



# About This Guide

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This section discusses the objectives, intended audience, and organization of the *IP/TV Viewer User Guide* and defines the conventions used to convey instructions and information. It also discusses how to access online help and obtain documentation on Cisco Connection Online and the Documentation CD-ROM.

## Document Objective

This guide describes how to install and use the IP/TV Viewer which is part of a client/server application that delivers live or prerecorded multimedia streams to an unlimited number of users over any IP-based local or wide-area network.

## Audience

This manual is for users who need instructions about how to install and set up IP/TV Viewer, and play multimedia programs.

## Document Organization

This guide is organized into the following chapters:

- Chapter 1, “Product Overview,” provides an overview of the IP/TV application.
- Chapter 2, “Requirements,” describes the hardware and software requirements for computers running IP/TV Viewer.
- Chapter 3, “Installing IP/TV Viewer,” describes the procedures for installing IP/TV Viewer.

- Chapter 4, “Getting Started,” describes the procedures for launching IP/TV Viewer, navigating within the main window, and setting IP/TV Viewer options.
- Chapter 5, “Using IP/TV Viewer,” describes the procedures for using IP/TV Viewer to display program information, play a program, subscribe to a program, and use the Question Manager. It also provides information about advanced topics.
- Chapter 6, “Customizing the IP/TV User Interface,” describes the procedures for moving and hiding panes, and customizing and creating new toolbars.
- Chapter 7, “Using IP/TV Viewer in a Web Browser,” describes the procedures for using IP/TV Viewer as a browser plugin and helper application.
- Appendix A, “Menu Bar and Tool Icon Reference,” lists and describes all the menu commands and toolbar buttons on both the Program Listing and Viewer windows.

## Document Conventions

The IP/TV documentation set uses the following conventions:

| <b>Convention</b>          | <b>Description</b>   |
|----------------------------|--|
| >                          | Indicates movement through menu options, for example:<br>Click <b>Start&gt;Run</b> .     |
| <b>bold</b>                | Indicates a button that you are instructed to click, for example:<br>Click <b>Next</b> . |
| screen                     | Shows an example of information displayed on the screen.                                 |
| <b>boldface<br/>screen</b> | Shows an example of information that you must enter.                                     |

# Command Syntax Conventions

Command descriptions use the following conventions:

| Convention      | Description   |
|-----------------|---|
| <b>boldface</b> | Indicates commands and keywords that are entered literally as shown.  |
| <i>italics</i>  | Indicates arguments for which you supply values; in contexts that do not allow italics, arguments are enclosed in angle brackets (<>).                        |
| [x]             | Indicates optional keywords or arguments.   |
| {x   y   z}     | Indicates a choice of required keywords (represented by x, y, and z). You must select one.  |
| [x {y   z}]     | Indicates a required choice within an optional element. You do not need to select keyword x, but if you do, you must specify either argument y or argument z. |

The following conventions are used to attract the reader's attention:

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**Note** Means *reader take note*. Notes contain helpful suggestions or references to materials not contained in this manual.

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**Caution** Means *reader be careful*. In this situation, you might do something that could result in equipment damage or loss of data.

## Using Online Help

IP/TV Viewer offers online help for menu items, toolbar items, specific tasks, and more. There are several ways to access help, depending on the information you want and the method you find most convenient:

- If you want to read one or more help topics, click **Help>Contents**. From the contents list, click the name of a topic to display that topic.
- To learn how to navigate through online help, click **Help>Using Help**.
- To access the IP/TV technical support web page, select **Help>Web Help**.

Click **Help>About IP/TV Viewer** to display version and copyright information for IP/TV Viewer.

To contact Technical Support at Cisco Systems, go to the following URL:  
<http://www.cisco.com/iptv/support.html>.

## Cisco Documentation CD-ROM

Cisco documentation and additional literature are available in a CD-ROM package that ships with your product. The Documentation CD-ROM, a member of the Cisco Connection Family, is updated monthly. Therefore, it might be more up to date than printed documentation. To order additional copies of the Documentation CD-ROM, contact your local sales representative or call customer service. The CD-ROM package is available as a single package or an annual subscription. You can also access Cisco Documentation on the World Wide Web at <http://www.cisco.com>, <http://www-china.cisco.com>, or <http://www-europe.cisco.com>.

If you are reading Cisco product documentation on the World Wide Web, you can submit comments electronically. Click **Feedback** and select **Documentation**. After you complete the form, click **Submit** to send it to Cisco. We appreciate your comments.

## Cisco Connection Online

Cisco Connection Online (CCO) is Cisco Systems' primary, real-time support channel. Maintenance customers and partners can self-register on CCO to obtain additional information and services.

Available 24 hours a day, 7 days a week, CCO provides a wealth of standard and value-added services to Cisco's customers and business partners. CCO services include product information, product documentation, software updates, release notes, technical tips, the Bug Navigator, configuration notes, brochures, descriptions of service offerings, and download access to public and authorized files.

CCO services a wide variety of users through two interfaces that are updated and enhanced simultaneously: a character-based version and a multimedia version that resides on the World Wide Web (WWW). The character-based CCO supports Zmodem, Kermit, Xmodem, FTP, and Internet e-mail, and it is excellent for quick access to information over lower bandwidths. The WWW version of CCO provides richly formatted documents with photographs, figures, graphics, and video, as well as hyperlinks to related information.

You can access CCO in the following ways:

- WWW: <http://www.cisco.com>
- WWW: <http://www-europe.cisco.com>
- WWW: <http://www-china.cisco.com>
- Telnet: [cco.cisco.com](http://cco.cisco.com)
- Modem: From North America, 408 526-8070; from Europe, 33 1 64 46 40 82. Use the following terminal settings: VT100 emulation; databits: 8; parity: none; stop bits: 1; and connection rates up to 28.8 kbps.

For a copy of CCO's Frequently Asked Questions (FAQ), contact [cco-help@cisco.com](mailto:cco-help@cisco.com). For additional information, contact [cco-team@cisco.com](mailto:cco-team@cisco.com).

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**Note** If you are a network administrator and need personal technical assistance with a Cisco product that is under warranty or covered by a maintenance contract, contact Cisco's Technical Assistance Center (TAC) at 800 553-2447, 408 526-7209, or [tac@cisco.com](mailto:tac@cisco.com). To obtain general information about Cisco Systems, Cisco products, or upgrades, contact 800 553-6387, 408 526-7208, or [cs-rep@cisco.com](mailto:cs-rep@cisco.com).

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