttons ring. Use the directional buttons forming the ring itself to navigate among and highlight on-screen buttons. As you navigate to each button, it automatically highlights – much like rolling a mouse over a menu item or button highlights it. Click the center Select button to perform the action for the selected button, or to play video when viewing media.

When viewing a video clip, the navigation buttons perform typical VTR functions: go to start of clip, play, pause, and end. When viewing video, click Return, Cancel or OK/DONE to return to the ClipMail interface.

**VTR Buttons.** Four buttons below the navigation button ring control video:

**Scan Reverse.** Press to cycle reverse playback through 5 speed multiples: 1/2X, 1X, 2X, 4X, and 8X. At 8X reverse playback, press the button again to loop to the first multiple (1/2X) again.

**Go to End of Clip.** Immediately place playback cursor at end of file.

**Scan Forward.** Press to cycle forward playback through 5 speed multiples: 1/2X, 1X, 2X, 4X, and 8X. At 8X playback, press the button again to loop to the first multiple (1/2X) again.

**Loop.** Press to switch between loop mode and non-loop mode. In loop mode (loop icon shows on left of information bar overlay), playback is continuous: when the clip ends, ClipMail returns to the beginning and plays it again.

**In, Out, Saved Buttons.** Click these shortcut buttons to display your In Box, Out Box, or Saved box directly.

---

## SWAPPING THE CLIPREMOTE REMOVABLE HARD DRIVE

ClipRemote provides a removable hard drive. You can use the removable hard drive feature to back up (or mirror) your system settings, address book and mail boxes and gain additional space for clips stored in your mail boxes. To use ClipRemote in this manner, swap drives when the system is powered up.



You can also use the removable hard drive to provide independent use of ClipRemote by more than one person or department.

Swap drives when the system is powered down to use ClipRemote with different drives without preserving previous address books and mail boxes.

Additional removable hard drives are available only from Telestream, where they are pre-formatted and pre-configured for use in ClipRemote.

## Swapping Drives when Powered Down

To swap a drive when ClipRemote is powered down, follow these steps:

- Step 1** Insert the hard drive key and rotate it one-quarter turn clockwise to unlock the drive.
- Step 2** Grasp the hard drive handle firmly, and with the other hand bracing the ClipRemote appliance, pull the drive gently outward from its slot.
- Step 3** Grasp the other hard drive by its handle, line up the tracks in the slot and gently slide the new drive into place, firmly seating it in the slot.
- Step 4** Return the hard drive key to its original, locked position by rotating it one quarter turn counter clockwise and removing the key.

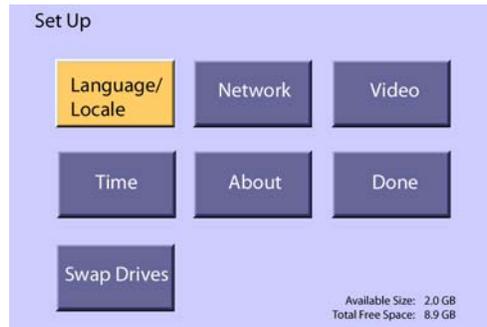


## Swapping Drives when Powered Up

To change removable hard drives when ClipRemote is powered up, follow these steps:

- Step 1** Click Set up on the Main screen to display the Set Up screen.

Figure 2–11. ClipRemote setup screen



- Step 2** Make sure your hard drive is ready, and click Swap Drives to prepare ClipRemote for swapping. ClipRemote displays the Swap Drives dialog.

Figure 2–12. ClipRemote Swap Drive dialog



- Step 3** Click Yes to continue or No to cancel the operation. ClipRemote saves the system information, then displays a dialog informing you that you may exchange drives.
- Step 4** Insert the hard drive key and rotate it one-quarter turn clockwise to unlock the drive. When the drive is unlocked, the drive number LED flashes, then shifts up one-half character, displaying the bottom half of the zero.
- Step 5** Grasp the hard drive handle firmly, and with the other hand bracing the ClipRemote appliance, pull the drive gently outward from its slot.
- Step 6** Grasp the other hard drive by its handle, line up the tracks in the slot and gently slide the new drive into place, firmly seating it in the slot.
- Step 7** Return the hard drive key to its original, locked position by rotating it one quarter turn counter clockwise and removing the key.
- Step 8** The hard drive number LED flashes for several seconds. When it remains lit, click OK on the Status dialog to restart the ClipRemote with the new hard drive. ClipRemote writes the current settings to the new hard drive and reboots, displaying the Main menu when it is ready for operation.
- Step 9** Place the unused removable hard drive in a secure location.

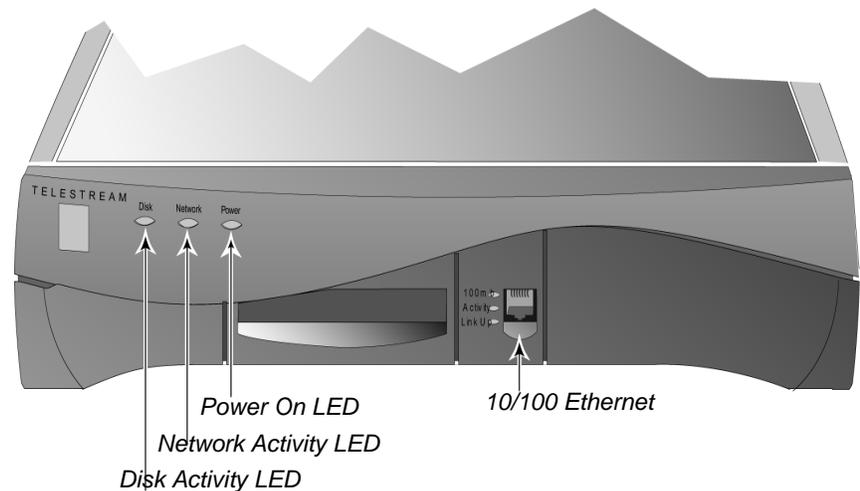


## CLIPMAIL PRO HARDWARE

### Front Panel

The front panel of ClipMail Pro contains the LEDs and an Ethernet connector.

Figure 2–13. ClipMail Pro front panel



Between the front airflow vents are LED indicators, making it easy to check the status of the appliance.

**Disk Activity LED.** Lights when the disk is in use.

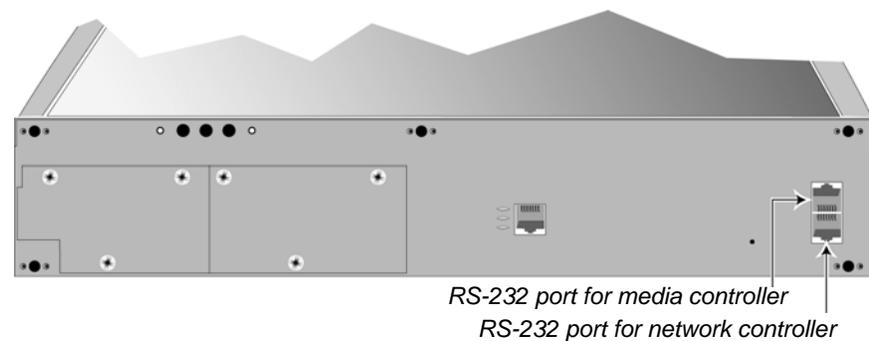
**Network Activity LED.** Lights when sending or receiving media mail via its Ethernet connection.

**Power On LED.** Lights when the unit is operational.

### Removable Front Panel Bezel

The front panel of ClipMail Pro is actually a removable bezel (Figure 2–14), behind which are two RJ45 jacks for RS-232 terminal software ports.

Figure 2–14. ClipMail Pro front panel – bezel removed



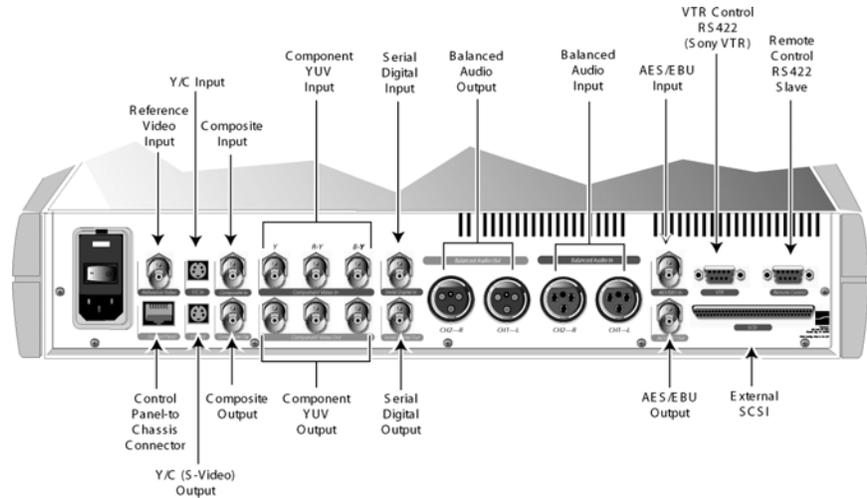
The top port is connected to the media controller; the bottom port is connected to the network controller.



## ClipMail Pro Rear Panel

The rear panel contains video and audio, AES/EBU, power, VTR, remote control, and SCSI connectors.

Figure 2–15. ClipMail Pro rear panel



Before you connect any video equipment, Ethernet connector or AC power, be sure that the rocker arm power switch on the ClipMail appliance is in the Off position.

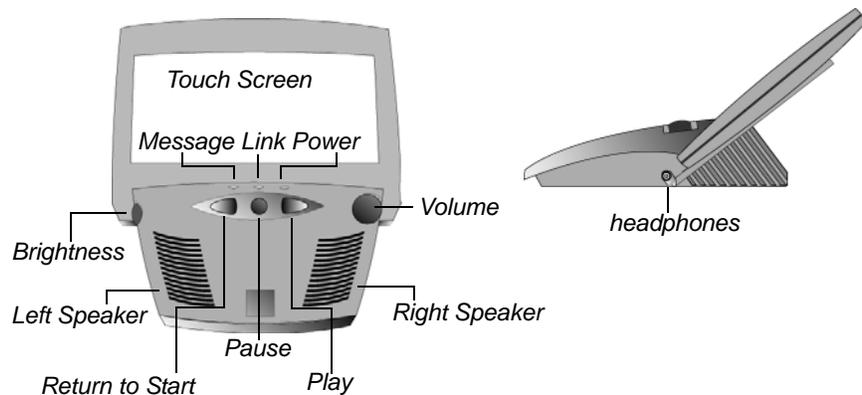
Failure to do so may result in equipment malfunction or damage.



## CLIPMAIL PRO CONTROL PANEL

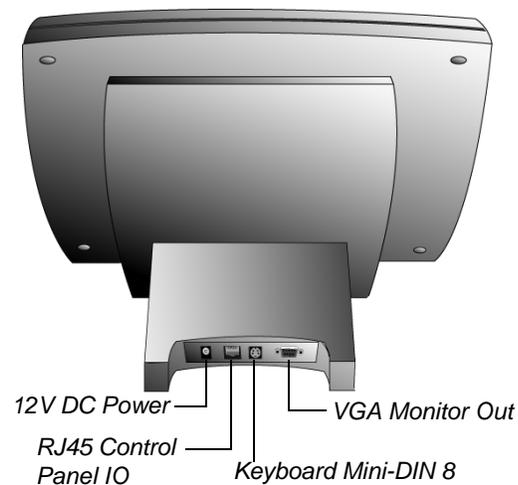
The optional touch-sensitive control panel for the ClipMail Pro allows you to operate ClipMail directly.

Figure 2–16. Touch-sensitive control panel for ClipMail Pro



The control panel is a touch-sensitive, color 640 x 480 flat panel, housed in a desktop case, with built-in speakers (and headphone jack) for audio/video monitoring of media clips and operation of ClipMail.

Figure 2–17. Control panel connectors (rear panel)



The rear panel provides for 12V DC power, RJ45 for control panel input/output between ClipMail Pro and the panel, and a VGA monitor port and external PS/2-style keyboard jack for easy text input and substitute control panel functionality.



### Caution

Although the control panel-to-chassis connector is RJ45, the signals are *not* Ethernet. You cannot run the control panel-to-chassis cable through a hub or switch. You can however, use a straight-through Category-5 cable and patch panels for control panel cable wiring.

## Using the Touch-sensitive Screen or Control Panel

The touchscreen on the control panel is designed to be operated by pressing a finger lightly against the display. Any of over 100,000 pressure points on the screen can be activated by a light touch of 4 ounces or less. Although the surface of the screen is hard-coated polyester over glass, you shouldn't use any hard or sharp device to press against the screen.



### NOTE

*The eraser on a pencil makes an excellent pointer; it won't smudge the screen and the small tip makes it easy to select on-screen targets.*

If you get finger smudges or contaminants on the screen, you can clean them off using ammonia-based window cleaner (or isopropyl alcohol). To clean the screen, turn power off and spray cleaner on a soft cotton cloth. Gently wipe the screen until dry with the moistened cloth.



### NOTE

*When first installing a Control Panel or after replacing one, it's a good idea to calibrate the touchscreen as described in [Calibrating the Touchscreen \(ClipMail Pro\)](#) (page 11-3).*

## Adjust Sound Volume

You can adjust the volume of the built-in stereo speakers by rotating the knob on the right side of the control panel.



### NOTE

*When a pair of stereo headphones are plugged into the mini-phone jack on the right side of the Control Panel, the built-in stereo speakers instantly mute for private listening.*

## Adjust Screen Brightness

Touchscreen brightness can be adjusted up or down by rotating the knob on the left side of the Control Panel.



## Using Optional Keyboard

When you have a PC keyboard plugged into the back of the control panel, you can use it for text entry into text fields on the touchscreen. For example, you can type characters into the Cover Page field on the Send screen. Pressing the keyboard's tab key moves you forward one field. Use shift-tab to move back a field.

You can also use the keyboard to type-to-find parcels in the mailboxes. By typing a few characters you'll cause ClipMail to search through parcels to find one that matches. Type-to-find also works in the clip list of the Add Clips To Send screen.

The keyboard's up/down arrow keys allow you to move up or down in a list (for example the tabbed Mailbox screens – In/Out/Saved/Remote).

An attached keyboard also provides these function key shortcuts:

- **Function 1:** Send mail
- **Function 2:** Check mail
- **Function 3:** System Set up
- **Function 4:** Expand thumbnail/system info
- **Function 10:** VTR cue to head of clip
- **Function 11:** VTR stop
- **Function 12:** VTR play/cue to head of next clip

## Control Panel with Added VGA Monitor

When you plug a VGA monitor into the back of the control panel, you'll see the same video content and number of pixels as on the flat touchscreen, but in larger size. Because a VGA monitor is a non-interlace monitor, you may see artifacts not present in the actual video.



---

## Quick Start

This chapter describes how to unpack and set up your ClipMail, connect video equipment and configure the ClipMail for connection to your LAN.

You'll also learn how to perform important tasks with simple examples: using the remote control, connecting ClipMail Client, and making, sending and receiving media clips, similar to the way you use e-mail.

This chapter also includes instructions for updating system software and installing or updating ClipMail Client software on your computer.

These tasks are arranged in the order they should be accomplished. Some are optional, depending on your environment. If your environment is different or more complex, you may not be able to complete all of these tasks without reading information located elsewhere in this guide.

For each task, locate the section for the type of ClipMail appliance you're using, or instructions for accomplishing the task using ClipMail Client.

### Topics

- [Unpack and Locate the ClipMail Appliance \(page 3-2\)](#)
- [Connect Video Equipment \(page 3-7\)](#)
- [Connect Input Video Equipment \(Express | Remote | Pro\) \(page 3-9\)](#)
- [Connect Sat Phone or Modem \(ClipRemote Only\) \(page 3-9\)](#)
- [Powering Up the ClipMail \(page 3-9\)](#)
- [Switch Between Local and Client Mode \(page 3-11\)](#)
- [Enter Local Mode to Use IR Remote Control \(page 3-12\)](#)
- [Configure Video In Settings \(Express | ClipRemote | Pro\) \(page 3-12\)](#)
- [Configure Network Settings \(page 3-13\)](#)
- [Power Down the ClipMail \(page 3-17\)](#)
- [Connect ClipMail to a Network \(page 3-18\)](#)
- [Make a Media Clip \(Express | Remote | Pro\) \(page 3-18\)](#)
- [Send a Parcel \(page 3-23\)](#)
- [Check Your In Box \(page 3-26\)](#)
- [Play a Media Clip \(page 3-28\)](#)
- [Updating ClipMail Appliance Software \(page 3-29\)](#)



**NOTE**

*If you are unsure of how to configure network devices to interoperate via TCP/IP via Ethernet networks, or if you are unsure of the TCP/IP settings for your specific network, you should contact your network administrator for information and assistance.*

---

## UNPACK AND LOCATE THE CLIPMAIL APPLIANCE

### Unpack the Appliance

Unpack the contents of the original shipping container; identify each component and determine that they are in satisfactory condition. If any shipping damage is visible, note it on your shipping documents and contact your shipping agent and Telestream or authorized Telestream distributor.

**NOTE**

*Save all packaging materials and store them in a safe place. If you require service – or move your ClipMail – the packaging materials may be used for safe shipment.*

### Shipping Container Contents (ClipView, ClipExpress, ClipRemote)

ClipView, ClipExpress and ClipRemote appliances contain the following items in addition to the appliance itself:

- Remote control unit and 2 AA batteries (ClipExpress|ClipView)
- Product Registration Card
- Software CD-ROM
- AC power cord
- Appliance Feet Kit (ClipExpress|ClipView)

Place the CD-ROM in a safe place, and for ClipExpress|ClipView owners, insert the batteries in the remote control unit.

### Shipping Container Contents (ClipMail Pro)

ClipMail Pro appliances contain the following items in addition to the appliance:

- Product Registration Card
- Software CD-ROM
- AC power cord
- Control panel with power supply
- Rack mounting brackets (2)
- RJ45 CAT5 cable for connecting control panel and appliance

Place the CD-ROM in a safe place.



## Register Your Product

Visit [www.telestream.net/support/register.htm](http://www.telestream.net/support/register.htm) to register your ClipMail appliance online. Register your product to ensure ongoing warranty service and customer support.

## Locate the Appliance

For permanent locations, select a stable and level, smooth, hard surface. Carpeted or cloth-covered surfaces can inhibit airflow and contribute to overheating. Also, select a safe location with network access, proper environment and protection from accidental contact by users that might damage the appliance or cause it to fall.

Plan adequate space for cable routing from the back of the chassis. Ensure that the appliance is in close proximity to your Ethernet cable, and that cable connectors are not stressed, and cables are not bent or crimped.

Allow at least six inches (15 cm) of space between chassis air vents and the nearest item to ensure adequate airflow. Keep the temperature range within acceptable limits (Table 3–1 below), and keep humidity moderate in the vicinity. Temperature specifications are as follows:

Table 3–1. Operating and Storage Temperature Parameters

Modes	Temperature Ranges
Operating Temperature	10°C to 32°C (50°F to 90°F)
Storage Temperature	-40°C to 60°C (-40°F to 140°F)

When planning equipment locations and mounting methods, take into account the weight and size of the chassis:

Table 3–2. ClipMail Appliance Dimensions and Weight

	ClipExpress & ClipView	ClipRemote	ClipMail Pro
Height	4.0"(10.16 cm)		3.5"(8.88 cm)
Depth	12.5"(31.75 cm)		16.25"(41.275 cm)
Width	13.0"(33.02 cm)		17.25"(43.815 cm)
Weight	8 lb(23.63 kg)		19.2 lb(8.7 kg)

Place the ClipView, ClipExpress or ClipRemote appliance horizontally or vertically (after installing optional feet kit (see [Installing the Feet Kit](#)



([ClipExpress](#) | [ClipView](#)) (page 11-2)), on the mounting surface where it will be used.



#### NOTE

*Placing ClipMail appliances vertically dramatically increases risk of tipping and damage to the appliance. Additionally, operation of the touch pad on the ClipRemote is difficult when placed vertically.*

Ensure that all air vents are free and unobstructed by other equipment or items in the vicinity. The chassis has internal cooling fans, so you may sound isolate if the appliance is placed in close proximity to users.

## Rack Mounting ClipMail Pro

You may rack mount the ClipMail Pro in a 19" (48.26 cm) equipment rack utilizing supplied brackets. The ClipMail Pro occupies two rack units of space. Alternatively, rack mount the ClipMail Pro in a telecomm-style rack with supplied brackets.

Brackets and screws are provided with your ClipMail Pro for front mounting in a standard 19" equipment rack, or mounting via mid-placed chassis brackets for telecommunications-style equipment racks.

Regardless of where you mount the chassis, ensure all chassis vents have adequate air supply for proper cooling. (All four sides of the chassis have ventilation slots.)

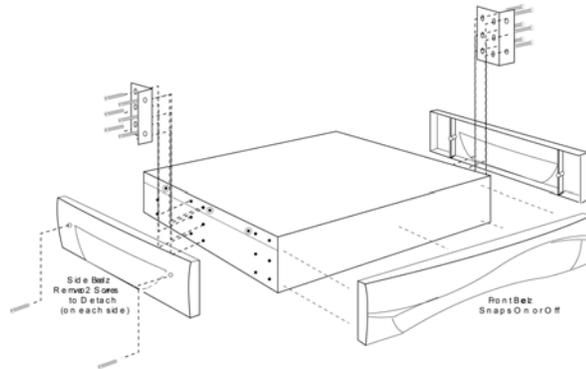
To mount the chassis in an equipment rack, do the following (see [Attach rack-mounting brackets to chassis](#) (page 3-5)):

- Step 1** Remove the two screws securing each side-plastic bezel.
- Step 2** Remove the side-plastic bezels and store for future use.
- Step 3** On each side of the chassis there are two groups of six threaded bracket holes for attaching a mounting bracket in the front or middle.
- Step 4** If mounting in a telecomm rack, place one of the supplied brackets over the middle group of holes and install 6 screws. Repeat this procedure for the bracket on the remaining side.
- Step 5** If mounting in a standard 19" equipment rack, place one of the supplied brackets over the front group of holes and install 6 screws. Repeat this procedure for the bracket on the remaining side.
- Step 6** Ensure all chassis bracket mounting screws are secure. Then have an assistant lift and place the chassis into the desired rack position while you secure the chassis into the rack using user-supplied rack bolts and nuts. Be



sure to use the proper rack bolts and nuts for your brand of rack; some racks require specialized mounting hardware.

Figure 3–1. Attach rack-mounting brackets to chassis



### ClipExpress|ClipView Power Requirements

**Input Voltage.** Auto-sensing 100VAC to 240VAC, 50/60Hz

**Power Consumption.** 50 Watts

**Fuse.** Input power is fused via a rear panel 1-amp fuse rated at 250V AC

### ClipRemote Power Requirements

**Input Voltage.** Auto-sensing 100VAC to 240VAC, 50/60Hz

**Power Consumption.** 50 Watts

**Fuse.** Input power is fused via a rear panel 2-amp fuse rated at 250V AC

### ClipMail Pro Power Requirements

**Input Voltage.** Auto-sensing 90V AC to 262V AC, power factor corrected, 50/60Hz

**Power Consumption.** 200 Watts

**Fuse.** Input power is fused via a rear panel 2-amp fuse rated at 250V AC

### ClipMail Control Panel Power Requirements

**Input Voltage.** Power is supplied by a 100 to 250V AC wall transformer and DC power supply. The transformer converts AC to 12V DC at 1.2A for input to the control panel rear power connector.

**Power Consumption.** 15 Watts



**Fuse.** Input power is fused via a rear panel 2-amp fuse rated at 250VAC.

---



### Caution

**For continued protection against risk of fire, replace only with the same type and rating of fuse.**

**Always connect sensitive equipment to AC power through an uninterruptible power supply. Fluctuations in commercial supply voltage can seriously damage unprotected equipment. A high quality surge suppressor may be substituted if a UPS is not available, but it may not provide adequate protection.**

---

## Connect the Power Source

Plug in the AC power cord and connect it to an AC source (or power converter), but do not turn the appliance on.

## Place and Connect the Control Panel (ClipMail Pro)

If you plan to use the control panel, place the control panel next to the ClipMail Pro. Plug in the power supply to the control panel, and then to an AC power source.

Connect the Control Panel-to-chassis interconnect cable; it is the supplied cable with phone-style RJ45 connectors on each end. At one end, plug the cable into the RJ45 connector at the rear of the Control Panel and then plug the remaining end into the RJ45 connector labeled Control Panel on the back of the ClipMail Pro chassis.

Optionally, plug in a PS-2-style PC keyboard for convenient data entry, and VGA monitor for viewing media clips intended for viewing on computer screens and monitors.



## CONNECT VIDEO EQUIPMENT

Next, connect video out and video in (except ClipView) equipment. Refer to [Figure 3-2](#) and [Figure 3-3](#) on page 3-8 as you proceed.

Figure 3-2. ClipView|Express|Remote video & network connections

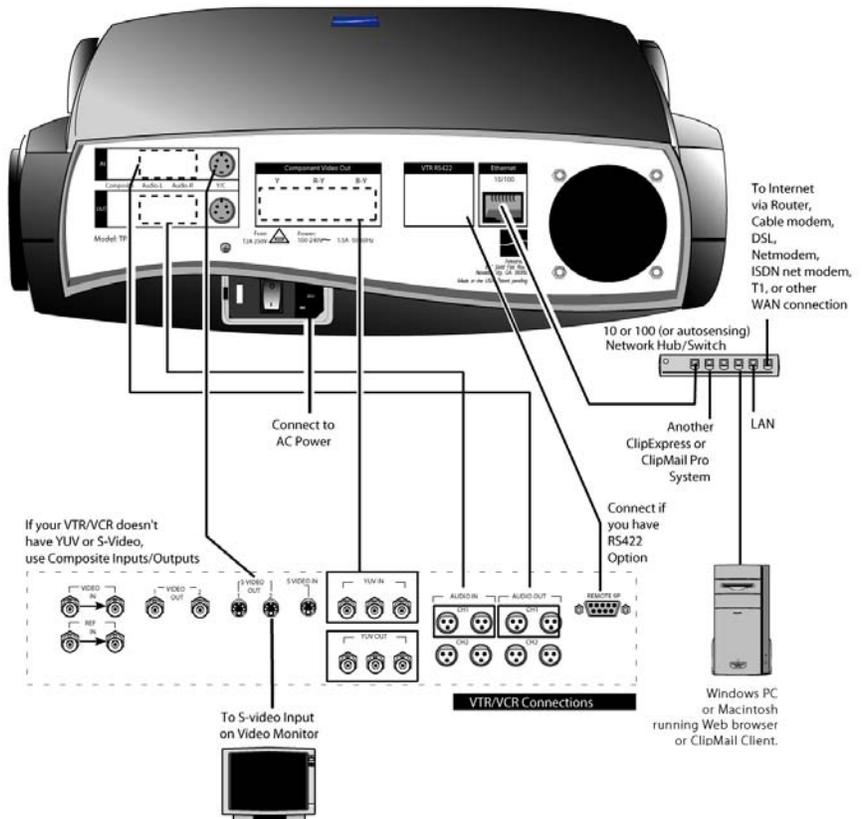
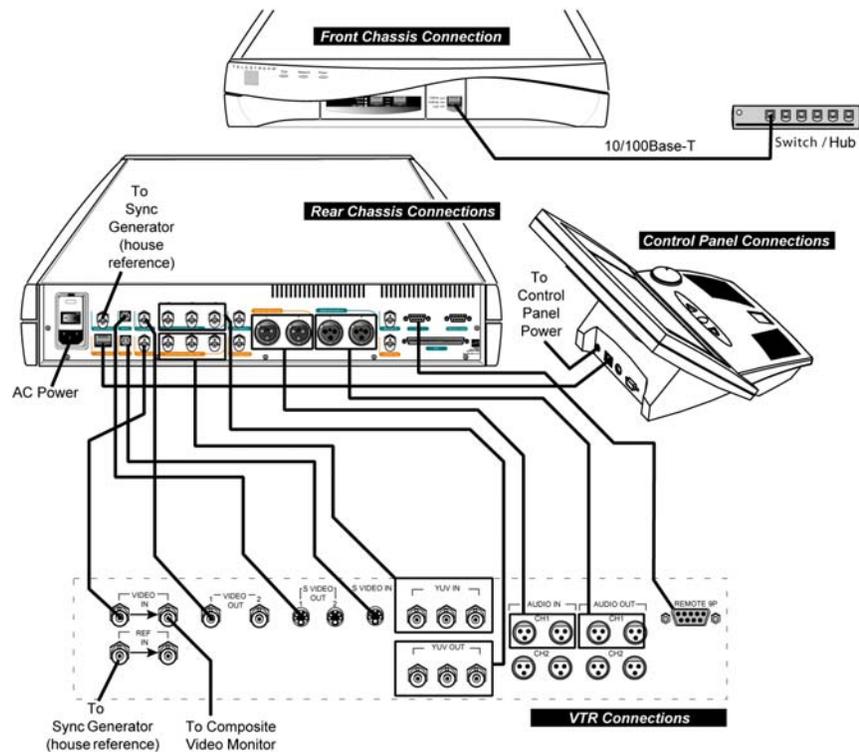


Figure 3–3. ClipMail Pro video &amp; network connections



## Connect Output Video Equipment

Connect your output video gear, including video monitor and speakers.



### Caution

**The ClipMail chassis should be plugged into AC power before you make connections – although it should not be switched on. The AC cord provides a path to ground for accidental static discharge and helps protect equipment.**

Using the proper cable (user-supplied), connect a video monitor to the Y/C (S-Video), Component Video, or Composite Video output connector on the rear panel.

For ClipExpress and ClipView users, the video monitor is used to display the ClipMail user interface and view video clips. For ClipMail Pro users, the video monitor is only for viewing media clips intended for viewing by television viewers.

Power on the monitor.

If you are using separate speakers, connect them to the audio out connectors.



---

## CONNECT INPUT VIDEO EQUIPMENT (EXPRESS | REMOTE | PRO)

With the power off, connect a VTR or other video and audio source to the ClipMail for creating clips and playback purposes.

If video input is from a VTR, connect the RS422 9-pin connector on the rear panel of the ClipMail to the VTR, as shown in the Quick Start Connection diagram (Figure 3-1 on page 3-5). If you have separate video and audio sources, connect the video to the Composite Input connector, and connect the audio to the Audio-L and Audio-R input connectors.

Make sure your video input equipment is powered on and video is being fed to the ClipMail.

---

## CONNECT SAT PHONE OR MODEM (CLIPREMOTE ONLY)

For information on connecting a satellite phone, ISDN data terminal or modem to the SSI port of a ClipRemote, see [Appendix D, Using ClipRemote with Satellite Phones, Data Terminals, and Modems](#), on page D-1.

For updates and details, see our Web site at [www.telestream.net](http://www.telestream.net).

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## POWERING UP THE CLIPMAIL

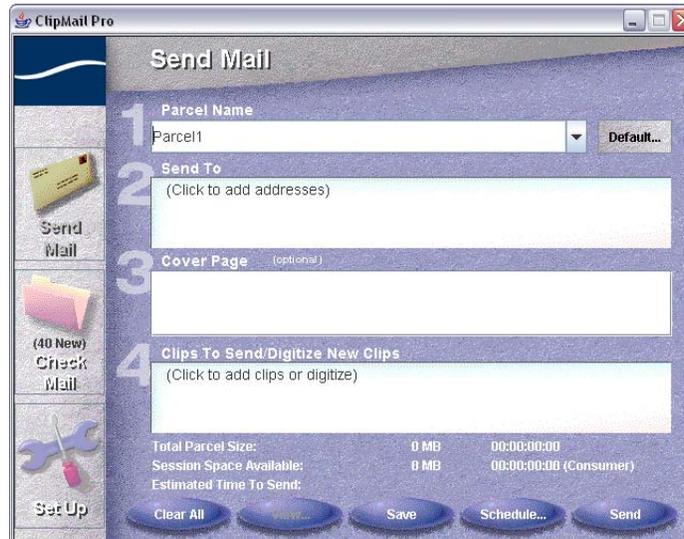
Power up the ClipMail using the rocker arm switch located beside the AC power connector on the rear panel. Power on the optional VTR (or other input source) and monitor. The interface you view differs:



## ClipMail Client

ClipMail Client displays a splash screen during ClipMail startup; is operational in about 30 seconds, and displays the Main screen of its ClipMail Client graphic interface.

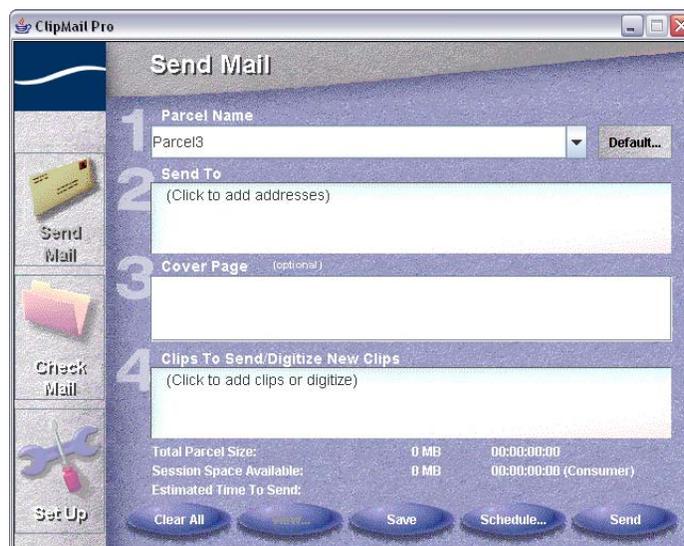
Figure 3–4. ClipMail Client main screen after startup



## ClipMail Pro

The control panel displays color bars until the system starts up (about 30 seconds); then it displays the client mode screen (black) if a ClipMail Client is connected. If in local mode it displays the main screen, similar to the ClipMail Client interface.

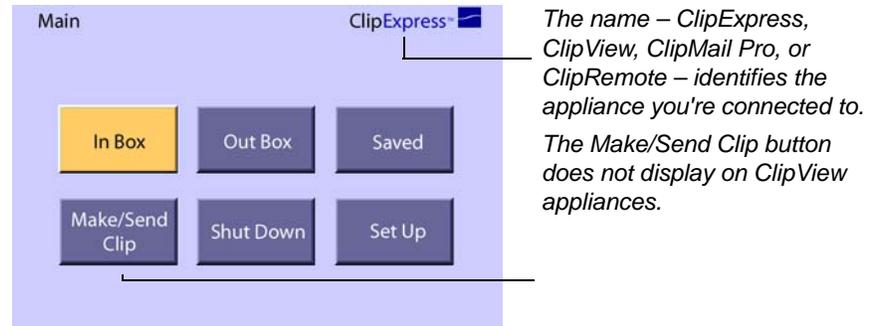
Figure 3–5. ClipMail Pro's control panel main screen after startup



## ClipExpress | View | Remote

The monitor displays color bars until the ClipMail boots normally, then displays this interface:

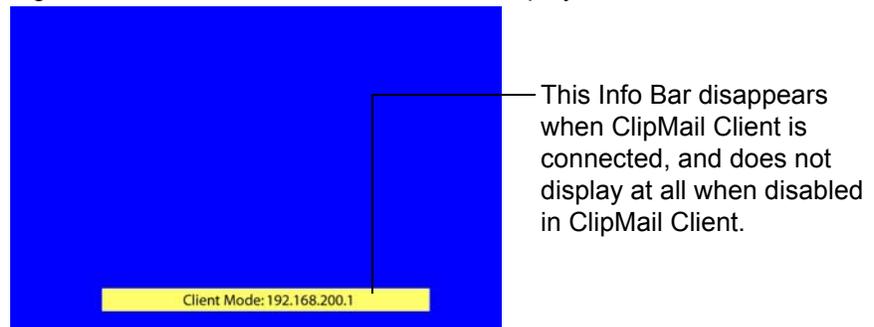
Figure 3–6. ClipMail starts up in Local Mode



If the ClipMail fails to start normally, the front panel LEDs flash alternately on and off. Contact Telestream customer support for assistance ([Support and Information](#) on page About-1).

ClipMail always starts up in local mode, unless you have switched to client mode and have shut down or restarted the appliance using ClipMail Client ([Chapter 6, ClipMail Client & ClipMail Pro Overview](#), page 6-1).

Figure 3–7. Client Mode information bar displays in Client Mode



The default video input setting is *None* (free run mode). To change the video selection as appropriate for your equipment, display the Main menu and select Video. On the Set Up/Video screen, click Video Input. Select Composite or S-Video and click OK/DONE or Done.

## SWITCH BETWEEN LOCAL AND CLIENT MODE

When ClipMail is in local mode (and controlled by the IR remote control), click the CLIENT MODE button to allow a network connection from ClipMail Client. ClipMail displays the Client Mode info bar on a blank monitor (Figure 3-3) unless the Hide Info Bar option is enabled in ClipMail Client (Setup > Options > Hide Remote Mode Info Bar).

When ClipMail is in client mode and a person is connected via ClipMail Client, the Remote Mode Info Bar disappears from the screen.



When connected via ClipMail Client, if you press the CLIENT MODE button, ClipMail displays a warning dialog: “The system is currently in use by a remote user. Proceed anyway?” Click No to cancel, or Yes to break the connection and return to local mode immediately. When you click Yes, ClipMail displays the main menu (Figure 3–6 on page 3-11) on the monitor and ClipMail Client displays this dialog:

Figure 3–8. Dialog displayed when switching to Local Mode



## ENTER LOCAL MODE TO USE IR REMOTE CONTROL

This section describes basic ClipMail tasks using the remote control unit with ClipView | ClipExpress | ClipRemote.



### NOTE

*ClipRemote Users: The touchpad on the ClipRemote front panel is functionally identical to the remote control unit for ClipExpress and ClipView appliances. When instructed to use the Remote Control to operate ClipMail, use the touchpad to perform the task.*

When your monitor is blank and displays the client mode information bar at the bottom indicating “Client Mode: 192.168.200.1” (or other IP address), the appliance is in *client mode*. If your monitor displays the Main screen with buttons, the appliance is in *local mode* and is ready for use via your IR remote control. Client mode is for use via ClipMail Client software running on a computer via the network.

When in local mode, click the CLIENT MODE button (upper left corner of remote control) to toggle the appliance to client mode. When ClipMail is in client mode, the monitor displays the Main screen of ClipMail. Each time you press the CLIENT MODE button, you switch modes.

If your ClipMail appliance is in client mode, click CLIENT MODE button to enter local mode and display the main menu (Figure 3-2).

## CONFIGURE VIDEO IN SETTINGS (EXPRESS | CLIPREMOTE | PRO)

Before you can import video into a ClipExpress, ClipRemote, or ClipMail Pro and make a clip, you need to configure ClipMail for the input video equipment you have connected. To configure video in, follow these steps:



## ClipExpress | Remote

On the main menu, click Setup to display the Set Up screen, then click Video to display the Video screen.

On the Set Up/Video screen, click Video Standard. Select NTSC or PAL and click OK/DONE.



### NOTE

*A shortcut on the local mode Main screen speeds the switch between video standards. Press the keypad number keys "5-2-5" to select NTSC or "6-2-5" to select PAL.*

Next, click Video Input; select Composite | S-Video and click OK/DONE.

## ClipMail Pro | ClipMail Client

On the main menu, click Setup > Video to display the Video screen.

On the Set Up/Video screen, at the top under Video Input, select Composite | S-Video | Component | SDI. Under Video Standard (bottom left corner) select NTSC or PAL.

Test your settings by playing video into the ClipMail. It should display on the monitor, with the ClipMail screen displayed as an overlay. If correct, click Main Menu to return. If video does not display, troubleshoot and correct the problem

## CONFIGURE NETWORK SETTINGS

Before connecting any ClipMail appliance to a network or directly to a computer, verify that the network settings are correct for the environment. Obtain the correct IP address, subnet mask and default gateway settings from your network administrator.



### NOTE

*Even if you plan to use ClipMail Client to operate your ClipMail, you should verify or change your ClipMail's network settings in client mode before connecting the ClipMail to your computer or to your network.*

## ClipExpress | View | Remote

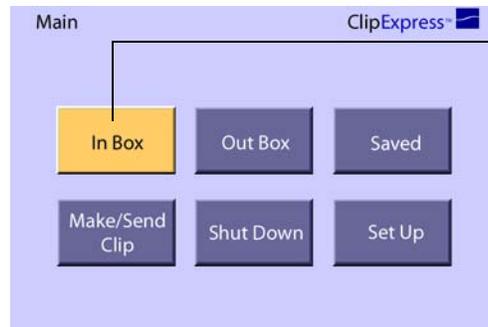
To view or change the IP Address, Subnet Mask and Default Gateway network parameters using the Remote Control, power on the monitor and the ClipMail. When the appliance is ready for use, the Main menu displays on the monitor.

Proceed using the remote control ([ClipExpress|ClipView Remote Control \(page 2-6\)](#)). To select a button on the screen, navigate to it using the up, down, right, and left circular keys—the display color changes to yellow to



indicate it is selected—and press the Select button (in the middle of the circle of keys).

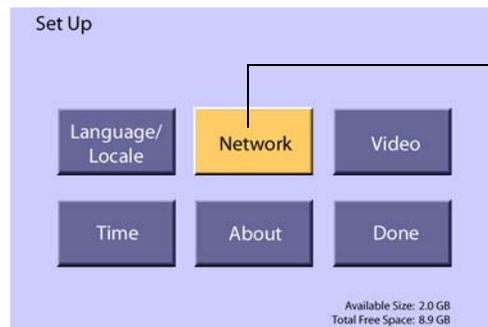
Figure 3–9. Main screen in Local Mode



The currently selected button—the one that has focus—displays in Yellow. Click OK/Done button on the IR Remote Control to select, or activate this choice.

Using the remote control, select Set Up to display the Set Up screen.

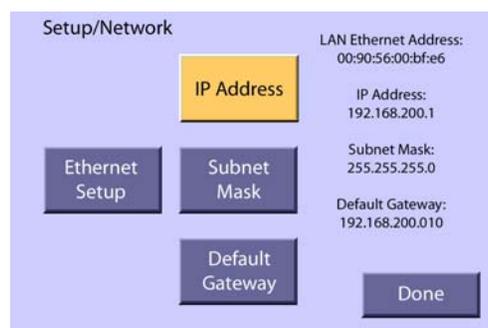
Figure 3–10. Set Up menu



Use this screen to select which configuration you want to view and update. For network settings, click Network.

On the Set Up menu, select Network – navigate to the Network button and press Select.

Figure 3–11. Network Set Up menu



Select and view each network setting. Make updates as necessary, then press OK/Done to update the settings and return to the previous screen.



On the Set Up/Network menu, note the current settings, and select IP Address.

Figure 3–12. IP Address, Subnet Mask & Default Gateway screens



On the IP Address screen, enter the IP address specified by your network administrator and select OK. The Subnet Mask and Default Gateway windows are similar.

Select Subnet Mask and update the subnet mask if required and click OK.

Next, select Default Gateway and update the default gateway address and click OK.

Now, click OK/Done. If you made changes, you will be prompted to restart the ClipMail for the new network settings to take affect.

After restarting the ClipMail, you may connect the appliance to your computer, or connect the ClipMail to the network (where your computer is already connected).

## ClipMail Pro | ClipMail Client

To view or change the IP Address, Subnet Mask and Default Gateway network parameters on ClipMail Pro or using the ClipMail Client, power the ClipMail. When the appliance is ready for use, the Main menu displays on the console, or connect using ClipMail Client.

To set up network settings on ClipMail Pro, or when using ClipMail Client on any ClipMail appliance, click Set Up > Network. ClipMail



Client displays the IP address settings and several buttons to configure other network configuration parameters.

Figure 3–13. Network Tab in Set Up window



Click Enter IP Address. Then, enter the IP address, subnet mask, and default gateway address.

## Default Network Settings

Default network settings for ClipMail (must be changed for your LAN):

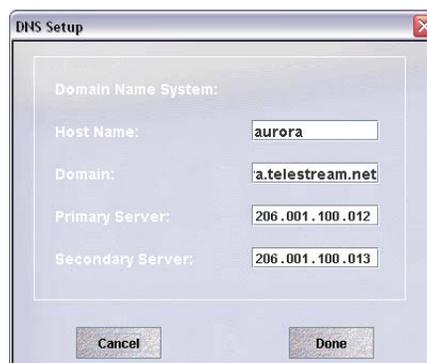
- IP address: 192.168.200.1
- Subnet mask: 255.255.255.0
- Default gateway: 192.168.200.10

## Specifying Your DNS Server

Click DNS Setup to display the DNS Setup window.

Providing access to a DNS server allows ClipMails to identify this ClipMail using a domain name instead of an IP address when sending clips via LAN or the Internet.

Figure 3–14. DNS Setup window



**Host Name.** Name of host DNS server. The Host Name precedes the domain, separated by a period in a fully-qualified DNS domain name. For example, in the Domain Name: *aurora.telestream.net* – *aurora* is the host name and *telestream.net* is the domain.

**Domain.** Internet domain where this DNS server resides. The host name and domain are combined to create the complete the host name.

**Primary Server.** IP address of the physical host used as the Domain Name Server (DNS server). Enter the IP address of the server in this field.

**Secondary Server.** IP address of alternate DNS server, if available.

After restarting the ClipMail, you may connect the appliance to your computer, or connect the ClipMail to the network (where your computer is already connected).

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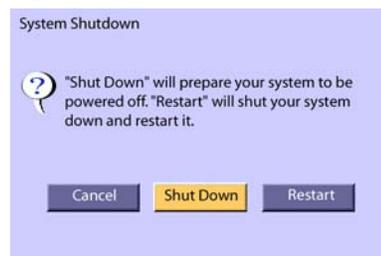
## POWER DOWN THE CLIPMAIL

Before physically turning off the power to the ClipMail, you should always shut it down via software.

### ClipExpress | View | Remote

Display the Main screen (navigate back, or press Main Menu button at the top right of the remote control). Select the Shut Down button. ClipMail displays the System Shutdown window.

Figure 3–15. Shutdown in Local Mode

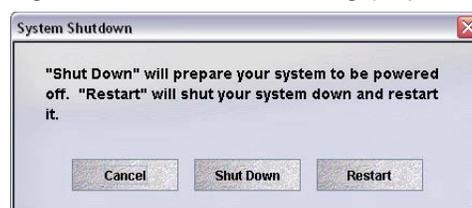


Click Shut Down to continue.

### ClipMail Pro | ClipMail Client

Display the Set Up window and click Shut Down at the bottom. ClipMail displays the System Shutdown window.

Figure 3–16. Shutdown dialog (ClipMail Client & ClipMail Pro)



Click Shut Down to continue.

The message “It's now safe to power off your system” displays. Now you can power off the ClipMail using the rocker arm switch on the rear panel.

## CONNECT CLIPMAIL TO A NETWORK

Your ClipMail must be connected to a network to exchange media clips with other ClipMail systems or FTP servers.

Before connecting to a network, the ClipMail's IP address, subnet mask and default gateway must be set correctly to avoid interference with other devices. The subnet mask and default gateway must be the same as the network's, and the IP address must be unique on this LAN. See your system administrator to provide the correct IP address, subnet mask, and default gateway values for this new network device.

After you have configured the ClipMail with the correct network settings, connect an Ethernet cable (user supplied) to the Ethernet 10/100 (RJ45) connector on the ClipMail rear panel and plug the other end of the cable into your Ethernet hub or switch (directly or through a patch panel).

Power the appliance on and observe the monitor as it becomes operational. Your ClipMail is now ready to send and receive parcels via the network.

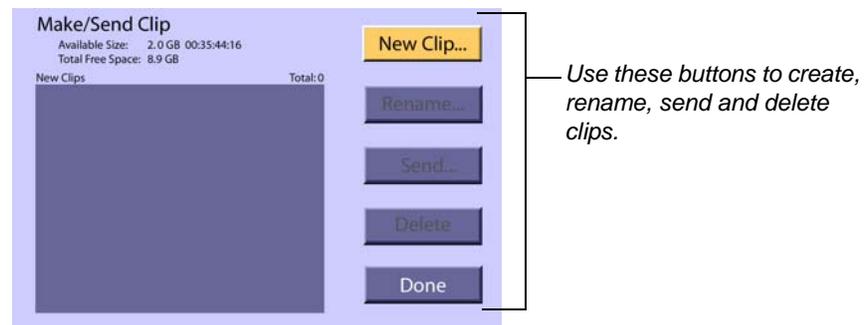
## MAKE A MEDIA CLIP (EXPRESS | REMOTE | PRO)

Now that your system is connected and set up – you'll see how simple it is to make and send a media clip. For this section, you'll need a media feed connected to video in so the ClipMail can ingest the media, digitize it, and create the clip.

### ClipExpress | Remote

On the Main Menu, select the Make/Send Clip button to display the Make/Send Clip screen.

Figure 3–17. Making and sending clips via Make New Clip screen



The blue rectangle on the left is for displaying a list of clips already made. Note the details about the maximum clip size and hard disk space currently available.

Select the New Clip button to display the Make New Clip screen.

Figure 3–18. Making a new clip



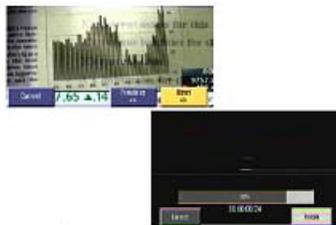
*The Make New Clip screen displays information about the clip and allows you to make changes.*

A dialog displays briefly while ClipMail prepares to make a clip. Note the Name, Type, Quality, MPEG and Duration settings to the right of each button. Optionally, select each button to explore the interface and options, but don't make any changes. The Duration is set to 00:00:05:00 (hours:minutes:seconds:frames) to produce a five second clip.

Select the Next button to input the media into the ClipMail.

Start your video feed, and press the Start button when you want to begin capturing video for the clip you're creating. ClipMail displays the progress bar until video recording is complete.

Figure 3–19. Start and In Progress screens



When recording is complete, ClipMail displays the second Make New Clip screen.

Figure 3–20. Finished making a clip



Select the View button to play the clip you just captured.

While you're playing a clip, you can control playback using the VTR controls on the remote control – press Info to display details in the overlay near the bottom of the monitor. Press OK/DONE to return to the ClipMail screen.

Click Done to return to the Make/Send Clip screen. Your new clip is listed in the New Clips list.

## ClipMail Pro | ClipMail Client



### TIP

*You can create clips automatically or manually, with a comprehensive set of options. This chapter illustrates the manual method. For details, see (Chapter 8, [Creating Media Clips on ClipMail Pro & ClipMail Client, Quick Start on page 3-1](#)). Images in this section represent the ClipMail Client interface, which are functionally identical to corollary screens on the ClipMail Pro.*



Click on New Clip (bottom left) to set it up. ClipMail Client displays the Make New Clip panel.

Figure 3–21. Make New Clip panel



Accept the default values in steps 1 through 4: clip name, type, quality, and recording method. (Clip names are limited to 40 characters.)

Note the Name, Type, Quality, MPEG and Method settings. Optionally, click each button to explore the interface and options, but don't make any changes.

Select the Next button to display the Make New Clip window and input the media into the ClipMail.

Figure 3–22. Make New Clip (Manual Method) – Step 5



The Duration by default is set to 00:00:25:00 – adjust to 5 seconds or another short amount of time for this example.

Click Next, to display the Make New Clip window.

Figure 3–23. Make New Clip (Manual Method) – Step 6



Position the video feed from tape or monitor live feed to begin digitizing. Start your video feed, and press the Start button when you want to begin capturing video for the clip you're creating.

Click Finish to terminate recording. When recording is complete, ClipMail displays the second Make New Clip screen.

Figure 3–24. The clip has been digitized



When a clip is complete ClipMail Client automatically places it in the Clips To Send list of the parcel you're creating.



Select the View button to play the clip you just captured.

Click Done to return to the Make/Send Clip screen. Your new clip is listed in the New Clips list.

---

## SEND A PARCEL

You can send a parcel (a *parcel* is a package, or file, with at least one clip inside prepared for delivery to another ClipMail, FTP server, FlipFactory, or MAP system) to your own ClipMail address to become familiar with the process of delivering clips to other ClipMails.



### TIP

*When sending a parcel to MAP, FlipFactory, or other Windows-based servers, ClipMail will remove illegal characters from clip names.*

## ClipExpress | View | Remote

When you display the Make/Send Clip screen, the top clip is highlighted.

Figure 3–25. Select the clip and click Send



With the clip selected, select the Send button. Notice that as you navigate out of the New Clips list and on to any button on the screen, the highlighted clip displays a yellow flag to the right of the clip – indicating that this clip you selected.



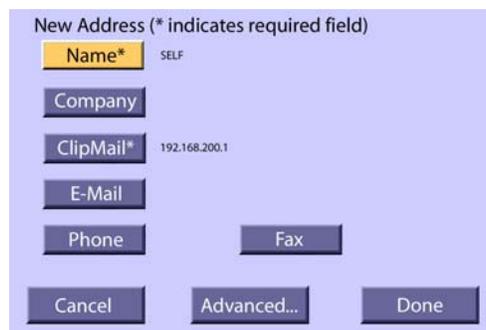
ClipMail displays the Send Mail screen.

Figure 3–26. Send Mail screen



Click New Address. ClipMail displays the New Address Type dialog. Press OK/DONE to accept the default ClipMail Address type. ClipMail displays the New Address screen.

Figure 3–27. New Address screen



Two fields are required for each address: Name, and ClipMail Address. Select the Name button. ClipMail displays the virtual keyboard – enter the name SELF by navigating to and selecting each successive letter. Select Done to return to the New Address window.

Next, select the Address button to enter a ClipMail IP address. The virtual keyboard does not display numeric keys. Enter the IP address of *your own* ClipMail using the numeric keys on the keypad. After entering the first group of numbers, select the period key – the key remains selected, so you can continue entering groups of numbers; press the Select button for each period in the IP address. When the IP address is entered, press Done.

Press Done on the New Address window to save the address you just created.

ClipMail displays the Send Mail screen, with the address named SELF selected. (If it is not selected, select it now). Now click Send.

ClipMail displays messages as it tests the connection to the receiving ClipMail (in this case, the same appliance), and reserves space for the parcel about to be transmitted.

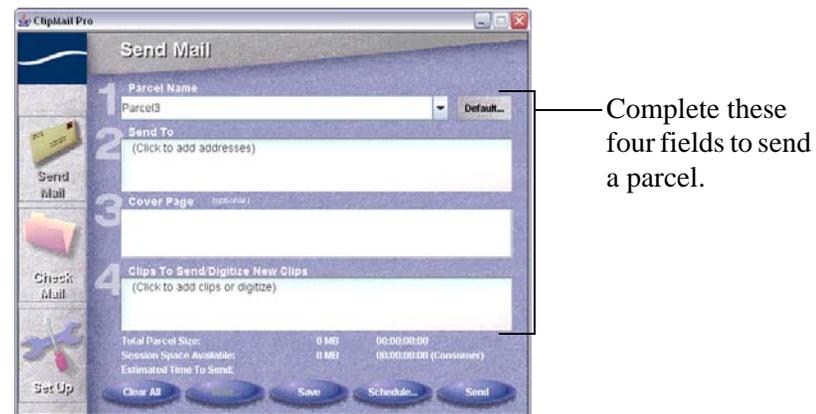


When the appliance has been notified and space is reserved for the parcel, ClipMail displays the Send dialog to notify you that the parcel has been moved to the Out box and scheduled for transmission. Click Yes to review details, or No to cancel. Click Main Menu to return to the Main menu screen and check your inbox.

## ClipMail Pro | ClipMail Client

In ClipMail Pro or ClipMail Client, click the Send Mail icon on the toolbar to display the Send Mail panel.

Figure 3–28. Send Mail panel



Use the Send Mail panel to create and name a parcel, address it, and select or digitize clips you want to send. Optionally, provide a cover page.

To prepare a parcel for sending, accept the default clip name (field 1), and do not supply a cover page. Click in the Send To field to display the:

Click the Send To field to display the Send To panel.

Figure 3–29. Send To panel



Click New Address (bottom left) and click Done on the New Address Type dialog (ClipMail Address is selected by default).

In the Name field, enter *SELF*. In the ClipMail field, enter the IP address of *your own* ClipMail. When the IP address is entered, press Done. The new address you just created is selected – click Add to move it into the



Send To column and click Done. Notice that field 2 now displays *SELF* as an addressee.

Next, click in field 4 – Clips To Send/Digitize New Clips and select the clip you just recorded.

ClipMail displays messages as it tests the connection to the receiving ClipMail (in this case, the same appliance), and reserves space for the parcel about to be transmitted.

When the appliance has been notified and space is reserved for the parcel, ClipMail displays the Send dialog to notify you that the parcel has been moved to the Out box and scheduled for transmission. Click Yes to review details, or No to cancel. Click Main Menu to return to the Main menu screen and check your inbox.

---

## CHECK YOUR IN BOX

You can check for mail at any time.

### ClipExpress | View | Remote

To check your in box for incoming media parcels, press the In Box button on the Main screen.

Or, press the IN button on the remote control to display the In Box directly. ClipMail displays the In Box screen.

Figure 3–30. Checking your In Box



The clip you just sent (and any other new parcels) is displayed in the parcel list on the left side of the screen.



The top parcel in the list is always highlighted when ClipMail displays the In Box screen. Highlight the parcel (if necessary) and select View (top button on right) to display the parcel screen for this parcel.

Figure 3–31. Parcel screen

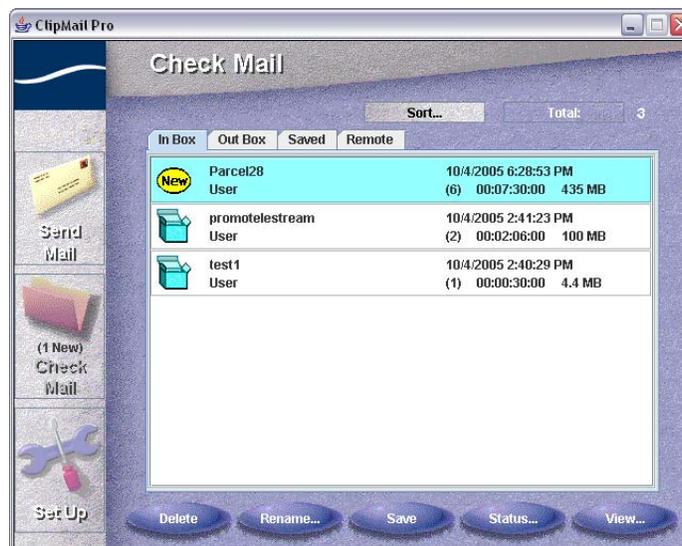


The Parcel screen displays each clip in the parcel. To view details about this parcel, select the Address Info button. The information you entered on the Identification screen is attached to each parcel you send.

## ClipMail Pro | ClipMail Client

To check your inbox on ClipMail Pro or ClipMail Client, click the Check Mail icon on the left to display the Check Mail panel.

Figure 3–32. Check Mail panel



The contents of each mailbox are displayed on a different tab in the Check Mail panel. Click the In Box to see that the clip you just sent (and any other new parcels) is displayed in the parcel list.



## PLAY A MEDIA CLIP

### ClipExpress | View | Remote

When viewing a parcel in the In, Out, or Saved box, (or the parcel screen) you can any clip in the parcel easily. To play a clip, highlight the clip (use the circular navigation buttons to move up and down the list) and click the *play* button (labeled *Select*, in the center of the Navigation button ring). During play, you can control the clip using the VTR buttons.

Return to the ClipMail screen any time using the Return or Cancel buttons. Press Info to display details about the clip at the bottom of the screen.

### ClipMail Pro | ClipMail Client

To play the clip, select the parcel and click View, or just double-click it to display the View Parcel panel. The panel contains a list of clips on the left (a valid parcel may contain no clips, or it may contain one or more clips).

Figure 3–33. View Clip panel



To the right are buttons to operate on selected clips; below the list is a VTR-style control for playing clips, and a series of parcel commands across the bottom of the panel.

### Playing a Parcel

To play a parcel, click the ► button in the VTR area at the bottom of the panel. ClipMail Client begins playing the currently selected clip (first, by default) on the monitor (and speakers) connected to the ClipMail video and audio out connectors.



---

## UPDATING CLIPMAIL APPLIANCE SOFTWARE

Software Version 5 is a major software release that is implemented on all ClipMail appliances: ClipMail Pro, ClipExpress, ClipView, and ClipRemote. You can install or update your ClipMail Client software on a Windows PC from a ClipMail Software CD-ROM. Optionally, you can install from Windows or Mac OS X platforms by running the installer from the Telestream Web site at [www.telestream.net](http://www.telestream.net). (Windows PC users can download the installer and run it locally.)

---



### Caution

**If your ClipMail is running Version 4.0.12292 or earlier, clips delivered from ClipMail Version 5 appliances will not play. Telestream recommends that all ClipMail appliances in your company be upgraded to version 5 at the same time.**

**You can only operate Version 5 ClipMail appliances via ClipMail Client Version 5. See [Installing ClipMail Client on Your Computer \(page 6-3\)](#) for installation instructions.**

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Updating ClipMail software involves installing the ClipMail Updater software on your computer, and then running the ClipMail Updater to update the software on your ClipMail appliance.

---



### NOTE

*You can also run the updater in command-line mode, and create a DOS batch file to update large numbers of ClipMails:*

*Command: update [/f] [IP]*

*where /f = force acquire, and IP = the IP address of the target ClipMail.*

*When updating a ClipMail via command line, you must manually reboot the appliance.*

*Contact customer support for information on batch updates.*

---

## Installing the Updater

You can update the software on your ClipMail from any PC or Macintosh via a network connection. Follow these steps:

---



### TIP

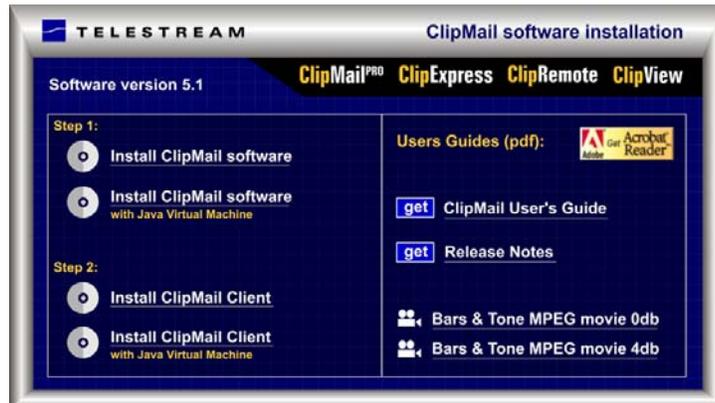
*To make sure you can connect to the ClipMail you're updating, you can ping the ClipMail or connect to it with ClipMail Client. During the update process, the target ClipMail's info bar displays the message "SOFTWARE UPDATE IN PROGRESS".*

---



- Step 1** To install the ClipMail Updater software, insert the ClipMail CD-ROM (Windows), run the installer from the Web site (Windows | Mac OS X), or (Windows) run the downloaded file (*cmpInstall.exe* saved by you) and go to Step 3.

Figure 3–34. ClipMail Software Installer console



- Step 2** Click Install ClipMail Software (and optionally, install or update Java RunTime) to display the next window.
- Step 3** **File Download - Security Warning:** Click Run to launch the ClipMail Updater Installer. (You can click Save to save the installer locally or transfer it to other network locations for other installations if necessary).
- Step 4** **Internet Explorer - Security Warning (skip this step if window doesn't display):** Click Run to verify that you want to run the ClipMail Updater Installer.
- Step 5** **Language:** Select the language of your choice and click OK to continue.
- Step 6** **Introduction:** Read the introductory text and click Next.
- Step 7** **Choose Install Folder:** Accept the default location or click Choose to select another location for the installation, and click Next.
- Step 8** **Choose Shortcut Folder:** Accept the default or select another option and click Next.
- Step 9** **Pre-Installation Summary:** Read the information and click Next to install.
- Step 10** **Install Complete:** When installation of the ClipMail Updater software is complete, click Done to close the installer window.



## Updating ClipMail

- Step 11** To update your ClipMail from a Windows PC click start > Telestream > ClipMail > ClipMail Updater 5.x.xxxxx > ClipMail Updater 5.x.xxxxx. From Macintosh, open Applications > ClipMail Updater 5.x.xxxxx and run the ClipMail Updater.

Figure 3–35. ClipMail Updater window



- Step 12** Enter the IP address of the target ClipMail you want to update. Next, put your ClipMail appliance in Client Mode or check Force Acquire. Click Update to connect to the appliance and install ClipMail software on the ClipMail. If your firewall is configured to restrict FTP traffic, check Tunnel through HTTP.
- Step 13** The updater displays the ClipMail Update window and displays its tasks and a progress bar. If Windows displays a Security Alert window for Java, click Unblock.
- Step 14** When the update is complete, click Done to quit the ClipMail Updater. The ClipMail appliance automatically re-starts with the new version of the ClipMail software. Your clips and settings are untouched.



### NOTE

*To improve parcel receipt and delivery reliability, Telestream has removed the ability to enable DHCP to obtain an IP address. Beginning in Version 5.1, users must supply a static IP address. If you upgraded a ClipMail with DHCP enabled, when you reboot, ClipMail will advise you to disable DHCP and supply a static IP address. When you change to a static IP address and reboot, the DHCP option no longer displays in the interface. If you require DHCP for your ClipMail, please contact Telestream Customer Support ([Support and Information](#) on page About-1). Contact customer support for information on batch updates.*





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# Configuring ClipView, ClipExpress, and ClipRemote

This chapter describes how to configure ClipView, ClipExpress, and ClipRemote appliances using ClipMail directly in the ClipMail.

You use the Set Up screen in ClipMail to change language preferences, configure ClipMail properly for your network environment, and specify video in and out settings. You can also set system date and time, and review system information.

## Topics

- [Setting Language/Locale \(page 4-2\)](#)
- [Network Setup \(page 4-2\)](#)
- [Video Settings \(page 4-4\)](#)
- [Setting Time and Date \(page 4-5\)](#)
- [Viewing Information About the System \(page 4-5\)](#)



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### NOTE

*If you are setting up a ClipView, ClipExpress, ClipMail Pro, or ClipRemote using ClipMail Client, see [Chapter 7, Setting up ClipMail Pro & ClipMails via ClipMail Client](#) on page 7-1.*

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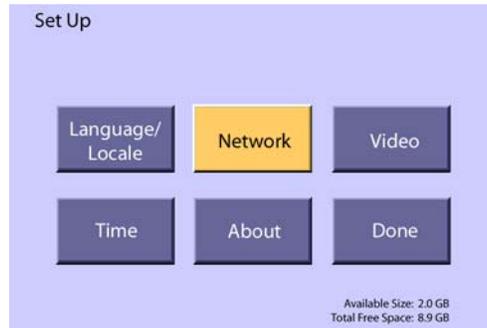


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## MAIN CLIPMAIL SET UP SCREEN

Click Set Up on the Main screen to display the Set Up screen. Use this screen as the starting point for all set up tasks described in this chapter.

Figure 4–1. Main ClipMail Set Up screen



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## SETTING LANGUAGE/LOCALE

Select a language/locale by clicking Main > Set Up > Language/Locale to display the Language/Locale screen. Scroll through the list and select the language of your choice.

Click Select or OK/DONE to immediately change the language displayed on the screen and return to the Set Up screen.

---

## NETWORK SETUP

Regardless of how you control ClipMail (locally via remote control, via control panel (ClipMail Pro), or via the network (with ClipMail Client), you'll have to update the factory default IP address of the ClipMail to a valid address for your network before you connect it.



---

### NOTE

*Changing network settings on your ClipMail should be performed by a person knowledgeable in network configuration.*

*You should obtain specific settings and parameters from your System or Network Administrator, or have them perform these tasks.*

*You must reboot your ClipMail for new network settings to take effect.*

---

Instructions for configuring ClipMail in a typical network are provided in [Configure Network Settings \(page 3-13\)](#). Additional information for



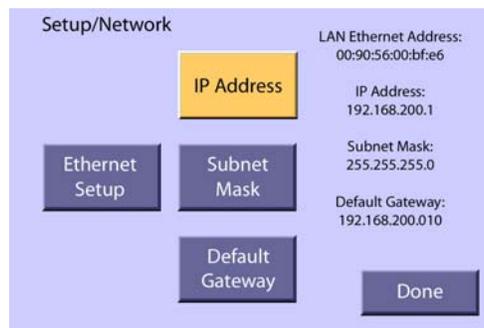
configuring ClipMail to operate in specialized network configurations is provided in [Appendix , Troubleshooting](#), on page [A-1](#).

The default settings for the ClipMail are:

- IP address: 192.168.200.1
- Subnet mask: 255.255.255.000
- Default gateway: 192.168.200.10
- Ethernet Setup: Auto-negotiate

When you click **Main > Set Up > Network**, ClipMail displays the **Setup/Network** screen, where you perform network configuration tasks.

Figure 4–2. Use Setup/Network screen for network configuration



The Set Up/Network screen displays your current network settings, and provides buttons to change network settings. When you're done configuring the ClipMail, click **Done** to return to the Set Up screen.

## TCP/IP Parameters

Before connecting to a network, the IP address, subnet mask, and default gateway must be set properly for your network. Obtain these values from your network administrator, then click each button on the Setup/Network screen to update the fields as follows:

**IP Address.** Enter the IP address, using the numeric keypad on the remote control. Click **OK** or **OK/DONE** to continue.

**Subnet Mask.** Enter the subnet mask, with the numeric keypad. Click **OK** or **OK/DONE** to continue.

**Default Gateway.** Enter the IP address for your Internet gateway. Click **OK** or **OK/DONE** to continue.

**Ethernet Setup.** The default value is Auto-negotiate. Select a choice from the menu and click **OK/DONE**.



### NOTE

*Your network may contain gear that is incompatible with auto-negotiation, which may result in your ClipMail failing to connect. Test the connection by setting the ClipMail to 10MB or 100MB and retrying.*

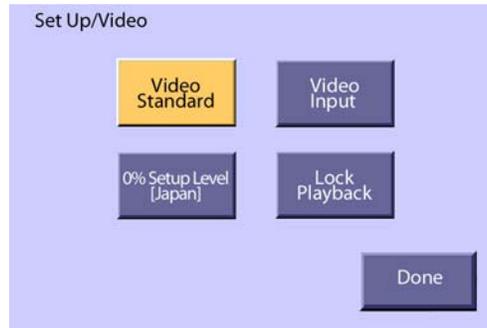


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## VIDEO SETTINGS

Click Video on the Set Up screen to display the Set Up/Video screen and select your video standard, video input specifications and other settings.

Figure 4–3. Use Set Up/Video screen to configure video settings



The Set Up/Video screen provides buttons to access video setting details. When you're done configuring the ClipMail, click Done to return to the main Set Up screen.

### Video Output

Click Video Standard to display the Video Standard window and select NTSC or PAL as your video out setting. When you change between NTSC and PAL, you must restart the ClipMail for the change to take effect. Click Yes to restart the ClipMail with the new setting.

### Video Input

Click Video Input to display the Video Input window and select None, Composite, or S-Video (ClipExpress | ClipRemote) as your video input specification. Click OK/DONE to change the setting and dismiss the window.

### 0% Setup Level [Japan]

When in NTSC mode, click 0% Setup Level [Japan] to set NTSC Japanese standard (0% IRE), or click No to select U.S. standard NTSC (7.5% IRE). Select Yes or No and click OK/DONE to change the setting and dismiss the window.

### Lock Playback (ClipExpress | ClipRemote)

Click Lock Playback to display the Lock Playback window and select Lock Playback setting. Click Yes to lock digital playback to the video input clock source. Click No to use the internal clock source. Press OK/DONE to change the setting and dismiss the window.

## SETTING TIME AND DATE

Click Time on the Set Up screen to display the Set Time/Date window. Use the navigation buttons to select each field. Use numeric keypad to enter the time. Use the navigation buttons to select a.m. or p.m., and select the month. Use the keypad again to enter the date and year.

Click Time Zone and use the navigation buttons to select your time zone. Click Select or press OK/DONE to change the setting and dismiss the window.

When you're done setting the time, date and time zone, click Done or press the OK/DONE key to save changes and return to the Set Up screen.

---



### NOTE

*You can set up your ClipMail to get time settings from a network time provider in ClipMail Client (Set Up > Options > Set Time/Date, in [ClipMail Set Up Options \(page 7-4\)](#)).*

---

## VIEWING INFORMATION ABOUT THE SYSTEM

Click About to display the System Info window, which displays details about the ClipMail appliance. This information is useful when contacting customer support for assistance.

Click Licenses to display information about any additional licensed software that may reside on the appliance. Click OK or press OK/DONE to dismiss the window and return to the Set Up screen.





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# Using ClipView, ClipExpress, and ClipRemote

This chapter contains reference information about how to use ClipMail, the software embedded in each ClipView, ClipExpress, and ClipRemote. ClipMail Client is the client application that may also be used to operate a ClipMail. ClipMail Client runs on a computer via the network, and contains several optional features. The use of ClipMail Client and ClipMail Pro with control panel is described in [Chapter 6, ClipMail Client & ClipMail Pro Overview](#) (page 6-1).

## Topics

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- [Switching Between Local and Client Mode](#) (page 5-2)
- [Using the Main Screen](#) (page 5-3)
- [Using your In, Out, and Saved Mail Boxes](#) (page 5-5)
- [Managing Media Clips](#) (page 5-7)
- [Making Clips and Sending Parcels \(ClipExpress|ClipRemote\)](#) (page 5-9)F
- [Making a New Clip](#) (page 5-10)
- [Sending a Parcel](#) (page 5-13)
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## INTRODUCTION

ClipMail is a single-user system – only one person at a time can operate the ClipMail. However, if a parcel has been scheduled for delivery, the user can perform other ClipMail functions while the parcel is being delivered. Likewise, a parcel can be received at any time the appliance is powered on and connected to the network, even while someone is using the ClipMail. Sending and received parcels is a separate process from other use of ClipMail via the ClipMail or ClipMail Client software.

### ClipMail is Similar to E-mail

ClipMail uses the metaphor of an e-mail application to simplify sending, receiving and saving parcels. You create or view clips, and you can package one or more clips together for sending.

The In Box is where all incoming parcels are stored when they are received by the ClipMail. You can view clips in these parcels, and optionally save the parcel in the Saved Box.

The Out Box is where all parcels you create are placed for sending. After being sent, you may delete them or move them to the Saved box. The Saved Box is where parcels are stored when they have been saved from the In or Out Box.

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## SWITCHING BETWEEN LOCAL AND CLIENT MODE

Press the CLIENT MODE button at the top left of the IR remote control to switch between local and client mode. When in client mode, one of the ClipMail screens displays on the monitor. When operating in client mode, the monitor displays the video input that is selected (may be blank) and an information bar at the bottom displays “Client Mode: 1921.168.200.1” or other IP address.

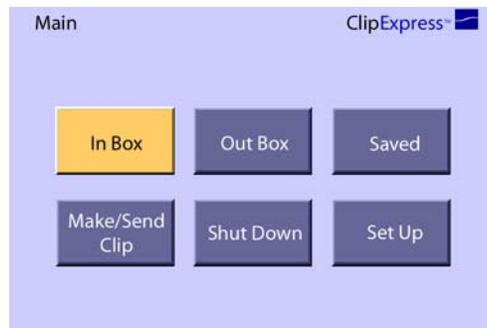
Before connecting to a ClipMail via ClipMail Client, you should switch the ClipMail to client mode. Switching between modes while connected via ClipMail Client is not recommended.



## USING THE MAIN SCREEN

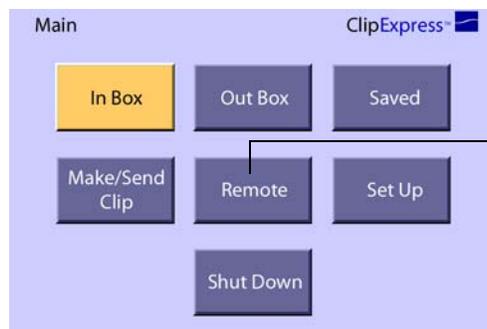
When ClipMail starts up and is operating in client mode, it displays the Main screen (Figure 5–1, below). ClipMail also displays the main screen when you click the Main Menu button or navigate to the logical top of the ClipMail application by repeatedly clicking Cancel or OK/DONE.

Figure 5–1. ClipMail Main screen in ClipMail



ClipMail displays the Main screen with an additional Remote button when a remote mailbox has been defined and enabled on an FTP server, using ClipMail Client.

Figure 5–2. Remote button displays when FTP Server is set up



*This button only displays when a remote FTP server has been enabled as a Mail Box using ClipMail Client.*

Use this button to access and manage parcels residing on an FTP server. For details about defining and enabling remote mailboxes, see [Setting Up an FTP Server as a Remote Mailbox \(page 7-21\)](#). When you create (or modify the settings of) an FTP server as a remote mailbox, the first time you access it, ClipMail displays two Status dialogs.

The first dialog informs you that the Remote Box has not been loaded, or the Remote Server settings have been changed. Click Yes to proceed. The second Status dialog informs you that the ClipMail is retrieving the data and displays the name, IP address and directory.



## Main Screen Buttons Summary

The Main screen displays these buttons:

**In Box.** Select to display the In Box screen and view or operate on parcels in the In Box. Alternatively, click the IN button at the bottom of the remote control. Proceed to [Using your In, Out, and Saved Mail Boxes \(page 5-5\)](#).

**Out Box.** Select to display the Out Box screen and operate on parcels in the Out Box. Alternatively, click the OUT button at the bottom of the remote control. Proceed to [Using your In, Out, and Saved Mail Boxes \(page 5-5\)](#).

**Saved.** Select to display the Saved Box screen and operate on parcels in the Saved Box. Alternatively, click the SAVED button at the bottom of the remote control. Proceed to [Using your In, Out, and Saved Mail Boxes \(page 5-5\)](#).

**Make/Send Clip.** Select to display the Make/Send Clip screen where you can create clips, produce parcels and send them to other ClipMail appliances, FlipFactories, or FTP servers. When you create a parcel, you can send it immediately or save it in the Saved Box. Proceed to [Making a New Clip \(page 5-10\)](#).

**Shut Down.** Select to display the System Shutdown dialog and terminate ClipMail software prior to powering down the ClipMail, or restart ClipMail software. (For details, see [Shutting Down and Restarting ClipMail \(page 7-3\)](#)).

**Set up.** Select to display the Set Up screen for configuring your ClipMail. Proceed to [Chapter 4, Configuring ClipView, ClipExpress, and ClipRemote](#) on page 4-1.

**Remote.** When defined and enabled via ClipMail Client, this optional button allows you to upload, download, and manage parcels residing on an FTP server. ([Setting Up an FTP Server as a Remote Mailbox \(page 7-21\)](#).)



## USING YOUR IN, OUT, AND SAVED MAIL BOXES

ClipMail provides individual screens to access, view and manage your incoming, outgoing, or saved parcels. On the left of each screen is a list of all parcels currently in this box. Each screen also shares common commands, accessed via the buttons to the right of the parcel list.

Figure 5–3. In, Out, and Saved Boxes have the same interface



ClipMail displays information about each parcel in the In, Out, or Saved box. If more parcels exist than may be displayed, an arrow appears at the top or bottom of the list. To scroll through the list when more clips are in the box than may be listed, repeatedly click the up or down navigation button. When you are at the top or bottom of the list, the respective arrow disappears from the monitor.

A parcel is selected when it is displayed in bright yellow. When you navigate to the buttons, a yellow flag continues to mark the selected parcel.

### Mail Box Buttons Summary

**View.** Click View to display details about the parcel, display the list of clips contained in the parcel, and operate on them.

**Status.** Click Status to display the Status dialog.

The status dialog displays the following information:

#### Status.

**Network Streams Error.** the FTP connection failed during transfer.

**Interrupted.** Something prevented the file from being delivered – network disconnected, source or destination platform turned off, etc.

**In Progress.** Indicates that parcel transmission is currently underway.

**Indexing.** Indicates that ClipMail is updating its parcel database.

**Paused.** Indicates that parcel transmission was temporarily halted.



**Aborted.** Indicates that the parcel transmission was stopped before completion.

**Sent.** Date and time the clip was sent, received, or saved.

**Size.** Clip size (in MB).

**Duration.** Length of clip, in format HH:MM:SS:FF (hours, minutes, seconds, frames).

Click OK to dismiss the dialog and return.

**Save.** In the In and Out box, select a parcel and click Save to move it to the Saved box. ClipMail displays the Save dialog. Click Yes to move the selected parcel, or click Save All to move all parcels in this box to the Saved box.

**Delete.** Click to permanently remove the selected parcel from this box (and erase it from the hard drive). ClipMail displays the Delete dialog. Click Yes to delete the selected parcel, or click Delete All to delete all parcels in this box.



### Caution

**This is a permanent action you cannot undo. Make sure you are certain that you want to delete the selected parcel (or all parcels) before continuing.**

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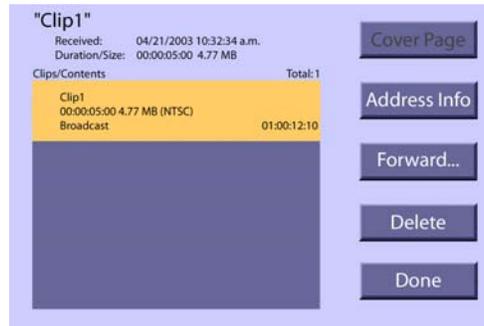
**Done.** Click Done (or press OK/DONE on the Remote Control) to return to the main screen.



## MANAGING MEDIA CLIPS

When you click View on the In, Out, or Saved Box screen, ClipMail displays the View Parcel screen.

Figure 5–4. View Parcel screen



At the top left is the name of the parcel, and details about when it was sent, received, or saved, plus the duration and size of the parcel. The Clip list displays information about each clip contained in the parcel, and details about the clip itself – its name, duration, and size. It also indicates whether the video source is NTSC or PAL, and duration.

### Playing a Clip

Select a clip to play. Click Select on the remote control or control panel.

Figure 5–5. Press Select to play clip in the In, Out, or Saved box



While you're playing a clip, control the playback using the VTR controls on the remote control – press Info to display details in the overlay at the bottom of the monitor.



#### NOTE

*You can't play a clip in a Remote box. Obtain the clip from the FTP server and play it from the In box (see Get in [Remote Buttons Summary \(page 5-18\)](#)).*

Press Done to return to the main screen.



## View Parcel Buttons Summary

To the right are several commands, identified by these buttons:

**Cover Page.** If a cover page was created, click to view in the In Box. You can create and attach a cover page for parcels you are sending or forwarding via ClipMail Client.

**Address Info.** ClipMail displays address information about this clip, including whom it is from, company name, ClipMail or FlipFactory address, and telephone, fax and E-mail address. Some fields may be empty – only the name and address are required fields.

**Forward.** Click Forward to send this parcel to another ClipMail, FlipFactory or FTP server. ClipMail displays the Forward Parcel screen. Select the address and click Send.

**Delete.** Click to permanently remove the selected clip from this parcel (and erase it from the hard drive, if it is not attached to any other parcels). ClipMail displays the Delete dialog. Click Yes to delete the selected clip.



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### Caution

**This is a permanent and un-doable action. Make sure that you want to permanently delete the selected clip before continuing.**

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**Done.** Click Done (or click OK/DONE on the Remote Control) to return to the In, Out, or Saved Box screen.



## MAKING CLIPS AND SENDING PARCELS (CLIPEXPRESS|CLIPREMOTE)

You can only make new clips on ClipExpress and ClipRemote. When you click Make/Send Clip on the Main screen, ClipMail displays the Make/Send screen.

Figure 5–6. Make/Send Clip Screen



The Make/Send Clip screen displays clips that have been made and are stored on the ClipMail. Clips you make are stored here until you package one or more of them into a parcel when you are ready to send them, or until you delete them from the ClipMail.

### Make/Send Clip Buttons Summary

To the right of the clip list are several commands, identified by buttons:

**New Clip.** Click to view video or make a new clip. ClipMail displays the Make New Clip screen where you provide information about the clip, then record the video/audio content. See [Making a New Clip \(page 5-10\)](#).

**Rename.** Click to rename the selected clip. ClipMail displays the virtual keyboard. Rename the clip (up to 40 characters) and click Done. Click Clear to empty the clip name text window.

**Send.** Click Send to deliver this parcel to another ClipMail, FlipFactory or FTP server. ClipMail displays the Forward Parcel screen. Select the address and click Send. For details, see [Sending a Parcel \(page 5-13\)](#).

**Delete.** Click to permanently remove the selected clip from the appliance (erase it from the hard drive). ClipMail displays the Delete dialog. Click Yes to delete the clip, or Delete All to erase all clips.



### Caution

**This is a permanent and undoable action. Make sure you want to delete the selected clip before continuing.**

**Done.** Click Done (or press OK/DONE on the remote control) to return to the Main screen.



## MAKING A NEW CLIP

Before creating a new clip, ensure that your system is properly configured to ingest video and audio. Make sure you've connected your VTR, camera, or video/audio source. See [Connect Input Video Equipment \(Express | Remote | Pro\)](#) on page 3-9. Also make sure you have configured the ClipMail properly for your video equipment. (See [Video Settings](#) on page 4-4.)



### NOTE

*If Security has been configured to disable the Make New Clip function, corresponding screens will be unavailable.*

When you click New Clip, ClipMail displays the Make New Clip screen.

Figure 5–7. Use Make New Clip Screen to Select New Clip Settings

Use this screen to provide clip details.

### Make New Clip Screen 1 Buttons Summary

**Name.** Click to display the virtual keyboard and name the clip (up to 40 characters). Click Done to update the name and close the Clip Name window. Press the Clear button to erase the displayed clip name. Use the navigation keys to select each letter and press Select to enter it in the name field. The backspace is on the bottom right. To the left of the backspace is the space key for separating words.

**Type.** Click to select Video & Audio, Video Only, or Audio Only.

**Quality.** Click to select an image quality profile. ClipMail encodes media in MPEG-1 or MPEG-2 format at a compression resolution comparable to the value you've selected.

For example, select Consumer to produce a smaller clip and reduce delivery time, with lower quality. If you select Digital Broadcast, the clip will be larger, and higher quality – typically suitable for post production work.



You can select from the following groups of encoding option profiles, from lowest to highest encoding quality (for system, audio and video settings see [Table B-1](#) on page B-2 and [Table B-2](#) on page B-3):

#### ClipExpress | ClipRemote:

1. MPEG1 Low
2. MPEG1 Mid
3. MPEG1 High
4. Approval
5. Consumer
6. Digital Broadcast
7. Custom Choices: there may be custom profiles listed that were set up by you or other users. Custom Choices are defined in the Set Up Video tab.

**MPEG.** Optionally, click to modify the MPEG encoding settings specified by the quality profile you just selected:

- Compatible MPEG (compressed audio) 4:2:0: media is compatible with many 3rd-party MPEG-2 hardware and software products.
- Telestream MPEG (uncompressed audio) 4:2:0: media is highest quality; audio is highest quality Telestream proprietary PCM format.
- Telestream MPEG (compressed audio) 4:2:0: video quality is highest quality, but audio is compressed for shorter transmission time.



#### NOTE

*Telestream MPEG provides some transmission security in that only ClipMail devices can play back the file.*

- Compatible MPEG (compressed audio) 4:2:2: Some MPEG 2 decoders only work with Main Level @ Main Profile data (ML@MP). Other decoders work with ML@MP and 4:2:2 profiles. By choosing the 4:2:2 selection, encoding will be MPEG 4:2:2 for any of the quality profiles. This allows VBI data to pass in the file as compressed data. If you are using 3rd-party MPEG-2 decoders with ClipMail, ensure that they work with the 4:2:2 profile.
- Default Encoding: allow encoding to default to the profile you selected (see Quality, above).

**Duration.** Click to set the clip duration in HH:MM:SS:FF format. Use the left and right arrows in the navigation button ring to move the cursor, and enter numeric values using the numeric keypad at the top of the remote control.

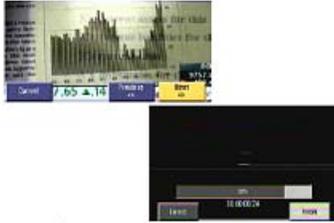
**Cancel.** Click to dismiss the Make New Clip without creating a clip.

**Next.** Click Next after you have entered details about your new clip, your media is queued and is ready to play.



As ClipMail verifies media input, it displays a status box to notify you that it is preparing to digitize the new clip.

Figure 5–8. Start and In Progress screens



While the clip is being captured, you can cancel the operation, or terminate it before it has completed the specified duration by pressing the Finish button. When the clip has been captured, ClipMail displays the clip properties on the Make New Clip screen.

Figure 5–9. Make New Clip screen at end of clip capture



## Make New Clip Screen 2 Button Summary

**New.** Click to save the clip and start capturing another clip.

**Redo.** Click to discard the current media content and start capturing another clip.

**Rename.** Click to change the name of the clip using the virtual keyboard.

**View.** Click to view the clip. Use the VTR buttons to control play, and click OK/DONE to return to the Clip Finished screen.

**Done.** Click to save the clip and return to the Make/Send Clip screen.



## SENDING A PARCEL

When you click Send on the Make/Send Clip screen, ClipMail displays the Send Mail screen.

Figure 5–10. Send Mail Screen – manage addresses & send parcels



The Send Mail screen displays entries in the address book on the left, and commands represented by buttons on the right.

### Send Mail Buttons Summary

**Send.** Click to move the clip to the Out Box and deliver the parcel to the selected address. ClipMail displays a Send dialog. Click Yes to view sending status and retry if parcel delivery fails. Click No to return to the Make/Send Clip screen.

To send a parcel you should:

- Have your clip already digitized into the ClipMail.
- Identify the IP address or address group of the parcel's destination. This is an address of one or more ClipMails, FTP, or FlipFactory servers located on your LAN or the Internet. These may be addresses or address groups listed in your Address Book.



#### NOTE

*Address groups can only be created on ClipExpress, ClipView, or ClipRemote using ClipMail Client.*

**New Address.** Click to create a new address. Select address type and complete the fields. See [Creating and Editing Addresses \(page 5-15\)](#), for details.

**Edit Address.** First, select an address. Then, click to edit the selected address. See [Creating and Editing Addresses \(page 5-15\)](#) for details.

**Delete Address.** Click to delete the selected address. ClipMail displays a confirmation dialog. Click No to cancel the operation, or Yes to permanently delete the address.

**Done.** Click to return to the Make/Send Clip screen.



## **Not Enough Space at Destination**

If you are notified that there isn't enough space on the destination system, you can:

- (a) specify a different destination system,
- (b) have someone delete or move clips from the system, or
- (c) if the destination system is in client mode and you have ClipMail Client, enter the IP address of the destination system and remotely save and/or delete clips to free up hard drive space.



## CREATING AND EDITING ADDRESSES

To create a new address, click the New Address button. To edit an existing one, select the address and click Edit Address. Proceed to Address fields for the address type, below.

### Select an Address Type

When you create a new address, ClipMail displays the Address Type window. Select ClipMail Address to create a ClipMail address.

Select FTP server to set up an FTP server so you can send clips to it. The FTP server option may be disabled – to enable it, see [FTP Setup \(page 7-20\)](#). Select FlipFactory Address if you are submitting media directly to a FlipFactory for processing.

### Enter a ClipMail Address

If you selected ClipMail Address, ClipMail displays the New Address window for a ClipMail address.

Figure 5–11. New Address screen for ClipMail addresses

Enter information in the following fields (asterisk denotes required field).

**Name\***. Click to enter a name for this address using the virtual keyboard. This may be a person's name, company or department name, or a functional name.

**Company**. Click to enter the company name for this address using the virtual keyboard.

**ClipMail\***. Click to enter the IP address or domain name (*www.sierrapost.com*, for example) of the destination ClipMail.

The virtual keyboard does not display numeric keys. Enter the IP address by pressing the numeric keys on the remote control. After entering the first group of numbers, select the period key – the period key remains selected, so you can continue entering groups of numbers and press the Select button for each period in the IP address.

When your IP address or domain name is entered, press Done to update the field and dismiss the virtual keyboard.



**E-Mail.** Click to enter an optional e-mail address of the contact person at this destination.

**Phone.** Click to enter a telephone number for the person at this destination.

**Fax.** Click to enter an optional fax number.

**Advanced.** Click to display advanced sending options:

**Recipient's Proxy Server.** Click Change to enter the recipient's proxy server IP address. A proxy server may be used when your destination address has an FTP proxy server.

**FTP Port.** Click to change the FTP port from default 21 to another value, as directed by the FTP server administrator.

**Send to This Recipient via My Proxy Server.** Click change to select Yes or No.

## FlipFactory Addresses

FlipFactory addresses require specific information for connecting to a FlipFactory server. The FlipFactory Address screen is similar to the ClipMail screen (Figure 5-11, above).

Enter information in the following fields (all field are required).

**Name\*.** Click to enter a name for this address using the virtual keyboard. This may be a person's name, company or department name, or a functional name.

**Account\*.** Click to enter the name of the account that owns the factory.

**Factory\*.** Click to enter the name of the factory where this media is to be delivered.

**Domain\*.** Click to enter the domain name of the FlipFactory server.

**Flip Engine\*.** Click to enter the IP address of the server the Flip Engine is running on. The virtual keyboard does not display numeric keys. Enter the IP address by pressing the numeric keys on the remote control. After entering the first group of numbers, select the period key – the period key remains selected, so you can continue entering groups of numbers and press the Select button for each period in the IP address. When your IP address has been entered, press Done.

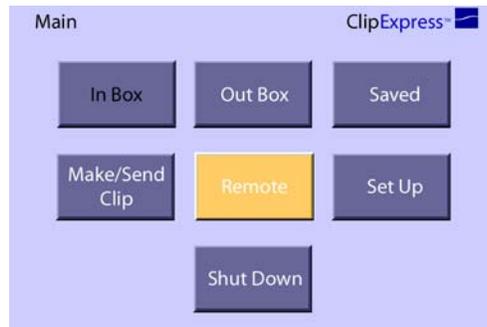


## USING A REMOTE MAIL BOX

You can establish an FTP server as a remote mailbox in ClipView, ClipExpress, and ClipRemote using ClipMail Client (see [Setting Up an FTP Server as a Remote Mailbox](#) (page 7-21)).

When a remote mailbox has been defined and enabled, ClipMail displays a Remote button on the Main screen.

Figure 5–12. Main screen with the Remote box enabled



When you click Remote on the Main screen, ClipMail displays the Remote screen to access and manage parcels on the selected FTP server.

Figure 5–13. Remote Box screen



As in the local boxes, ClipMail displays information about each parcel. If more parcels are stored on this FTP server than may be displayed in the list, an arrow is displayed (at top or bottom, depending on the relative scroll position of the list). Scroll through the list using the up and down navigation buttons. A parcel is selected when it displays in bright yellow. As you move to the buttons on the right, the parcel indicates selection by a small triangular flag on the right.

When viewing a list of media on a remote mailbox, the media clips in this list are not stored locally on the ClipMail hard drive; they are stored on the FTP server identified by the address specified in the Address Book.



## Automatic List Updating

In ClipMail Client, you can set up ClipMail to automatically transfer the media clips from a remote mail box to your ClipMail, and set the amount of time between updating (Main > Set Up > Network tab > Remote Server button > Auto-pull Frequency. See [FTP Setup](#) on page 7-20. When ClipMail transfers a parcel, it is stored locally on ClipMail and listed in the In Box.

## Remote Buttons Summary

**View.** Click View to display the View Parcel screen and display address information about the parcel. Because the clip is not stored on the ClipMail's hard drive, the Cover Page, Forward and Delete commands are inactive on this screen. Also, you can't play the clip, because it is currently stored on the FTP server.

**Get.** Press Get to copy the parcel from the FTP server to the ClipMail, and display it in the In Box.

ClipMail displays the Get dialog. To view transfer status, click Yes. Press No to return to the Remote Box screen without viewing details. A special arrow icon on the clip indicates transfer is in progress. When the transfer is complete you can view the clip (in the In Box) by highlighting it and pressing the Select button on the keypad.



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### NOTE

*If Auto-pull is enabled on a remote mail box, manually retrieving parcels with Get will cause a second copy of the parcel and its clips to be delivered to your ClipMail.*

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**Refresh.** Press Refresh button to obtain a new list of the parcels on the remote server and display the updated list on the Remote box screen. During this operation (which may take a few seconds to several minutes, depending on the volume of files on the FTP server), ClipMail displays a status dialog.

**Server.** Click Server to display information about the selected FTP server and select a different server from the list.

The list of servers includes FTP site addresses in the Address Book. Use up and down navigation buttons to select a new remote server. Click OK/DONE to select the server and dismiss the dialog.

**Delete.** Click to delete the selected parcel from the remote server if your account on the FTP server has delete permission. ClipMail displays a dialog to confirm your intention to delete the file.

**Done.** Click to return to the Main screen.



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# ClipMail Client & ClipMail Pro Overview

This chapter describes how to use ClipMail Client, Telestream's high-performance client software option for operating ClipMail appliances from a Windows or Mac OS X personal computer over a network connection. It describes how to launch ClipMail Client and connect to a ClipMail over the network, how to shut down a ClipMail before turning it off with the rocker switch on the rear panel, and other general topics.

This chapter is also for ClipMail Pro users who are creating and sending parcels via the control panel. Figures in this chapter display the windows and dialogs of ClipMail Client, which uses the same user interface and are functionally equivalent to corresponding screens on the ClipMail Pro (as displayed on the control panel). In some windows and screens, there are minor variations in the layout of controls to accommodate differences in the height and width of the two different displays.



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## CLIPMAIL PRO

*When there are functional differences in the user interface or features of ClipMail Client and its corresponding ClipMail Pro screen, they are described in paragraphs bearing this control panel image.*

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## Topics

- [Local Mode and Client Mode Operation \(page 6-2\)](#)
- [Platform Requirements \(page 6-3\)](#)
- [Installing ClipMail Client on Your Computer \(page 6-3\)](#)
- [Starting ClipMail in Client Mode \(page 6-5\)](#)
- [Connecting to a ClipMail Appliance \(page 6-6\)](#)
- [Using the ClipMail Client Main Window \(page 6-9\)](#)
- [Checking Mail in Check Status Mode \(page 6-10\)](#)
- [Saving Address Books and Media on Your Computer \(page 6-11\)](#)
- [ClipMail Client System Info, Licenses & E-mail Support \(page 6-12\)](#)



ClipMail Client performs all the functions of the embedded ClipMail software in each ClipMail appliance. ClipMail Client allows you to make clips, send, receive, and play digital media, and configure ClipMails for your environment. ClipMail Client makes keyboard entry easy, and provides advanced ClipMail features.

You can use ClipMail Client to control each member of the ClipMail family – ClipExpress, ClipView, ClipMail Pro, and ClipRemote–via an Ethernet network (or directly via an Ethernet cross-over cable).

Certain features of ClipMail Client operate only on specific appliances. For example, ClipView doesn't support importing media, so you can't use ClipMail Client to make a clip when connected to a ClipView.

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## LOCAL MODE AND CLIENT MODE OPERATION

ClipMail has two modes of operation: local mode, when controlled by the IR remote control unit (control panel on ClipMail Pro, touch pad on ClipRemote) and client mode when operating ClipMail via ClipMail Client software running on a Windows or Macintosh computer.

In local mode, you can use ClipMail to make clips, and send, receive, and view parcels. Additional optional features are available in ClipMail Client, operating the ClipMail via client mode. To learn how to switch between local and client mode, see [Switching Between Local and Client Mode \(page 5-2\)](#).

You can tell when ClipMail is in client mode and no one is connected via ClipMail client by the presence of a small bar, the *client info bar*, displayed at the base of the monitor. The bar displays “Client Mode: nnn.nnn.nnn.nnn,” where *nnn.nnn.nnn.nnn* is its IP address.

When a connection is established with ClipMail Client (or when the client info bar is hidden ([Table 7-1](#) on page 7-5)), the client info bar disappears.

Only one ClipMail Client can connect to a ClipMail appliance at a time. You can check the status of ClipMail mailboxes while another person is connected to the ClipMail via ClipMail Client, but you can't execute any ClipMail functions ([Checking Mail in Check Status Mode \(page 6-10\)](#)).



## PLATFORM REQUIREMENTS

ClipMail Client may be operated on these Macintosh and Windows operating systems with Java Runtime.

### Macintosh

Mac OS X Version 10.3 or later  
Java 1.4.1 or later

### Windows

Windows 98 2nd Edition, Windows XP, Windows XP Pro, or Windows XP Server, Windows 2000, Windows 2003  
Java 1.4.1 or later

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## INSTALLING CLIPMAIL CLIENT ON YOUR COMPUTER

ClipMail Client Version 5 is a major release for use on Windows and Mac OS X computers with all ClipMail appliances. You can install or update your software on a Windows PC from a ClipMail Software CD-ROM.

You can install on both platforms by running the installer from the Telestream Web site at [www.telestream.net](http://www.telestream.net) (Support > Get Software Updates) or download the installer and run it locally.



### Caution

**Clips delivered from ClipMail Version 5 will not play on ClipMails running Version 4.0.12292 or earlier. Telestream recommends upgrading all ClipMail appliances to version 5 simultaneously.**

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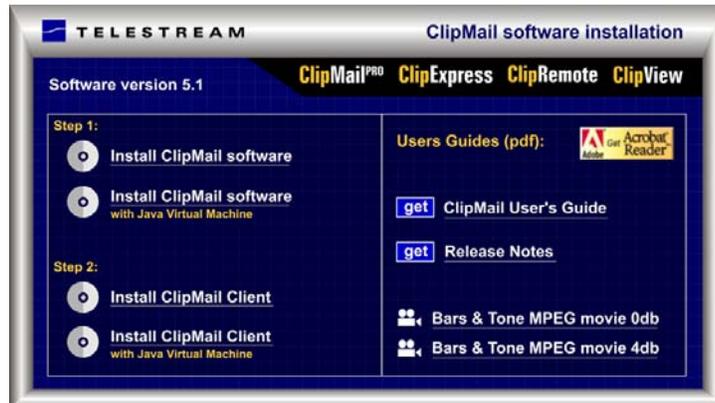
### Installing ClipMail Client

To install ClipMail Client on your Windows or Mac OS X PC, follow these steps:



- Step 1** Insert the ClipMail CD-ROM (Windows). Alternately, run the installer (Mac OS X and Windows) from the Web site or download and run the file locally (*cmjInstall.exe*), then proceed to Step 2.

Figure 6–1. ClipMail Software Installer console



- Step 2** Click Install ClipMail Client (optionally, with Java RunTime) to display the next window.
- Step 3** **File Download - Security Warning (skip if window doesn't display):** Click Run to launch the ClipMail Updater Installer. (You can click Save to save the installer locally or transfer it to other network locations for other installations if necessary).
- Step 4** **Internet Explorer - Security Warning (skip if window doesn't display):** Click Run to verify that you want to run the ClipMail Updater Installer.
- Step 5** **Language:** Select the language of your choice and click OK to continue.
- Step 6** **Introduction:** Read the introductory text and click Next.
- Step 7** **Choose Install Folder:** Accept the default location or click Choose to select another location for the installation, and click Next.
- Step 8** **Choose Shortcut Folder:** Accept the default or select another option and click Next.
- Step 9** **Pre-Installation Summary:** Read the information and click Next to perform the installation.
- Step 10** **Install Complete:** When installation of the ClipMail Updater software is complete, click Done to close the installer window.

ClipMail Client has been installed on your computer. On Windows PCs it can be run from (default) start > all programs > Telestream > ClipMail > ClipMail Client 5.x.xxxxx > ClipMail Client 5.x.xxxxx.



Mac OS X users can access ClipMail Client from (default) Applications > ClipMail Client 5.x.xxxxx > ClipMail Client 5.x.xxxxx or the shortcut, installed by default on the desktop.

**NOTE**

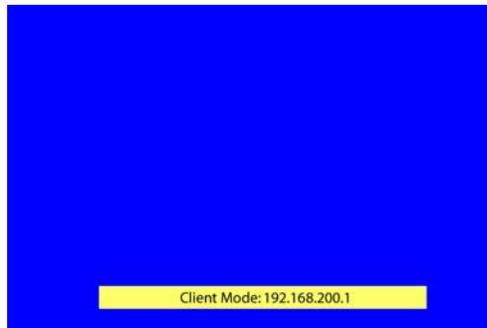
*If you are not using ClipMail appliances previous to Version 5, Telestream recommends uninstalling the old versions of ClipMail Client (Network Controller) software from client computers.*

---

## STARTING CLIPMAIL IN CLIENT MODE

Before running ClipMail Client and connecting to the ClipMail, make sure the ClipMail is turned on and switched to client mode. If you do not know how to start a ClipMail appliance or put it into client mode, see [Switching Between Local and Client Mode \(page 5-2\)](#).

Figure 6–2. ClipMail panel in Client Mode – ready for connection

**NOTE**

*You can also interrupt a user session on ClipMail to force-acquire a session. For details, see [Force Acquiring a ClipMail \(page 6-7\)](#).*



---

## CONNECTING TO A CLIPMAIL APPLIANCE

ClipMail Client is a client-style application, meaning that you can't utilize the application until you have connected it to a ClipMail appliance. To connect to a ClipMail with ClipMail Client, the ClipMail must be in client mode ([Switching Between Local and Client Mode \(page 5-2\)](#)). To connect, follow these steps.

### Run ClipMail Client

Before running ClipMail Client, make sure that your computer is operating properly on the network.

Launch ClipMail Client. In Windows, click Start > All Programs > ClipMail Client (version number) > ClipMail Client.

In Mac OS X, open Applications > ClipMail Client (Version) and double click the ClipMail Client application icon, or use the desktop shortcut (installed by default).

### Connect to a ClipMail

ClipMail Client launches and displays the connection window.

Figure 6–3. Select or enter address and click Acquire to connect



Enter the IP address of the ClipMail you want to connect to, or select the address from the Clipmail Address menu.

Enter the password for this appliance in the Password field (default: ClipMail – case sensitive).

Click Acquire to connect to the ClipMail.

Table 6–1. ClipMail Client Connection Window Items and Descriptions

Item	Description
ClipMail Address	IP Address list. Each time you connect to a different ClipMail, it is added to this list.
Password	Case-sensitive string to log on to the specified ClipMail. Default: <i>ClipMail</i>
Remember Password	Check to save the password, so you don't have to enter it each time you connect.
Tunnel through HTTP	Check when you are connecting to a ClipMail through a firewall and the firewall is configured to restrict RPC traffic (port 111 - normally the case). When checked, ClipMail Client communicates via HTTP on port 80 ( <a href="#">Setting up HTTP Tunneling (page C-6)</a> ).
Acquire	Click to establish a connection with the specified ClipMail.
Check Status	Click to run ClipMail Client and display the mailboxes without interrupting another ClipMail Client connection or changing the ClipMail from local to client mode ( <a href="#">Checking Mail in Check Status Mode (page 6-10)</a> ).
Quit	Click to disconnect from the ClipMail if connected, and terminate the application.

ClipMail Client connects to the ClipMail over the network and displays a startup window on your computer as the connection is being made.



#### NOTE

*If a network error occurs during a session with a ClipMail, ClipMail Client displays a network error window indicating the error. Click OK to dismiss the dialog and ClipMail Client will terminate automatically. Before restarting, check network connections and communicate with the ClipMail owner if possible before retrying.*

### Force Acquiring a ClipMail

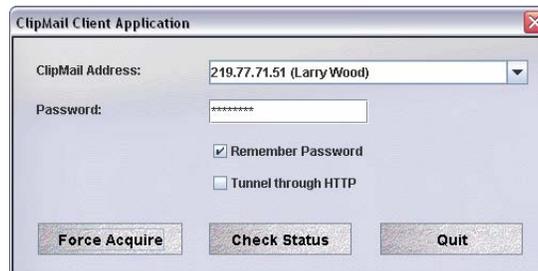
The Force Acquire button allows you to force the ClipMail into client mode if necessary, and terminate the current connection (if any) so that ClipMail Client on your computer can connect and control it.

If ClipMail is in client mode or is currently being used by another ClipMail Client application, ClipMail Client displays an error message to



indicate the situation. When you dismiss the dialog, ClipMail Client displays the Force Acquire window so that you can connect to the ClipMail by force if you choose to.

Figure 6–4. Force Acquire – connect to a ClipMail in use or in Client Mode



Click Force Acquire to place the ClipMail into client mode and connect, taking control away from the ClipMail Client (if any) currently controlling the ClipMail, or forcing it to client mode if necessary.

Click Check Status ([Checking Mail in Check Status Mode \(page 6-10\)](#)) to view mailboxes without interrupting a connection currently established. Click Quit to terminate ClipMail Client without connecting.

## USING THE CLIPMAIL CLIENT MAIN WINDOW

When ClipMail Client is connected and ready, the Send Mail window (Figure 6-5) is displayed.

Figure 6-5. Main ClipMail Client displays Send Mail panel at startup



The title of the ClipMail Client window identifies which type of ClipMail appliance you're currently connected to. Also, if you connect to a ClipView, for example, some panels display differently because you can't create clips on a ClipView.

The ClipMail Client window is organized into three main panels: Send Mail, Check Mail, and Set Up. Each panel displays when you click its associated icon in the toolbar on the left. The functions in each panel are described in detail in their respective chapters. Many panels have specific functions, identified by rectangular buttons (usually on the right side of the panel), and general-purpose functions, identified by oval buttons at the bottom of the panel.



### NOTE

*ClipMail Client windows may look slightly different on your computer because of slight differences between Mac OS X and Windows Java implementations.*

If ClipMail is in client mode or is currently being used by another ClipMail Client application, ClipMail Client displays an error message to indicate the situation. When you dismiss the dialog, ClipMail Client displays the Force Acquire window so that you can connect to the ClipMail by force if you choose to ([Force Acquiring a ClipMail \(page 6-7\)](#)).



## CHECKING MAIL IN CHECK STATUS MODE

When you click Connection Window > Check Status, ClipMail Client obtains the contents of the In, Out and Saved mailboxes, and displays details in the Check Status window.

Figure 6–6. Using ClipMail Client in Check Status Mode



In Check Status mode, ClipMail Client provides you limited ability to view the contents of each mail box and check the status of a parcel, and determine the mode the appliance is currently in: client or local. You can check mail in this manner without interrupting the local use of a ClipMail appliance, breaking a ClipMail Client connection or changing the ClipMail to client mode.

**Update.** Click to query the ClipMail and update the mailbox contents and the operational mode of the appliance.

**Status.** Click to display the Status window (see [Schedule – Scheduling a Parcel Delivery \(page 9-12\)](#)) of the selected parcel.

**Sort.** Displays the Sort window where you can make sort choices and re-display the parcels.

To terminate Check Status operation of ClipMail Client, close this window.



## SAVING ADDRESS BOOKS AND MEDIA ON YOUR COMPUTER

ClipMail Client can take advantage of local storage. This allows you to save certain files onto the computer, and transfer them back to another ClipMail, for example.

### Address Book

You can store the address book (a cab file) directly on your computer. Once you have saved it, you transfer this address book to a newly inserted removable hard disk on a ClipRemote, for example. Or, you can update another ClipMail with your address book.

### Media Clips

You can also store media clips directly on your personal computer. This makes it easy to save a compatible MPEG file to a computer for playback. To save a clip on your computer, click Save Local. Retrieve media files from your computer and store them on the ClipMail using the Import function.



#### NOTE

*Characters in the clip name that are illegal on your Mac OS X or Windows PC are filtered out, and may result in a name that is different than the name of the clip on the ClipMail.*

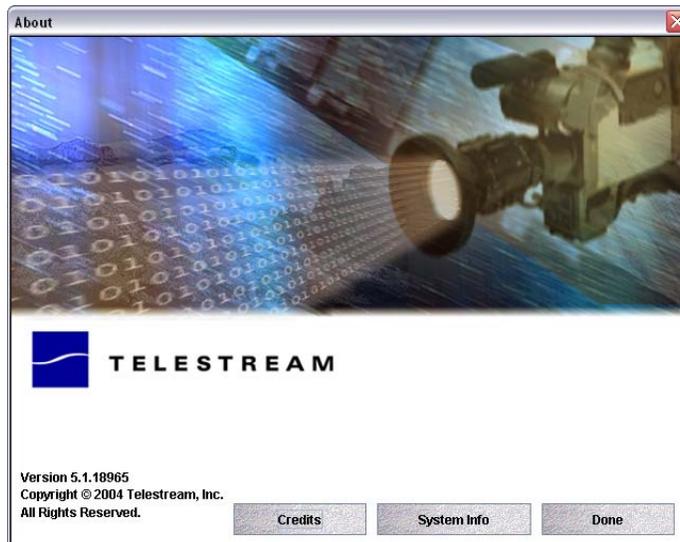
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## CLIPMAIL CLIENT SYSTEM INFO, LICENSES & E-MAIL SUPPORT

To display ClipMail system information, click the Telestream “Swoosh” logo—the top icon in the toolbar of the ClipMail Client window. ClipMail Client displays the Telestream window.

Figure 6–7. Click Telestream icon to display About window



This window displays ClipMail Client software version.

Click System Info to display the System Information window.

Figure 6–8. Click System Info to display the System Information window



The System Info window displays details about the hardware and software in the ClipMail. Click E-mail Support to send information directly to Telestream. Click Licenses to display any licenses you have obtained and are installed properly in your system.



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# Setting up ClipMail Pro & ClipMails via ClipMail Client

Use this chapter to configure and set up your ClipMail appliance (ClipMail Express | View | Remote and ClipMail Pro) using ClipMail Client. Many of these tasks can also be accomplished using ClipMail in local mode. For information and details about installing, connecting to a network, and hooking up video in and out equipment, see [Chapter 3, Quick Start](#) on page 3-1.

Also use this chapter to configure and set up your ClipMail Pro via the control panel. Figures in this chapter display the windows and dialogs of ClipMail Client, which uses the same user interface and are functionally equivalent to corresponding screens on the ClipMail Pro (as displayed on the control panel). In some windows and screens, there are minor variations in the layout of controls to accommodate differences in the height and width of the two different displays.



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## CLIPMAIL PRO

*When there are functional differences in the user interface or features of ClipMail Client and its corresponding ClipMail Pro screen, they are described in paragraphs bearing this control panel image.*

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### Topics

- [ClipMail Client Set Up Features](#) (page 7-2)
- [Shutting Down and Restarting ClipMail](#) (page 7-3)
- [Specifying Identification Information](#) (page 7-9)
- [Managing Your Address Book](#) (page 7-10)
- [Configuring Network Settings](#) (page 7-18)
- [Configuring Video Settings](#) (page 7-23)
- [Configuring Audio Settings](#) (page 7-29)
- [Performing Maintenance on Your ClipMail](#) (page 7-31)



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## CLIPMAIL CLIENT SET UP FEATURES

You can configure ClipView, Clip Express, and Clip Remote appliances directly in local mode, or in client mode with ClipMail Client.

### ClipMail Client Setup (ClipView | Express | Remote)

These advanced settings on ClipView, ClipExpress, and ClipRemote are only configurable via ClipMail Client:

- Group Addresses – addresses of ClipMail appliances and FTP systems where you will be sending the same parcel in one operation, similar to a group address in e-mail applications.
- Enabling FTP and adding Remote Server addresses.
- Identification – information about you, your company, and how to communicate with you via e-mail or telephone. This information is transmitted with media you send.
- Custom MPEG profiles – Creating custom profiles is a powerful feature that allows you to carefully control the quality of your media.
- Check Disk – Utility feature to scan your disk for errors.
- Audio – select audio input gain levels.
- FlipFactory metadata setup – available with High Performance option ([High Performance Option \(page 1-10\)](#)) on ClipExpress and Remote.

### ClipMail Client Setup (ClipMail Pro)

In ClipMail Pro, these advanced settings are only configurable using ClipMail Client:

- EDL Import – allows you to import EDLs with clip names.
- FlipFactory metadata setup – available with High Performance option ([High Performance Option \(page 1-10\)](#)).



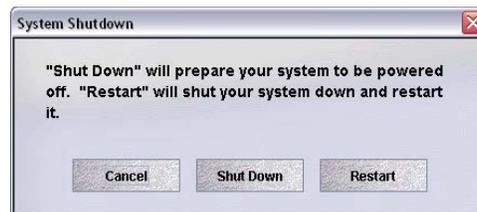
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## SHUTTING DOWN AND RESTARTING CLIPMAIL

Before turning the power off using the rocker arm on the rear panel of the ClipMail, always click the Shutdown button so that ClipMail closes all files, disconnects any FTP servers, and performs other shutdown tasks before you power down the appliance.

Click the Shut Down button to display the System Shutdown window.

Figure 7–1. System Shutdown window



**Shut Down.** Click Shut Down to notify the ClipMail you're about to turn it off. The ClipMail immediately returns to client mode and displays the System Shutdown window, indicating you can turn the appliance off, and ClipMail Client also displays a dialog notifying you that it is safe to turn the appliance off, and then displays the Telestream splash panel. Turn off the ClipMail and click OK to quit ClipMail Client.

**Restart.** Click Restart to shut down and reboot the ClipMail.

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## CONFIGURING SECURITY OPTIONS

When you click the Security button, ClipMail Client displays the Security window. Enter the security password in the password field. The default security password is *admin*.



### Caution

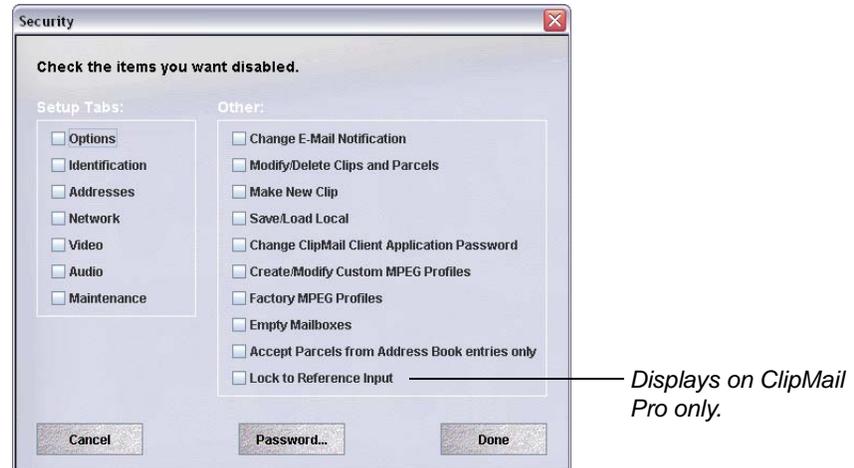
**To reduce security risks, the system administrator should change the password as soon as ClipMail is up and running in client mode. To change the password, log in using the default password (*admin*) and click Password.**

Figure 7–2. Enter the security password



When the correct password has been entered and you click Done, ClipMail Client displays the Security options window.

Figure 7–3. Use the Security panel to enable and disable features



If personnel have unsecured access to the ClipMail, you may want to secure the ClipMail from unauthorized changes. Check items that require a password, to prevent unauthorized users from changing set up configurations, and prevent users from executing certain activities.



#### NOTE

*Disabling a Set Up tab or items in the Other column disables related buttons on other windows, as well as making the tab inaccessible. Set Up options that enabled or disable in client mode are disabled when accessing ClipMail directly, in local mode.*

Check set up tabs and other functions that you want to disable. When a tab or function is disabled, you must log in to Security Options using the authorized password and enable it before it can be used. Click Done to update this information and dismiss the window.

To change the password, click the Password button on the Security panel. Enter the old (current) password, then the new password twice to confirm. Click Done to update the password.

## CLIPMAIL SET UP OPTIONS

To configure Clipmail appliances for operation, click the Set Up icon. ClipMail Client displays the Set Up window (Figure 7–4, following).

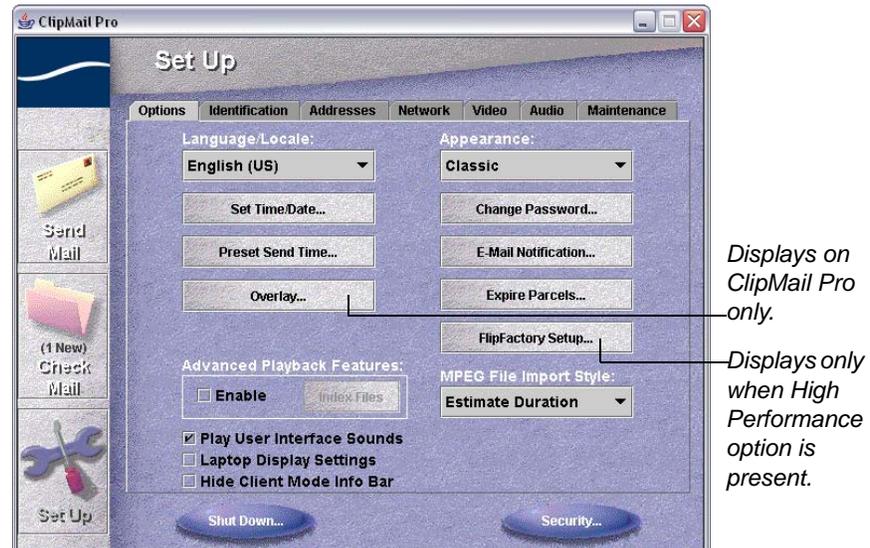
The Set Up window is organized topically by tabs. Click on a tab to display configuration options for the topic. In addition, two buttons at the bottom allow you to shut down or restart ClipMail ([Shutting Down and](#)



Restarting ClipMail on page 7-3), and set up configuration and feature security (Configuring Security Options (page 7-3)).

When you click Options on the Set Up window, ClipMail Client displays the Options tab.

Figure 7–4. Options tab in Set Up window



## CLIPMAIL PRO

ClipMail Pro displays a button at the bottom right labeled Client Mode, for connection by ClipMail Client via a network connection.

Use this window to select options as described in Table 7–1, following:

Table 7–1. ClipMail Options and Description

Option	Description
Language/Locale	Click the drop down menu to select the language you prefer or the region where ClipMail is being used. Select a language and ClipMail localizes the user interface for the language you've chosen. When you select a non-US locale, the date is displayed in DD/MM/YY format, and time is displayed in 24 hour format.
Appearance	Click to select among skins for the application.
<b>[ClipMail Pro Only]</b> Virtual Keyboards	Check to display the virtual keyboard on data entry dialogs and screens when no physical keyboard is attached to the control panel. <a href="#">ClipMail Pro Control Panel (page 2-16)</a> .
<b>[ClipMail Pro Only]</b> Screen Saver	Check to enable the screen saver and set the time for it to engage.



Table 7–1. ClipMail Options and Description

Set Time/Date	<p>Click to set the time, date, and time zone on the ClipMail.</p> <p>To obtain time from a Network Time Provider, check Enable and set up the server URL, interval and time-out.</p> <p>To use time from the host computer, click Match PC Time.</p> <p>These values are used to stamp all clips and files created by the ClipMail. Click Done to update the settings and dismiss the window.</p>
<b>[ClipMail Client Only]</b> Change Password	<p>Click to display the Change Password window. Enter the old (current) password, then enter the new password twice. The password is case-sensitive.</p> <p>Click Done to update the password and dismiss the window.</p> <p>The new password takes effect next time you log in.</p>
Preset Send Time	<p>Click to enter the send time for pre-scheduled parcel delivery. You can set a scheduled send time at the moment you send your parcel, or specify a regular delayed time for sending—such as late in the evening when you won't impact network efficiency during work hours.</p>
E-mail Notification	<p>Click to display the E-Mail Notification window to set up automatic e-mail notification of parcel transmission and reception.</p> <p>Enter e-mail addresses for those you want notified (Send To), who the mail is from (From) – usually yourself, and the IP address or domain name of the SMTP mail host used to process the mail.</p> <p>Check Outgoing start, Outgoing finish, Incoming complete, and Notify Recipient (sent when you've delivered a parcel) notification events.</p> <p>Click Done to save these settings and dismiss the window.</p>
Overlay	<p>(ClipMail Pro Only) Click to select a PNG file from the list, or add or delete PNG files from the list. For details, see <a href="#">Adding Leaders, Trailers, and Watermark Overlays (ClipMail Pro Only) (page 8-15)</a>. This button is not displayed on the control panel.</p>
Expire Parcels	<p>Click to display the Expire Parcels window to automatically remove parcels from selected mail boxes after they have aged a certain time.</p> <p>First, specify the time of day to perform the operation.</p> <p>Next, check each box you want processed, and then select the number of days the parcel should remain on your ClipMail before being removed. Click Done to update the settings and enable this feature.</p>
FlipFactory Setup	<p>This button displays only in ClipMail Client, when the High Performance License option has been installed. Click to select the Capabilities XML file on the FlipFactory server where you plan to send parcels for processing. For details, see <a href="#">FlipFactory Setup (page 7-8)</a>.</p>



Table 7–1. ClipMail Options and Description

Advanced Playback Features	Check to enable Advanced Playback features ( <a href="#">Enhanced Playback Capabilities (page 1-4)</a> ). Reboot the ClipMail to enable the features. Click Index Files one time when you enable Advanced Playback, if you want your <i>current</i> MPEG files to be played with Advanced Playback. This process may take several hours, depending on the volume of media stored on your ClipMail. Telestream suggests indexing your files for advanced playback at the end of a work day. Enabling Advanced Playback slightly increases file transfer times. The increase in time varies by number of frames and file size.
MPEG File Import Style	Select Estimate Duration to provide an estimate of the duration of an MPEG file based on the bitrate and file size. Select Accurate Duration to scan the file and count frames. This option takes more time; progress is reported. This setting is used during playback of imported files. If Estimate Duration is selected, playback may not be frame accurate.
Play User Interface Sounds	Check to turn on audio confirmation of ClipMail Client events (mail arrival, button clicks, etc.).
<b>[ClipMail Client Only]</b> Laptop Display Settings	The reflection often seen on laptop flat panel displays often makes it difficult to see panel details. To increase contrast, Check Laptop Display Settings.
<b>[ClipMail Client Only]</b> Hide Client Mode Info Bar	Check to hide the client mode indicator box on the video monitor when ClipMail Client is connected.
Shut Down	Click to shut down the appliance
Security	Click to configure security options



## FlipFactory Setup

The FlipFactory Setup button is only available in ClipMail appliances that have the High Performance software option installed ([High Performance Option License](#) on page 1-22).

Click FlipFactory Setup to display the FlipFactory Setup dialog. Click Select to browse to your target FlipFactory server and navigate to the Capabilities XML file on the server (C (or other drive) > Program Files > Telestream > FlipFactory > XML > Capability.xml). Click remove to permanently erase the currently active capability file. The FlipFactory capability file contains XML-based label sets that define metadata information that can be entered for this FlipFactory at the time of encoding clips on ClipMail for delivery to the target FlipFactory.

See the FlipFactory User's Guide for more information on FlipFactory metadata labels. The FlipFactory Capability file is located in the XML directory of a Flip Server.

(default: C:\Program Files\Telestream\FliFactory\XML).

Figure 7–5. FlipFactory Setup dialog



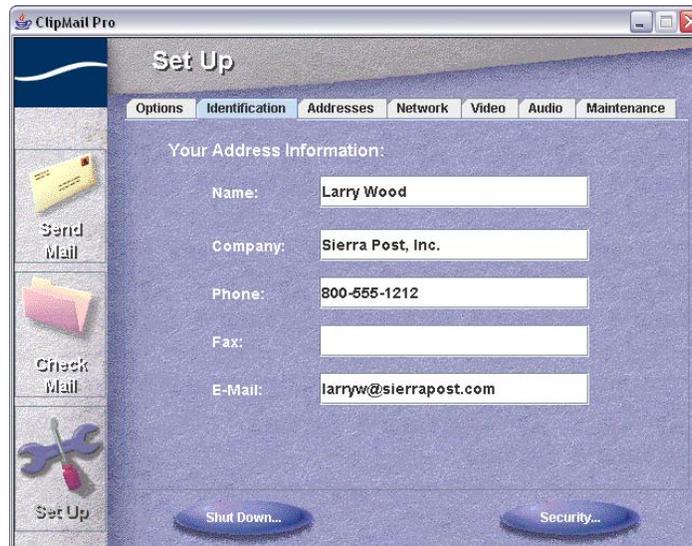
Click Select to browse, identify and import a capability.xml (default location: C:\Program Files\Telestream\FliFactory\XML\Capability.xml) file for the purpose of defining metadata labels used in this FlipFactory when you send parcels to it for processing.

Click Remove to delete the current capability.xml file you previously imported.

## SPECIFYING IDENTIFICATION INFORMATION

ClipMail distributes identification information with media clips sent to other ClipMail users. When you click Identification on the Set Up window, ClipMail Client displays the Identification tab.

Figure 7–6. Identification tab in Set Up window



Use the Identification window to enter information about you and how you can be contacted.

Table 7–2. Identification Window Fields

Field	Description
Name	Enter your name or title
Company	Enter your company or business name
Phone	Enter your phone number
Fax	Enter the phone number of your fax machine
E-mail	Enter your e-mail address

Information you supply in the Identification window is displayed when a ClipMail user clicks an incoming parcel's From button.



### CLIPMAIL PRO

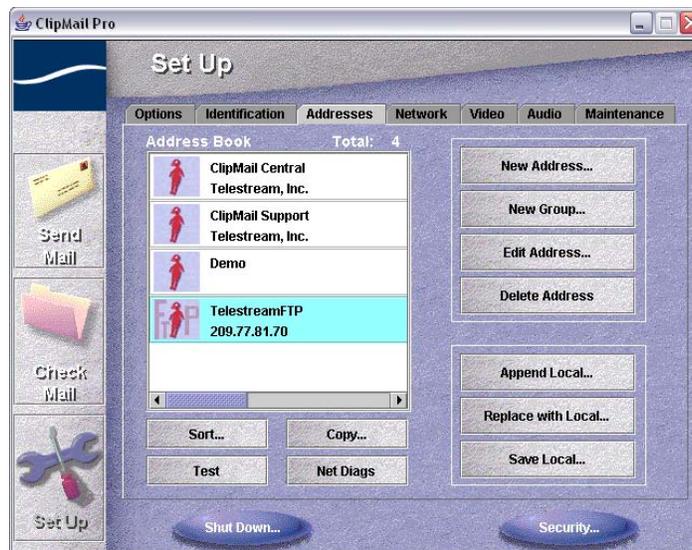
*Click the Modify button on the ClipMail Pro control panel to modify this information.*



## MANAGING YOUR ADDRESS BOOK

When you click the Addresses tab on the Set Up window, ClipMail Client displays the Addresses tab. Use this panel to create and manage addresses and group addresses for your ClipMail.

Figure 7–7. Addresses tab in Set Up window



It is often useful to define your frequently used addresses before sending parcels.



### NOTE

*ClipView, ClipExpress, and ClipRemote users can only create and edit group addresses using ClipMail Client. ClipMail Pro users may use ClipMail Client or the control panel.*

The addresses you create in the ClipMail address book identify ClipMail appliances, FlipFactory servers, or FTP servers where you plan to send parcels. You can also add or edit addresses and group addresses from the Send Mail and Send To windows.

You can organize addresses individually, and you can also create group addresses. Creating group addresses allows you to set up distribution lists of people to whom you send the same media parcels. Individual address may belong to one or more group addresses.

Table 7–3. Addresses Tasks Overview

Task	Description
New Address	Click, to create a new ClipMail, FlipFactory or FTP Server address. See <a href="#">Creating a New Address (page 7-12)</a> .
New Group	<p>Click to display the Address Group window. Enter the group name in the name field. To add an address to the group, select it in the left column and click Add. When the group is complete, click Done. The new group address is displayed in the Address Book along with individual addresses.</p> <p>Note: Adding an individual or group address to a group address does not remove it from the list as an individual address.</p>
Edit Address or Group Address	<p>Select an individual or group address and click Edit. For individual addresses, ClipMail Client (or control panel in ClipMail Pro) displays the Edit Address window. Make changes and click Done to update the address.</p> <p>For group address, ClipMail Client (or control panel in ClipMail Pro) displays the Edit Group window. Add or remove individual addresses and click Done to update the address. For details, see <a href="#">Creating a New Address</a> on page 7-12.</p>
Delete Address or Group Address	Select an individual or group address and click Delete to permanently remove it from the address book. Click Yes on the confirmation dialog to perform the action, or no to cancel.
<b>[ClipMail Client Only]</b> Append Local	Click Append Local to add the contents of the local address book on your computer (or other local network server) on ClipMail. ClipMail Client displays the Load Address Book window. Select the address book file (.cab) and click Load Address Book. ClipMail Client adds the contents of the selected cab file to your ClipMail Address Book.



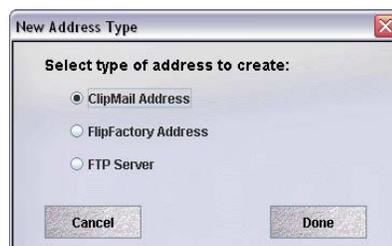
Table 7–3. Addresses Tasks Overview

<p><b>[ClipMail Client Only]</b> Replace with Local</p>	<p>Click Replace with Local to load a cab file from a computer to replace the address book on ClipMail. ClipMail Client displays the Open dialog. Select the file and click Save Address Book.</p> <p><b>Caution:</b> This action permanently replaces the address book on ClipMail.</p>
<p><b>[ClipMail Client Only]</b> Save Local</p>	<p>Click Save Local to save the addresses in the ClipMail address book to the local computer as a cab file. ClipMail Client displays a Save dialog. Select the directory and name the file, then click Save Address Book.</p>
<p>Sort</p>	<p>Click to display the Sort Window. Select a field to perform the primary sort on, and select Ascending or Descending. Optionally, check Do Secondary Sort, and select a second field for sorting and select Ascending or Descending. Click Done to sort the addresses.</p>
<p>Copy</p>	<p>Select an address to copy and click to display the New Address window, populated with the data of the selected address. Make changes and click Done to create a new address.</p>
<p>Test</p>	<p>Select an address and click Test to verify the connection by pinging the target device. ClipMail Client (or control panel in ClipMail Pro) displays the Testing Connection window, then reports success or failure.</p>
<p>Net Diags</p>	<p>Click to display the Network Diagnostics window to perform network diagnostics tests. See <a href="#">Performing Network Diagnostics (page 7-16)</a>.</p>

## Creating a New Address

Click New Address display the New Address Type dialog:

Figure 7–8. Select an address type for a new address



You can create addresses for the following types of devices:



**ClipMail Address.** Send media clips to other ClipMail appliances (ClipMail Pro, ClipExpress, ClipView and ClipRemote).

**FlipFactory Address.** You can send media clips directly to a FlipFactory Server.

**FTP Server.** Send media clips to FTP servers.

Select the type of address to create and click Done to continue.

## Creating a ClipMail Address

When you select ClipMail Address (Figure 7–8 on page 7-12), ClipMail Client displays the New Address window for ClipMail addresses. Use this window to create a new address, or edit an existing one.

Figure 7–9. New Address dialog

Enter information in these fields (fields displayed in red are required). Click Done to save the address:

**Name (required).** Person or company name to display in address list.

**Company.** Business or company name.

**ClipMail (required).** ClipMail IP address (*192.168.100.1*, for example) or domain name (*www.sierrapost.com*, for example) for this ClipMail.

**Phone.** Telephone number for the person responsible for the ClipMail at this destination.

**Fax.** Fax number for the ClipMail user at this location.

**E-Mail.** E-mail address for the ClipMail user at this location.

**Proxy Servers.** If the address has an FTP proxy server, enter its IP address here.

**FTP Port.** The FTP port number default value is 21. Don't change this number unless directed by the Network Administrator.



## Creating a FlipFactory Address

When you click FlipFactory Address (Figure 7–8 on page 7-12), ClipMail Client displays the New Address window for a FlipFactory server. Use this window to create a new address, or edit an existing one.

Figure 7–10. New Address window for creating a FlipFactory address



Name:	SierraPostFlipFactory
Account:	BackRoadsCA
Factory:	ToAvid
SMTP Server:	flipfactory.com
Flip Engine:	219.142.100.073

Enter information in these fields (all fields are required). Click Done to save the address:

**Name (required).** Person or company name to display in address list.

**Account (required).** Name of account the factory is located in (see FlipFactory User's Guide).

**Factory (required).** Name of the factory that will process the media.

**Domain (required).** SMTP Server domain (same as domain in FlipFactory System Settings, SMTP Server). Used when SMTP server is not local to this domain, and used to send messages to a different network.

**Flip Engine (required).** The IP address of the FlipFactory server. If the Flip Engine is installed on a server with multiple NICs, be sure to identify the proper NIC card's IP address.

## Creating an FTP Server Address

When you click FTP Server (Figure 7–8 on page 7-12), ClipMail Client displays the New Address window for an FTP server. Use this window to create a new address, or edit an existing one.



You can use these addresses to deliver parcels, and you also use these addresses if you are setting up a Remote mailbox ([Setting Up an FTP Server as a Remote Mailbox \(page 7-21\)](#)).

Figure 7–11. Use New Address window to create an FTP address

Enter information in these fields (fields in red are required). Press Done to save the address:

**Name (required).** Enter a person or company name to display in the address list.

**FTP Server (required).** Name of FTP server to display in address list.

**User Name (required).** Name used to log on to the FTP server.

**Password.** Phrase used as password for FTP login. If you do not supply the password and it is required for logon, the FTP connection will fail.

**Directory.** Media directory path to target when logging on.

**Recipient's Proxy Server.** If the FTP server is accessed via a proxy server, enter proxy server's IP address.

**Send...via Proxy server.** Check if this ClipMail is controlled via a proxy server.

**FTP Port.** Port number of the FTP server (default 21).

**Deliver Files Only.** Check to deliver only the media file, and do not deliver the associated files that define the bundle as a ClipMail parcel.

When ClipMail sends a parcel to an FTP server, it creates a Packages directory in the specified directory, plus a time-stamp directory in the packages directory. Each parcel is a bundle of three separate files – \*.mpg



(the media file), \*.txt and \*.xml. The contents of the text and xml files are used to define the media file as a ClipMail parcel.



#### NOTE

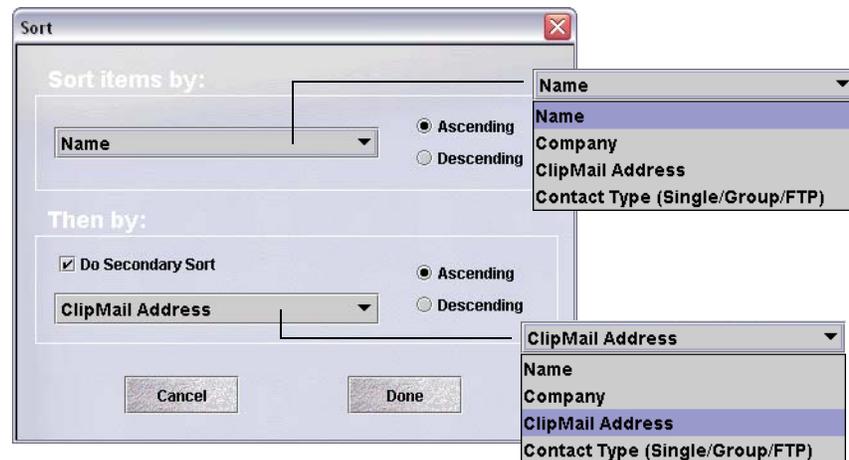
*Delivering the media file only is an efficient way to deliver MPEG files for playback, but precludes use of the media file as a ClipMail parcel unless you import it again and create a new clip.*

When delivering media to an FTP server, the username and password you specify must have *write* privileges set on the FTP server, and if you plan to use the same username and password for multiple ClipMail users, be sure to configure the server to support multiple concurrent sessions.

## Sorting

Sorting can be performed in either alphabetical or sequential order, ascending or descending.

Figure 7–12. Sort dialog



You can customize how your clip lists display by selecting a primary sort and a secondary sort item. For example, you can sort the list by name with a secondary sort key of Date & Time to view clips sorted by name, with like-named clips also sorted in order of creation date.

## Performing Network Diagnostics

Use the Network Diagnostics panel to test the network path and devices through which your ClipMail media will be sent. This testing is normally done on initial setup, then as a troubleshooting function as needed.

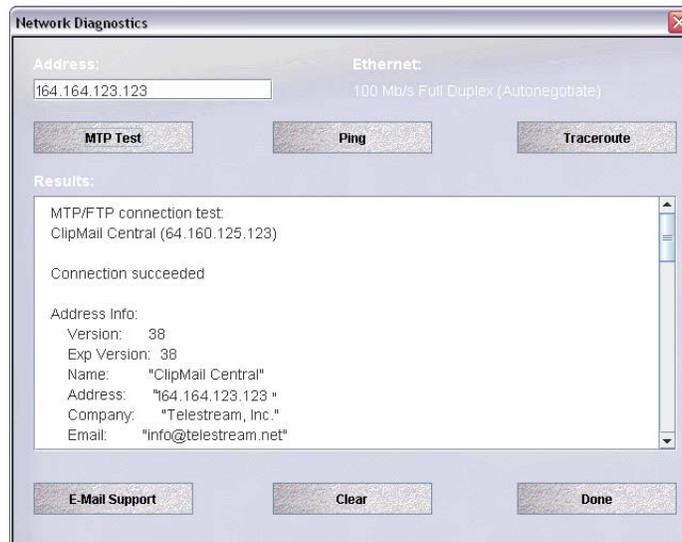
To get to the Network Diagnostics panel go to Set Up/Addresses, and click on the Net Diags button.

You can test ClipMail systems and FTP sites. A progress dialog box is displayed while the test is executing; when the test is completed a Results dialog panel displays the test results.



The Results data from multiple tests are kept during the current session, until either the Clear button is pressed, or the Network Diagnostics panel is closed via the Done button.

Figure 7–13. Network Diagnostics window



Enter an IP address to be tested in the Address text box and then proceed with any or all of the following tests:

**Ethernet status.** On the top right of the Network Diagnostics panel you can see the result of the Ethernet set up.

**MTP Test.** Media Transfer Protocol Test. Test the addressed IP device as to its ability to process ClipMail data.

**Ping.** Use Ping to send test packets to another ClipMail system or FTP site. A quick way to see if a receiving station is online.

**Traceroute.** Tests all servers and gateways between a ClipMail system and the addressed IP device.

**E-Mail Support.** Send data captured on the Results display to a designated support e-mail address.

**Clear.** Clear the Results area display.

**Done.** Exit the Network Diagnostics panel.

## Adding Addresses Via Send Mail or Check Mail Operations

When you click on the Send To field (labeled 2) in the Send Mail panel, ClipMail Client displays the Send To panel for selecting addresses.

Another way to navigate to the Send To panel is via the Check Mail button on the Main panel. Click Check Mail > View... > Forward... and click in the Send To box to display the Send To panel.



## CONFIGURING NETWORK SETTINGS

Click Set Up > Network to display the IP address settings and several buttons to configure network parameters.

Figure 7–14. Network tab in Set Up window

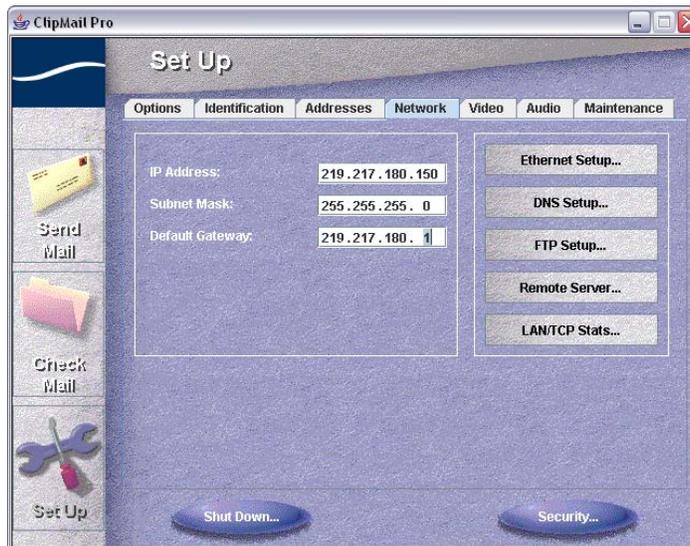


Table 7–4, below, describes the network settings you need to enter to correctly connect this ClipMail to your network.

Table 7–4. Network Tab Fields and Buttons

Field or Button	Description
IP Address, Subnet Mask & Default Gateway	Displayed on the left; enter this device's IP address, subnet mask and default gateway IP address. For details, see ( <a href="#">Configure Network Settings (page 3-13)</a> ).
Ethernet Setup	Click to display Ethernet Setup window and select Autonegotiate (default), or specify 100MB or 10MB Ethernet. When selecting 100MB or 10MB, also specify half or full-duplex. Some switches, hubs & routers may not auto-sense Ethernet speed.  If you select to auto-negotiate, the speed displays on the Network Diagnostics window.  <i>Note: Your network may contain equipment that is not compatible with auto-negotiation, which may result in your ClipMail failing to connect. Test the connection by setting the ClipMail to 10MB or 100MB.</i>



Table 7–4. Network Tab Fields and Buttons

DNS Setup	Click to display the DNS Setup window and specify the DNS server on your network (on the following page).
FTP Setup	Click to display the FTP Setup window and specify how FTP servers are configured and accessed on your LAN ( <a href="#">Creating an FTP Server Address (page 7-14)</a> ).
Remote Server	Click to display the Remote Server window to select, enable and configure as a Remote mail box ( <a href="#">Setting Up an FTP Server as a Remote Mailbox (page 7-21)</a> ).
LAN/TCP Stats	Click to display the LAN/TCP statistics window and view and collect statistics ( <a href="#">Figure 7–18 on page 7-22</a> ).

## Default Network Settings

Default network settings for ClipMail:

- IP address: 192.168.200.1
- Subnet mask: 255.255.255.0
- Default gateway: 192.168.200.10

## Specifying Your DNS Server

Click DNS Setup to display the DNS Setup window.

Providing access to your DNS server allows others to use your domain name instead of IP addresses when sending clips to this device via LAN or the Internet.

Figure 7–15. DNS Setup window

**Host Name.** Name of DNS server. The Host Name precedes the domain, separated by a period in a fully-qualified DNS domain name. For example in the Domain Name: *Aurora.telestream.net*—the text *Aurora* is the host name and *telestream.net* is the domain.

**Domain.** Internet domain where this DNS server resides. The host name and domain are combined to create the complete DNS domain name.



**Primary Server.** IP address of the physical host used as the Domain Name Server (DNS server).

**Secondary Server.** IP address of alternate DNS server, if available.

## FTP Setup

Click FTP Setup to display the FTP Setup window and define the ClipMail's FTP configurations.

Figure 7–16. FTP Setup dialog



Click Done to save the settings and dismiss the window. Obtain these settings from your network administrator.

**My Proxy Server.** If your site has an FTP proxy server for network security, enter its IP address or domain name to route FTP traffic from ClipMail through your proxy server.

**FTP Port.** The FTP port field default value is 21.

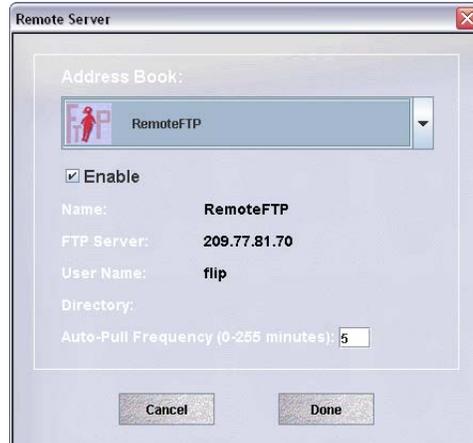
**Always Use PASV (Passive) Mode.** Check to enable PASV mode. When getting parcels from the Remote Box, use Passive FTP mode if the FTP setup dialog calls for it.

**Enable FTP Server Address Creation.** Check to allow this ClipMail to send parcels to FTP servers. When enabled, when you create a new destination address, you can choose to create an FTP address in addition to a ClipMail address or a FlipFactory address.

**Remote Server.** Click Remote Server to display the Remote Server window, assign an FTP server to the Remote Mail Box and choose

whether or not to automatically retrieve media clips from this server and place them in your In box.

Figure 7–17. Remote Server selection dialog



An FTP server can be used as a media exchange device, just like ClipMail appliances. On the FTP server, the FTP account (user/password) must have *read* permission so that the user can read the media files.

Check Enable to start using the Remote Server and select an FTP server from the list of FTP servers in your address book.

Enter a number between 1 and 255 in the Auto-Pull Frequency field to indicate how often (in minutes) ClipMail should check for and download new media clips into your In Box. Enter 0 to disable automatic deliver of media clips from this server.



#### NOTE

*If you enable auto-pull to automatically retrieve parcels from an FTP server, pre-existing parcels (if any) will not be pulled. You must retrieve pre-existing parcels manually, using Get (See [Remote Buttons Summary \(page 5-18\)](#)).*

Click OK to update settings and dismiss the window.

---

## SETTING UP AN FTP SERVER AS A REMOTE MAILBOX

To set up ClipMail to receive parcels from an FTP server (Remote Mailbox), you must first set up an FTP address ([Creating an FTP Server Address \(page 7-14\)](#)) for the server and provide the correct logon details. The directory you specify in the FTP server address must have read permission for the username you use (Set Up > Address > New Address > FTP Address).



To set up the remote Mail box, you specify an FTP site to retrieve parcels from. Click Set Up > Network > Remote Server and select the FTP server address in the Address Book menu to read the files from.

Check Enable, and specify the amount of time to pass between checks.

When the remote FTP server is defined and enabled, ClipMail Client and ClipMail Express, View, and Remote displays the Remote tab in your Check Mail panel. The Remote tab displays media parcels stored on the selected FTP server. You can pull parcels from this FTP server, just as you would from your other ClipMail mail boxes. In the Remote Tab window is a View button that allows you to inspect the contents of a remote parcel without actually moving the media to your ClipMail.



## NOTE

*You can't play clips directly from an FTP server. To play them, you must Get them or Import them to your In box.*

## LAN/TCP Statistics

Click LAN/TCP Stats to display a window displaying statistical information on data packets.

Figure 7–18. LAN/TCP Statistics window



The LAN/TCP Stats window also displays data collisions or errors that were detected. Click the TCP Statistics button to conduct a test and display detailed results in the text window. This information may be useful when troubleshooting networks. The information is retained from the last system boot-up.



## CONFIGURING VIDEO SETTINGS

When you click the Video tab on the Set Up window, ClipMail Client displays the current video settings.

Figure 7–19. Video tab in Set Up window



The Video and Audio menu panels allow you to select your audio and video inputs from the available connectors on the rear panel of the appliance, and configure settings for each.

### Video Input (ClipExpress | ClipMail Pro | ClipRemote)

Choose from the available video input connectors as the video source.

- **Composite.**
- **S-Video.**
- **Component.** (ClipMail Pro only).
- **Serial Digital.** (ClipMail Pro only).



#### NOTE

*Composite is the factory default. ClipMail saves this setting and uses it when recording clips until you change it.*

### Parcel Playback

Check Parcel Playback Clip Spacing to pause between each clip, when playing a multiple clip parcel. When this option is selected, choose the pause time in seconds.



### Lock Playback to Input (ClipExpress only)



Check to lock the playback output to the video input selected (for example, S-Video). If unchecked, the internal reference is used.

---

#### NOTE

*The record function is not affected by this setting.*

---

### Lock Reference to Input (ClipMail Pro only)

Check to lock the playback output to Reference Video input. If unchecked, the internal reference is used.

### 0% Setup Level (Japan)

Check to set a pedestal level that is ideal for most Japanese broadcast television uses.

### Video Standard

Select the appropriate video standard: 525/NTSC or 625/PAL.




---

#### NOTE

*The ClipMail must be rebooted after changing the video standard for the change to take effect.*

---

Choose the proper video input and output gain thresholds to match the signals you're working with. Checking Japanese Video Levels sets the related gain threshold to typical Japanese broadcasting standards.

### VTR Port

Select Master or Slave mode for recording clips when using an edit controller.

- In Master mode, the ClipMail will send VTR transport commands to a VTR.
- In Slave mode, (Manual recording method selected), the ClipMail emulates a VTR and accepts VTR commands (Edit On, Play, Rewind, Seek, etc.).




---

#### NOTE

*ClipView, Express, and Remote users must reboot after changing the video standard for the change to take effect. You do not have to reboot a ClipMail Pro when making changes to VTR settings.*

---

A special RS-422 Slave Mode Adaptor Cable is required to operate in Slave mode. For cable details, see [Table 1–10](#), in [Operating in Slave Mode with Avid NLE](#) (page 1-19).



## Viewing, Editing and Creating Custom MPEG Profiles

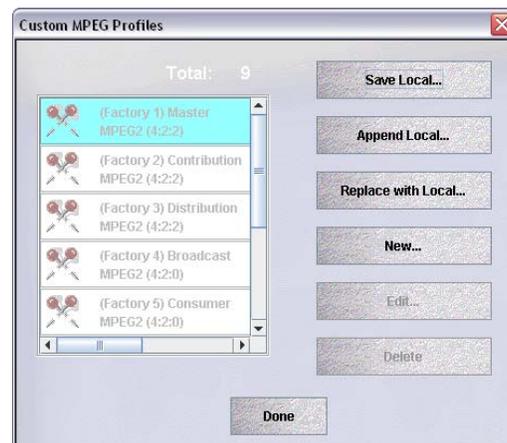
### VTR

This field displays the current VTR configuration. To change the type, click Change VTR and choose from the VTR profiles in the popup list.

The ClipMail displays all MPEG profiles and their settings. It also allows you to create or edit customized profiles.

Click MPEG Profile to display the Custom MPEG Profiles window.

Figure 7–20. Custom MPEG profiles



ClipMail provides additional panels that allow you to customize MPEG profiles. This may be handy if you are creating material to be viewed on a 3rd-party vendor's decoder.

When a clip using a custom profile is sent, the profile is automatically sent with it.



### NOTE

*Custom profiles are a powerful feature that allows you to create unusual or even un-playable (on other vendor's hardware) media. It also allows you to create media ranging from very compact (low quality) to very high quality, but large and bandwidth unfriendly. Use this capability wisely, especially when trading media with others.*

*To create a custom profile, select one of the MPEG profiles, and click New to edit the settings and save it as a custom profile.*

**Save Local [ClipMail Client Only].** Click to save the selected profile(s) to your local computer or network server. ClipMail Client displays a Save dialog. Navigate to the server and directory path where you want the profile(s) saved and click Save Profile. (The file suffix is *usr*).

**Load Local [ClipMail Client Only].** Click to load the selected profile(s) from your local computer or network server onto the connected ClipMail. ClipMail Client displays an Open dialog. Navigate to the server



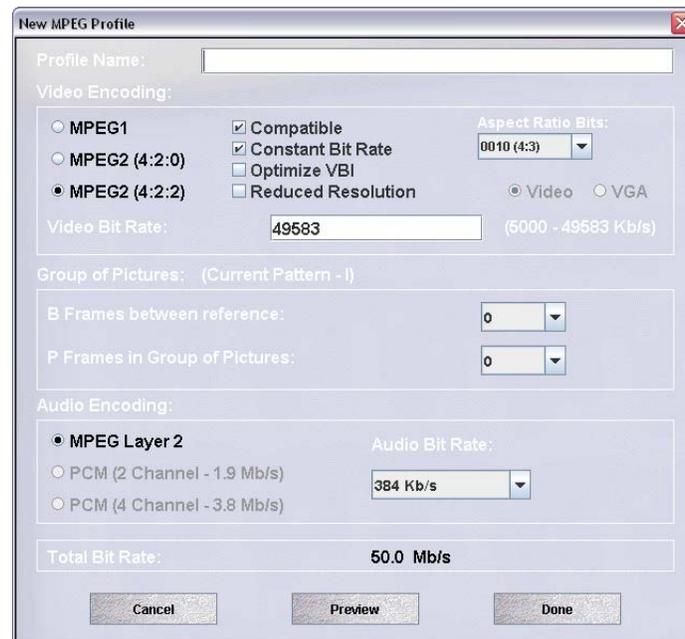
and directory path and select the custom MPEG profile file to load. Click Load Profile.

**New.** Click to create a new custom profile using the characteristics of the selected profile. All fields are blank if no profile is selected.

**Edit.** Click to display the MPEG Profile window with the details of the selected MPEG Profile. Make changes and click OK to update it.

Click New or Edit to display the New MPEG Profile window.

Figure 7–21. New MPEG profiles dialog



This window allows you to specify MPEG settings for this new profile.



## CLIPMAIL PRO

*When displayed on the control panel, Video Encoding, Group of Pictures, and audio Encoding buttons display details shown directly in the New MPEG Profile dialog when displayed in ClipMail Client. Click each button to display and modify these settings.*

## MPEG1

Video compression standard for optimized playback of VHS-quality video over IP networks. The MPEG 1 method uses frame content differencing when performing compression. Choosing this button selects MPEG1 for use from 128 Kbps to 5 Mbps video. Media will be compressed as either SIF (source input format using standard IBP MPEG system stream: 240x352 NTSC or 288x352 PAL) or QSIF (112x176 NTSC or 144x176 PAL). The exact resolution is dependent on the setting of the Reduced Resolution checkbox (see definition later on these pages).



MPEG2 provides increased image quality over MPEG1. MPEG2 is the video compression standard for broadcast quality video, offering data rates above 5 megabits per second. The compression algorithms are scalable, ranging from approval quality video all the way to digital master studio media quality.

### **MPEG2 (4:2:0)**

This setting selects MPEG2 main profile at main level (MP@ML) ideal for use at data rates of 1.5 to 8 Mbps. A 4:2:0 setting has half the color difference information of 4:2:2 sampling. VBI data is not passed when using this setting.

The exact resolution is dependent on the setting of the Reduced Resolution checkbox (see definition later on these pages).

### **MPEG2 (4:2:2)**

Selects MPEG2 main level professional quality (ML @ 4:2:2 P), which can also be used for data rates from 1.5 to 8 Mbps. The 4:2:2 encoder can be used at these lower bit rates in order to preserve VBI information, however the picture quality is inferior to comparable 4:2:0 bit rates. This standard supports both constant and variable bit rates, and allows passing data during the vertical blanking interval (VBI). 4:2:2 is the ratio of bits between the black and white (Y) and color difference (U and V) samples. 4:2:2 means that for every four samples of the black and white component, two samples of each of the two color components (U and V) are taken. The exact resolution is dependent on the setting of the Reduced Resolution checkbox (see definition later on these pages).

### **Compatible**

Selects whether you want the profile to be Telestream-optimized for the highest quality (unchecked) or Compatible MPEG2 (box checked), which makes media clips compatible with the largest number of 3rd-party MPEG2 decoders.

### **Constant Bit Rate**

When selected, this checkbox causes the ClipMail encoder to produce a constant bit rate stream. If unselected, ClipMail uses the more efficient Advanced single pass variable bit rate encoding.

**Optimize VBI.** Only available with the MPEG2 4:2:2 Encoder. When selected, this checkbox tells the ClipMail Pro encoder to use less compression in the VBI region of the picture. This may help preserve VBI data such as Timecode and Closed Captions.

**Aspect Ratio Bits.** Allows you to specify the value of the aspect ratio description bits in the MPEG elementary stream created by ClipMail. This may be useful if another system performs further processing on the file.



## Reduced Resolution

This checkbox, when used with the currently selected video standard (Setup/Video panel) and MPEG choice (MPEG1, 4:2:0, or 4:2:2) determines the exact panel resolution:

Table 7–5. Media Resolution by MPEG Format

MPEG Format	Resolution (Reduced Res. Checked)	Resolution When Reduced Res. not Checked
MPEG1	QSIF NTSC 112(L) x 176(Pixels) QSIF PAL 144(L) x 176(Pixels)	SIF NTSC--240(L) x 352(Pixels) SIF PAL--288(L) x 352(Pixels)
MPEG2 4:2:0	Half D1 Resolution NTSC 480(L) x 352(Pixels) Resolution PAL 576(L) x 352(Pixels)	Full D1 Resolution NTSC 480(L) x 720(Pixels) Resolution PAL 576(L) x 720(Pixels)
MPEG2 4:2:2	Half D1 Resolution NTSC 512(L) x 352(Pixels) Resolution PAL 608(L) x 352(Pixels)	Full D1 Resolution NTSC 512(L) x 720(Pixels) Resolution PAL 608(L) x 720(Pixels)



### NOTE

*When Reduced Resolution is checked and video encoding is MPEG1, you can select Video or VGA as part of the MPEG1 Reduced Resolution setting. VGA resolution is described in [Table 7–5](#) above. Video resolution is 352(Pixels) x 112(L) for NTSC and 352(Pixels) x 144(L) for PAL.*

*This is due to a hardware limitation of the ClipMail MPEG decoder and the encoded MPEG1 file will play back on a ClipMail and not be distorted in the vertical axis. If the MPEG1 media is destined to be played on other hardware or a PC, you should use the VGA setting.*

**Video Bit Rate.** Enter a desired rate from the range shown at the right of the field. The range will vary depending on the Video Encoding mode selected.

## Group of Pictures

**B Frames Between Reference.** Select the number of bidirectionally predicted (or “B”) frames to be transmitted between each reference frame (I or P frame). B frames are not used as the basis of algorithmic



prediction. Your available choices will vary depending on which MPEG format you're using.

**P Frames in Group of Pictures.** Select the number of predicted frames (P frames) to be created algorithmically from the complete spatially compressed input frame (I frame).

## Audio Encoding

**MPEG Layer 2.** Selects MPEG Layer 2 audio compression. Enter how much compression from the Audio Bit Rate menu that follows.

**PCM (2 Channel–1.9 Mb/s).** Selects linear 16-bit PCM audio without compression–2 channels. This follows SMPTE 302M format.

**Audio Bit Rate.** Select a desired bit rate from the drop down menu.

**Total Bit Rate.** Information only field showing your total bit rate based on the options selected.

## CONFIGURING AUDIO SETTINGS

When you click Options on the Set Up window when connected to ClipExpress or ClipRemote, ClipMail Client displays the Set Up window (Figure 7–22) shown below.

Figure 7–22. Audio tab in Set Up window (ClipExpress | ClipRemote)



Use the Audio menu Set Up panel to select Audio Input Gain levels of +10 dB, -10dB, or None.



When you click Options when connected to ClipMail Pro, ClipMail Client displays this Set Up window (Figure 7–23.)

Figure 7–23. Audio tab in Set Up window (ClipMail Pro)



Check 2 Channel Input if you have 2 audio channels, then select either Analog, AES/EBU or Embedded (when SDI is selected for video).

For 2-channel audio, you can also unselect 2 Channel Input, then select Analog or AES/EBU to output the 2-channel audio on all output ports.

For 4-channel audio, select Embedded for SDI. Channels 1 through 4 are embedded on SDI output. Channel 1 and 2 are output on Analog; channels 3 & 4 are output on AES/EBU.

Select Analog when input channels 1 and 2 are analog and channels 3 and 4 are AES/EBU. Output audio is identical: channels 1 and 2 are analog and channels 3 and 4 are AES/EBU.

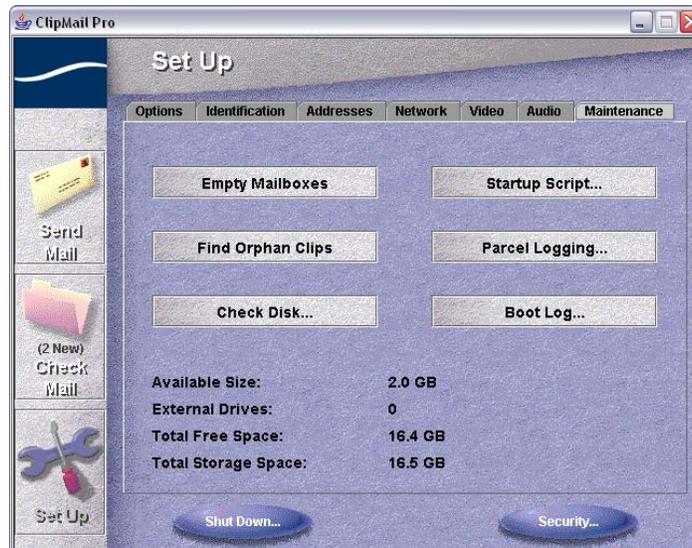
Select AES/EBU when input channels 1 and 2 are AES/EBU and channels 3 and 4 are analog. Output audio is identical: channels 1 and 2 are AES/EBU and channels 3 and 4 are analog.

Also select the output sample rate.

## PERFORMING MAINTENANCE ON YOUR CLIPMAIL

When you click the Maintenance tab on the Set Up window, ClipMail Client displays details about the hard disk on your ClipMail, and buttons to perform maintenance tasks.

Figure 7–24. Maintenance tab in Set Up window



### CLIPMAIL PRO

*When viewed on control panel, this window displays a Calibrate and Factory Settings button to provide adjustment for the control panel.*

### [Control Panel] Touch Screen Calibration

Tap Calibrate to select 3 different points on the screen to recalibrate the touch screen.

### [Control Panel] Factory Settings

Tap Factory Settings to revert to the default settings. Click Yes to revert within 10 seconds, or the dialog is dismissed automatically.

### Find Orphan Clips

Click Find Orphan Clips to locate and remove media files that aren't referenced by any parcel (thus the term *orphan*) and combine them into a new parcel in the Saved tab. Find Orphan Clips makes it easy to delete redundant clips, multiple loads, and unused project files from your ClipMail disk and keep your system operating efficiently.



When you click Find Orphan Clips, ClipMail Client displays the Find Orphan Clips confirmation dialog. Click Yes to continue.

Figure 7–25. Orphan Clips window – review clips to save or delete



After running Find Orphan Clips, click OK on the completion notification dialog. Click the Check Mail > Saved tab to display parcels in this mailbox. Open the Orphan Clips parcel for review (double-click the parcel or select it and click the View button). Keep the clips you want and delete those you don't, or delete the entire parcel.



## Empty Mailboxes

As your ClipMail sends and receives media parcels, your hard disk stores them on various sectors of the hard disk. Over time, this activity results in fragmentation—free space on the disk becomes divided into small, unusable area, and results in reduced performance.

When you de-fragment the disk by performing the Empty Mailboxes command, all clips and associated files are deleted and the free space is once again contiguous. When free space is mostly contiguous, the ClipMail performs more efficiently and ensures maximum throughput.



### Caution

**Before emptying your mailboxes, you should copy these parcels to a remote (FTP server) mailbox, store them locally on your computer, or other network server. You can restore them after de-fragmentation is complete.**

**You should also perform find all orphan clips before emptying the mailboxes.**

**Emptying Mailboxes causes a permanent, undoable removal of all files and media clips.**

Click the Empty Mailboxes button to de-fragment your ClipMail hard disk. De-fragmenting your hard disk requires deleting all clips from your In, Out, New, and Saved mailboxes. ClipMail Client displays an Empty Mailbox confirmation dialog to determine that you are prepared to delete all clips from your mailboxes. Click Yes to proceed.

ClipMail Client deletes all files from each mailbox and all clip lists. It does not delete your Set Up information or group addresses.



### NOTE

*ClipMail automatically takes itself offline from the network during all disk maintenance and software update operations.*

## Check Disk

Click Check Disk (Set Up > Maintenance) to perform a file system check on your hard disk(s).



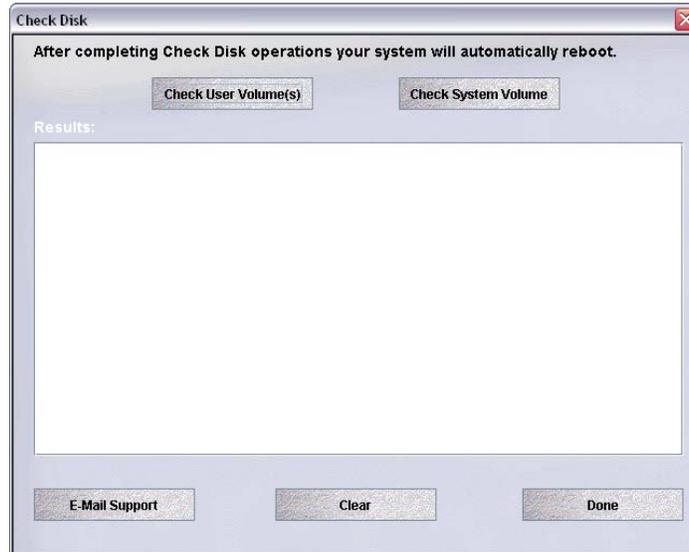
### TIP

*ClipMail automatically restarts after a check disk operation. Don't run Check Disk unless you're prepared to reboot the ClipMail.*



ClipMail Client displays the Check Disk window so you can perform a disk check on the user or system volume. When complete, ClipMail displays the results in the Check Disk window.

Figure 7–26. Use Check Disk window for user & system checks



If you have a two-disk system, the test is performed on both disks and two sets of results are displayed in the Results window.

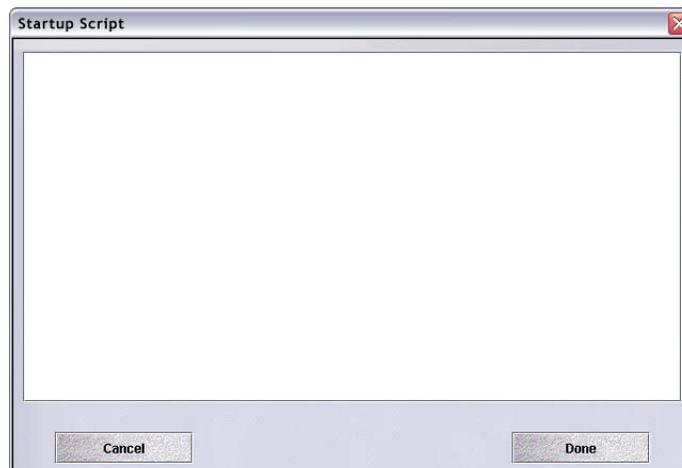
When the test has been performed, you can click E-Mail Support to e-mail the test results directly to Telestream Customer Support if your ClipMail has Internet access.

When you click Done, the ClipMail restarts.

## Startup Script

Click to display the Startup script window.

Figure 7–27. Use Parcel Logging Window to save and send logs



With the assistance of Telestream Customer Support ([Support and Information](#), page About-1), you can perform various debugging tasks, and monitor and change operating parameters on your ClipMail for problem determination.

## Improved Parcel Delivery – FTP Re-connect

If you work in an environment where ClipMails and FTP servers can't reliably complete parcel delivery due to FTP failures often caused by intermittent Internet connections or excessive server load, you can enable ClipMail's automatic re-connect feature. When enabled, failed delivery tasks are re-connected and the file transfer resumes at the last successful file transfer checkpoint.

To enable automatic re-connection, set the following parameters in the startup script:

`gNumTxRetries = n` (default: 0 - no retries).

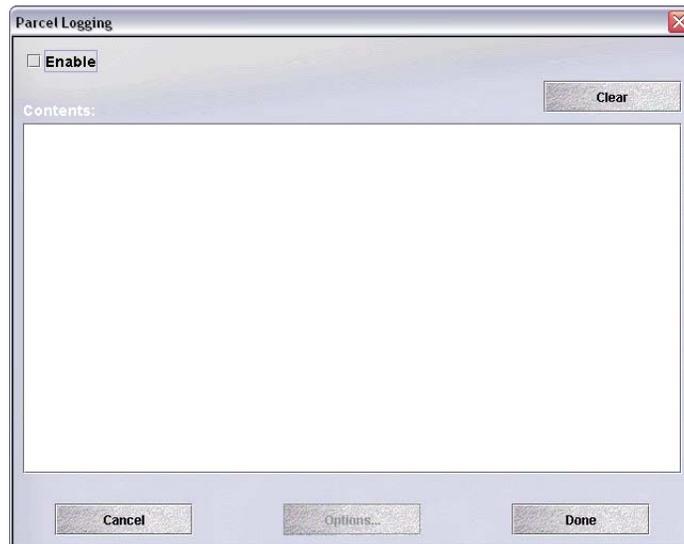
`gTimeBetweenTxRetriesInSeconds = n` (default: 60 seconds).

Click Done and restart the ClipMail for the startup script to take effect.

## Parcel Logging

Click Parcel Logging to display the Parcel Logging window.

Figure 7–28. Use Parcel Logging Window to save and send logs



Click Enable to start logging an entry each time a parcel is sent or received. Click Clear to permanently remove all of the current entries.



Click Options to manually or automatically send the log file via e-mail.

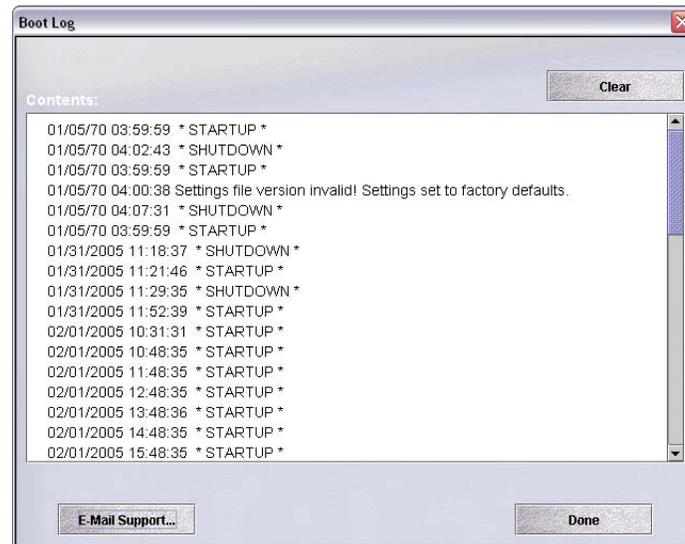
Figure 7–29. Sending parcel logs via e-mail



You must set up an SMTP mail host in Set Up > Options > E-mail Notification before you can use parcel logging.

## Boot Log

Figure 7–30. Boot Log window displays boot sequences for debugging



Click Clear to permanently remove the entries.

Click E-Mail support to send the contents of this file via e-mail. Before sending e-mail, you must set up an SMTP mail host in Set Up > Options > E-mail Notification.



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# Creating Media Clips on ClipMail Pro & ClipMail Client

This chapter describes how to record and create media clips on ClipExpress, ClipMail Pro, and ClipRemote appliances using ClipMail Client. This chapter also describes details and options available to you when creating media clips.

This chapter is also for ClipMail Pro users who are recording and creating media clips via the control panel. Figures in this chapter display the windows and dialogs of ClipMail Client, which uses the same user interface and are functionally equivalent to corresponding screens on the ClipMail Pro (as displayed on the control panel). In some windows and screens, there are minor variations in the layout of controls to accommodate differences in the height and width of the two different displays.



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## CLIPMAIL PRO

*When there are functional differences in the user interface or features of ClipMail Client and its corresponding ClipMail Pro screen, they are described in paragraphs bearing this control panel image.*

---

### Topics

- [Overview \(page 8-2\)](#)
- [Setting up Your New Clip \(page 8-2\)](#)
- [Mark Start and Stop Times \(Automatic Method\) \(page 8-5\)](#)
- [Enter Duration \(Manual Method\) \(page 8-7\)](#)
- [Start Digitizing \(Manual Method\) \(page 8-8\)](#)
- [Pre-roll, Load and Digitize Clip \(Automatic Method\) \(page 8-9\)](#)
- [Start Digitizing \(Automatic Method\) \(page 8-10\)](#)
- [Finish the Clip \(page 8-11\)](#)
- [Metadata Entry \(High Performance Option\) \(page 8-12\)](#)
- [Custom MPEG Profiles \(page 8-13\)](#)



## OVERVIEW

Before you can create a new clip, you must have media to ingest. You should have already configured your ClipMail for audio and video (Set Up > Video and Set Up > Audio) inputs, specified a VTR if you're using one, and set up any custom MPEG profiles you want.

When your video and audio inputs are set up, you're ready to go. Creating a media clip on ClipMail involves these steps:

- Step 1** Select a clip type – video, audio, or both
- Step 2** Select media quality from a list of presets
- Step 3** Determine how you're going to record – automatic (by timecode), or manual (for live media).
- Step 4** Digitize the clip and save it on your ClipMail.

## SETTING UP YOUR NEW CLIP

To create a media clip, first display the Send Mail panel and click in the Clips to Send/Digitize New Clips field.

Click on New Clip (bottom left) to set it up. ClipMail Client acquires the VTR if present, sets the monitor mode and displays the Make New Clip panel, steps 1 through 4.

Figure 8–1. Make New Clip window



You can create clips manually or automatically. When creating a clip manually, you play live video under your control, and you can start and

stop video and audio sources at any time. During clip creation, some panels display information based on the method you choose.

---



### CLIPMAIL PRO

*On ClipMail Pro you can add leaders, trailers, or watermark overlays. See [Adding Leaders, Trailers, and Watermark Overlays \(ClipMail Pro Only\)](#) (page 8-15).*

---

In automatic mode you can enter timecode values for start/stop points on a VTR, and ClipMail automatically finds and loads the media.

When ClipMail is ready to record, it accepts an *Edit On* command through the VTR RS-422 port to begin recording.

To create a clip, follow these four steps:

- Step 1** **Name the Clip.** Click in the New Clip Name field and enter the name of the clip (up to 40 characters).
- 



### NOTE

*Click Default to specify a default parcel name that displays in the Parcel Name field. ClipMail automatically appends an incrementing number to this default name.*

---

- Step 2** **Select Clip Type.** Select a Clip Type from the popup: Video Only, Audio Only, or Video and Audio.

Your choice does not have to match the media you're recording. For example, if a source has sound and video and you only want video, you can select Video Only.

- Step 3** **Select Quality.** Select a preset quality specification from the popup menu. If 4:2:2 MPEG2 encoding is selected via the MPEG button, it will override the default 4:2:0 setting in Quality.

- Step 4** **Select Recording Method.** You can digitize media live by selecting manual, or via timecode by selecting automatic.
- 



### NOTE

*You can use a VTR in manual mode. You enter seek commands to go to a timecode location on the tape.*

---



**Slave Mode.** When manual is selected, check Slave Mode option to cause ClipMail to emulate a VTR and accept VTR transport commands.



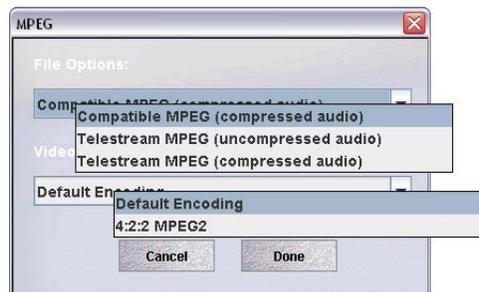
### NOTE

*After changing the Slave Mode setting, restart ClipExpress or ClipRemote for the change to take effect.*

*Slave mode requires a special RS-422 Slave Mode Adaptor Cable to operate. This cable connects to the VTR port (RS-422). For cable details, see [Table 1-10, in Operating in Slave Mode with Avid NLE \(page 1-19\)](#).*

**MPEG.** Click MPEG to explicitly set the type of MPEG encoding:

Figure 8-2. Select MPEG Options for encoding new clip



Click File options to select an MPEG profile. Click Video Encoding Options to select default encoding, or 4:2:2 encoding.

Click Done to dismiss the MPEG options dialog and save changes.

**AutoSend.** Click to immediately begin sending this parcel when you have digitized the clip (AutoSend is only active when the Send To field has an address in it).

Click Next to continue. ClipMail Client displays the next Make New Clip panel for automatic method (following) or manual method ([Enter Duration \(Manual Method\) \(page 8-7\)](#)), depending on the method you selected.



## MARK START AND STOP TIMES (AUTOMATIC METHOD)

**Step 5** If you selected automatic, stage the tape in your VTR.

Figure 8–3. Make New Clip (Automatic Method) – Step 5



**Begin.** Enter the time code in the begin field in HH:MM:SS:FF format, or use the VTR control to shuttle to your begin point and click Begin.

**End.** Next, shuttle to the clip end point and click End. Use the VTR control to locate the video you want to digitize. Click End to mark the ending point.

**Go.** Click either Go button to display the exact frame you've identified on the monitor – this has no effect on the recording position

**Quit.** Click to terminate the clip making process.

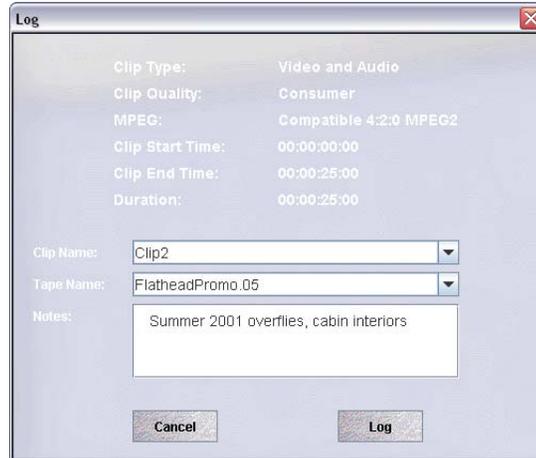
**Previous.** Click to display the previous Make New Clip panel to view or adjust settings.

**Log.** If you have several clips to digitize, you can create a log of the clips to automate the process. Logging is an efficient method of identifying the clips you want to create without manually digitizing each one as it is created.



Click Log to record the begin and end time codes in a log for later automatic digitizing. ClipMail Client displays the Log window.

Figure 8–4. Use Logging to queue up clips to digitize



Repeat the process of recording clip information with begin and end times for each clip to a log. When you are ready to add clips made in this manner to a parcel, you can digitize the logged clips.

**Start.** Click Start to begin digitizing; ClipMail Client displays a status window while it prepares to digitize the clip, then displays Make New Clip panel Step 6 and information about the clip you're recording. Proceed to Step 6. ([Pre-roll, Load and Digitize Clip \(Automatic Method\) \(page 8-9\)](#)).

## ENTER DURATION (MANUAL METHOD)

**Step 5 (Manual)** If you chose manual, enter the time duration to digitize. Position the video feed from tape or monitor live feed to begin digitizing.

Figure 8–5. Make New Clip (Manual Method) – Step 5



**Cancel.** Click to terminate the clip making process and return to Add Clip to Send/Digitize New Clips panel.

**Previous.** Click to display the previous panel to view or change settings.

**Next.** Click Next to proceed to the Start Digitizing panel. ClipMail Client prepares to digitize input video/audio and displays the Make New Clip panel, Step 6 (following).

The VTR control at the bottom of the panel includes a slider you can use to jog through the source footage on the VTR. Above the slider are VTR control buttons.



## START DIGITIZING (MANUAL METHOD)

Step 6 ClipMail Client displays the Make New Clip panel, step 6.

Figure 8–6. Make New Clip (Manual Method) – Step 6



**Cancel.** Click to terminate the clip making process and return to Add Clip to Send/Digitize New Clips panel.

**Previous.** Click to display the previous panel to view or change settings.

**Start.** Click Next to immediately begin digitizing media. ClipMail Client prepares to digitize input video/audio and displays the Make New Clip panel, Step 6.

## PRE-ROLL, LOAD AND DIGITIZE CLIP (AUTOMATIC METHOD)

**Step 6 (Auto)** ClipMail Client displays Make New Clip Step 6.

Figure 8–7. Make New Clip (Automatic Method) – Step 6



ClipMail Client pre-rolls the tape in the VTR and digitizes it as you view the progress bar indicating the clip is loading.

**Cancel.** Click cancel to abort recording and discard what you're recorded already.

**Finish.** Click Finish to stop digitizing before the mark out time.

When the clip has been digitized, ClipMail Client automatically displays Make New Clip, Step 8.



## START DIGITIZING (AUTOMATIC METHOD)

- Step 7** When you click Start, ClipMail begins digitizing the input media and storing it on ClipMail. During the digitizing period, ClipMail Client displays the Step 7 panel.

Figure 8–8. Make New Clip (Manual Method)–Step 7



The Step 7 panel display clip information and updates the progress bar.

**Cancel.** Click cancel to abort recording and discard what you're recorded already.

**Finish.** Click Finish to stop digitizing before the mark out time.



## FINISH THE CLIP

**Step 8** ClipMail Client displays step 8 when the clip has been digitized via the manual or the automatic method.

Figure 8–9. The clip has been digitized



When a clip is complete ClipMail Client automatically places it in the Clips To Send list of the parcel you're creating. (If you don't want the clip included in this parcel, remove it from the list.)

**New.** Click to display the Make New Clip panel to make additional clips.

**Redo.** Click to re-digitize this clip.

**View.** Click to display the clip you just made on the monitor.

**Done.** Click to display the Send Mail Panel where you can make more clips, add or delete existing clips, and schedule or send the parcel.



## METADATA ENTRY (HIGH PERFORMANCE OPTION)

When the High Performance option is enabled ([High Performance Option License \(page 1-22\)](#)), you can enter metadata for each clip you create.

Metadata entry setup is explained in [FlipFactory Setup \(page 7-8\)](#). When the FlipFactory Metadata feature has been set up, the FlipFactory Metadata button displays in the Add Clips to Send panel.

Figure 8–10. Add Clips to Send panel



Click the FlipFactory Metadata button to display a metadata entry dialog.

Figure 8–11. FlipFactory Metadata panel



The Metadata Entry dialog displays all of the MDML label sets for metadata that are specified in the FlipFactory capability file. FlipFactory will propagate this metadata through its processing chain. This information is most often used in media asset management systems.



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## CUSTOM MPEG PROFILES

You can create custom profiles and store them on your local computer. ClipMail Remote users can also transfer or save these profiles to other removable hard disks.

To store custom profiles, use the commands displayed on the Custom MPEG Profiles panel, which you access by clicking Set Up > Customize MPEG Profiles on the Video tab panel:

**Save Local.** Click to save the custom profiles onto the local computer.

**Append Local.** Click to add the profiles saved on the computer to the current list of custom profiles.

**Replace with Local.** Click to replace the profiles on your ClipMail with the custom profiles stored on the computer.



### NOTE

*If the Security has been configured to disable the Save/Load Local functions, corresponding panels will be unavailable.*

---

### Have Your Media Ready

In order to create a new clip, ensure that your media playout system is properly configured to feed video and audio to ClipMail. Typically, you've connected your VTR, camera or video/audio sources and have configured ClipMail to select the proper inputs from the rear chassis connectors ([Connect Input Video Equipment \(Express | Remote | Pro\)](#) (page 3-9)).



### NOTE

*If security has been configured to disable the Make New Clip function, corresponding panels will be unavailable.*

You can make new clips in either local or client mode, but some of the functions operate slightly differently in each mode:

Table 8–1. New Clip Functions

Create New Clip Functions	Local Mode	Client Mode
Set image quality	Yes	Yes



Table 8–1. New Clip Functions

Recording method	Manual (Express   Remote) Automatic (ClipMail Pro)	Manual and Automatic
MPEG encoding options	Yes	Yes
Redo (overwrite clip)	Yes	Yes
Define default clip or parcel name	No (Express   Remote) Yes (ClipMail Pro)	Yes
Rename clip	Yes	Yes
Batch mode	No	Yes
Auto send	No (Express   Remote) Yes (ClipMail Pro)	Yes

### MPEG Encoding Options

- Compatible MPEG (compressed audio): media will be compatible with many 3rd-party MPEG2 hardware and software products.
- Telestream MPEG (uncompressed audio): highest quality media; audio is highest quality Telestream proprietary PCM format.
- Telestream MPEG (compressed audio): video quality is same as above, but audio is compressed for shorter transmission time.
- 4:2:2 MPEG2: Some MPEG 2 decoders only work with Main Level @ Main Profile data (ML@MP). Other decoders work with ML@MP and 4:2:2 profiles. By choosing the 4:2:2 selection, all encoding will be MPEG2 4:2:2 for any of the quality profiles. This allows VBI data to pass in the file as compressed data. If you are using 3rd-party MPEG2 decoders with ClipMail, ensure that they will work with the 4:2:2 profile.
- Default Encoding: allow encoding to default to Telestream standards (see Image Quality Options, below).

### Image Quality Options

ClipMail encodes your media in MPEG1 or MPEG2 format at a compression resolution comparable to the profile you've selected.



For example, select Consumer to produce a smaller clip and reduce delivery time, with lower quality. If you select Digital Broadcast, the clip will be larger, of higher quality – often suitable for post production work.

You can select from the following groups of encoding option profiles, from lowest to highest encoding quality (for system, audio and video settings see [Table B-1](#) on page [B-2](#) and [Table B-2](#) on page [B-3](#)):

**ClipExpress | ClipRemote | ClipMail Pro:**

1. MPEG1 Low
2. MPEG1 Mid
3. MPEG1 High
4. Approval
5. Consumer
6. Digital Broadcast
7. Custom Choices: there may be custom profiles listed that were set up by you or other users. Custom Choices are defined in the Set Up Video tab.

**ClipMail Pro Only:**

1. Digital Contribution
2. Digital Distribution
3. Digital Contribution
4. Digital Master

---

## **ADDING LEADERS, TRAILERS, AND WATERMARK OVERLAYS (CLIPMAIL PRO ONLY)**

Before you start making a clip, decide if you want to insert your own custom parts to the clip. You can insert the following:

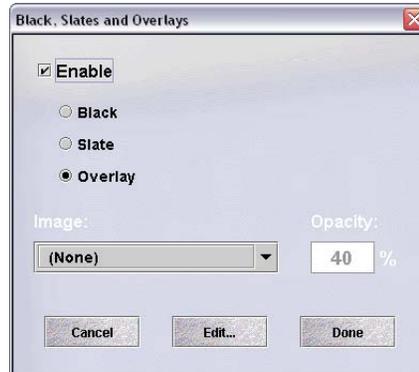
- Watermark Overlays
- Slate or black leaders or trailers



## Adding Watermark Overlays

Click the Overlay button to add your own leader, trailer, or watermark overlay to your clips during the encoding process.

Figure 8–12. Add Clips to Send panel



Use the watermark overlay to protect your content and/or promote your company by sending branded material to clients and partners. Overlay files must be Portable Network Graphics (PNG) files.

Image-editing software, such as Adobe Photoshop®, may be used to convert other types of files, such as GIF or TIF files, to PNG files.

## Retrieving PNG Files

You can use PNG files located on your local or network drives. You must use ClipMail Client to obtain these files.

- Step 1** Click the Overlay button from the Make New Clips screen.
- Step 2** On the Black, Slates, and Overlays screen, check the Enable box and click the Overlays radio button. Click Edit.
- Step 3** On the Overlay screen, click New.
- Step 4** On the Select screen, browse your local or network drives for the desired PNG files. Select the PNG file and click Select.
- Step 5** On the Overlay screen, click Done. The selected files are accessible from the Image list box on the Black, Slates, and Overlays screen.

## Setting Up Transparency Keying

You can make portions of your overlay images transparent. In this example, Adobe Photoshop® is used.

ClipMail Pro implements overlay transparency by treating any image pixels which reference the color palette index 255 (0xFF) as transparent. You prepare your image by 'painting' those portions of your image you want to be transparent with the color stored at that palette location. The following steps explain how to do this.

- Step 1** Close your original image and open the PNG version you just created in "Converting an Image to PNG Format."



- Step 2** Change the Image Mode if necessary: Select Image->Mode. If something other than Indexed Color is selected you will need to convert the image to Indexed Color by choosing that option. If the Indexed Color dialog comes up, make sure the Color Depth is set to 8 bits/pixel.
- Step 3** Set the transparency key color:
- Step 4** Select Image->Mode->Color Table. In the Color Table dialog, click on the color square at index 255 (the bottom right color square). In the Color Picker dialog, specify a unique color to be used as your transparency key color by entering its numeric RGB values in the appropriate fields.
- You can choose any color as a transparency key color. See Choosing A Transparency Key Color below for suggestions. Click OK to exit Color Picker. Click OK to exit Color Table.
- Step 5** Make the desired portions of the image transparent:
- Step 6** Set your transparency key color as the drawing color by entering its RGB values in the Color/Swatches/Brushes toolbar, and use the drawing tools (for example, Paint Bucket) to paint the portions of your image that you want to be transparent.
- Step 7** Save the image by selecting File->Save.
- Step 8** Your image is now ready to be used as an Overlay in ClipMail Pro.

### Choosing A Transparency Key Color

#### Grayscale Images

For grayscale images, any non-grayscale color that is easy to see will work well (for example: Red: R=255, G=0, B=0).

#### Color Images

Gray (R=128, G=128, B=128) is commonly used for this purpose. Another good choice is pseudo-black (R=1, G=1, B=1) which will look black, but won't interfere with true black (R=0, G=0, B=0) in your image and isn't likely to be generated automatically when converting images between formats or color palettes.

### Slate and Black – Creating Leaders and Trailers

You can create slate or black leaders and trailers to use with your clips, especially when you are printing to tape. Although you can't insert slate or black onto clips already ingested, you can create a parcel which contains the target clip, then add slate or black leaders and trailers to the parcel for payout.

You don't need a PNG file for black; simply record a black clip. For slate, you will use PNG files for leaders and trailers. If you want both a leader and a trailer for a clip, you will need one PNG file for the leader, and one PNG file for the trailer.



## Record a Black Leader/Trailer

To record a black leader or trailer, follow these steps:

- Step 1** Click the Overlay button on the Make New Clip screen.
- Step 2** Check the Enable checkbox and click the Black radio button. Click Done.
- Step 3** Click Next from the Make New Clip screen.
- Step 4** Enter a time value in Duration to Digitize. Check the Manual Recording Method radio button. Click Next.
- Step 5** Click Start on the Make New Clip screen. (Wait for the clip to finish digitizing.)
- Step 6** From the Add Clips to Send... screen, Add the black leader or trailer clip to the Clips To Send list box. Click Done.
- Step 7** Repeat Steps 1 through 6 if you need a leader and a trailer.
- Step 8** Go to Send Mail/Clips To Send...Click the Saved Box. To create a clip having a leader and trailer, make up a parcel of three clips in the following order:
  - the leader (black) clip
  - the clip
  - the trailer (black) clip
- Step 9** Click Done. Save the Parcel. Go to Check Mail, View Parcel. Click Record To Tape.

## Record a Slate Leader/Trailer

To record a slate leader or trailer, follow these steps:

- Step 1** Click the Overlay button on the Make New Clip screen.
- Step 2** Check the Enable checkbox and click the Slate radio button.
- Step 3** Click on the Image: drop down list box and select the desired PNG file. Click Done.
- Step 4** Click Next from the Make New Clip screen.
- Step 5** Enter a Duration to Digitize time. Check the Manual Recording Method radio button. Click Next.
- Step 6** Click Start on the Make New Clip screen. (Wait for the clip to finish digitizing.)
- Step 7** From the Add Clips to Send screen, Add the leader or trailer clip to the Clips To Send list box.
- Step 8** Repeat Steps 1 through 7 for the each desired PNG leader/trailer file.



- Step 9** Go to Send Mail/Clips To Send...Click the Saved Box. To create a clip having a leader and trailer, make up a parcel of three clips in the following order:
- the leader PNG clip
  - the clip
  - the trailer PNG clip
- Step 10** Click Done. Save the Parcel. Go to Check Mail, View Parcel. Click Record To Tape.





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# Sending Parcels from ClipMail Pro & ClipMail Client

Use this chapter to learn how to create and address a parcel and add media clips (and other types of files) for transmission. When your parcel is ready to send, you can schedule it for delivery at a predetermined date and time, or you can send it immediately, and review its status.

This chapter is also for ClipMail Pro users who are creating and sending parcels via the control panel. Figures in this chapter display the windows and dialogs of ClipMail Client, which uses the same user interface and are functionally equivalent to corresponding screens on the ClipMail Pro (as displayed on the control panel). In some windows and screens, there are minor variations in the layout of controls to accommodate differences in the height and width of the two different displays.



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## CLIPMAIL PRO

*When there are functional differences in the user interface or features of ClipMail Client and its corresponding ClipMail Pro screen, they are described in paragraphs bearing this control panel image.*

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## Topics

- [Getting Ready to Send a Parcel \(page 9-2\)](#)
- [Using the Send Mail Panel \(page 9-2\)](#)
- [Schedule – Scheduling a Parcel Delivery \(page 9-12\)](#)
- [Sending a Parcel Immediately \(page 9-14\)](#)
- [Setting Up ClipMail to Send a Parcel to an FTP Server \(page 9-16\)](#)
- [Setting Up an FTP Server as a Remote Mailbox \(page 7-21\)](#)



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## NOTE

*For information on creating media clips, see [Creating Media Clips on ClipMail Pro & ClipMail Client \(page 8-1\)](#).*

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## GETTING READY TO SEND A PARCEL

To send a parcel (a parcel is a collection of clips and other files) prepare the following items:

- Know the address or group address where you're sending the parcel – a ClipMail appliance, FTP server, or FlipFactory (a Telestream product that encodes and delivers multiple streaming media formats). The addresses may be listed in your ClipMail Address Book, or you can create them on the fly.
- Have your clips already digitized and loaded into the ClipMail, or have the media ready on a VTR or other video/audio source connected to your ClipMail.
- Identify optional files you're sending – EDLs, spreadsheets, or text documents, for example.

## USING THE SEND MAIL PANEL

When you connect, ClipMail Client displays the Send Mail panel. If you've been operating ClipMail Client and another panel is displayed, click the Send Mail icon on the toolbar to display the Send Mail panel.

Figure 9–1. Send Mail panel



Complete these four fields to send a parcel.

Use the Send Mail panel to create and name a parcel, address it, and select or digitize clips you want to send. Optionally, provide a cover page.

Sending a parcel is a four-step process:

- Step 1** Name the parcel.
- Step 2** Select the addresses you're sending the parcel to.
- Step 3** Optionally, add text for the cover page.
- Step 4** Add media clips and optional extra files.



When you've completed these tasks, either schedule parcel transmission, or send it immediately, using the Schedule or Send button at the bottom of the panel.

To prepare a parcel for sending, complete the information in these fields:

### Parcel Name

Click the Parcel Name field at the top. Enter the name of the parcel.



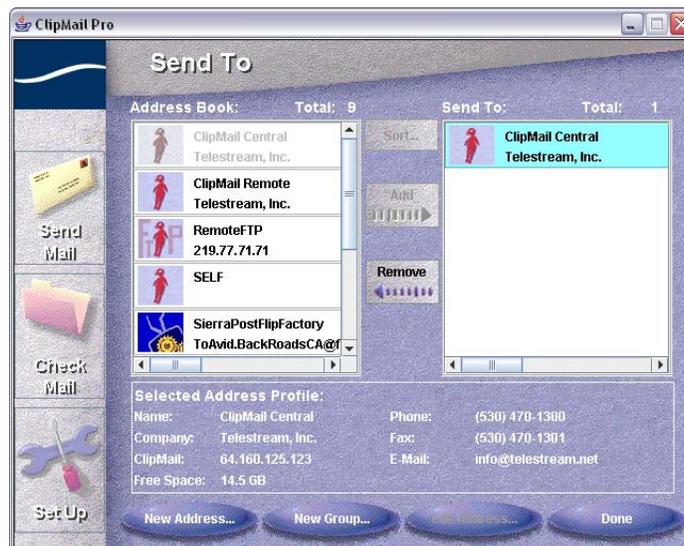
### NOTE

*Click Default to specify a default parcel name that displays in the Parcel Name field. ClipMail automatically appends an incrementing number to this default name.*

### Send To

Click the Send To field to display the Send To panel. Use this panel to identify one or more addresses. You can also create new addresses, or edit an address in this panel. When your address list is complete, click Done to return to the Send Mail panel and continue.

Figure 9–2. Send To panel



**Sort.** Click Sort to sort the addresses in the Address book.

**Add.** Add one or more addresses – double-click an address, or click to select it and click Add. Each time you add an address, ClipMail Client tests the connection and reserves space for the clip it is preparing to send.

If space reservation fails, you should: (1) specify a different destination, (2) ask the destination owner to delete or move clips from the system, or (3) if the destination is accessible by you, connect via ClipMail Client and move or delete clips to make space.



**Remove.** To remove an address previously added to the Send to list, double-click it, or select it and click Remove.

### **Send To Panel Button Summary**

**New Address.** Click to create a new address for ClipMail appliances, Flip Factories, or FTP server addresses. See [Creating a New Address](#) on page 7-12.

**New Group.** Click to create a new group address.

**Edit Address.** Click to edit an address. See [Creating a New Address](#) on page 7-12.

**Done.** When your address list is complete, click Done to return to the Send Mail panel and continue.

### **Cover Page (Optional)**

Optionally, click in the Cover Page field and enter any comments about the media you're preparing to send. Or, cut and paste text from a text document, up to 32,000 characters. If the Cover Page field contains text, a cover page is created. Otherwise, the cover page is omitted.



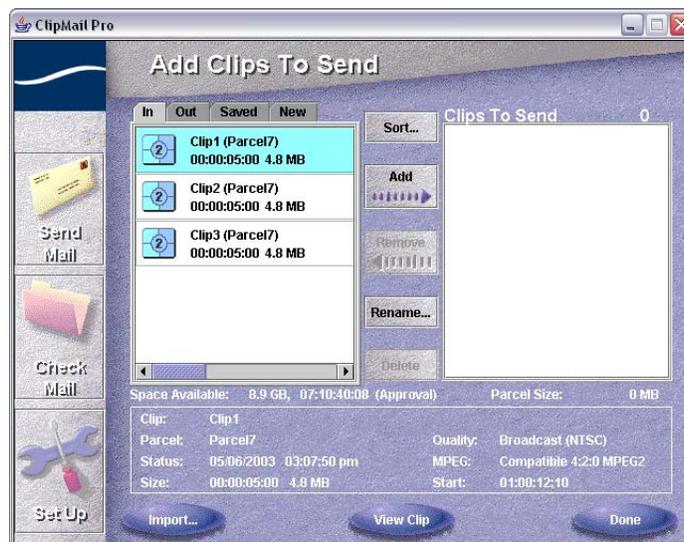
## Clips to Send/Digitize New Clips

Click on the Clips To Send/Digitizing New Clips field. ClipMail Client displays the Add Clips To Send panel (ClipExpress, ClipMail Pro, and ClipRemote: see [Figure 9-3](#); ClipView: see [Figure 9-4](#)).

Figure 9-3. Adding Clips to Send/Digitizing New Clips



Figure 9-4. ClipView – Add Clips to Send



Use this panel to select clips to include in the parcel. Click Done when your clip list is complete and you're ready to send the parcel or schedule it for later delivery.

## Digitizing New Clips

**In, Out, Saved and New Tabs.** Choose clips from your In box (previously received from someone else), Out box (clips you've sent before), Saved box, or New box. Click on any tab to view the clips in this



mailbox. The New tab displays clips that you have digitized on this ClipMail, but have never sent or saved them elsewhere.

**Sort.** Click to sort the clips in the mailboxes.

**Add.** To add a clip, double-click a clip in the list on the left, or click once to highlight it and then click the Add button to move it into the Clips to Send list on the right side of the panel. You can type-to-find clips in the list. By typing a few characters you'll cause ClipMail to search through clips in the Add Clips To Send list until a match is found.

Parcels may be created from any media clip. PAL or NTSC clips may be selected with appropriate audio sample rates. When parcels with PAL and NTSC clips are played, the ClipMail momentarily pauses between each clip before proceeding.



#### NOTE

*You can send a parcel without any clips attached, for the purpose of sending a text message via the Cover Letter field to another ClipMail system. This feature is similar to e-mail and sends immediate information to other online ClipMail users.*

**Remove.** To remove a clip you've previously added to the parcel, double-click it in the Clips to Send list, or click once to highlight it and then click Remove.

**Rename.** Click to rename the clip in the Clips to Send list. Renaming a clip in this list does not change the name of the actual clip in the mailbox on the left.

**Delete.** Click to permanently remove the selected clip from this mailbox (and erase it from the hard disk). ClipMail displays the Delete dialog. Click Yes to delete the selected clip.

### Add Clips to Send/ Digitize New Clips Panel Button Summary

#### New Clip (ClipExpress | ClipMail Pro | ClipRemote only)

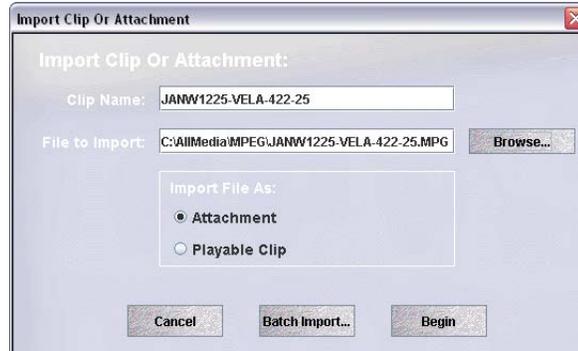
Click New Clip to digitize incoming video/audio on your ClipMail and save it as a clip. Complete details about creating clips are described in [Chapter 8, Sending Parcels from ClipMail Pro & ClipMail Client \(page 9-1\)](#).

**Import.** Click Import to add files stored locally on your computer or network server into a parcel. ClipMail Client displays the Import Clip or



Attachment dialog. ClipMail Client places imported files directly in the Clips to Send list.

Figure 9–5. Use the Import window to select media or other files



Files are not limited to media clips – they can be any type of file, including graphics, animations, scripts, EDLs, spreadsheets, audio or text annotation files, and others. Imported files are attached to the parcel just like media clips, and sent to the destination where another ClipMail Client can download them.

**Clip Name.** Leave blank. ClipMail Client fills in this field with the existing clip name when you import it. After you import the file, optionally edit the clip name.

**File to Import.** Type in the directory path and file name, or browse to navigate to and select the clip.

**Import File As.** Click Attachment or Playable Clip. (To be playable the file must be MPEG2 Program Stream or MPEG1 System Stream.)

To attach a file other than a playable clip (an EDL list or spreadsheet, for example), type the path and file, or click Browse to navigate to and select the file.

**Begin.** Click Begin to import the selected clip or file. ClipMail Client displays a progress dialog. After successful import, ClipMail Client returns to the Add Clips to Send panel, and displays the file in the Send list. If the clip is not playable, ClipMail Client displays a message indicating that the file has been imported as an attachment.



## NOTE

*If you selected Playable Clip and the bitrate of the MPE2 file exceeds the maximum bitrate allowed for the ClipMail you're on (or the file has a proprietary stream), ClipMail displays an error: "Unable to convert file to playable clip" or "...not MPEG Layer 2...". Contact Customer Support for assistance in increasing the default maximum bitrate on your ClipMail. The file is imported as an attachment.*



## Batch Import

Click Batch Import to display the Batch Import dialog for the selected remote server and directory. Click Yes to continue.

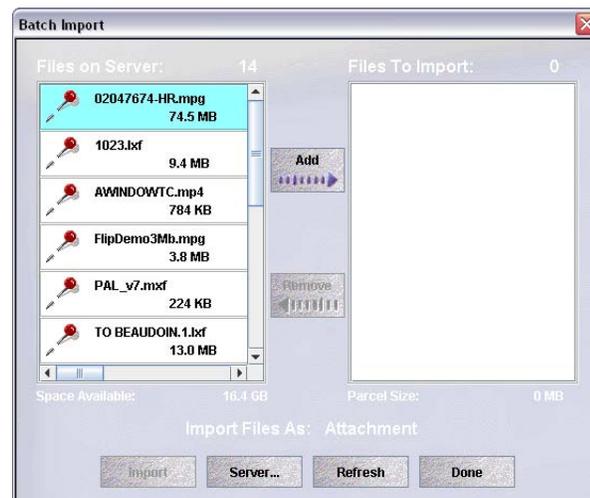
ClipMail Client obtains the directory listing and displays the files in the Files on Server list. Select the file(s) then click Add to add files to the Files to Import list on the right.

**Server.** To select another remote FTP server, click Server and select from the addresses in the Address book.

**Refresh.** Click to obtain and display the directory listing again.

**Done.** Click Done to send the selected files to your In box in a parcel named Batch Import. To view the imported files, display the Check Mail panel, or access the clips individually (for viewing or forwarding) from the Add Clips To Send panel.

Figure 9–6. Batch Import panel



## Importing Third Party MPEG Files

You can also import, play, and send MPEG files that were encoded on third-party platforms. You can import one file or multiple (batch) files. To be processed as a video clip, a file must be in MPEG2 Program Stream or MPEG1 System Stream format with an overall bit rate no greater than 8 Mb per second. Each ClipMail model has a different default maximum bitrate, which can be adjusted in a startup script. Contact Customer Support for assistance.

Files must have Layer2 Audio with original sample rates of 48, 44.1, or 32 kHz. Files of other specifications are treated as an attachment.

## Digitize Logged (ClipExpress | ClipMail Pro | ClipRemote only)

When you create clips, you can also create an EDL with in and out times for each clip you're creating, and digitize them all at one time for efficiency.



Click Send Mail > Clips To Send/Digitize New Clips > Digitize Logged (at bottom) to digitize clips you've previously logged in an EDL for digitizing. ClipMail displays the Digitize Logged window.

Figure 9–7. Digitize Logged dialog (empty)



Click Import EDL to locate and select your EDL file.

Figure 9–8. EDL Import dialog



**EDL File.** Click Browse to enter the fully-qualified EDL file name, or locate and select the EDL file you're importing.

**New Clip Name.** Enter the name of the new clip. If more than one clip is created as a result of the EDL, ClipMail Client appends a numeric suffix to each clip name (\_1, for example).

**Clip Type.** Select a Clip Type from the popup: Video Only, Audio Only, or Video and Audio. Your choice does not have to match the media you're



recording. For example, if a source has sound and video and you only want video, you can select Video Only.

**Quality.** Select a preset quality specification from the popup menu. If 4:2:2 encoding is also selected, it will override any default 4:2:0 setting.

**MPEG.** Click MPEG to explicitly set the type of MPEG encoding

**Cancel.** Click to cancel the operation and dismiss the window.

**Import.** Click to load the EDL and execute it, producing the clip(s) as specified.

Figure 9–9. Digitize Logged dialog, with clips to digitize



**Digitize.** Click the Digitize button to start creating the clips. If you have specified more than one tape name in the EDL, you will be prompted for the next tape.

**Import EDL.** Click to import an EDL list. ClipMail Client displays the Import EDL window.

**Notes.** Click to attach text information to this clip.

**Delete.** Click to delete the selected clip log entry.

**Done.** Click to dismiss this window.

**View Clip.** Click to play the selected clip (in a mailbox list or the Clips to Send list) on the monitor (for details, see page 29).

**Done.** Click Done when your clip list is complete and you're ready to send the parcel.

## Send Panel Button Summary

ClipMail Client provides several buttons at the bottom of the Send Mail panel:



**Clear All.** Click to empty all fields and return the Parcel Name field to its default value. ClipMail Client displays a confirm dialog. Click Yes to perform the task.

**View.** Click to play the clips in the selected parcel on the monitor.

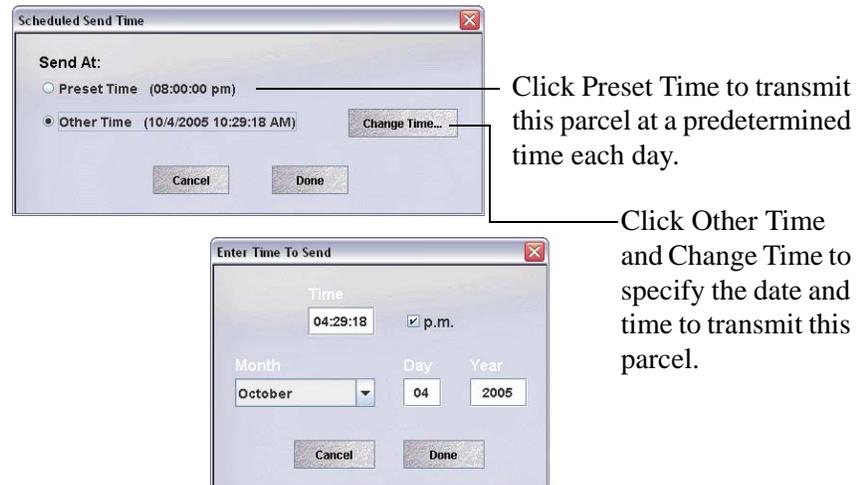
**Save.** After you have created and addressed a parcel, click Save to move it to the Saved box for storage. ClipMail Client displays a confirm dialog. Click Yes to save the parcel in the Saved box.



## SCHEDULE – SCHEDULING A PARCEL DELIVERY

Click Setup on the Send Mail Page to select a specific time to deliver the parcel. ClipMail Client displays the Schedule Send Time window.

Figure 9–10. Send parcel at a scheduled time



Click Preset Time to transmit this parcel at a predetermined time each day.

Click Other Time and Change Time to specify the date and time to transmit this parcel.

Select Preset time (Set Up > Options > Preset Send Time) or Other Time. Click Change Time to enter the date and time in the Enter Time to Send window and click Done.

Click Done to move the parcel to the Out box, contact the destination(s) to reserve space, and schedule delivery.

After moving the parcel to the Out box, ClipMail Client displays the Send window so you can view the parcel's status. Click Yes to view status.

Figure 9–11. Status window



Use the Status window buttons to view details and operate on the parcel.

**Abort.** Click to immediately terminate delivery of this parcel and delete it from the Out box. ClipMail Client displays a confirmation dialog. Click Yes to terminate delivery or No to cancel and continue delivery.



**Reschedule.** Click to modify the send time. ClipMail Client displays the Schedule Send Time window. Update the send time and click Done.

**Send Now.** Click to send immediately. ClipMail Client displays the Send window. Click No to dismiss and send, or Yes to view status as ClipMail sends the parcel.



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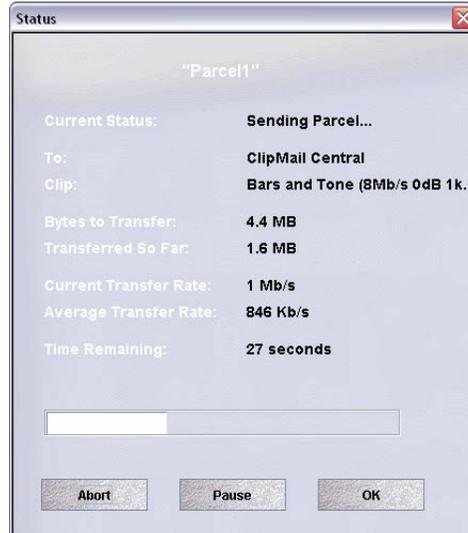
## SENDING A PARCEL IMMEDIATELY

Click on a scheduled parcel to send it immediately.

To submit the parcel for transmission immediately, click Send. ClipMail Client places the parcel into a transmission queue where it is sent in the order it was queued, according to the scheduled date and time (if set). If other parcels have been queued previously and are awaiting transmission, the newly queued parcel will not be sent until all previous parcels have been sent.

When you send a parcel, it is moved to your Out box. ClipMail displays a dialog to determine if you want to monitor its status as it is transmitted. Click OK to view the status window:

Figure 9–12. Status window displays as parcel is sent



During delivery, the Status window displays details about this parcel and its transmission requirements and progress.

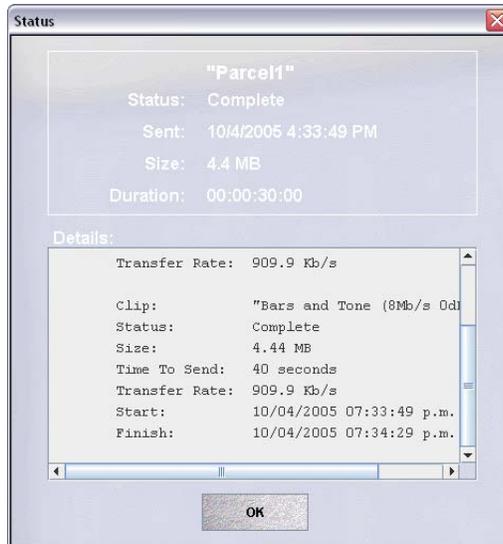
**Abort.** Click to immediately terminate delivery of this parcel and delete it from the Out box. ClipMail Client displays a confirmation dialog. Click Yes to terminate delivery or No to cancel and continue delivery.

**Pause.** Click to temporarily halt transmission. Click Resume to continue sending the parcel.

**OK.** Click to dismiss the window.

When the parcel has been delivered (Status: Complete), ClipMail Client provides details in the same window:

Figure 9–13. Status window displays parcel completion details



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## SETTING UP CLIPMAIL TO SEND A PARCEL TO AN FTP SERVER

To set up a ClipMail to send parcels to an FTP server, first enable FTP address creation via the FTP Setup button (Set Up button/Network tab). In the FTP Setup panel, check the box entitled Enable FTP Server Address Creation. If your local network has an FTP proxy server, you should also define it in the field labeled My Proxy Server.

When you create a new address (Set Up > Addresses tab > New Address) ClipMail Client displays the New Address Type dialog. Select FTP Server to set up the server address.

ClipMail Client displays the New Address window where you enter information about the FTP server for logging on to the server.

After an FTP server address has been created, it may be selected from your address book along with all your ClipMail addresses any time you send a parcel.



### NOTE

*When sending parcels to FTP servers, you may notice a user named "mediatransactionprotocol" listed in your FTP server's log file. This is normal as Clipmail software determines the type of device it is communicating with.*

*You should not create a user with this name on your FTP server, because it will cause the ClipMail to malfunction.*

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# Checking Mail on ClipMail Pro & ClipMail Client

This chapter describes how to use ClipMail Client's In Box, Out Box, and Saved Box for storing parcels on your ClipMail. You'll also learn how to establish an optional remote mail box on an FTP server.

This chapter is also for ClipMail Pro users who are using their In Box, Out Box, and Saved Box for storing parcels on their ClipMail Pro via the control panel.

Figures in this chapter display the windows and dialogs of ClipMail Client, which uses the same user interface and are functionally equivalent to corresponding screens on the ClipMail Pro (as displayed on the control panel). In some windows and screens, there are minor variations in the layout of controls to accommodate differences in the height and width of the two different displays.



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## CLIPMAIL PRO

*When there are functional differences in the user interface or features of ClipMail Client and its corresponding ClipMail Pro screen, they are described in paragraphs bearing this control panel image.*

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## Topics

- [Using the Check Mail Panel \(page 10-2\)](#)
- [Using the Parcel Panel \(page 10-5\)](#)



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## NOTE

*When you receive new mail in your In box, ClipMail Client displays a New Mail note directly below the open folder in the Check Mail icon.*

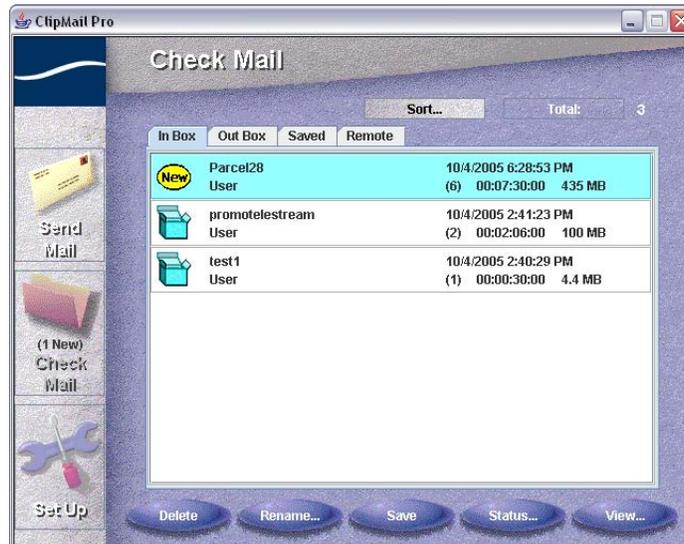
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## USING THE CHECK MAIL PANEL

To check your mail in any box, click the Check Mail icon on the ClipMail Client toolbar. ClipMail Client displays the Check Mail panel.

Figure 10–1. Check Mail panel – In, Out, Saved, & Remote mail boxes



The contents of each mailbox are displayed on their respective tabs. Click the In Box, Out Box, Saved, or Remote tab to display the parcels in this box. The Remote tab displays only when the Remote Server feature has been enabled (Set Up > Network > Remote Server) and a remote server has been selected. For details, see [Setting Up an FTP Server as a Remote Mailbox \(page 7-21\)](#).

The parcel list displays each parcel in the box, plus information about the date/time sent, number of clips, plus the length and size of each clip.



### NOTE

*When viewing media on a remote FTP server, remember that the media isn't stored locally on the ClipMail hard disk. For details, see [Setting Up an FTP Server as a Remote Mailbox \(page 7-21\)](#).*

### Sorting the List

**Sort.** To sort the list, click Sort. In the In Box, Out Box, and Saved panels you can sort the list to view parcels by Parcel Name, Status, Sender or Recipient Name, Date & Time, Size, Duration, or New/Opened. Specify your sort parameters and click Done to sort the list.

**Total.** Displays the number of parcels in this mailbox.



## Check Mail Panel Button Summary

**Delete.** Click to permanently remove the selected parcel from this box (and erase it from the hard disk). ClipMail displays the Delete dialog. Click Yes to delete the selected parcel, or click Delete All to delete all parcels in this box. The media itself is deleted automatically when the last reference to the media is removed.

**Rename.** Click to change the name of the selected clip. ClipMail Client displays the New Name window and the current name of the clip. Edit the clip name and click Done to update it.

**Save.** In the In and Out box, select a parcel and click Save to move it to the Saved box. Click Yes on the Save dialog to move the selected parcel, or click Save All to move all parcels to the Saved box.

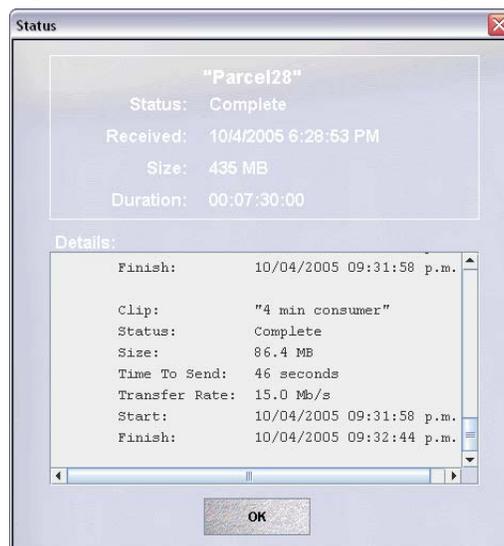
**Status.** Click to display the Status window to view details about the selected clip (following).

**View.** Click View to display details about the selected parcel, the list of clips, and operate on them. (See [Using the Parcel Panel \(page 10-5\)](#)).

## Status (Received or Sent Parcels)

Click Status to display the Status window for parcels received or already sent (in the Out box).

Figure 10–2. Status window displays parcel details



ClipMail displays the following information in the Status window:

### Status:

**Network Streams Error:** the FTP connection failed during transfer

**Interrupted:** Something prevented the file from being delivered – network disconnected, source or destination platform turned off, etc.

**In Progress:** Parcel transmission is currently underway

**Indexing:** ClipMail is updating parcel information



**Paused:** Parcel transmission was temporarily halted

**Aborted:** Parcel transmission was stopped before completion

**Sent.** Date and time the clip was sent, received, or saved.

**Size.** Clip size (in MB).

**Duration.** Length of clip, in HH:MM:SS:FF format.

**OK.** Click to dismiss the window.

## Status (Scheduled Parcels)

Click Status to display the Status window for scheduled parcels.

Figure 10–3. Status displays scheduled parcels information



ClipMail Client displays the following information in the Status window:

### Status:

**Network Streams Error:** the FTP connection failed during transfer

**Interrupted:** Something prevented the file from being delivered – network disconnected, source or destination platform turned off, etc.

**In Progress:** Parcel transmission is currently underway

**Indexing:** ClipMail is updating parcel information

**Paused:** Parcel transmission was temporarily halted

**Aborted:** Parcel transmission was stopped before completion

**Send at.** Date and time the clip to send.

**Size.** Clip size (in MB).

**Duration.** Length of clip, in HH:MM:SS:FF format.

**Estimated time to send.** Approximate time to deliver the parcel.

**Abort.** Click to immediately terminate delivery and delete the parcel from the Out box. Click Yes on the confirmation dialog to terminate delivery or No to continue.

**Reschedule.** Click to change the delivery schedule.

**Send Now.** Click to override the scheduled delivery time and send the parcel immediately.

**OK.** Click to dismiss the window.



## USING THE PARCEL PANEL

Use the View Parcel panel to view parcel and clip details, operate on the clips and play them. The panel contains a list of clips on the left (a valid parcel may not contain any clips, or it may contain multiple clips).

Figure 10–4. View Clip panel



To the right are buttons to operate on selected clips; below the list is a VTR-style control for playing clips, and a series of parcel commands across the bottom of the panel.

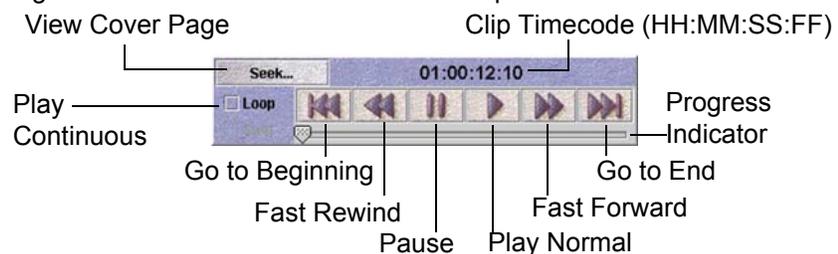
### Playing a Parcel

To play a parcel, click the ► button in the VTR area at the bottom of the panel. ClipMail Client begins playing the currently selected clip (first, by default) on the monitor (and speakers) connected to the ClipMail video and audio out connectors.

### Default VTR Control

The default VTR control below (Figure 10–5) is displayed when Advanced Playback is *not* enabled. (Additional controls display when Advanced Playback is enabled (see [Advanced Playback VTR Control](#) (page 10-7)).

Figure 10–5. VTR Control in View Parcel panel



**Scan Reverse.** Press to cycle reverse playback through 5 speed multiples: 1/2X, 1X, 2X, 4X, and 8X. At 8X reverse playback, press the button again to loop to the first multiple (1/2X) again.

**Go to End of Clip.** Place the playback cursor at end of file.

**Scan Forward.** Press to cycle forward playback through 5 speed multiples: 1/2X, 1X, 2X, 4X, and 8X. At 8X playback, press the button again to loop to the first multiple (1/2X) again.



#### NOTE

*When scanning forward or reverse at speeds other than 1x, audio is muted.*

**Step Back 1 Frame.** Display the previous frame and pause.

**Loop.** Click to switch between loop mode and non-loop mode. In loop mode (checked and loop icon shows on left of information bar overlay), playback is continuous: when the clip ends, ClipMail returns to the beginning and plays it again.

**Stop.** Click to switch between stop and continue mode. In stop mode (checked), ClipMail Client plays the currently selected clip and stops. In continue mode, it plays the currently selected clip and all clips following, until the end of parcel is reached or you make other playing choices.

Loop and stop-at-end-of-clip modes cause playback to stop at the end of each clip as it plays through a parcel in the following manner:

Table 10–1. Loop and Stop Mode Operations

Loop Mode	Stop Mode	Stop Mode
Off	Off	Play through parcel, stop at end of entire parcel
On	Off	Play through parcel, rewind at end of parcel, start play from beginning of parcel
Off	On	Play through current clip, then stop
On	On	Play through current clip, rewind at end of clip, start play from beginning of clip

**Step Forward 1 Frame.** Display the next frame beyond to the current frame and pause

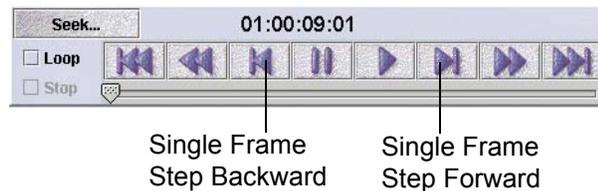
For information about the sender, click From (at the top right corner of the Parcel panel). ClipMail Client displays the name, company, reply e-mail address, ClipMail address, and contact phone numbers provided by the sender in the Address Card window.



### Advanced Playback VTR Control

The Advanced Playback VTR control below (Figure 10–6) is displayed when Advanced Playback is enabled (Set Up > Options > Advanced Playback Features – ClipMail Set Up Options (page 7-4)).

Figure 10–6. VTR control in View Parcel panel



Two additional controls display: Single Frame Step Back, and Single Frame Step Forward. All other controls are identical.

### Parcel Panel's Clip Commands

**From or To.** Click the From (for parcels you've received) or To (for parcel's you're sending) button (top right corner) to display information about the sender or receiver, as appropriate.

Figure 10–7. Click From/To button for address card information



Click Add Address to save this address in your Address Book.

**Total.** Indicates the number of clips and attachment files in this parcel.

**Move Up.** Click to move the selected clip up one position in the clip list.

**Move Down.** Click to move the selected clip down one position in the clip list.

**Rename.** Click to change the name of the selected clip. ClipMail Client displays the New Name window and the current name of the clip. Edit the clip name and click Done to update it.

**Delete.** Click to permanently remove the selected clip from this box. ClipMail displays the Delete dialog. Click Yes to remove the clip from the parcel, or click Delete All to delete all clips in this parcel. The media itself is deleted automatically when the last reference to the media is removed.



**Save Local.** Click to save the clip directly on your computer (or on connected network drives). ClipMail displays a Save Local dialog. Navigate to the target save directory and click Save Local.

## Parcel Panel Button Summary

At the bottom of the Parcel panel are several buttons:

**Add Address.** Click to add the address of the parcel sender to the ClipMail Address book. Click OK to dismiss the confirmation dialog.

**Add Profile.** This button is active only when a custom profile is included with this parcel. To create a custom MPEG profile, click Add Profile. ClipMail Client displays an Add Profile window where you can provide (or update) details and save it. This process is the same as creating an MPEG profile.

**Forward.** Click to display the Forward Parcel panel, which is functionally identical to the Send Mail panel. For details, see [Using the Send Mail Panel \(page 9-2\)](#).

**Record.** When a VTR is connected to video out and the VTR RS-422 control port, click Record to ingest the media in the selected parcel onto a VTR for capture.

## Recording Parcels onto Tape

When you click Record, ClipMail Client displays the Record Parcel to Tape panel. Use the Record Parcel to Tape panel to select recording options.

Figure 10–8. Record Parcel to Tape panel



Select the recording method:

- **Assemble** (duplicate timecode if present). Records to tape using the clip's timecode (VTR in preset mode) or the VTR timecode (VTR in regen mode).



- **Insert** (enter timecode at which to record). Inserts video and audio at the marked point on the tape. When you choose this method, you choose one of these options:

*Preserve timecode on tape* – retains the tape's pre-stripped timecode

*Replace with timecode of clip* – media is inserted on the tape with the new clip's video, audio and timecode overwriting what may have previously existed on the tape (does not however, break the control track).

When you're recording multiple clips, the first clip's timecode is continued on successive clips. To record a separate timecode for each individual clip, create a separate parcel for each clip before recording.

**Insert Black Leader/Trailer.** Assemble edits and insert edits may have a black header and/or trailer. Select to insert, and adjust the duration. The time code for the header is back timed from the start timecode of the clip to preserve the timecode value of the clip.

**Edit Tracks – Audio and Video.** Select to control the video and audio channels to record.

Click Next to continue. ClipMail Client displays the second Record Parcel to Tape panel.

Figure 10–9. Record Parcel to Tape panel (2nd panel)



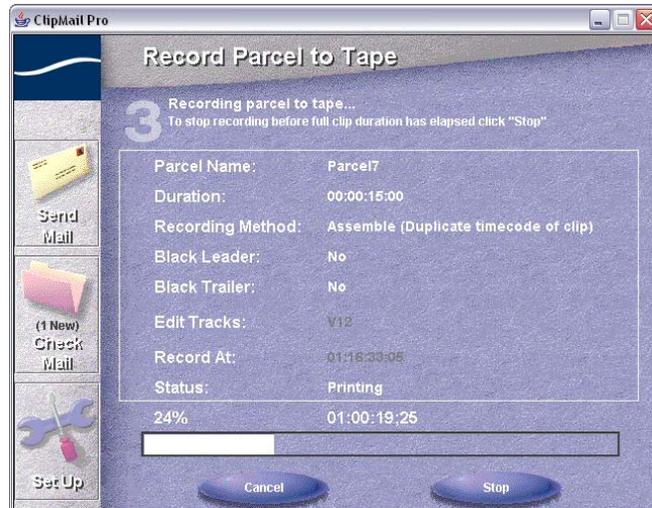
The second *Record Parcel to Tape* panel allows you to prepare your VTR and have the tape ready and positioned as desired.

Use the tape transport controls to shuttle the tape to a desired point or manually enter a specific Record At point and click Go to see the exact frame where you have selected *Record At*.



Click Record when you're ready to begin recording. ClipMail Client displays panel three, which allows you to start recording.

Figure 10–10. Printing a media file to tape



As recording progresses, a bar indicates the recording progress. Click Stop to complete the recording early, or click Cancel to abort recording.

When recording is complete, ClipMail Client displays panel four – a summary panel of this recording session.

Figure 10–11. Print to tape has completed



Panel four provides VTR controls so you can review the taped material, plus information about the parcel and how it was recorded.

**Precue.** Click Precue to pick up the VTR current pre-roll setting and move that far before the first frame.

**Go To Head.** Click Go To Head to move the tape to the first frame of the edit.



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# ClipMail Appliance Care and Maintenance

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## PREVENTIVE MAINTENANCE

ClipMail offers appliance-like operation and requires little attention or preventative maintenance, even when used daily. When used daily, you should find orphan clips and empty mail boxes every month for optimum operation (adjust the schedule based on your usage frequency). You should perform other tasks about every 3 to 6 months.

### Find Orphan Clips

Use the Find Orphan Clips function in ClipMail Client ([Find Orphan Clips](#) on page 7-31) to locate unused media and put it in a parcel in your saved box. There you can keep it or delete it to free up space on your hard drive. Before emptying mailboxes, you should find orphan clips.

### Empty Mail Boxes

Over time, files that are written and deleted cause your disk's free space to become fragmented, leading to slower system operation. Empty your mailboxes to de-fragment the internal hard disk and return it to optimal performance. The Empty Mailboxes function is provided in the Set Up section of ClipMail Client ([Empty Mailboxes](#) on page 7-33).

### Check the Disk

Use the Check Disk function in ClipMail Client ([Check Disk](#) on page 7-33) to verify that the hard disk is operating properly.

### Clean ClipMail Vents

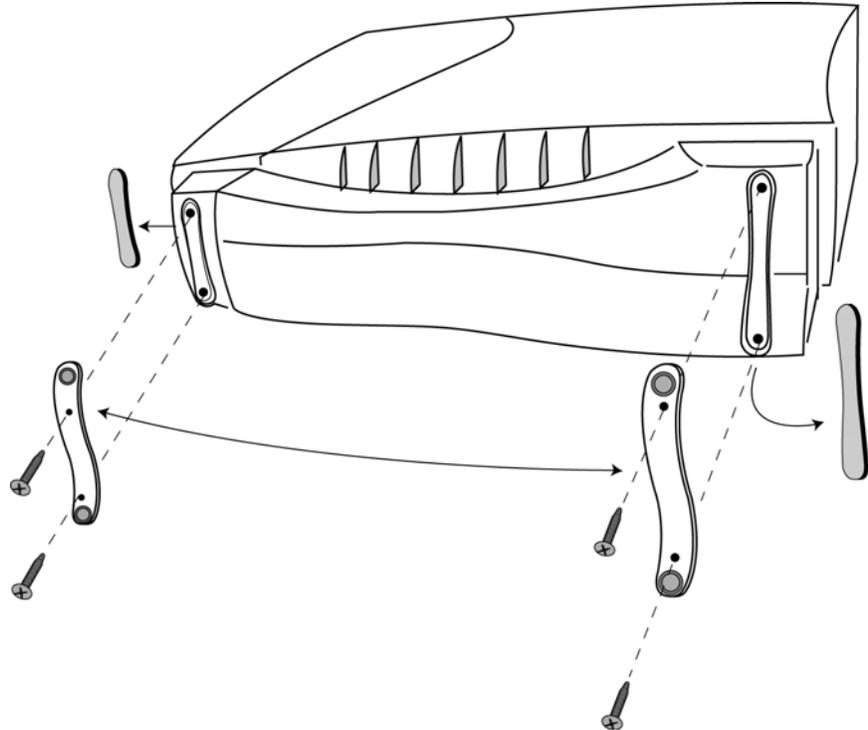
Inspect the ClipMail chassis and remove any dust or other accumulations of material that may be blocking ventilation. There is a fan inside the chassis that circulates cooling air; if the vents become blocked, the system may overheat.



## INSTALLING THE FEET KIT (CLIPEXPRESS | CLIPVIEW)

Before placing these two ClipMail appliances on their side in a vertical orientation, you must install the supplied feet, as shown below. Failure to install the feet may result in the chassis tipping and damaging the appliance.

Figure 11–1. Installing Optional Feet for Vertical Orientation



To install the feet, follow these steps:

- Step 1** Remove the rubber insert from the two insert molds at the base of the appliance.
- Step 2** Orient the vertical standing feet (supplied in bag) with rubber bases facing outwards (away from the appliance).
- Step 3** Insert Phillips screws (4) through the vertical standing feet into the exposed holes where the rubber inserts were previously removed.
- Step 4** Tighten screws to hold feet firmly against chassis.

## CALIBRATING THE TOUCHSCREEN (CLIPMAIL PRO)

If you have concern for the accuracy or sensitivity of your ClipMail touchscreen, you may wish to calibrate it, or return to the factory default settings if it's been previously calibrated. This is a recommended procedure at installation, since you may not find the settings shipped from the factory ideally suited to you.

To calibrate the touchscreen, press the Set Up button (on the touchscreen) and then select the Maintenance tab. On the maintenance screen, locate these two buttons: Calibrate, and Factory Settings.

Press the Calibrate button to begin re-calibrating the touchscreen. After doing so, you'll be led by on-screen prompts through a process of touching different points on the touchscreen display. ClipMail uses these screen points to calculate new values for screen positions. The new values will not be used until you update them via a confirmation screen presented at the end of the calibration procedure.

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## CARE AND CLEANING OF THE TOUCHSCREEN

Although the surface of the touch screen is hard-coated polyester over glass, don't use any hard or sharp device to touch or clean the screen.

An eraser on the end of a pencil makes an excellent touchscreen pointer in place of a finger. It won't smudge or streak the screen and allows for more precise pointing.

If you get finger smudges or contaminants on the screen, you can clean them using standard ammonia-based window cleaner. To clean the screen, turn power off and then spray cleaner on a soft cotton cloth. Gently wipe the screen with the moistened cloth. Do not leave the screen wet.

To avoid damage to the control panel or its touchscreen do not store the control panel in temperatures above 85°C or below -25°C.





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## Troubleshooting

One useful way to find the source of problems is to isolate the problem by reducing your system to the smallest size where the problem still occurs and then note the symptoms. This often eliminates areas or components not directly related to the problem and makes finding the source of the problem easier.

For example, on a small network, turn off all the devices not involved directly with the ClipMail. With only the ClipMail and one computer powered up; determine if they can communicate and function properly. If everything works properly, turn each device back on one by one, and retest until the conflicting device is found.

Once you've noted the symptoms, review the Troubleshooting table (following) to determine if any of the symptoms are listed. If so, check the items listed. If you call for customer support, you'll be able to advise the solutions you've tried, and when and how the symptoms appeared.

**Symptom.** The transfer rate on my ClipMail is very slow; media takes too long to receive or send. What might be causing this?

**Action.** A variety of factors can affect transmission speeds – some are environmental, others may be directly related to either the ClipMail or the other system. Under optimal conditions, you should be able to consistently attain transfer rates in the 13 to 18Mbit/second range.

Take the following actions:

Use a computer on your LAN to send a test file to the remote LAN via FTP to verify possible transfer problems with the ISP

Use a computer on the other LAN to send media to an FTP server on your LAN to check the transfer rates in the opposite direction

Check to determine if your ClipMail is set to auto-negotiation, try changing the negotiation from Auto to 10/full or 100/full or 10/half or 100/half (Some modern day networking equipment may have problems establishing a successful link when auto negotiate is enabled.

If you are using a startup script that alters the network stack (i.e window size), remove the startup script, reboot the ClipMail and try again.



If you are using ACTIVE mode FTP try PASV mode. If you are using PASV mode FTP try ACTIVE.

Your network may contain equipment that is not compatible with auto-negotiation, which may result in your ClipMail failing to connect. Work with your network administrator to test connection by setting the ClipMail to 10MB or 100MB.

Perform maintenance tasks (find orphan clips, empty mailboxes).

Consider sending during periods of low activity (at night, early morning, or weekend). Discuss slow performance with your network administrator. If your ClipMail is connected to a hub, consider connecting to a switch.

**Symptom.** When I import clips into my ClipMail Pro that I have made on a 3rd-party application to play (Playable Clip), they always display as attachments, and ClipMail displays an error during the import process. What am I doing wrong?

**Action.** First, check your ClipMail Pro's serial number. Be sure that the clip's maximum bitrate doesn't exceed 8 MBps when importing into a ClipMail Pro with serial number 999 or less. Don't exceed 15 Mbps if your number is 1000 to 2999. You may be able to increase the maximum allowed bitrate on your ClipMail – contact Customer Support to discuss.

**Symptom.** My MPEG clips look distorted when viewed on a computer monitor. What is wrong?

**Action.** ClipMail was designed for the broadcast market. NTSC/PAL television monitors have rectangular pixel shapes; Computers use VGA monitors, which display square pixels. ClipMail creates MPEG1 media at the ISO standard resolution of 352 x 240 for NTSC and 352 x 288 for PAL. This is so that when viewed on a 4:3 aspect ratio TV monitor images don't look stretched or distorted. In order for circles to be circular when viewed on a VGA monitor, MPEG clips should be created at 320x240 (which ClipMail cannot do). Although some software and hardware decoders will preserve the aspect ratio bits embedded into the stream (ClipMail allows for 4:3, 16:9 and square pixel settings to be created in Custom MPEG Profiles), your decoder needs to be able to interpret the aspect ratio bits, and display them properly.

**Symptom.** When I try to encode a clip, ClipMail displays a message indicating there is not enough storage space to create the request, although my drive shows 10GB free. Why?

**Action.** You may have un-referenced (orphaned) media files stored on the drive that are taking up space, although not being counted in the free space available by the ClipMail. To remedy this situation, you should perform two maintenance tasks. Click SETUP > MAINTENANCE > FIND ORHPAN CLIPS, and EMPTY MAILBOXES. These functions



optimize the disks by performing a quick format of your media partitions. Reboot the ClipMail and you should now be able to record your clip.

**Symptom.** On my Clip Express I have lines on my monitor when I play my encoded clips. What can this be caused by?

**Action.** Oxidation may have built up on the connectors inside the unit. First, contact Customer Support to obtain authorization to open the ClipMail. Opening the ClipMail without express permission of Telestream may void your warranty.

---



### Caution

**Never open the chassis enclosure when it is connected via a power cord to a power source. Never open the chassis enclosure without express permission from Telestream – it may void your warranty.**

**Only proceed to open the chassis and re-seat the power connectors under the supervision of a Telestream Customer Support representative.**

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Next, power down and unplug the device from its power source.

Remove the rubber feet, and remove the 5 screws on the base of the unit to open the system.

Under the supervision of the Customer Support representative, re-seat the power supply connectors, re-assemble the unit and power it up.

Re-encode the media in question. Contact Customer Support if you continue to see the lines.

**Symptom.** When encoding video from my deck or computer, I receive this error: [1000] - Error activating a media stream. What is the cause?

**Action.** If your ClipMail cannot latch onto video, it may be due to low quality, often from consumer video equipment without TBC, or PC video cards. Try a different source, swap cables, or utilize TBC or frame sync. When routing video through a router, patch the source directly into the ClipMail.

**Symptom.** I have enabled email notification, set up my SMTP server, and DNS server, yet I never receive any email(s) from the ClipMail system. Why?

**Action.** If your SMTP server relies on authentication in order to send email (many do now, due to the spam pandemic), the ClipMail can not successfully send email. You must change the settings on your mail server or provide a mail server without these settings.

**Symptom.** I can't send to anyone via their ClipMail hostname. Why not?



**Action.** You need to set up a valid DNS server in the ClipMail that can properly resolve these hostnames into IP addresses.

**Symptom.** On my ClipExpress, I cannot figure out how to add FTP addresses to my address book.

**Action.** You must connect to the ClipExpress using ClipMail Client in order to create FTP server addresses. Be sure you've enabled the Clip Express to create FTP server addresses, then you can add those addresses using ClipMail Client.

**Symptom.** (ClipExpress | ClipView | ClipRemote)

The LEDs on the chassis front panel flash back and forth in alternate patterns as follows: on off on, off on off

**Action.** This reports a system boot failure. On ClipRemote appliances, make sure the removable hard disk has been installed and locked. If this is not the problem, or your appliance is a ClipExpress or ClipView, contact Telestream Customer Support.

**Symptom.** The main screen never appears on my monitor.

**Action.** If you're using a ClipRemote, make sure the removable hard disk is locked in place.

On all ClipMails, make sure the appliance is connected to a live power source, and try rebooting.

**Symptom.** My parcel is sent, but the destination ClipMail never receives it.

**Action.** ClipMail checks the destination before sending to determine that the destination can receive it, so something may have happened during transmission.

Check the cabling on destination system. Try sending media the other direction (from destination system to sender).

Check to determine if your ClipMail is set to auto-negotiation, try changing the negotiation from Auto to 10/full or 100/full or 10/half or 100/half (Some modern day networking equipment may have problems establishing a successful link when auto negotiate is enabled).

Perform maintenance tasks (find orphan clips, and empty mailboxes).

**Symptom.** The expected addresses or custom MPEG profiles are no longer available.

**Action.** (ClipRemote only) The removable hard disk may have been changed without transferring the address book or MPEG profiles.



Various setup parameters may have changed, such as the audio and video setup, e-mail notification, identification information, ClipMail password, or language.

(ClipRemote only) The removable hard disk may have been replaced with one not containing this information.

RPC Time-out error message is displayed in ClipMail Client.

Communication between ClipMail Client on the PC and ClipMail has failed.

Switch to local mode, shutdown the ClipMail and turn off the power. Wait about 10 seconds, and then turn the power on and communication should be restored.

If connecting via Internet through a firewall, try tunneling via HTTP.

**Symptom.** Color fades to grayscale and back every few seconds.

**Action.** (ClipExpress and ClipRemote only) There is no value in the video input setting. Connect video input. Change Video Setup selection to None.

**Symptom.** I can send clips, but can't receive them.

**Action.** Determine if firewall is set to allow incoming FTP traffic on ports 20 / 21.

Try using passive mode FTP.

**Symptom.** I can receive clips, but can't send them.

**Action.** Determine if firewall is set to allow outgoing FTP traffic on ports 20 / 21.

Try using passive mode FTP.

**Symptom.** Using Network Diagnostics in ClipMail Client

**Action.** To aid in ClipMail troubleshooting, you can use the Network Diagnostics functions in ClipMail Client (or control panel for ClipMail Pro users) to test the network path and devices through which your ClipMail media is transmitted. This testing is normally done during initial system setup, then as a troubleshooting function as needed. For details, see [Performing Network Diagnostics](#) on page 7-16.





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## Quality Profiles

ClipMail provides several quality profiles you can choose when creating new clips. These profiles simplify the specification of system, audio and video settings based on the application of the clip you're creating.

When you select a quality profile, you can also modify the MPEG settings to further refine the profile. For example, you can select a lower-quality profile that defaults to 4:2:0 or change it to 4:2:2.

You can also create up to 50 custom profiles for selection when you are creating clips.

Quality profiles are grouped in the following categories:

### **ClipExpress | ClipRemote | ClipMail Pro:**

1. MPEG1 Low
2. MPEG1 Mid
3. MPEG1 High
4. Approval
5. Consumer
6. Broadcast
7. Custom Choices: there may be custom profiles listed that were set up by you or other users. Custom Choices are defined in the Set Up Video tab.

### **ClipMail Pro Only:**

1. Distribution
2. Contribution
3. Master

ClipExpress and ClipRemote appliances offer MPEG1 Low through Broadcast quality profiles. ClipMail Pro supports all listed profiles – from MPEG1 Low through Master PCM.

[Table B-1](#) specifies the system and audio settings for all quality profiles. [Table B-2](#) specifies the video settings for all quality profiles.



In [Table B-1](#), the System Bitrate is dependent on the number of audio stereo pairs, and the Audio Bitrate is per stereo pair (1 or 2 pairs).

The reference to PCM in some quality profiles refers to highest quality Telestream proprietary PCM format. When you encode media using Telestream PCM, it is compatible with ClipMail appliances and FlipFactory.

Table B-1. Quality Profile System and Audio Settings

Quality Profiles	Stream Type	Total Bitrate	Encoder Type	Audio Bitrate
MPEG1 Low	Program	521 Kbps	MPEG Layer2	128 / 256 Kbps
MPEG1 Low PCM	Program	2.3 / 4.2 Mbps	PCM	1.9 / 3.8 Mbps
MPEG1 Mid	Program	651 Kbps	MPEG Layer2	128 / 256 Kbps
MPEG1 Mid PCM	Program	2.4 / 4.4 Mbps	PCM	1.9 / 3.8 Mbps
MPEG1 High	Program	1.3 Mbps	MPEG Layer2	256 / 512 Kbps
MPEG1 High PCM	Program	2.9 / 4.8 Mbps	PCM	1.9 / 3.8 Mbps
Approval	Program	1.5 Mbps	MPEG Layer2	128 / 256 Kbps
Approval PCM	Program	3.4 / 5.3 Mbps	PCM	1.9 / 3.8 Mbps
Consumer	Program	3 Mbps	MPEG Layer2	256 / 512 Kbps
Consumer PCM	Program	4.9 / 6.8 Mbps	PCM	1.9 / 3.8 Mbps
Broadcast	Program	8 Mbps	MPEG Layer2	384 / 768 Kbps
Broadcast PCM	Program	9.9 / 11.8 Mbps	PCM	1.9 / 3.8 Mbps
Distribution	Program	12 Mbps	MPEG Layer2	384 / 768 Kbps
Distribution PCM	Program	13.9 / 15.8 Mbps	PCM	1.9 / 3.8 Mbps
Contribution	Program	18 Mbps	MPEG Layer2	384 / 768 Kbps
Contribution PCM	Program	19.9 / 21.8 Mbps	PCM	1.9 / 3.8 Mbps
Master	Program	50 Mbps	MPEG Layer2	384 / 768 Kbps
Master PCM	Program	51.9 / 53.8 Mbps	PCM	1.9 / 3.8 Mbps



Table B–2. Quality Profile Video Settings

Quality Profiles	BitRate Mbps	Chroma Format	VBR	HRes	VRes	GOP Size	GOP Ref Dist
MPEG1 Low	384 Kbps	4:2:0	True	352	CIF (240)	15/12 <sup>a</sup>	3
MPEG1 Low PCM	384 Kbps	4:2:0	True	352	CIF (240)	15/12 <sup>a</sup>	3
MPEG1 Mid	512 Kbps	4:2:0	True	352	CIF (240)	15/12 <sup>a</sup>	3
MPEG1 Mid PCM	512 Kbps	4:2:0	True	352	CIF (240)	15/12 <sup>a</sup>	3
MPEG1 High	1	4:2:0	True	352	CIF (240)	15/12 <sup>a</sup>	3
MPEG1 High PCM	1	4:2:0	True	352	CIF (240)	15/12 <sup>a</sup>	3
Approval	<1.5	4:2:0	True	352	Norm	15/12 <sup>a</sup>	3
Approval PCM	1.5	4:2:0	True	352	Norm	15/12 <sup>a</sup>	3
Consumer	<3.0	4:2:0	True	720	Norm	15/12 <sup>a</sup>	3
Consumer PCM	3	4:2:0	True	720	Norm	15/12 <sup>a</sup>	3
Broadcast	<8.0	4:2:0	True	720	Norm	15/12 <sup>a</sup>	3
Broadcast PCM	8	4:2:0	True	720	Norm	15/12 <sup>a</sup>	3
Distribution	<12.0	4:2:2	True	720	Ext.	9	1
Distribution PCM	12	4:2:2	True	720	Ext.	9	1
Contribution	<18.0	4:2:2	True	720	Ext.	9	1
Contribution PCM	18	4:2:2	True	720	Ext.	9	1
Master	<50	4:2:2	True	720	Ext.	1	0
Master PCM	50	4:2:2	True	720	Ext.	1	0

a. GOP Size 15 for NTSC, 12 For PAL





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# Advanced Network Configuration

This appendix provides information about advanced configuration issues involving the use of ClipMail via the Internet and through firewalls.

## Topics

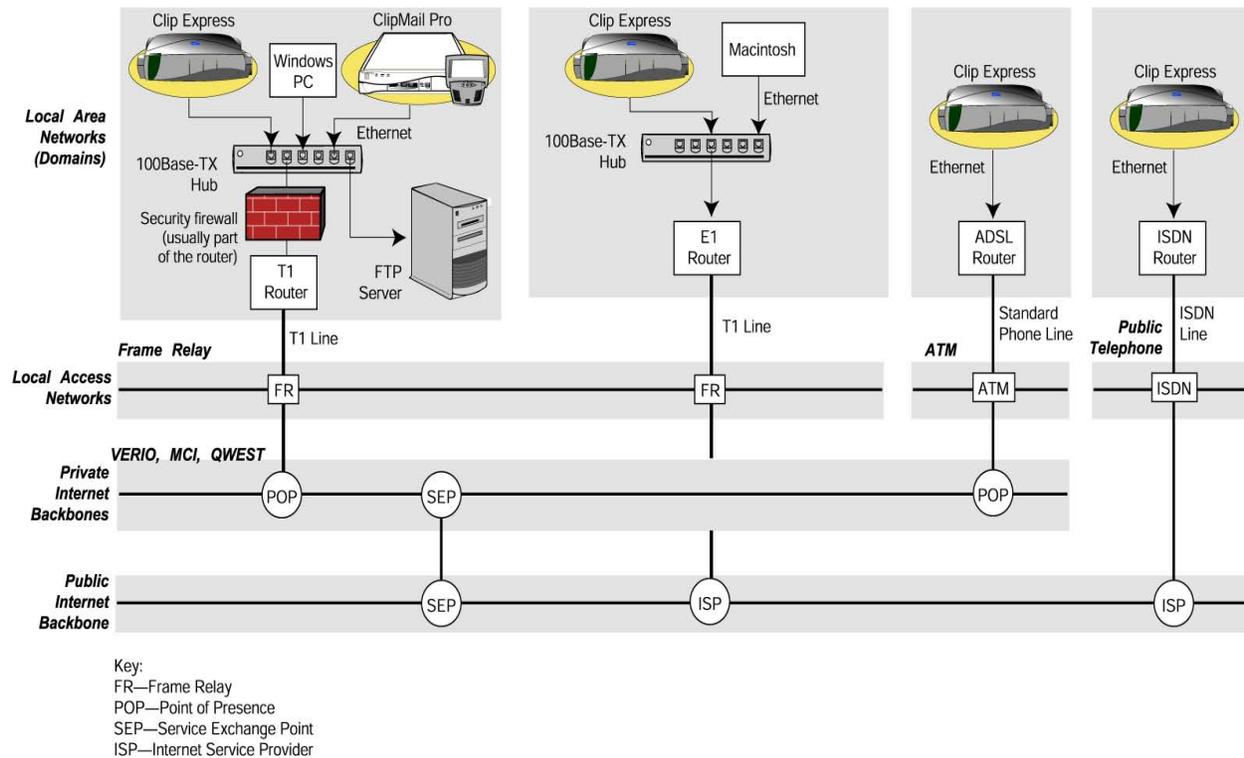
- [Firewalls and ClipMail Appliances](#) (page C-3)
- [Network Address Translation \(NAT\)](#) (page C-5)

You can connect ClipMail appliances to FTP servers, Telestream MAP or FlipFactory servers, or other ClipMail appliances via routers and gateways over a network to enable group collaboration and media sharing. Connecting a ClipMail to a network may be simple or complex, depending on your network and its components. A written network diagram helps you analyze where a ClipMail appliance should be connected and what options (if any) are required.

In a simple LAN configuration, two ClipMail appliances and a computer can be connected via a hub or switch over a 10Base-T or 100Base-T network. When connected to a hub or switch, if auto-negotiate is enabled, ClipMail automatically communicates at 10Base-T or 100Base-T speed. You need to supply each ClipMail system a unique static IP address.



Figure C-1. ClipMail on LAN, Internet backbones, and Internet



## Connecting to LANs, Intranets, and the Internet

The diagram above illustrates typical ways to connect a ClipMail appliance to other ClipMails and other network devices over the Internet. ClipMail appliances communicate using TCP/IP, so they can be set up via any physical interface that supports this industry standard. To understand how you'll connect your system, you should know these terms:

- Local Area Network
- Local Access Network
- Service Exchange Point
- Proxy Server
- Domain
- Wide Area Network
- Private Backbone
- Firewall
- IP address



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## FIREWALLS AND CLIPMAIL APPLIANCES

An Internet firewall is security software and/or hardware that allows limited access to your network from the Internet, and only allows approved traffic in and out according to predefined settings. A firewall allows you select a level of connectivity appropriate to your business needs, and reject connections that are unneeded or present a security risk.

A firewall at its most basic level provides a filter that incoming or outgoing packets must pass through. Some firewalls also check connections against a restrictions list, or allow/disallow specific types of Internet protocol connectivity including FTP, SMTP or HTTP.

Firewalls can exist as an application running on a computer, or as a stand-alone hardware platform. Some use “hardened OS” computers while others use proprietary hardware solutions. Firewalls are also commonly bundled into DSL or other T1 WAN routers.

Almost all firewall products offer IP address filtering. Such filters work by examining IP data packet headers and making pass/fail decisions based on the source and destination IP addresses. A higher level of control is one that is able to set filters according to the TCP or UDP port numbers in conjunction with the IP address filters.

When installing a ClipMail appliance, firewalls must be configured to allow FTP and HTTP protocol data packets and prevent Network Address Translation (NAT) from adversely affecting ClipMail IP numbers.

### Firewall Configuration

If you plan on setting up a ClipMail to communicate with other ClipMail appliances or FTP servers beyond your local area network, you should ensure the network's firewall is configured correctly. Ask the network administrator to open a hole in the firewall for the following protocols:

- HTTP (TCP port 80) inbound and outbound. This permits remote access to the system from ClipMail Client.
- FTP (TCP ports 20, 21) inbound and outbound. For security reasons FTP should normally be restricted to the IP address of the ClipMail and any other public FTP servers.

To allow Telestream to remotely diagnose the ClipMail, ask the network administrator to open a hole in the firewall:

Telnet (TCP port 23)  
FTP (TCP Port 20/21)  
HTTP (TCP port 80)



## Setting FTP Port Number

When configuring your ClipMail, you may need to configure the FTP Port. By default, the FTP port is set to 21. See your Network Administrator if the default port number should be changed.

The default FTP port can be changed on the ClipMail. To change the port (or use a Proxy Server), run ClipMail Client (ClipMail Pro users may use the control Panel) and connect to your ClipMail. Then, go to Setup > Network > FTP Setup. For details, see [FTP Setup](#) (page 7-20).

## Working with Proxy Servers

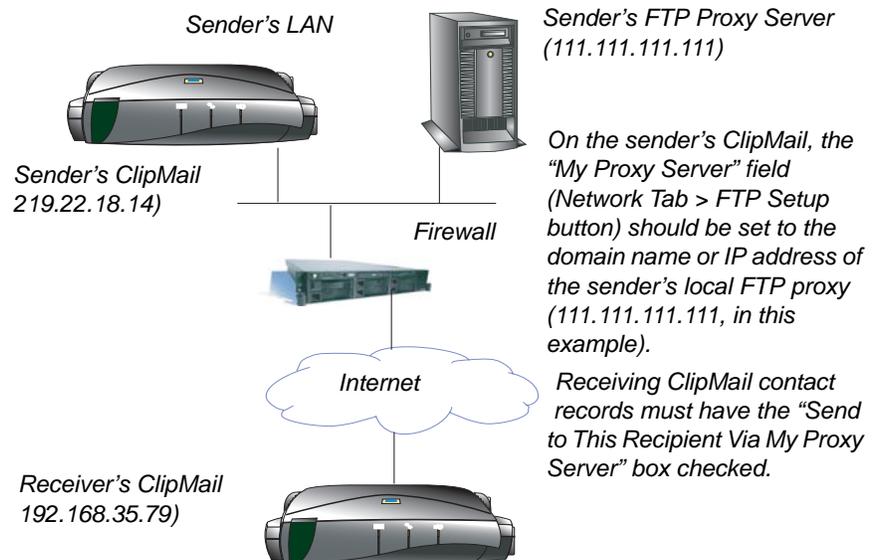
Many organizations use a firewall to protect their LAN from external access. A proxy server can be configured to block external access while permitting users behind the firewall to gain access to the Internet.

You can usually specify a different proxy server for HTTP and FTP protocols; ClipMail uses both; so proxy servers can affect their operation.

To support ClipMails on your network, proxy servers must be configured to pass HTTP (TCP port 80) inbound and outbound, and FTP (TCP ports 20, 21) inbound and outbound. Ideally, TCP port 23 should also be opened to allow Telestream to remotely diagnose the system via Telnet.

You can also configure ClipMails to work directly with your proxy server by entering the IP or domain name of your FTP proxy server into the My Proxy Server field in the Set Up button's Network, FTP Setup screen.

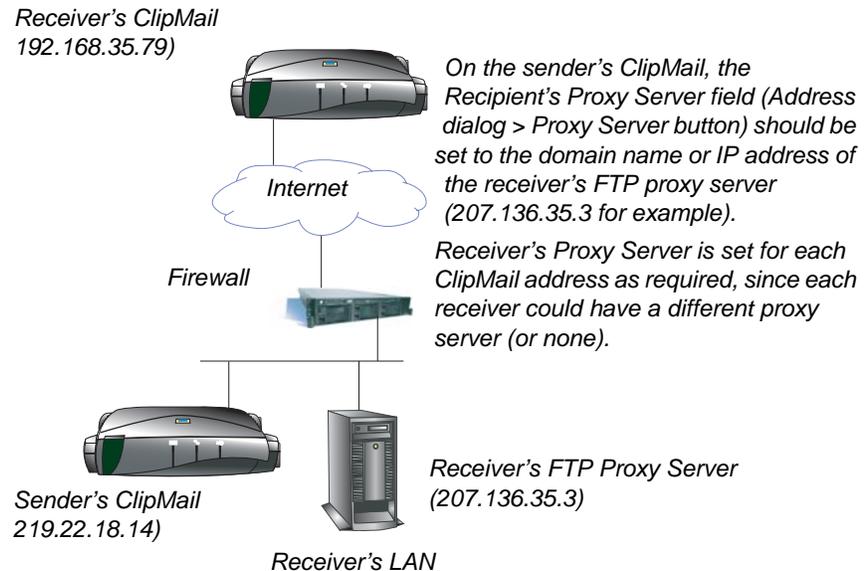
Figure C-2. Sending ClipMail Parcels via FTP Proxy Servers



To allow communication with a remote ClipMail with an FTP Proxy server, you'll need to define their proxy server's IP/domain name when entering their address.

Use the Proxy Server button on the address screen.

Figure C–3. Receiving ClipMail parcels via FTP proxy servers



## NETWORK ADDRESS TRANSLATION (NAT)

By employing NAT, an entire LAN can use a single IP address. NAT is used to remap groups of IP addresses to other IP addresses to allow private, internal addresses to be remapped to legal, external IP addresses.

Like a proxy server, NAT resides on a router/switch between the Internet and the LAN it serves, constantly reading and rewriting port numbers and IP addresses inside of IP headers. This action is performed automatically and transparently as packets move from LAN to WAN or from WAN to LAN. You may also find NAT implemented on a PC.

Because ClipMails communicate with each other via static IP addresses, the addresses must be exclusive on the LAN. NAT can confuse ClipMail appliances by translating IP addresses – resulting in not being found by other ClipMail appliances.

You should ask your administrator if NAT is operating between the port where the ClipMail is connected and the Internet (or any WAN you're connected to). If you use in-house NAT, ensure that it is configured to allow your ClipMail appliances to have static IP addresses that can be found by devices outside your network.

To successfully use NAT with ClipMail, you should understand how NAT alters IP addresses so that devices on the WAN or Internet can locate and communicate with devices on your LAN. If your company LAN is connected to the Internet via an ISP, contact the ISP and determine if NAT is being used at their site that may affect the IP address of your ClipMail.



## SETTING UP HTTP TUNNELING

ClipMail Client by default communicates with ClipMails via RPC. Because most firewalls by default reject all RPC traffic, you may not be able to connect to a ClipMail situated on your corporate LAN when you are connecting via the Internet.

In this situation, set up ClipMail Client to communicate with ClipMails through firewalls via HTTP. To enable HTTP tunneling, launch ClipMail Client to display the connection window.

Figure C-4. Check Tunnel Through HTTP to connect through firewalls



Before clicking Acquire, check Tunnel through HTTP. ClipMail Client will connect with the ClipMail via HTTP on port 80.

You can also change the HTTP tunneling port by entering the following startup script ([Startup Script](#) (page 7-34)) on your target ClipMail in ClipMail Client (or control panel for ClipMail Pro users), setting the following value: `gHTTPServerPort = #`, where # is the port number.

On a Windows PC running ClipMail Client, you can use Regedit to create an `http_port` string value in the registry in this path:

```
HKEY_LOCAL_MACHINE\SOFTWARE\JavaSoft\Prefs\net\telestream
\clipmail\clipmailapi
```

Set the `http_port` string value to the port number which will be used by all ClipMail Client tunneling connections from this computer.



### Caution

**Editing the registry incorrectly may cause ClipMail Client to fail, or your Windows operating system to stop operating correctly. Back up your registry so you can restore it if you make an error. If you are unsure of how to back up the registry or perform editing correctly, check with your system administrator.**

For assistance in setting this value on Mac OS X computer, contact Telestream Customer Support.



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## Using ClipRemote with Satellite Phones, Data Terminals, and Modems

Television coverage of world events by military and civilian news agencies demands delivery of audio and video from virtually any global location. The availability of satellite data and telephone services make it possible to transfer media clips from almost anywhere on earth.

ClipRemote is ideally suited to delivering media via satellite telephone circuits. Connection is accomplished via the rear panel's SSI serial port. Via this port, ClipRemote can interface with DCE devices including modems, terminal adapters, or satellite data terminals and phones.

ClipRemote establishes a dialup connection using the AT command set and creates an IP interface via asynchronous PPP. You configure connections using ClipMail Client (see ClipMail Client User's Guide), then connect and disconnect with the click of a button in either local or client mode. Connections to an ISP or VPN are supported, as well as simultaneous Ethernet and serial connections.

ClipRemote is used reliably with products including Nera World Communicator, V90 modems, and EICON Diva ISDN Terminal Adapter via Inmarsat Data Service. The satellite phone you choose should have a serial communication port that is compatible with the ClipRemote SSI port. For details about connecting these and other products, visit our Web site at [www.telestream.net](http://www.telestream.net).



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## TYPICAL SATELLITE PHONE CONFIGURATION

A typical field configuration includes:

- Satellite data/telephone equipped for high speed (56/64 Kbps) service
- Cisco 1600 series (or similar) router with Ethernet port, high-speed serial port, and serial DTE
- Cable for satellite data/telephone's serial port. Alternately, the router can be configured for ISDN if your satellite telephone has ISDN.
- ClipRemote with a video monitor, Ethernet cable, and AV cables
- Audio/video source such as a camcorder
- 120/240 VAC power source

The fixed base location configuration includes:

- Cisco 1600 series (or similar) router with ISDN WAN port, or DSL or T1 WAN router. Telestream recommends using the same manufacturer's router on both ends to promote compatibility.
- ISDN, DSL or T1 circuit.
- ClipMail or FTP Server, connected directly to the router or on a LAN



---

### NOTE

*If your satellite data/telephone service provider supports Internet connectivity, you may simply need an Internet connection instead of the router and ISDN line at the fixed base location.*

---

Prior to departure for the field assignment, the fixed base location router is configured and programmed with the list of phone numbers that correspond to IP networks to which it will connect, via satellite. The ClipRemote address book is configured using ClipMail Client, as described in the ClipMail Client User's Guide. Use these addresses to initiate the dial-up and automatic connection to fixed network locations.

At the field location, the satellite data/telephone terminal is set up and adjusted for optimum operation, ready for transmission. The monitor and camcorder are connected to the ClipRemote. The ClipRemote is connected to the router, which is connected to the satellite telephone.

Digitize your media and prepare a parcel for transmission. When you click Send, the parcel address signals the router the pre-programmed phone number to dial, in turn connecting to an ISDN or other WAN router/network at the fixed base location. Once the connection is established, the FTP transaction is initiated and the parcel is delivered over the satellite network.



---

## Using ClipMail with Avid Editors

Getting media off your Avid and out to your colleagues is easy using slave mode encoding. Slave Mode Encoding operates in version 3 (and later) of ClipMail Pro, ClipRemote, and ClipExpress.

Slave Mode Encoding allows ClipMail MPEG encoding/delivery appliances to be frame-accurately controlled by Avid editing workstations so that you can send video and audio directly from your Avid Edit Suite to your clients.

Figure E-5. Using Avid and ClipMail to deliver media to clients



Using the Digital Cut feature on any Avid, ClipMail is treated like a VTR or any other RS-422 controllable device. Instead of printing to tape, you can create a digital file using ClipMail Slave Mode Encoding. Using ClipMail's Auto Send feature, ClipMail can automatically deliver the file to any number of recipients, anywhere in the world via the Internet.

This seamless integration between Avid and ClipMail is a great time saver for people cutting on Avids because you don't need to print to tape for approvals or final delivery. With slave mode encoding the editor or assistant can quickly and easily print to ClipMail and keep on working.



### Key Benefits

- Lay-off your media to ClipMail for Internet delivery, instead of tape
- Simplify your workflow – control ClipMail directly from your Avid
- Single-click “print-and-send” functionality eliminates extra steps
- Free up your Avid to begin work on the next project
- You never need to leave your workstation
- Nothing new to learn
- Saves you time and money

---

## CONFIGURING CLIPMAIL FOR SLAVE MODE ENCODING

To configure your ClipMail for slave mode encoding, plug the video and audio outputs from the Avid to the video and audio input jacks on the ClipMail.

ClipMail Pro has a dedicated remote control port for use with slave mode encoding. Connect the RS-422 master port of the Avid to the remote control port of the ClipMail Pro. See [Operating in Slave Mode with Avid NLE](#) on page 1-19.

On ClipExpress or ClipRemote, connect the RS-422 master port of the Avid to the RS-422 port (VTR). The RS-422 port on ClipExpress or ClipRemote must be switched to slave mode using ClipMail Client before proceeding.

Because both Avid and ClipMail are DTE equipment, use an RS-422 cross-over cable, or a straight-through cable with an adapter.

---

## ENCODING – A SIMPLE 3-STEP PROCESS

Encoding an Avid digital cut to a ClipMail is a 3-step process which can easily be accomplished by the editor or assistant at the Avid workstation.

- Step 1** From the ClipMail *Send Mail* screen, name the parcel and add recipient addresses. This can be done at the Avid editing desk using either the ClipMail in local mode or ClipMail Client. By adding the recipient addresses first, you can take advantage of Auto Send. By selecting Auto Send in step 2, the parcel will immediately be sent to all of the addressed recipients.
- Step 2** Select Make New Clip, name the clip, and select encoding quality. The same process can be used for approvals or finished masters encoded at up to 50 Mbps 4:2:2 MPEG2 with a ClipMail Pro. From the same menu select Manual encoding and select Slave mode.



Slave Mode allows the Avid to control ClipMail encoding start and end times frame accurately via the RS-422 control cable. If addresses were already entered you can now select the Auto Send feature. Enter duration for the clip that is longer than the duration of the digital cut to ensure that the Avid can command the ClipMail to frame-accurately end the encoding. Select the Next button and now the ClipMail is waiting for the edit command from the Avid.

**Step 3**

From the Avid interface, select the Digital Cut feature from the Output menu. You will notice that the ClipMail appears to the Avid as a PVW-2800 Beta SP deck.

If the Avid does not recognize the ClipMail right away, select the Auto Configure option, and it will appear as a PVW-2800. Then, select Record in the Digital Cut menu. The Avid will cue the ClipMail and perform the digital cut.





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