



# motiview

by MOTITECH

## User Manual

English

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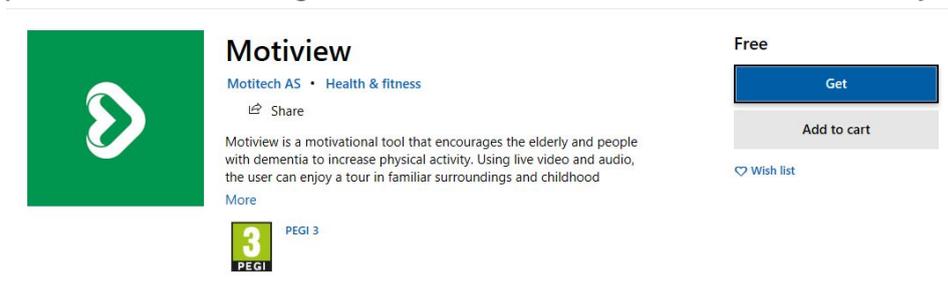
# Getting started

## 1. Installation of Motiview

If you have a device set up with Motiview already, or you have ordered Motiview with a pre-configured device, you can skip this step.

### PC / tablet with Windows 10

1. Go to **Microsoft Store** on your computer / tablet
2. Search for Motiview, and click “Get” to download the application. Note that you don’t need to log in to a Microsoft account to be able to enjoy Motiview.



3. The application should now be installed on your desktop. If you want to have a dedicated PC to run Motiview, we encourage you to do some additional steps to make it easier to find and launch Motiview:
  - Pin Motiview to taskbar
  - Pin Motiview to start
  - Open Motiview automatically when Windows start
4. Open up Motiview, and add your **license code** when prompted.

**Note:** Opening Motiview for the first time will take some time, since the application needs to do some background tasks to enable. This may take a couple of minutes.

5. You can now download videos. The most relevant videos are displayed at the top (based on the geolocation of the license). See the [Downloading videos](#) section for more details

#### TIP

You should try to keep the computer connected to the internet, to enable the users to download new videos, and get the latest product updates and fixes automatically.

## 2. Connect to TV/monitor

1. Turn on the TV/monitor
2. Connect the display cable (HDMI) to the PC and the TV/monitor
3. Make sure the TV's input is correct (find the button named "Input", "AV", "Source", then choose HDMI)
4. Turn on the PC

## 3. Open the application

If you have a pre-installed Motiview ready PC, the Motiview app will start automatically when you boot the PC, and the computer would be pre-loaded with some downloaded videos to get you started.

1. Start Motiview by double clicking the Motiview icon in the start menu or on the desktop.
2. When the application is running, the TV monitor should be showing a green screen with a white Motiview logo
3. On the PC you should now be able to scroll up and down, and click on the video you want to download and watch
4. Click on the "Play" button on your device, and the video will start playing on the external display screen.

### **Shut down Motiview**

Click on the X on the top right of the application, or use a shortcut (Alt+F4)

### **Turn off the PC**

1. Click the Windows-icon on the bottom left of the screen
2. Click the «On/off» icon
3. Choose «Turn off» (or «Update and turn off» if there are updates waiting to install)

# Downloading videos

The videos made available for download the first time you open Motiview are automatically selected based on geographical proximity. You can get videos from other areas and countries by clicking «Select country» and «Select region». Click «Show all» to get back to the overview page.

Steps:

1. Click on any video from the overview page
2. Click the «Download video» button on the bottom left

On average, a video will take between 5–10 minutes to download, depending on your internet connection.

## Downloading multiple videos simultaneously

There is an option to download 20 videos based on your geographical location. This background process might take up to several hours to complete and requires a high speed internet connection. Not recommended with a slow internet connection.

1. Click on the three dots/«More» button
2. Click «Download 20 videos»

Note: If you click the button twice, you'll add 40 videos to the download queue.

### **TIP**

If you clicked «Download 20 videos» and nothing seems to happen you might find that the PC is already busy downloading Windows updates. In this case it's a good idea to let the PC have some time to finish the downloading and updating before you try downloading more Motiview videos. Other times, a quick reboot of the PC can be very effective.

## Favourites

Favourite videos will always be shown at the top of the overview page.

1. Click the video you want to set as favourite
2. Click «Set as favourite»

# Music

Music tracks are sorted into playlists based on genre. A playlist will play in a certain order, and there are some pauses between each track, due to music license regulations.

## Activate music

1. Click on the video you would like to play
2. Click «Choose Music»
3. Choose a playlist and click outside the menu to close it
4. Play the video to hear the music
5. Later you can return to «Ambient sound only» to only hear the natural sound from the video recording

### **NOTE**

Once a month Motiview will update its playlists and randomize the track orders, so cyclists may experience a different order of songs from one day to the next.

## Managing your account on Motiview.no

motiview.no is a web portal where you can register new cyclists and submit route suggestions for the video crew. You can also get usage data and generate reports from the registered cycling data. Access to the website is given by invitation, in which case further instructions are sent to your email address.

## Video overview

This page shows an overview of all the available videos in our library. These videos can be accessed by all customers from the Motiview application, regardless of geographical location.

## Register cyclists

If you navigate to «Cyclists» you will see an overview of all cyclists registered on your name, institution or company. To register a new cyclist, click «Add new cyclist». This user will now be available the next time you open Motiview while connected to the internet.

## Cycling reports

On this page you can make your own reports based on the entered cycling data from the Motiview app. Remember that the app needs an internet connection in order to upload the data to the database.

## Logging cycling sessions

After a cycling session, click the arrow in the top left corner to go back from the video. There will be a registration screen where you can register cycling data for those who have been cycling (The screen is only shown if the video has been playing for one minute or more).

You can reset the cycling data for a certain user if you click the «Remove» button, which will remove the line from the screen.

Click «Submit» to save the cycling data. If the PC is not connected to the internet the cycling data will be saved locally. The next time you open the app while you are connected to the internet the cycling data will be saved in our database.

The cyclists can be managed online at <https://www.motiview.no>. After changes are made on [motiview.no](https://www.motiview.no), you will need to restart the application for the changes to take effect.

# Contact information

## Support

<b>Market</b>	<b>Contact information</b>
Nordic	Phone: +47 40 44 88 33 Email: support@motitech.no
UK	Phone: +44 7938 032696 Email: support@motitech.co.uk
Canada	Phone: 1-613-800-1125 Email: support@motitech.ca

## Feedback

We appreciate all feedback. You can submit yours at <https://feedback.motiview.no> or contact us to feedback@motitech.no

# Troubleshooting

## **I have a bad internet connection**

Don't worry. Our product works fine without the internet, and videos are downloaded locally on the device. But downloading videos can take some time if the internet connection is slow. Try connecting the computer to a network with a better internet connection to download a set of videos, and you can continue to enjoy the videos without the internet.

## **The application have started asking for the license code**

If the computer is offline (without internet connection) for a long time, the license code will expire. To fix this problem, connect the computer to the internet, and add the license code. If the license code hasn't expired, it should now validate.

## **My computer is slow**

The application has a mechanism to ensure that the computer always will have enough free disk space available for Windows' system tasks. But over time, the hard drive will fill up with temporary files, windows updates, downloaded movies and other stuff that the application doesn't control. Often, it will help to install windows updates, reboot the computer and delete old temporary files. If that doesn't help, please contact your IT department. The computer can be broken/outdated.

## **My computer seem to be connected to a network, but I cannot download new videos**

Your IT department might have blocked internet access to the Motiview application in their firewall. To be able to solve this, you can send the following information to your IT department:

*The Motiview application is a Microsoft Store application, and will need network communication with the following domains on port **443** and **80** to function:*

- api.motiview.com*
- auth.motiview.com*
- cdn.motiview.no*
- motitech.no*
- motiview.core.windows.net*
- motiview.blob.core.windows.net*
- www.motiview.no*

If this doesn't help, please contact us.

## **Other**

Please get in touch with our support department if you need any assistance. We will gladly help you! See the [Contact information](#) section.