

Material Center

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Will deleting the referenced materials affect the store's users?



There are two scenarios:

1. Delete images/e-books: After deletion, the positions where the images/e-books were used can still be displayed normally without any impact.
2. Delete audio/video: After deleting the audio, when users play the audio, they will receive a voice prompt saying 'This audio has been deleted by the merchant'; after deleting the video, when users play the video, they will see the message 'This video has been deleted by the merchant'. It is recommended to delete the materials only after confirming that they are useless.

What will happen if you restore the deleted referenced audio/video materials?



Under normal circumstances, the display and playback at the original location where the material was referenced will be restored. However, the restoration will not occur in the following situations:

1. The course or resource that referenced the material has been deleted.
2. The reference location has been replaced with a new material during the restoration.

What will happen if the space usage exceeds the limit and no expansion is made?



1. Functions in the Material Center: [Upload Material], [Create New Group], and [Restore from Recycle Bin].
2. [Live Replay Video Editing] function for live broadcasts.
3. [Replay Usage] restrictions: Live and class session replay files generated after exceeding the storage limit cannot be used normally. Learners cannot watch the replay videos. The system will cache the replay files for 5 days. To avoid affecting subsequent usage, it is recommended to go to the Material Center to clean up or expand the storage in a timely manner and perform [Restore Replay] on the course details page. Replays cannot be restored after the expiration date.

Tutorial on Using the Material Center



I. Function Introduction

The Material Center is a place for merchants to manage file resources (images, audio, videos, e-books, and documents). In the Material Center, you can perform batch uploads, moves, deletions, downloads, and custom grouping of various types of resources. You can also edit and crop images online.

II. Purpose of Use

- (1) Centralize and efficiently manage file resources.
- (2) Quickly select the resources uploaded in the Material Center at the entry where file resources are needed.
- (3) Provide a simple image cropping tool to help merchants quickly complete image design.

III. Usage Scenarios

When creating content and needing to upload images, audio, videos, e-books, or documents, it supports merchants to quickly upload and select the corresponding resources, reducing the upload waiting time and thus improving the customer's operation efficiency.

IV. Operation Path

Operation Path: Merchant Management Console → Store → Basic Tools → Material Center

01.png

V. Usage Tutorial

Step 1: Enter the Material Center *(Management Backend)*

1. Enter the management backend - Store - Basic Tools - Material Center

(1) Image List Page

_16994372243245.png

(2) Audio List Page

_16994372341078.png

(3) Video List Page

_16994372454022.png

(4) E - book List Page

_16994372539750.png

(5) Document List Page

_16994372594586.png

Step 2: Create a Group (Taking the Creation of an Image Group as an Example)

(Management Backend)

1. Click the "+" button to add a group.

image.png

2. Enter the group name and confirm the group.

image.png

Step 3: Upload (Taking the Upload of Images as an Example) *(Management Backend)*

1. Click the [Upload Images] button, and a pop - up window for uploading images will appear on the page.

image.png

2. Select the group to which the uploaded images belong (the default group if no group has been created, or you can select a group if groups have been created).

image.png

3. Click [Upload Images], select the images to be uploaded, and click [Confirm Upload].

image.png

Step 4: Edit *(Management Backend)*

1. Select the image to be edited and click the [Edit] button.

image.png

2. Automatically jump to the third - party plugin to edit and design the image style. **(Only supported for the Professional Edition and the Flagship Edition)**

image.png

Step 5: Crop*(Management Backend)*

1. Select the image to be cropped and click [Crop].

image.png

2. Select the cropping size and click Confirm to complete the cropping. The cropped image will be stored as a new file in the Material Center.

image.png

Step 6: Download*(Taking the Download of Images as an Example) (Management Backend)*

1. Click [Download], and the material will be downloaded through the browser.

image.png

Step 7: Move Materials*(Taking the Movement of a Single Image as an Example)*

(Management Backend)

1. Select the image to be moved.

image.png

2. Select the group to which you want to move the material and click Confirm.

image.png

Step 8: Delete Materials(Taking the Deletion of a Single Image as an Example)
(*Management Backend*)

1. Select the image to be deleted.

image.png

2. Confirm the deletion

image.png

****Special Note:** The deleted materials will be stored in the recycle bin for 30 days. During this period, you can restore the materials in the recycle bin. After 30 days, the system will automatically clear them, and they cannot be recovered.

Step 9: Batch Delete(Taking batch deletion of pictures as an example)(*Management Backend*)

1. Select the pictures you need to delete.

image.png

2. Click the [Batch Delete] button at the bottom of the page. After confirming the deletion, you can batch delete the selected pictures.

image.png

****Special Note:** The materials deleted in batches will be stored in the recycle bin for 30 days. During this period, you can restore the materials in the recycle bin. After 30 days, the system will automatically clear them, and they cannot be recovered.

Step 10: Batch Move (Taking batch moving of pictures as an example) (*Management Backend*)

1. Select the grouped pictures you need to move in batches.

image.png

2. Select the name of the group you want to move them to and confirm the move.

image.png

Step 10: Move All (Taking moving all pictures as an example) (*Management Backend*)

1. Select the group you want to move all the materials to and click Confirm.

image.png

2. A confirmation prompt will pop up. If you confirm to move all the materials under this group to the target group, click Confirm.

Step 11: Violated Materials*(Management Backend)*

The elink platform will review the materials uploaded and used by merchants. At the same time, it also accepts complaints from C - end users about the materials. If the review fails or the violation is determined to be established, the materials will be banned and moved to the [Violated Materials] page.

image (6).png

***Note:** If the store violates the rules frequently or the material violations are serious, elink will further hold the store and the person - in - charge accountable according to the actual situation and relevant provisions of the elink service agreement.

Step 12: Recycle Bin*(Management Backend)*

1. You can restore/permanently delete a single resource.
2. You can batch restore/batch delete resources.

image (7).png

Step 13: Intelligent Cleaning Assistant*(Management Backend)*

The Intelligent Cleaning Assistant automatically filters materials with a reference count of 0 for audio, video, e - books, and documents, including materials that have been taken off the shelves and have never been referenced. Merchants can perform operations such as single deletion, batch deletion, and one - click deletion of all materials on this page.

image (9).png

Step 14: Storage Space Expansion *(Management Backend)*

1. When you hover the mouse over the space capacity bar, you can view the detailed usage of the storage space.

image.png

2. You can expand the storage space as needed.

image.png

Step 15: Material Sorting and Filtering *(Taking picture sorting by file name as an example)(Management Backend)*

1. Support sorting by file name, file size, and file upload time.

image.png

2. Support filtering by material upload time.

image.png

Step 16: Search *(Taking searching for audio as an example)(Management Backend)*

1. You can quickly search for materials under the tab bar by material name or by course name (audio, video, documents, e - books).

image.png

Step 17: Material Reference(Taking creating an audio course - adding audio as an example)(*Management Backend*)

1. Select the course you want to create/edit and enter the content page.

image.png

2. Select the materials you want to reference in this course and click [Save] to create/save the changes.

image.png

image.png

3. Enter the store management - material center page and search by material.

image.png

4. Click the number displayed under the reference location to view where this material is referenced.

image.png

How to quickly identify the materials in the Material Center when they are referenced?



To help merchants quickly find the materials they need when referencing materials, we have added a material preview function during the referencing process. You can click on the thumbnail of the material to view the large image, listen to the audio, and preview the video.

Meanwhile, to address the difficulty in identifying image materials with the same content but different sizes, we have added the size display of images when referencing image materials.

The specific operation examples are as follows:

Step 1: Enter any scenario where you can reference materials, such as adding a cover and video content to a video course.

1.png

Step 2: Click on 'Select File' for video upload and find the video material you want to reference.

2.png

Step 3: Click on the thumbnail of the video to preview it.

3.png

Step 4: Click on the 'X' in the upper - right corner to close the preview.

Step 5: Select the video in the video list and click the 'OK' button to complete the referencing operation.

4.png

Step 6:When referencing an image, you can either click on the image thumbnail to view the large image or quickly identify the image through the size displayed below the image name.

5.png

Which members can download the materials in the Material Center?



Since there are risks associated with the open download of materials, only creators and senior administrators have download permissions by default. However, senior administrators are allowed to individually configure material download permissions for employees who need them.

The specific operations for permission configuration are as follows:

Step 1:Enter the management backend - Role Management

6.png

Step 2:Select any role, click the 'View' button, and enter the role permission configuration page

Step 3:Select Permission Settings - Store Management - Material Center, and you can check or uncheck the permissions for uploading, deleting, and downloading materials.

7.png

Tutorial on Using Group Management in the Material Center



I. Function Introduction

Since the launch of the Material Center, merchants have uploaded a large number of materials during use. To better classify and manage the materials, we have launched the multi-level grouping function for materials.

Merchants can create up to three levels of groups for materials in the Material Center list and can rename and delete groups to help merchants classify materials as needed. Meanwhile, to meet merchants' needs for reclassifying uploaded materials, we have added a one-click moving function, which allows all materials in a certain group to be moved to another group with one click.

II. Use Cases

The multi-level grouping management function for materials can meet the scenarios where merchants need to classify materials, facilitating search, management, and reference. Taking teaching materials as an example, you can first conduct primary classification by subject, such as mathematics, physics, chemistry, etc.; then, you can establish secondary classification by semester under each subject, such as the first semester of junior high school, the first grade of junior high school

the second semester, etc.

III. Operation Steps

1.Enter the homepage - Resource Management - Material Center page

image.png

2.Click the small plus sign after the title to create a primary group

image.png

3.Move the mouse over any self - created group, a floating button will appear. Click the plus sign to create a sub - group.

Note:

A maximum of three levels of groups can be created.

Preset groups such as the default group, live replay videos, and rich text editors cannot have sub - groups created.

image_20200608145949.png

4.Click the arrow button in front of the multi - level group to expand or collapse the group level by level.

image2.png

5.When moving materials, in addition to the original way of moving by checking, a new all - moving function has been added, which allows all materials in a specified group to be moved to another group with one click.

Select the specified group, click 'Move all to' at the bottom, select the destination in the floating layer, and click OK.

Note: A maximum of 2000 materials can be moved at a time. For the excess part, you can operate the movement again.

3.png

6.When there are too many groups, enter the name of the group in the search box on the group sidebar, click the magnifying glass button or directly press Enter to perform a fuzzy search by keyword.

After the search is completed, click 'Back' to return to the group list.

How long can the deleted materials be stored in the recycle bin?



Deleted materials will be stored in the recycle bin for 30 days. During this period, you can restore the materials from the recycle bin. After 30 days, the system will automatically clear them.

During this period, you can restore/delete a single resource completely, or perform batch restoration/batch deletion of resources.

Course materials usage tutorial



I. Function Introduction

Provide merchants with the ability to set course supplementary materials. Merchants can set relevant materials for courses when creating/editing courses, and learners can download them after purchasing/claiming the courses.

II. Purpose of Use

Help merchants quickly set course supplementary materials, making it convenient for learners to claim and download them during the course learning process.

III. Operation Path

Merchant side: Merchant background → Course management → Create/Edit course → Related materials settings

Learner side: WeChat H5 / PC store → Course details → Download related materials

11.png

IV. Usage Tutorial

Step 1: Set course materials

1. When creating/editing a course, merchants can set courseware materials in the 'Related materials' section.

- For courses : Text - images, audio, video, e - books, columns/large columns, camps, memberships. (Live streaming and class courses will be supported later).
- Supported file formats : All [image, audio, video, document] formats in the material center are supported.
- Supported number of files : A single course supports a maximum of 20 files.
- Download conditions : Learners can download after purchasing/claiming the course.

image.png

33.png

(Management background)

Step 2: Learners enter the course details page on the learner side to download courseware materials (H5 / PC store)

1. H5 side : If merchants have set courseware materials, when learners enter the course details page, the 'Download related materials' entry will be displayed. Learners can download courseware materials after purchasing/claiming the course.

- For courses : Text - images, audio, video, e - books, columns/large columns, camps, memberships.

44.png 5.png

(H5 course details page)

2. PC side : If merchants have set courseware materials, when learners enter the course details page, the 'Download related materials' entry will be displayed. Learners can download courseware materials after purchasing/claiming the course.

● □ For courses□ : Text - images, audio, video, columns/large columns, camps. (E - books and memberships: No PC version).

6.png

7.png

V. Frequently Asked Questions

1. Which courses are supported in the courseware library?

A: Text - images, audio, video, e - books, columns/large columns, camps, memberships. (Live streaming and class courses will be supported later).

2. Where do merchants need to set?

A: In the management background, enter the above course modules, click Create/Edit course, and you can set in the 'Related materials' section.

3. Which file formats are supported in the courseware library? Is there a limit on the number of files?

A: All [image, audio, video, document] formats in the material center are supported. The limit is 20 files.

4. Which learner terminals are supported for using the courseware library?

A: It is supported to use on H5 and PC browsers. Other terminals will be supported later.

5. What are the conditions for learners to download courseware materials?

A: Learners need to purchase or claim the course before they can download the courseware materials.

What file formats are supported for course materials? Is there a limit on the number of files?



The supported formats for course materials are synchronized with the Material Center, namely [Images, Audio, Videos, Documents]. The upload limit is 100 items.

Which courses are supported by the course materials?



Currently, course materials support images and texts, audio, video, e-books, columns/large columns, camps, and memberships. (Live commerce and class courses will be supported later).

On which platforms can students access the course materials?



Currently, it supports learners to use on H5, WeChat Mini Program, elink APP, and computer browser.

What conditions are required for students to download courseware materials?



Students need to purchase or claim a course before they can download the courseware materials.

What impact does exceeding the material center capacity have on live replay videos?



1. The store cannot use the [Cut Live Replay Video] feature for live broadcasts.
2. [Replay Usage] restrictions: Live broadcast and class session replay files generated after exceeding the storage limit cannot be used normally. Learners cannot watch the replay videos. The system will cache the replay files for 5 days. To avoid affecting subsequent usage, it is recommended to go to the Material Center to clean up or expand the storage capacity in a timely manner and perform [Restore Replay] on the course details page. Replays cannot be restored after the deadline.

Reminder for Space Capacity Attention in [Material Center]



Reminder for Space Capacity in [Material Center]

Release Date: June 01, 2021

To further standardize the platform usage rules, starting from June 29, 2021, when the space capacity of the Material Center exceeds the limit, the usage of [Material Center - Upload], [Recycle Bin - Restore], [Live Replay - Edit], and [Replay Usage] will be affected. Please keep an eye on the remaining space capacity and regularly clean up useless materials or expand the capacity.

elink Team

June 01, 2021

How to download live replay videos using the [m3u8 Downloader]?



I. Feature Introduction

To prevent merchants from waiting too long for video transcoding or encountering transcoding failures, install the 'm3u8 Downloader' to immediately download live replay videos.

II. Use Scenarios

Scenario 1: Live Management - Live Details - Replay Settings - Download Live Replay Video;

Scenario 2: Material Center - Videos - Download Live Replay Video;

III. Operation Path

Merchant Side:

1. Management Console -**Live Management - Live Details - Replay Settings**- Download Live Replay Video - A pop - up window appears - Install "m3u8 Downloader" - Copy the video link - Paste the link into the "m3u8 Downloader" --Select the file save path - Click "m3u8 Downloader" [Download]button - Start downloading the video;
2. Management Console -**Material Center - Videos - Download Live Replay Video**- Download Live Replay Video - A pop - up window appears - Install "m3u8 Downloader" - Copy the video link - Paste the link into the "m3u8 Downloader" --Select the file save path - Click "

m3u8 Downloader" [Download]button - Start downloading the video;
image.png

IV. Usage Tutorial

Step 1: Click the [Download] button for the live replay video on the management console - A pop - up window appears

1. Enter the management console - Live Management - Live Details - Replay Settings - Click [Download];

image (1).png

Or enter the management console - Material Center - Videos - Live Replay Video - Click [Download];

image (2).png

2. A pop - up window guiding you to download the live video appears

image (3).png

Step 2: Download the 'm3u8 Downloader' installation package

Click [Install Immediately] in the pop - up window - Start downloading the 'm3u8 Downloader' installation package;

image (4).png

Or click the following URLs to download the 'm3u8 Downloader' installation package

● Windows installation package: <https://xiaoetong - 1252524126.cdn.xiaoeknow.com/m3u8 - downloader.exe>

● macOS installation package: <https://xiaoetong - 1252524126.cdn.xiaoeknow.com/m3u8 - downloader.dmg>

Step 3: Install the 'm3u8 Downloader'

1. Installation for macOS system users

(1) Drag the 'm3u8 Downloader' file to the 'Applications' folder;

image (5).png

(2) When opening the software for the first time, click [Show in Finder]. After clicking, the Finder window will pop up. Find the m3u8 Downloader, right - click to open it, and click [Open] in the confirmation pop - up window;

image (6).png

(3) Open the 'm3u8 Downloader'

image (7).png

2. Installation for Windows system users

(1) Open the [Installation Package] and start the installation;

image (8).png

(2) After the installation is complete, open the 'm3u8 Downloader';

image (9).png

Step 4: Download the video

1. Copy the video link: Management Console - Download Live Video Pop - up Window - Click the [Copy] button;

image.png

2. Open the 'm3u8 Downloader' and paste the video link into the downloader;

image (1).png

3. Select the file save path;

image (2).png

4. Click [Download] - Start downloading the video;

image (3).png

image (4).png

5. The download is complete.

image (5).png

How to convert videos with mismatched encoding to the H264 encoding format?



Due to browser compatibility issues with different video encodings, the elink platform only supports videos in H264 encoding format. After uploading non-H264 encoded videos to the material center page, the video status will be displayed in an orange reminder state (as shown in the figure below). The video files cannot be previewed on the B-side management console, but it does not affect the viewing experience of C-side learners.

image.png

For such video files with encoding mismatches, merchants can use third-party video format conversion tools to convert the video encoding. The following provides two tool examples and operation processes for Windows and Mac systems:

1. Windows system: It is recommended to use the 'Format Factory' software.

1. Download the 'Format Factory' client software, enter the 'Format Factory' page, and select the video format you want to export.

image (1).png

2. Enter the format conversion page and click [Add Files].

image (2).png

3. Select the files you want to convert. Multiple files are supported. Click [Open].

image (3).png

4. Click [Output Configuration], and a configuration pop-up window will appear.

image (4).png

5. Select [Video Encoding: AVC (H264)] and click [OK].

image (5).png

6. Click [OK].

image (6).png

7. Click [Start], and the video will start transcoding.

image (7).png

8. After the transcoding is completed, click [Folder] to view the storage location of the transcoded video.

image (8).png

image (9).png

2. Mac system: It is recommended to use the 'Jianying Pro' client software.

Reminder: Currently, Jianying only supports transcoding MP4 and MOV video files to H264 encoding.

1. Download the 'Jianying Pro' client software, enter the 'Jianying Pro' page, and click [Start Production].

image (10).png

2. Enter the production page and click [Import].

image (11).png

3. Select the files you want to convert the format of. Multiple video files are supported. Click [Open] to import the files.

image (12).png

4. Drag one of the files to the editing area. Currently, Jianying only supports transcoding a single file. Multiple files need to be operated multiple times.

image (13).png

5. Click [Export], and a configuration window will pop up.

image (14).png

6. Select [Encoding Format: H264] and click [Export].

image (15).png

7. After the upload is completed, click [Open Folder] to view the storage location of the transcoded video.

image (16).png

How to download live replay videos using [Online browser download]



I. Function Introduction

After the live stream ends, use a browser to download the live replay video online.

II. Use Scenarios

Scenario 1: Live Stream Management - Live Stream Details - Replay Settings - Download Live Stream Replay Video

Scenario 2: Media Center - Videos - Download Live Stream Replay Video

III. Operation Path

Merchant Side:

1. Management Console - Live Stream Management - Live Stream Details - Replay Settings - Download Live Stream Replay Video - A pop - up window appears - Download online via browser - Start transcoding - Download the video

2. Management Console - Media Center - Videos - Download Live Stream Replay Video - Download Live Stream Replay Video - A pop - up window appears - Download online via

browser - Start transcoding - Download the video

11.png

IV. Usage Tutorial

Step 1:Click the 'Download' button for the live stream replay video on the management console - A pop - up window appears.

1. Management Console - Live Stream Management - Live Stream Details - Replay Settings -
Click 'Download'

Management Console - Media Center - Videos - Live Stream Replay Video - Click 'Download'

_16994336502283.png

_16994351683216.png

2. A pop - up window guiding you to download the live stream video appears.

image.png

3. Click 'Download online via browser';

_16994352299694.png

Step 2:Transcode the video

Click 'Start transcoding' in the pop - up window - The background starts processing the video
- Wait for the transcoding to succeed;

image.png

Step 3:Download the video

After the transcoding is successful, click 'Download now' in the pop - up window - The browser starts downloading the replay video.

image.png