

# MediaCenter iOS App v9.3 Frequently Asked Questions

This FAQ deals with an iOS Application that forms part of the Kollective SD ECDN and works with the MediaCenter.

## **How is this iOS App different than the current ability to view video on my iOS device?**

This app is a native mobile application that supports SD ECDN features such as peer assistance delivery and caching.

## **What end-user applications does the app support?**

The first release supports MediaCenter, a full-featured enterprise content portal. Once configured, the startup screen for the app is the MediaCenter home page in an embedded Safari pane. Support for live events in MediaCenter is in beta (not certified for production use).

## **Can the app run applications other than MediaCenter?**

This version of the app only supports MediaCenter. Future versions will support other applications as well.

## **Does the app support only video?**

The iOS app supports live and on-demand video, as well as files such as PDF and Word documents. Videos are played back within the app, while other documents and non-video files are downloaded for viewing in other apps or using the native capabilities of the iOS device. For specific file types, the appropriate app may be needed to open.

## **Does this App work with Mobile Device Management systems?**

While the app wasn't tested with MDM, it will likely work with MDM systems that don't require a special security certification of the apps they deploy and manage.

## **How much memory will the App use on my iOS device?**

The amount of storage space required on the iOS device is configurable and can be set centrally by Kollective for all Apps deployed in your company.

## **Will this App slow down my other phone apps?**

When the app is in the background it becomes inactive, so no slowdown is expected.

## **Will the data transfer count against my service plan data limit?**

When used over WiFi, no data plan allowance is used. If WiFi is not available the App may use a cellular connection, in which case data plan quotas will apply.

## **Does the app have to remain active for peering to occur?**

Yes.

## **Is it possible to upload content through the App?**

Yes, it is possible to create videos and other types of content using the MediaCenter App. Simply select content from your library, shoot new video or take new pictures, then upload them. Content created through the App can be held for moderation or published immediately, depending on your configuration.

## **Will users have to log into the App?**

The App uses the same MediaCenter instance that users typically access via their PCs or Macs. The security model is the same, so the same user authentication and authorization processes will be leveraged.

## **We only use MediaCenter for content management, and embed all our content into our Intranet via embed code. Can we still use the iOS app to take advantage of the ECDN peering efficiencies without giving users access to MediaCenter portal?**

A future version of MediaCenter's embed codes will identify the iOS App and launch it automatically when the user hits Play on an embedded player.

## We use ADFS with SAML for SSO access to MediaCenter. Is the app compatible with SSO? What do I need to configure?

Yes, the MediaCenter app is compatible with ADFS. For SSO, the device would need to be setup with the necessary certificates for SSO, as for other SSO applications used within the browser.

## Does MediaCenter app support Mobile Application Containerization, e.g. Good for Enterprise?

Support for containerization with various leading technologies is on Kollective's roadmap.