

VT Advantage: Verify the VT Camera was Successfully Installed on a Local PC

Document ID: 50243

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Introduction

It is important to verify that your Cisco VT Advantage Camera was installed successfully and is fully functional before you connect to an IP phone. This document discusses how to verify the correct installation of a Cisco VT Advantage Camera on a PC. Consult the Cisco VT Advantage Administration Guide before you try to install the camera.

Prerequisites

Requirements

There are no specific requirements for this document.

Components Used

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

- Microsoft Windows 2000 and XP

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.

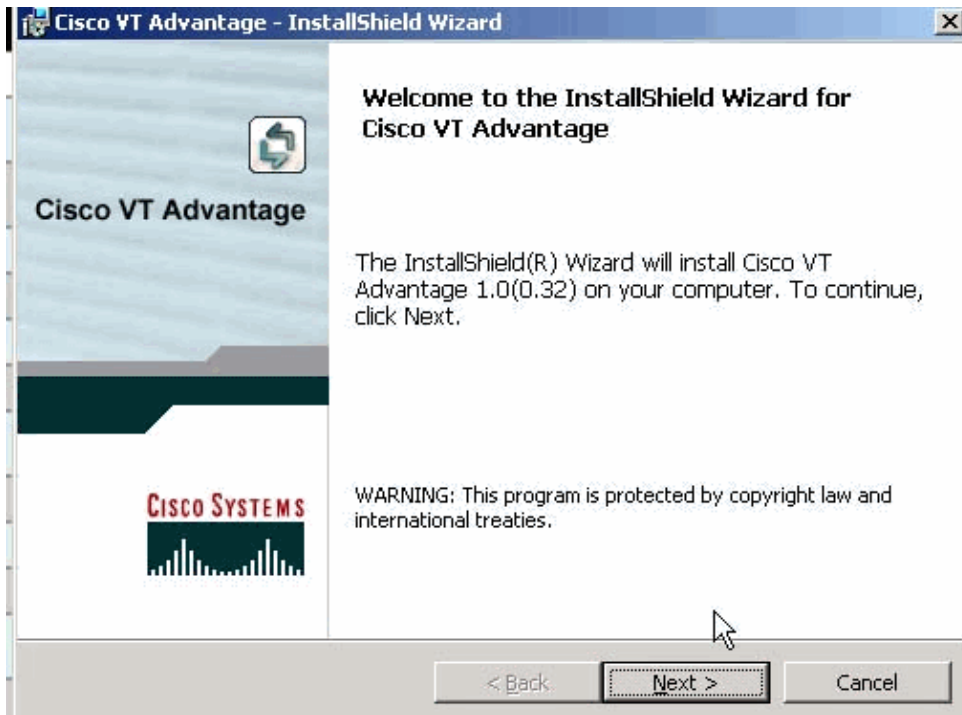
Conventions

For more information on document conventions, refer to the Cisco Technical Tips Conventions.

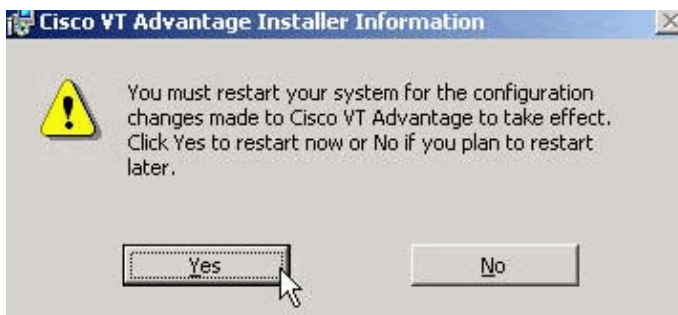
Verify Correct Installation of the VT Advantage Software on a PC

Complete these steps in order to make sure the Cisco VT Advantage Software is installed correctly on your PC:

1. Insert the Cisco VT Advantage installation CD into the hard drive and start the installation process with the Cisco VT Advantage Administration Guide.



2. After you execute the installation procedure, reboot your PC. The Cisco VT Advantage Camera cannot work correctly until a reboot is completed.

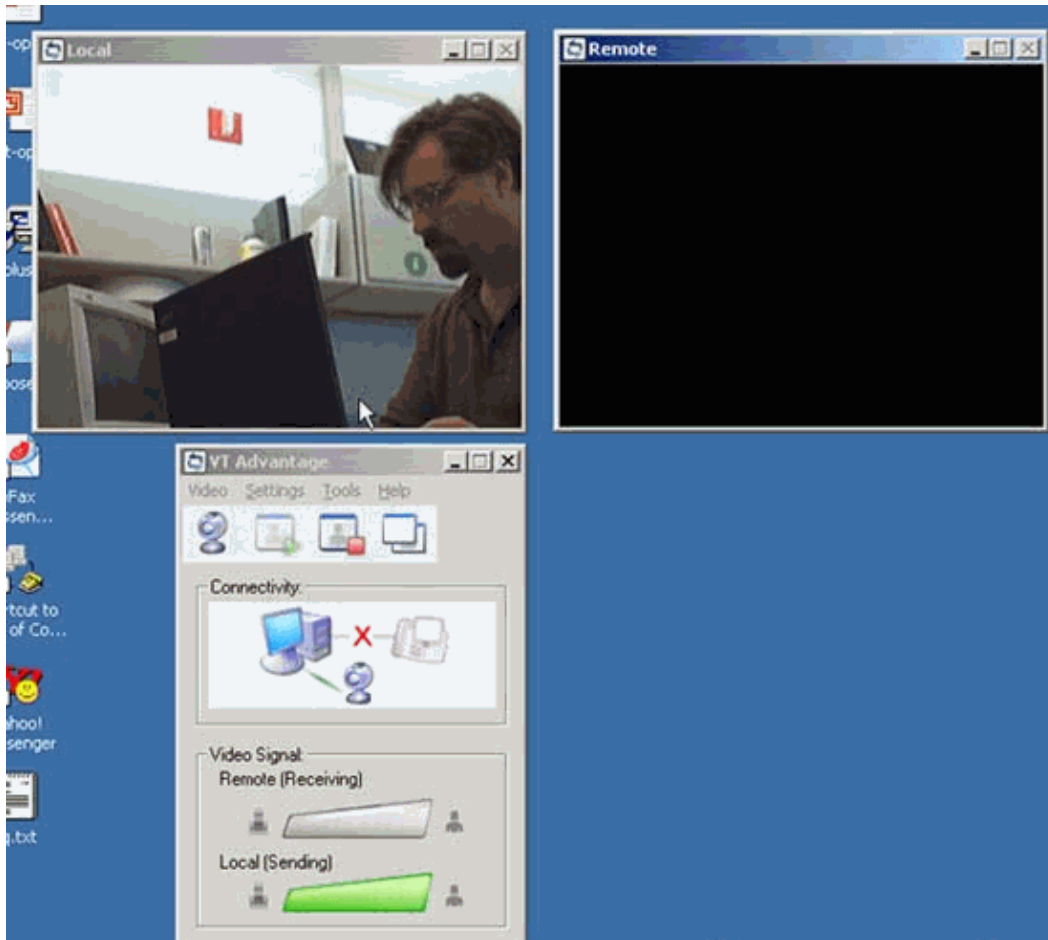


3. Once the reboot is completed, go to **Start > Programs > Cisco VT Advantage** in order to launch the Cisco VT Advantage program.

As shown in the example, you are able to see an image in the Local window while the Remote window remains blank until you have connected to another endpoint. Check under Connectivity in the VT Advantage window for a red x through the remote connection path in order to verify this. Under Video Signal, make sure you see a solid green bar under the heading Local (Sending).

Note: High CPU and a blocked Cisco VT Advantage Camera can degrade the Local Video Signal strength bar.

If you can see an image in the Local window, your installation of the camera was successful. If your camera does not function correctly, troubleshoot your installation with the Troubleshooting Guide. You cannot communicate with other video endpoints until you are able to see an image locally.



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Related Information

- **Voice Technology Support**
- **Voice and Unified Communications Product Support**
- ***Recommended Reading: Troubleshooting Cisco IP Telephony**
- **Technical Support – Cisco Systems**

