Roots Treehouse Video Streaming Service
USER GUIDE
Powered by Alibi Cloud VS

Welcome to Alibi Cloud VS

Roots is excited to introduce you to the Alibi Cloud VS video solution. This powerful cloud-based solution allows you to live stream, view recorded footage and download video clips from the Treehouse.

This solution is ultra-secure and is built in partnership with Eagle Eye Networks, a worldwide leader in cloud video solutions.

There are three different ways to use the system including:

1) **Desktop Client Application**: this is a program that resides on your computer and you can use it just like any other application (MS Word, QuickBooks, etc.). You can find the application by clicking here.
   a. Once you download the application to your computer, we recommend you find it, right click it and pin it to your taskbar on your computer for easy startup.
2) **Mobile Apps**: these are programs for your mobile devices (phones and tablets) that let you view and download from anywhere you are. These can be found here. Make sure you are downloading the program associated with the icon shown at the right.
3) **Web Browser**: you can view live video and download via your web browser. The URL for the Alibi Cloud VS web portal is: https://cloudvslogin.alibisecurity.com

We provide our recommendations for which method to use below in the Live Viewing and Footage/Recording sections below.

> **NOTE: when reviewing recorded footage please note that the date stamp is DAY/MONTH/YEAR for all recordings**.

LOGIN & PASSWORD:

You should have received an email to your registered email address with login and password information. IMPORTANT: we highly recommend you change your password after you login the first time for security purposes.

To do that from your main login dashboard you will choose SETTINGS in the upper right of the screen. Then choose USERS and click on the name on the left hand side of the screen that you want to change the password for. Once you click the name you will see an option appear to CHANGE PASSWORD. Select that option, enter a new password and hit OK. An email will be sent confirming the new password.
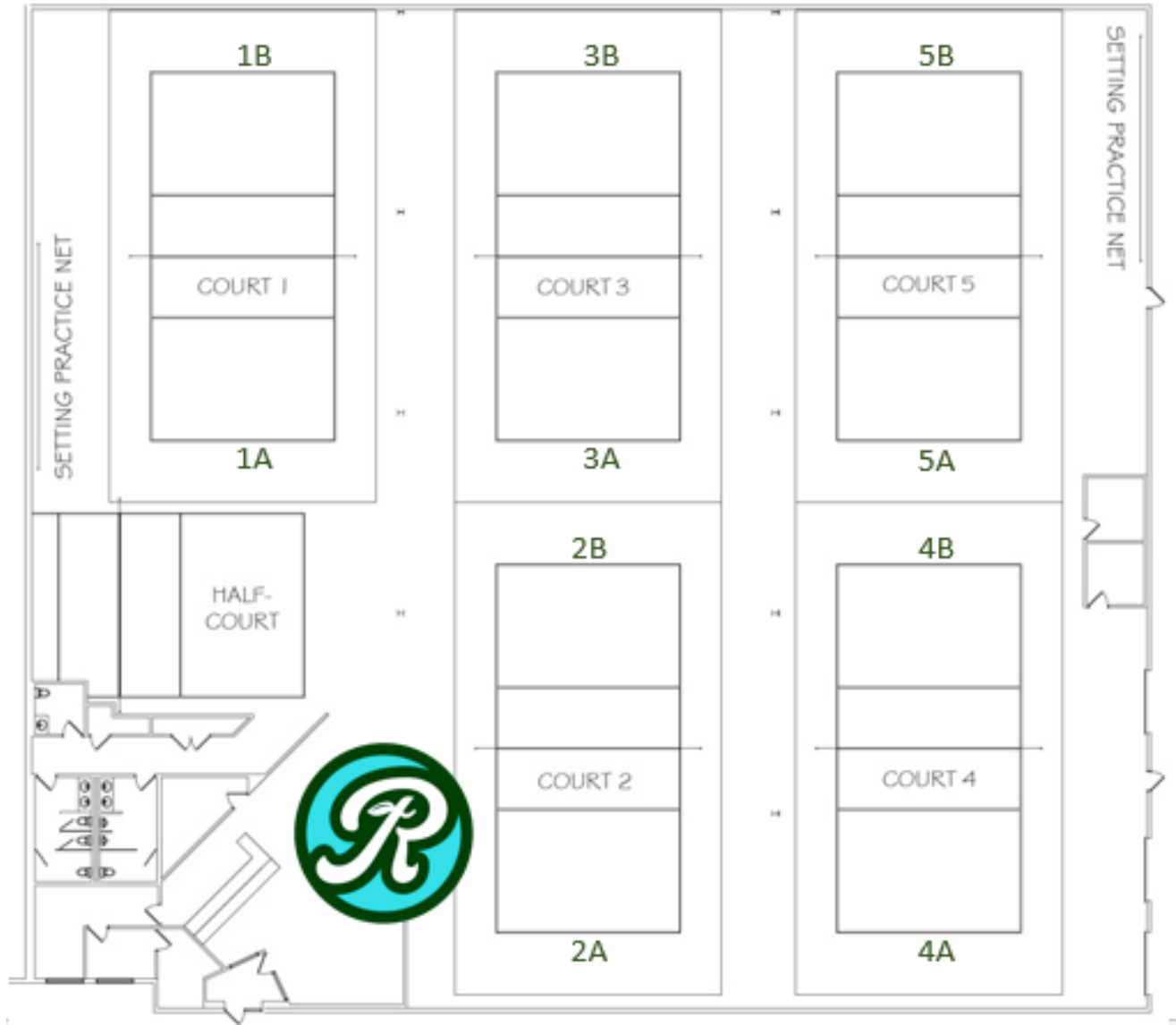
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Court Camera Layout:

There are 10 total cloud cameras installed, one at the end line of each court. The layout for the cameras is detailed below.

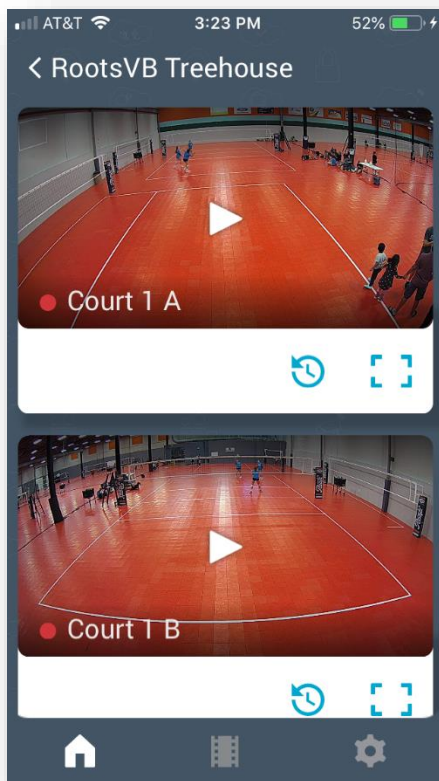# Roots Treehouse Video Streaming Service
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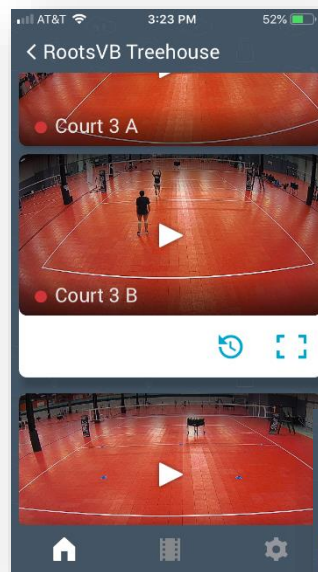Powered by Alibi Cloud VS

LIVE STREAMING VIDEO:
You may live view video via any of the three methods mentioned above. However, we recommend either the **mobile app or the web browser** because of the better continuity of video streaming and how video delivery is handled.
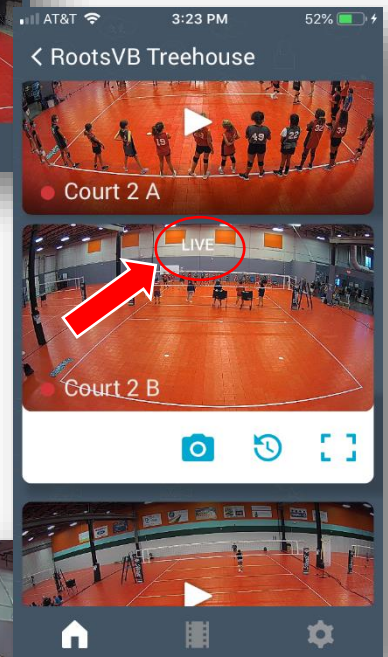
Mobile App
After you have downloaded the mobile app, using the link above, you will start the app and login using the email address and password for your account. You will be taken to your dashboard view (similar to below).

Scroll down to see more courts.

To watch live view of any court simply click the arrow in the middle of the court view and you will see the word LIVE appear on that view. You are now live streaming. To watch the court view full screen simply rotate your phone and the orientation will change.

Live view in landscape orientation

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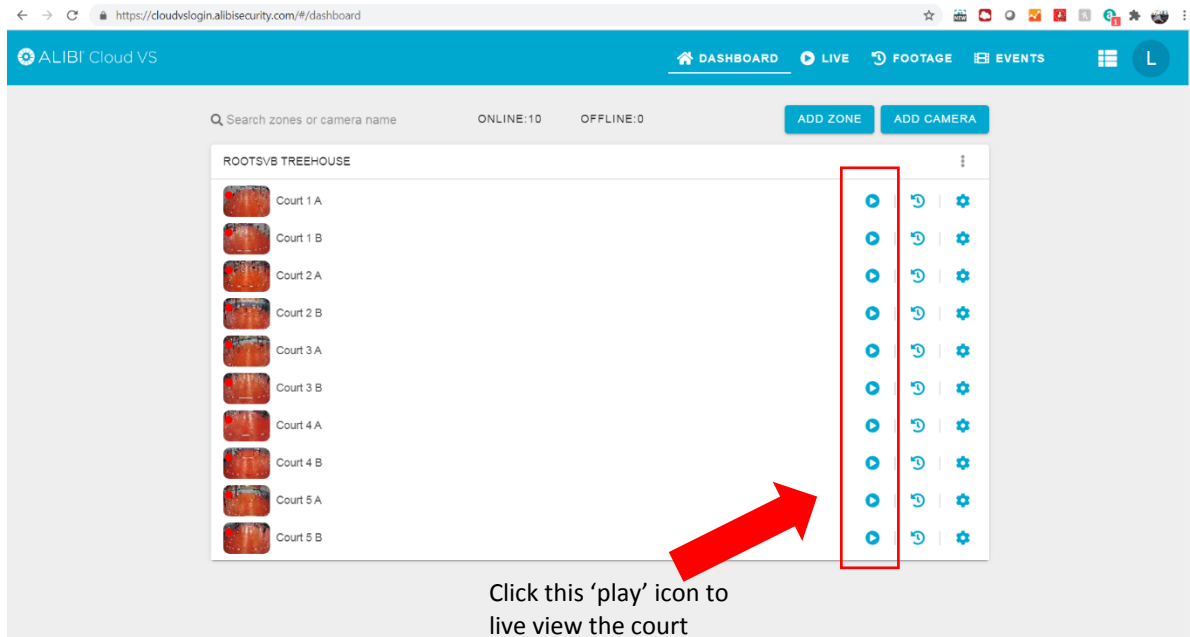## USER GUIDE
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Web Browser

Go to the following URL – https://cloudvslogin.alibisecurity.com – and login.

If you are presented with a login screen, enter your username and password to login.

If you get presented with the following options, choose Alibi Cloud VS and then on the next screen go to the icon in the upper right corner and select Web App. Then login as normal.

Using the web browser you have similar capabilities as the mobile or desktop app and can view live video or retrieve recorded footage. To view live video on any camera, simply click the 'play' icon associated with that camera.
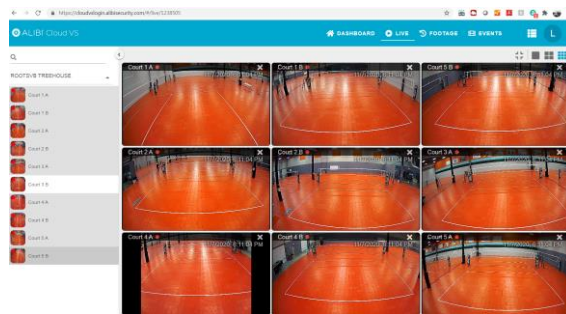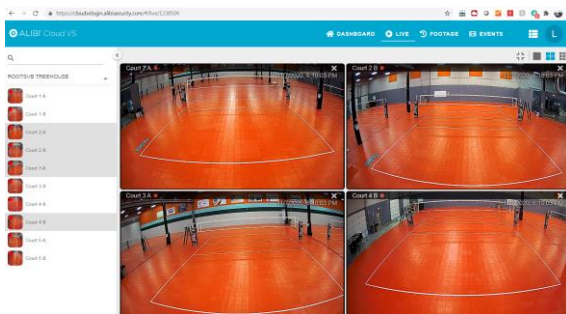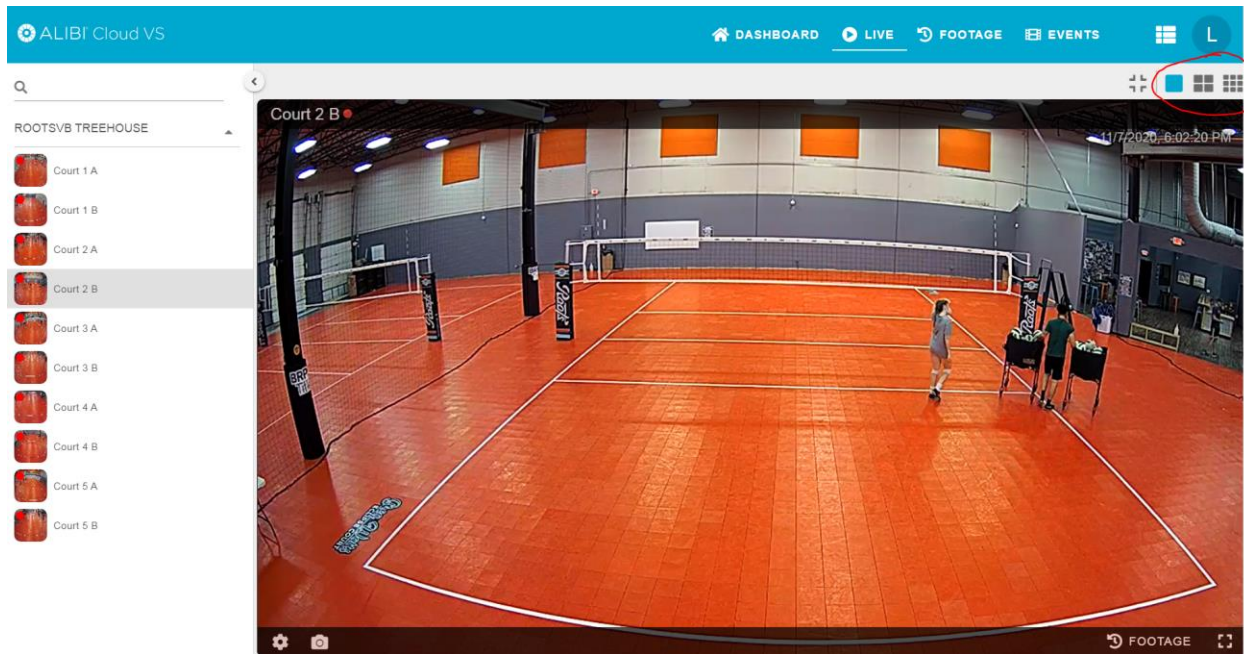

Click this 'play' icon to live view the court

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To view more than one court at a time, you can choose the 'multi-grid' setting in the upper right of the screen. It allows you to view up to 9 courts at a time. But bear in mind the more courts you are streaming the more bandwidth you are asking your computer to process at one time and you may experience more buffering.

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REVIEWING AND DOWNLOADING FOOTAGE:
The cloud video system records and stores video for 14 days. After the 14th day video will be removed from the server and replaced with the newest video from the current day.

REMINDER: The date in the recorded footage section labels days first and months second. 04/11/20 = November 4, 2020; keep this in mind when trying to retrieve video.
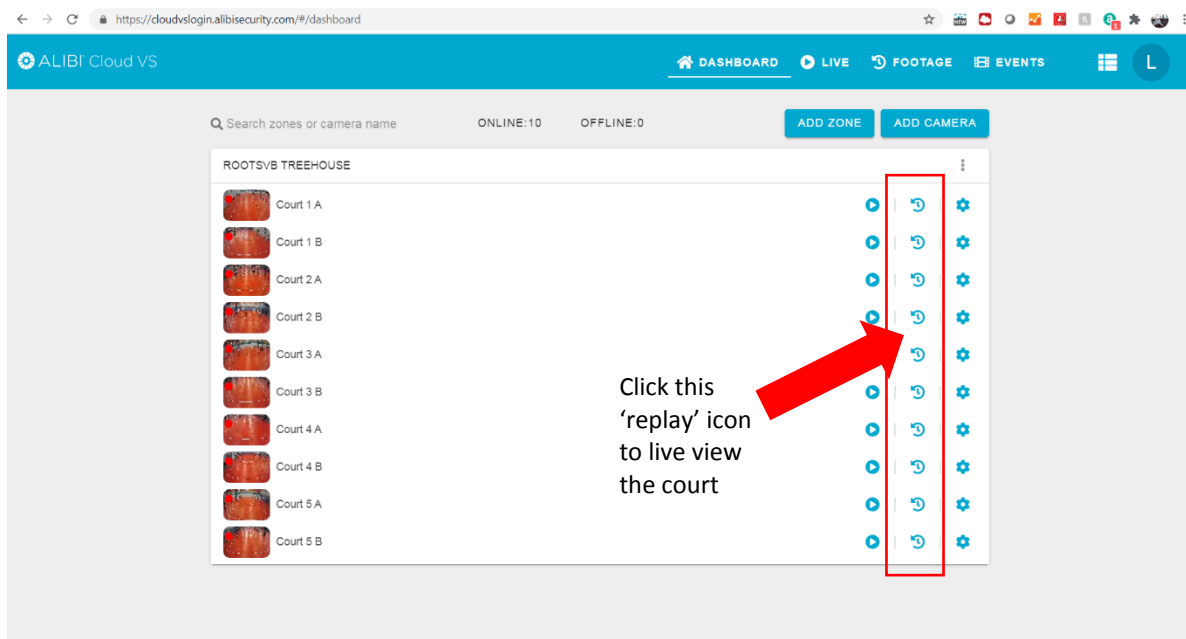
We recommend downloading video from the solution using the following methods based on length of vide you want:

- 30 minute clips or Less – Use the web portal
- 30+ minute clips or more – Use the desktop Client

Before you start to download video make sure that you have the date and approximate time of the footage you are looking for. Because the cameras continuously record, having this information will help you find the footage you are looking for more quickly.
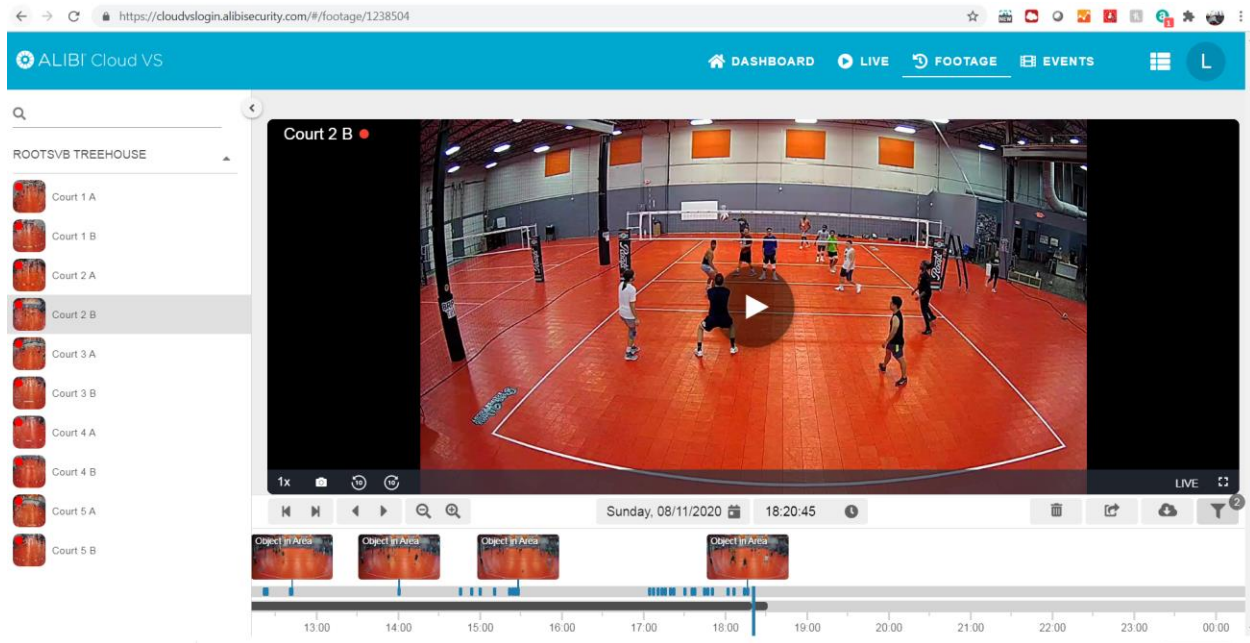
Web Portal – Browser
When you are in the web browser you may click on the 'replay' button on the dashboard view that corresponds with the camera you want to get footage for.
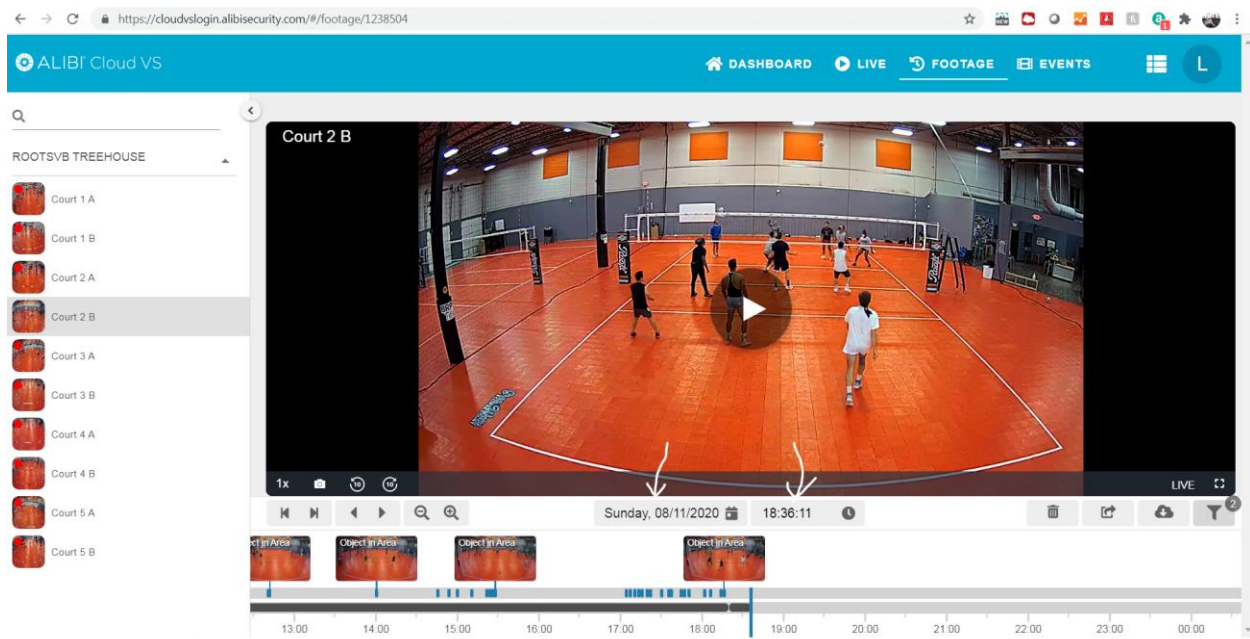
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When you click on the replay button next to a camera it will take you to a footage viewing screen that looks like this:

You can click on the date and time buttons directly below the video footage to find the correct video footage that you are looking for. See below for location of the date/time buttons.
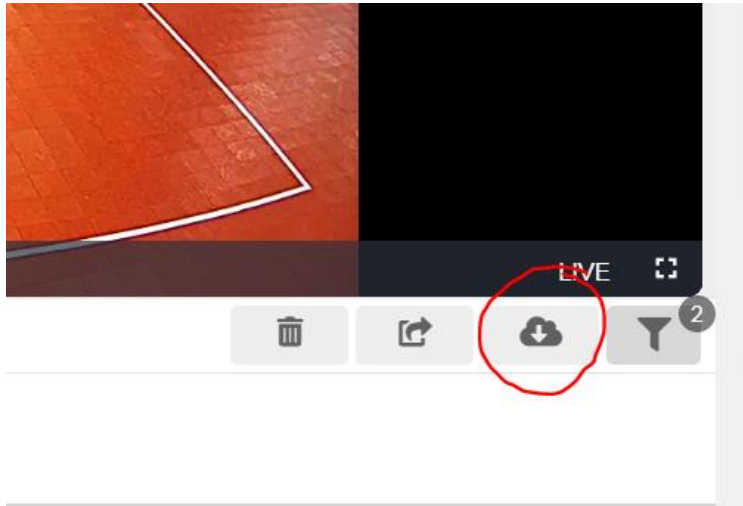
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When you want to download footage, click on the 'Download' icon in the lower right corner. The download icon is highlighted below:

You will be able to adjust the timeline of footage you want to download at this point. You will choose EXPORT on the next menu and the video will be processed and then you will click the download button to get the video downloaded to your computer.

REMINDER: currently the web portal only allows you to download 30 minutes of a video at a time.
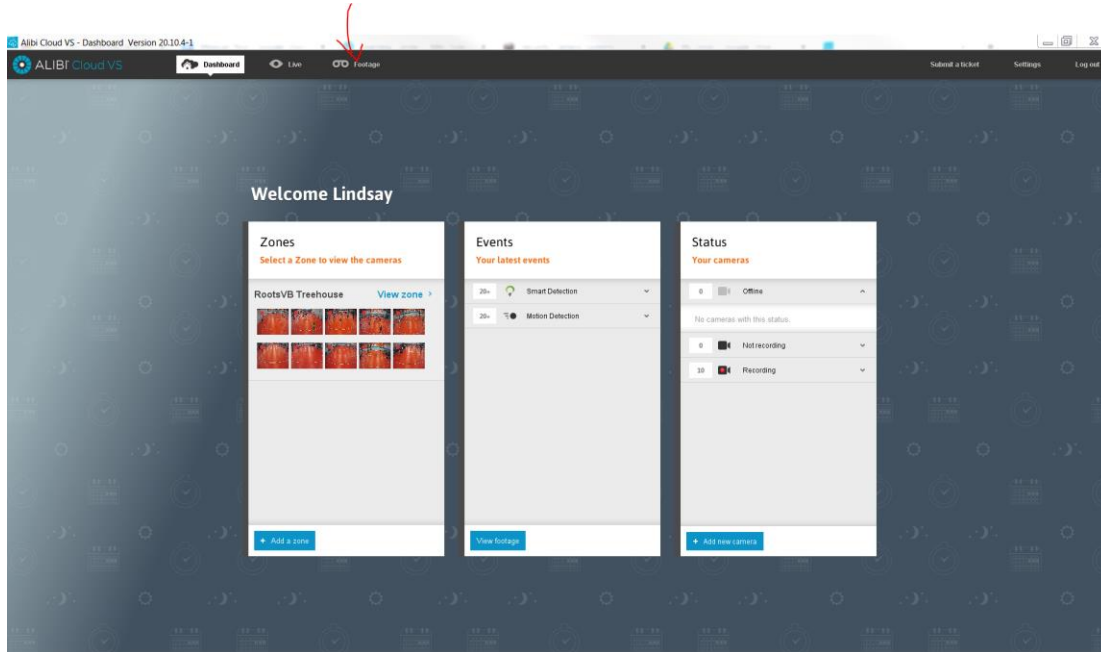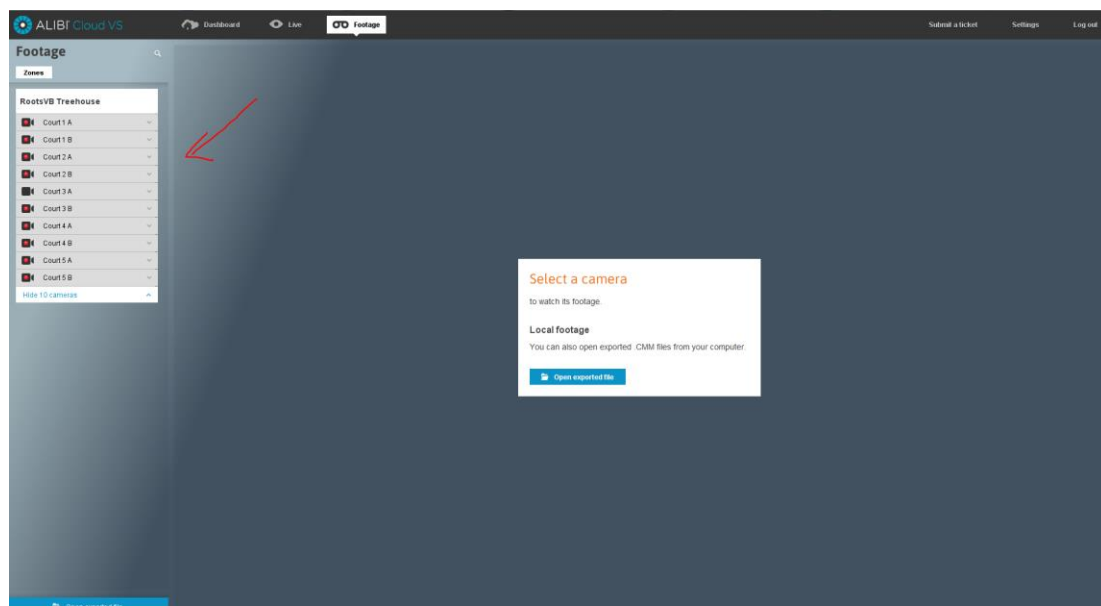
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DESKTOP APP:

If you want to download footage via the desktop app, you will select the FOOTAGE menu option when you are in the dashboard view.
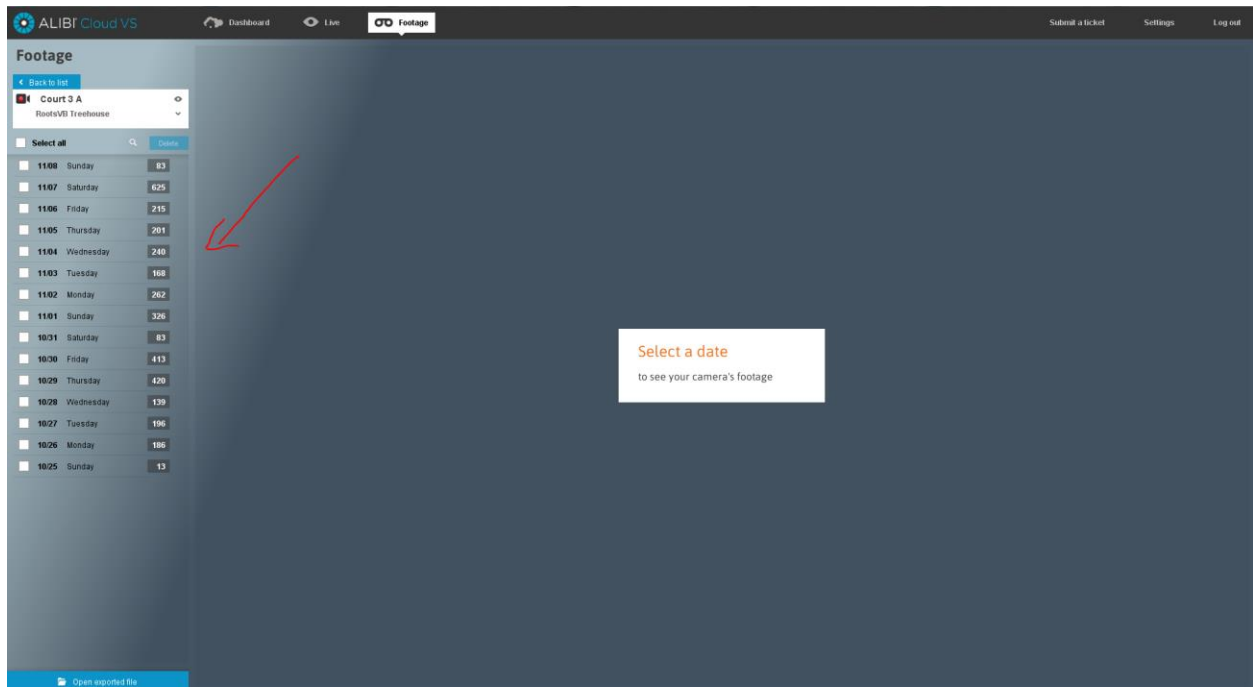

On the following screen you will select the camera you want to view the footage from.
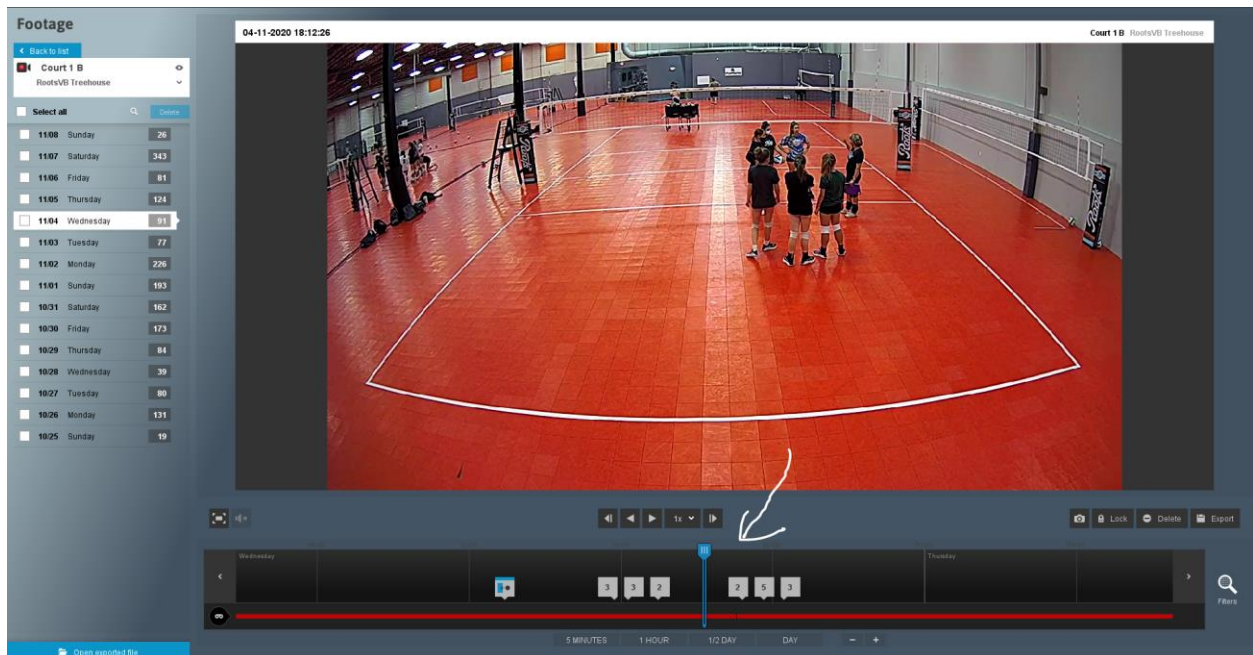
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After you select the camera, you will be asked to select the date you want to view

You can grab and move the timeline below the video to get to the proper timeframe that you are trying to download.
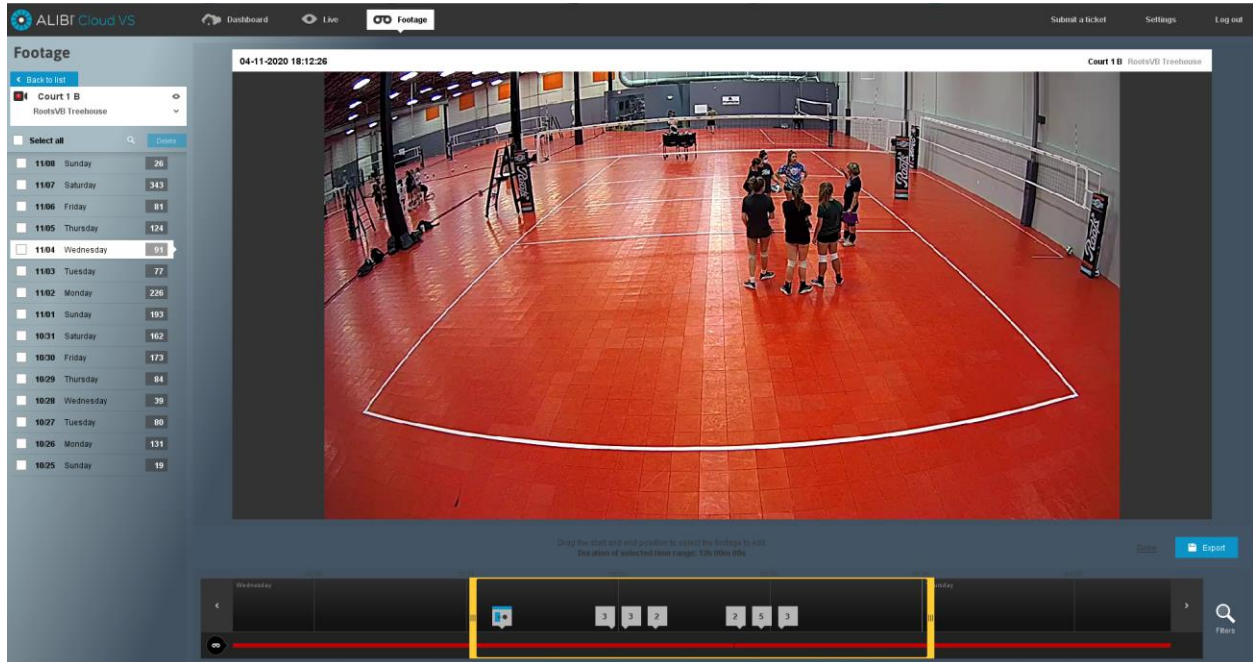
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Select Export on the far right above the timeline and a selection bar will appear over the timeline. You can grab either end of the selection bar and drag it out or in to adjust the time to download.

On the next screen, choose the name and location that you want to save the file. There is no audio on the recorded video footage, so do not check that option on the download screen.

You can choose the file type you want the video download in on this screen as well. We recommend saving the footage in a common video file type such as .MPEG4 or .MOV.

Then click SAVE.

NOTE: the longer the video clip is that you are trying to download, the bigger the file and the longer the system will take to generate the video footage. Please be patient. ;)