

VT Advantage Installation on a PC

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Introduction

Cisco VT Advantage allows you to stream video over your Cisco IP phone in real time if the other endpoint also uses Cisco VT Advantage. This document covers the installation of Cisco VT Advantage on a user's PC. Refer to the Cisco VT Advantage Technical Documentation for additional information about Cisco VT Advantage.

Prerequisites

Requirements

The user must have Administrator rights locally on the PC.

Components Used

The information in this document is based on these software and hardware versions:

- PC must have a 1000 MZ processor or greater with 256 Megs of memory.
- PC must run Windows 2000 (with Service Pack 3 or later) or Windows XP (Service Pack 1 or later).
- Cisco VT Advantage camera only.
- 40 MBs of free storage on the hard drive.

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, make sure that you understand the potential impact of any command.

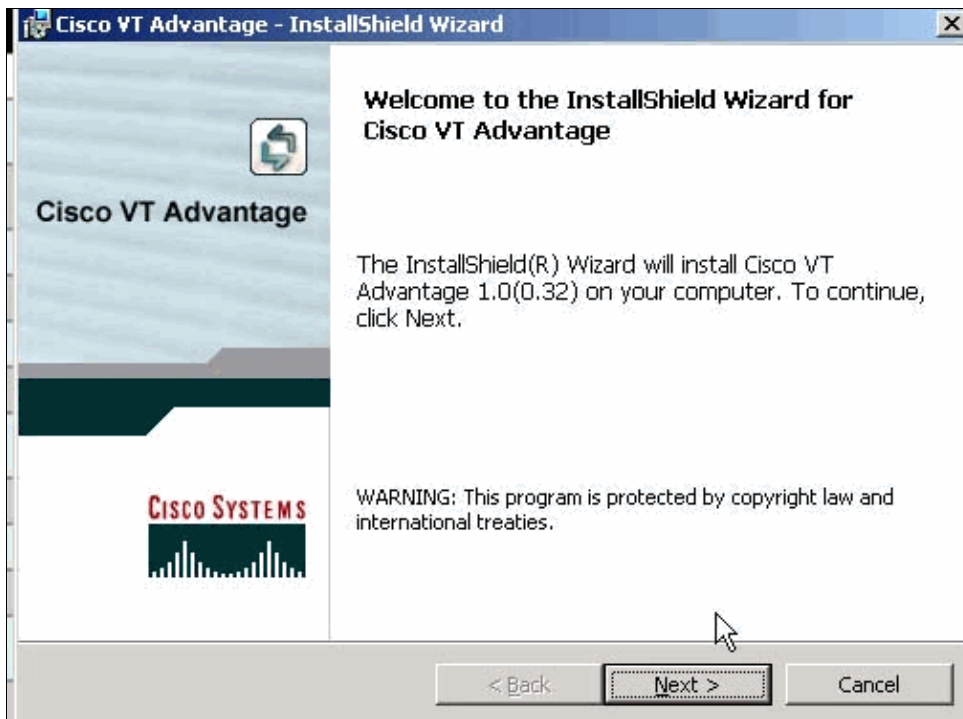
Conventions

Refer to the Cisco Technical Tips Conventions for more information on document conventions.

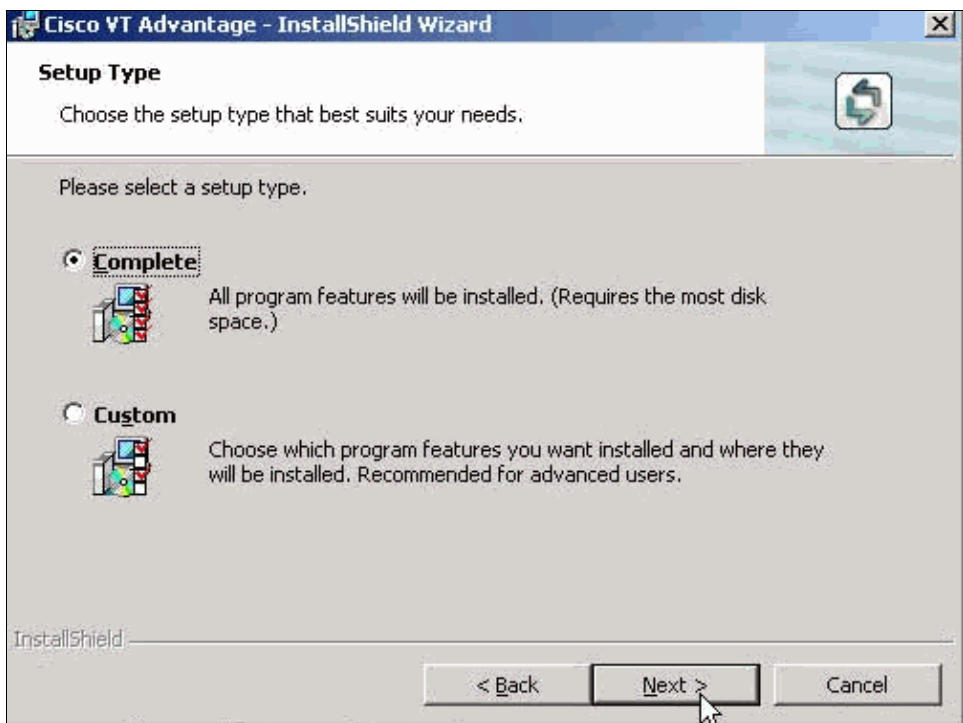
Installation Procedure

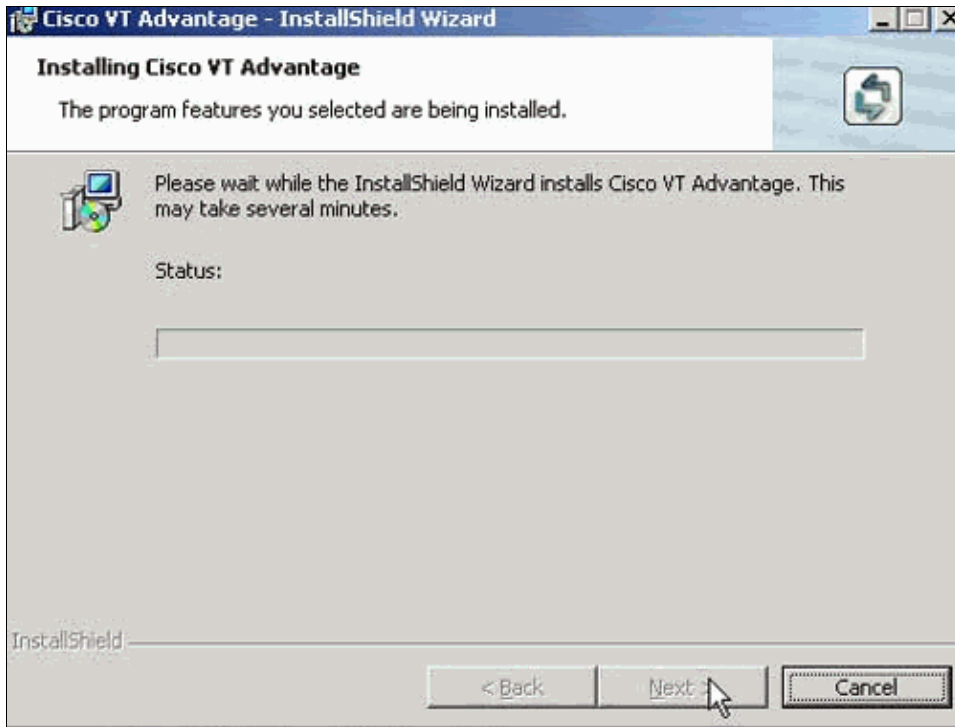
Complete these steps:

1. Insert your CD into your hard drive in order to begin the installation process.



2. When the install window appears, click **Next**, accept the license agreement to continue the install, and select the **Complete** option (recommended) unless you have specific needs which require a custom install.





3. During the install, you are prompted to insert the Cisco VT camera into your USB port.

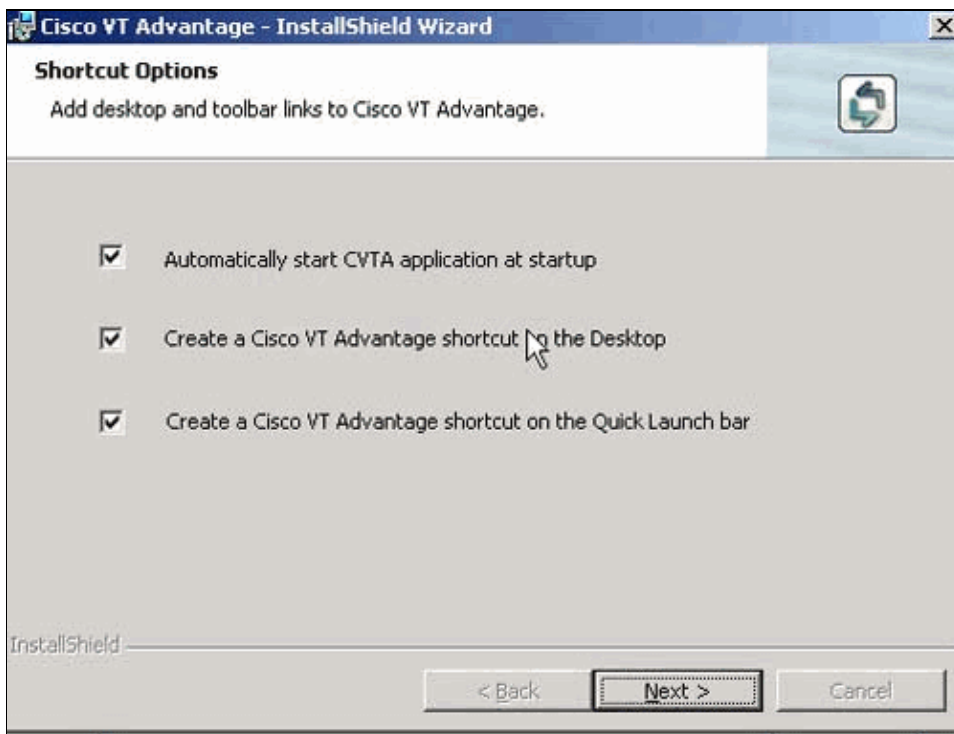
Note: Do not install the camera until the install prompts you.



4. Windows Plug and Play detects the camera and the VT Advantage install program automatically installs the drivers for the video device.

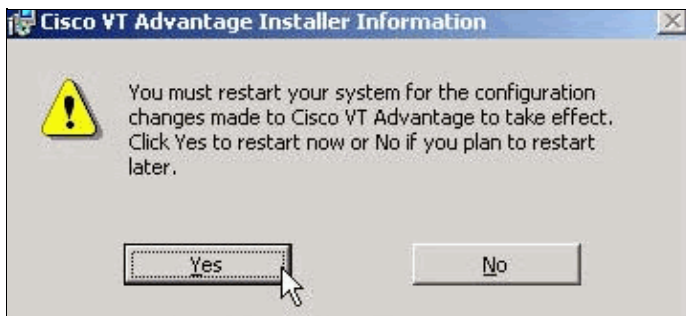
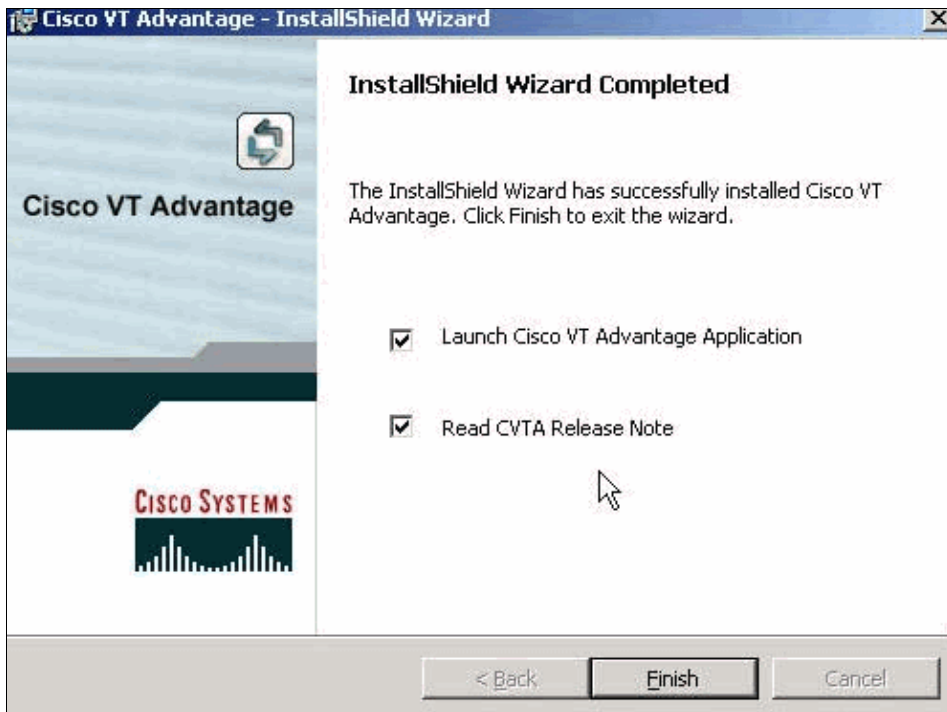


5. If the camera insert is successful, select any shortcut options and click **Next**.



6. When your installation is successful, you receive this message and you are prompted to reboot your PC.

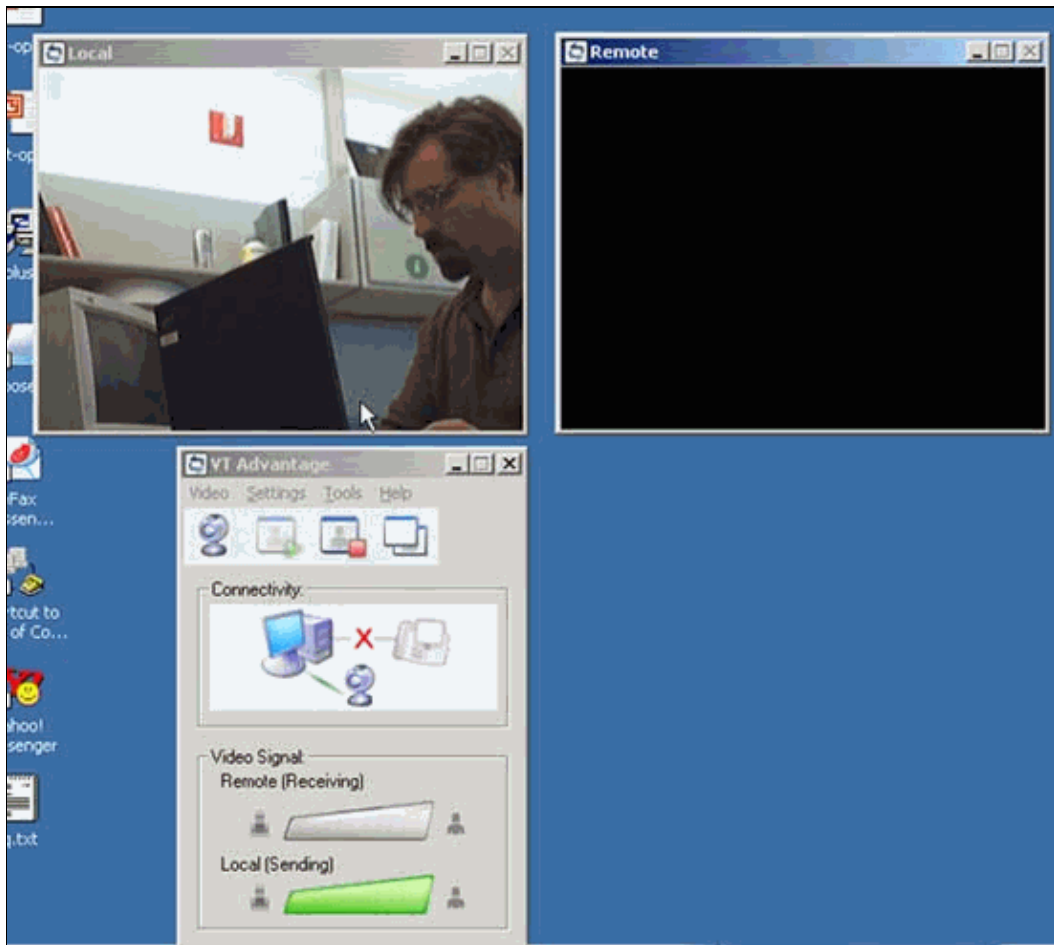
Note: Your Cisco VT Advantage camera does not work correctly until you complete a reboot.



7. Launch the VT Advantage program in order to test the installation of your camera after you reboot. Choose **Start > Programs > Cisco VT Advantage**.

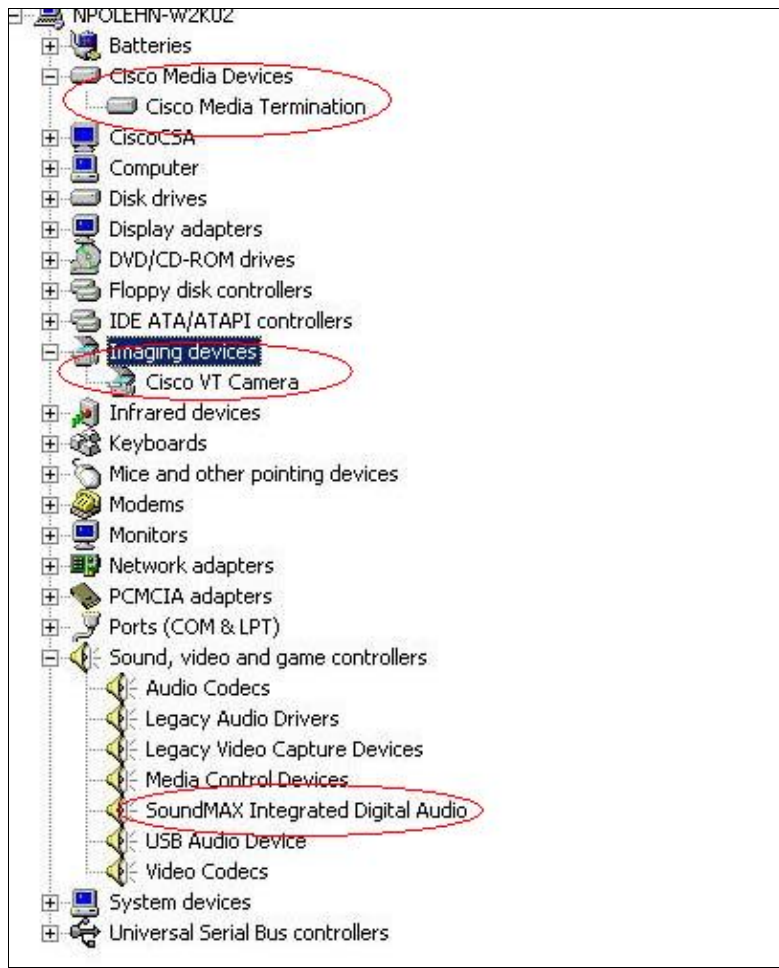
You should be able to see an image in the Local window. The Remote window remains blank until you connect to the VT Advantage enabled IP phone. Look at the Connectivity window of the VT Advantage window and note the red x through the remote window in order to verify this. In the Video Signal window you should see a solid green bar for the (sending) window. High CPU and a blocked camera can lower the local Video signal strength locally.

Note: If you are able to see an image in your local VT camera, then the install is successful.



Troubleshoot

If you do not receive a local signal, make sure the video camera is installed correctly into the USB port/hub and that it is not muted in the VT Advantage application (**Video > mute video**). If you use a USB hub, make sure that the other devices work properly on the hub, or try to install the camera directly into a USB port on the PC. Also check the device manager on the PC in order to make sure the VT Advantage camera installed correctly and that there are no red or yellow Xs through the device name. This is an example of how the device manager might appear in a successful install.



Refer to these documents for information on troubleshooting various issues that can occur while you use/install Cisco VT Advantage:

- [VT Advantage System Crashes on the Install PC](#)
- [VT Advantage: Troubleshoot IP Phone Connection Issues](#)
- [VT Advantage: Troubleshoot Video Problems with Traces](#)
- [VT Advantage: Verify the VT Camera was Successfully Installed on a Local PC](#)

Related Information

- [Voice Technology Support](#)
- [Voice and Unified Communications Product Support](#)
- [Recommended Reading: Troubleshooting Cisco IP Telephony](#)
- [Technical Support & Documentation – Cisco Systems](#)

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