

Givit

Frequently Asked Questions

Contents

Q. What will happen to the videos I have shared using FlipShare?	3
Q. What will happen to the videos that I have shared for more than 30 days?	3
Q. What is Givit?	3
Q. Is Givit a free service?	3
Q. How can I use Givit for my FlipShare videos?.....	3
Q. How do I import my FlipShare videos to Givit?.....	3
Q. Can I still use FlipShare for sharing videos?.....	4
Q. Can I export the videos that I have shared using FlipShare to keep them from being deleted or expired?	4
Q. Where can I learn more about Givit?	6
Q. Will there still be support services available for FlipShare and Flip video cameras?	6
Q. Will I also lose the videos I posted in Facebook and YouTube after 30 days?.....	6
Q. How can I burn my Flip videos to a DVD?.....	6

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- Q.** What will happen to the videos I have shared using FlipShare?
- A.** After December 31, 2013, all the videos will expire and be deleted.
- Q.** What will happen to the videos that I have shared for more than 30 days?
- A.** After December 31, 2013, all the videos will expire and be deleted. However, a new service called **Givit** can be used for sharing and storing videos for a longer period of time.
- Q.** What is Givit?
- A.** With the Givit service, you can privately share video content with your family and friends. It acts as an alternative service for FlipShare. You can share and store videos for more than 30 days.
- Q.** Is Givit a free service?
- A.** Yes, Givit is a free service. Go to the [Givit registration page](#) to register online and see the terms associated with use of the service. You can also download Givit at the Apple App Store or the Android Market if you are using a mobile device.
- Q.** How can I use Givit for my FlipShare videos?
- A.** You can import your FlipShare videos to Givit. Videos imported to Givit are kept online and will be readily available for your family and friends to view.
- Q.** How do I import my FlipShare videos to Givit?
- **Step 1:**
Go to <http://www.givit.com/flip>.
 - **Step 2:**
Create a Givit account by entering your personal information on the given fields. Click the **Sign Up** button after filling out the information fields.

Note: Givit will send a confirmation link to your email address. Click the confirmation link to confirm your registration.
 - **Step 3:**
Click the **Extras** button at the top right of the page and select **FlipShare Migration** in the pull-down menu.
 - **Step 4:**
Enter your FlipShare account information and check the box to agree to the terms. Click **Continue**.
 - **Step 5:**
Click the **Continue** button under your choice of migration option.

Note: There are two (2) options which are **Full Migration** or **Video-Only Migration**.

Note: The file transfer will begin after you have chosen the migration option that you prefer. The amount of time it will take to complete the import will depend on the number of videos you are copying into your Givit account. You will see a confirmation message after successfully migrating your videos to Givit. Not all video from your FlipShare application will be copied to Givit. An eligible video must meet two requirements: 1) The video must originate with you, and 2) The video needs to have been shared from you to a family member or friend using FlipShare.

Q. Can I still use FlipShare for sharing videos?

A. Yes, until December 31, 2013.

Q. Can I export the videos that I have shared using FlipShare to keep them from being deleted or expired?

A. Videos, snapshots, or movies kept in **FlipShare** are saved within the FlipShare library. If you would like to copy files from FlipShare to your computer, you will have to use first the **Export to...** feature. With this feature, you can work with a local copy of your files to edit videos in other software, print snapshots, or prepare for saving to another storage device.

The **Export to...** feature saves a full quality copy of your media files to your desired location, while maintaining the original copy within the FlipShare library. Select your computer's operating system below for specific instructions:

- [Export files from FlipShare to your Windows-based computer](#)
- [Export files from FlipShare to your Macintosh-based computer](#)

Exporting Files from FlipShare to Your Windows-Based Computer

The following steps will guide you on how to use the **Export to...** feature of FlipShare to export video and snapshot files:

- **Step 1:**

On the FlipShare **Navigation Pane**, go to the folder of the files you want to export.

- **Step 2:**

Select the file you would like to copy.

Note: You can select multiple files by holding down the **Control** key on your keyboard while clicking on the videos or snapshots. Alternatively, you can also select all the files in the folder by clicking on the **All** button located at the bottom left corner of the workspace area.

- **Step 3:**

Right-click on your selected videos and select **Export to...** from the menu.

- **Step 4:**

When a dialogue box appears on your screen, follow the instructions:

If you are exporting videos, the **About Exporting Items** window will appear. Click **Export** to continue.

If you are exporting snapshot files, the **About Saving JPGs** window will appear. Click **Save** to continue.

- **Step 5:**

You will now see a **Browse for Folder** window on your screen. Click on an existing folder in which you want to save the exported items, then click **OK**.

Note: You can also create a new folder by clicking the **Make New Folder** button.

FlipShare will then perform the exporting process. This usually takes a few minutes, depending on the specifications of your computer.

The exporting progress is indicated at the bottom left corner of the main FlipShare window. Once your items have been successfully exported, FlipShare will confirm this in the progress box.

Note: The file(s) you have just exported to your computer will automatically be saved as an MP4 or AVI file for videos, depending on the generation of your camera and JPG file for snapshots.

Exporting Files from FlipShare to Your Macintosh-Based Computer

The following steps will guide you on using the **Export to...** feature of FlipShare to export video files:

- **Step 1:**

On the FlipShare Navigation Pane, select the folder that contains the videos you want to export.

- **Step 2:**

Select the video you want to export.

Note: You can select multiple videos by holding down the **Control** key on your keyboard while clicking multiple videos. Alternatively, you can also select all videos by clicking on the **All** button located at the bottom left corner of the workspace area.

- **Step 3:**

Click **File** on the menu bar and select **Export to....**

Note: You can also hold down the **Control** key on your keyboard and click on the video thumbnail. Select **Export to...** from the menu.

- **Step 4:**

On the **About Exporting Items** dialogue box, click **Export**.

- **Step 5:**

The **directory** screen will then appear. Select any existing **folder** or **path** where you want to export the items to and click **Choose**.

Note: The progress box at the bottom left corner of the FlipShare screen will indicate the process of the conversion. This usually takes a few minutes, depending on the specifications of your computer.

- Once your items have been successfully exported, FlipShare will confirm this in the progress box. Your video should now be successfully exported to your computer.
- Open the folder to which you have saved the video. Your video is now ready for use with other video editing applications.

Note: The video(s) you have just exported to your computer will automatically be saved as an **MP4** or **AVI** file for videos, depending on the generation of your camera.

Quick Tips:

- Editing your videos outside of FlipShare is possible (with programs such as Windows Movie Maker, Apple iMovie, or others). However, some third party applications do NOT support the Flip video format, so you may need to convert them first to a format specifically compatible with your chosen video editing program.

Note: Alternatively, you can download a video codec so your video editing software can open your files.

- If you would like to print your snapshots, you can do so by using the printer utility installed in your computer.

- To restore your video camera's recording time and saving space, you have to delete your saved media files from the video camera after exporting.
- Q.** Where can I learn more about Givit?
- A.** Learn more at the [Givit website](#).
- Q.** Will there still be support services available for FlipShare and Flip video cameras?
- A.** Yes. Cisco will continue to provide limited technical support for both Flip video cameras and FlipShare until **December 31, 2013**.
- Q.** Will I also lose the videos I posted in Facebook and YouTube after 30 days?
- A.** Videos shared in Facebook and YouTube will not **expire** after 30 days. Only content hosted by [FlipShare.com](#) will be affected by the 30-day expiration. If you want to share and store your videos online for a longer period of time, you can download your content to a local hard drive, use a third party hosting and sharing provider of your choice that supports the country in which you are located, or use the Givit service for FlipShare.
- Q.** How can I burn my Flip videos to a DVD?
- A.** To save your videos and movies in DVD, you will have to use a third-party DVD writer with authoring program.
- Note:** FlipShare doesn't have a DVD authoring/burning feature. You can only use FlipShare to prepare media files for DVD creation. You may need a third party DVD burning hardware and software to create DVD copies of your videos.

Create a DVD Using FlipShare and a Writer/Burner in Your Computer

- **Step 1:**
On the FlipShare menu bar, select **Create** and click **DVD**.
 - **Step 2:**
Once the **Create DVD** window appears, you can drag your selected videos from your workspace and drop them into the box on the **Items for DVD** panel of the screen. Enter the name for your folder with the videos, and then click **Save**.
 - **Step 3:**
Click **Close** and exit **FlipShare** when you're done.
 - Your Flip media files will be automatically saved on your desktop and will be ready for the DVD-burning process. Using your third party DVD authoring program, you can now create a DVD copy of your Flip media files.
- Note:** The Flip videos that will be saved on your desktop will be in MP4 format. Some DVD authoring programs (like Windows DVD Maker, which comes bundled with certain versions of Windows Vista and Windows 7) do not support MP4 files. You may need to convert the MP4 files to a video format compatible with your computer's DVD authoring software. To convert an MP4 file to other video formats (such as WMV or AVI), you will need to use media file converter software that supports most video file formats, including MP4.

If you experience poor quality video output using your DVD authoring program, you may need to lower the write speed and adjust other settings of the software you're using. Contact the software manufacturer for further support on the DVD burning software.




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