



Preface

This preface explains the objectives, intended audience, and organization of the *Cisco IP/TV Content Manager User Guide*, and defines the conventions used to convey instructions and information.

Document Objectives

This guide describes how to use IP/TV Content Manager, which is part of a web-based application that delivers live or prerecorded, on-demand or scheduled programs to an unlimited number of users over any IP-based local- or wide-area network. For IP/TV Content Manager installation, configuration, and administration information, refer to the *Cisco IP/TV Administration and Configuration Guide*.

Audience

This guide is intended for the user who needs instructions about how to create, review, edit, or delete IP/TV scheduled or on-demand programs and recordings.

Document Organization

This guide is organized into the following chapters:

Chapter	Title	Description
Chapter 1	Introduction	Describes IP/TV Content Manager and the other components of the IP/TV environment, and lists the new features of Version 3.4.
Chapter 2	Managing On-Demand Programs	Describes the procedures for using IP/TV Content Manager to manage on-demand programs.
Chapter 3	Managing Scheduled Programs	Describes the procedures for using IP/TV Content Manager to manage scheduled programs, recordings, and Question Manager.
Chapter 4	Program Examples	Provides examples of on-demand programs, scheduled programs, and recordings.
Chapter 5	Using the Web-Based Program Guide	Describes the procedures for using the web-based program guide to view program listings directly from the browser.
Appendix A	Localization	Provides information about using international character sets with IP/TV.

Document Conventions

The IP/TV documentation set uses the following conventions:

Convention	Description
>	Indicates movement through menu options, for example: Choose Start > Run.
bold	Indicates a button that you are instructed to click, for example: Click the Next button.
screen	Shows an example of information displayed on the screen.
boldface screen	Shows an example of information that you must enter.

Command Syntax Conventions

Command descriptions use the following conventions:

Convention	Description
boldface	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 attention of the reader:

**Note**

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

**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 Content Manager includes online help.

The online help is a set of HTML documents that operate just like any standard web page. Many of the screens in the Content Manager application contain links to the online help table of contents. From the table of contents, you can navigate to any of the topics covered in the online help.

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

Obtaining Documentation

The following sections explain how to obtain documentation from Cisco Systems.

World Wide Web

You can access the most current Cisco documentation on the World Wide Web at the following URL:

<http://www.cisco.com>

Translated documentation is available at the following URL:

http://www.cisco.com/public/countries_languages.shtml

Documentation CD-ROM

Cisco documentation and additional literature are available in a Cisco Documentation CD-ROM package, which is shipped with your product. The Documentation CD-ROM is updated monthly and may be more current than printed documentation. The CD-ROM package is available as a single unit or through an annual subscription.

Ordering Documentation

Cisco documentation is available in the following ways:

- Registered Cisco Direct Customers can order Cisco product documentation from the Networking Products Marketplace:
http://www.cisco.com/cgi-bin/order/order_root.pl
- Registered Cisco.com users can order the Documentation CD-ROM through the online Subscription Store:
<http://www.cisco.com/go/subscription>
- Nonregistered Cisco.com users can order documentation through a local account representative by calling Cisco corporate headquarters (California, USA) at 408 526-7208 or, elsewhere in North America, by calling 800 553-NETS (6387).

Documentation Feedback

If you are reading Cisco product documentation on Cisco.com, you can submit technical comments electronically. Click **Leave Feedback** at the bottom of the Cisco Documentation home page. After you complete the form, print it out and fax it to Cisco at 408 527-0730.

You can e-mail your comments to bug-doc@cisco.com.

To submit your comments by mail, use the response card behind the front cover of your document, or write to the following address:

Cisco Systems
Attn: Document Resource Connection
170 West Tasman Drive
San Jose, CA 95134-9883

We appreciate your comments.

Obtaining Technical Assistance

Cisco provides Cisco.com as a starting point for all technical assistance. Customers and partners can obtain documentation, troubleshooting tips, and sample configurations from online tools by using the Cisco Technical Assistance Center (TAC) Web Site. Cisco.com registered users have complete access to the technical support resources on the Cisco TAC Web Site.

Cisco.com

Cisco.com is the foundation of a suite of interactive, networked services that provides immediate, open access to Cisco information, networking solutions, services, programs, and resources at any time, from anywhere in the world.

Cisco.com is a highly integrated Internet application and a powerful, easy-to-use tool that provides a broad range of features and services to help you to

- Streamline business processes and improve productivity
- Resolve technical issues with online support
- Download and test software packages
- Order Cisco learning materials and merchandise
- Register for online skill assessment, training, and certification programs

You can self-register on Cisco.com to obtain customized information and service. To access Cisco.com, go to the following URL:

<http://www.cisco.com>

Technical Assistance Center

The Cisco TAC is available to all customers who need technical assistance with a Cisco product, technology, or solution. Two types of support are available through the Cisco TAC: the Cisco TAC Web Site and the Cisco TAC Escalation Center.

Inquiries to Cisco TAC are categorized according to the urgency of the issue:

- Priority level 4 (P4)—You need information or assistance concerning Cisco product capabilities, product installation, or basic product configuration.
- Priority level 3 (P3)—Your network performance is degraded. Network functionality is noticeably impaired, but most business operations continue.
- Priority level 2 (P2)—Your production network is severely degraded, affecting significant aspects of business operations. No workaround is available.
- Priority level 1 (P1)—Your production network is down, and a critical impact to business operations will occur if service is not restored quickly. No workaround is available.

Which Cisco TAC resource you choose is based on the priority of the problem and the conditions of service contracts, when applicable.

Cisco TAC Web Site

The Cisco TAC Web Site allows you to resolve P3 and P4 issues yourself, saving both cost and time. The site provides around-the-clock access to online tools, knowledge bases, and software. To access the Cisco TAC Web Site, go to the following URL:

<http://www.cisco.com/tac>

All customers, partners, and resellers who have a valid Cisco services contract have complete access to the technical support resources on the Cisco TAC Web Site. The Cisco TAC Web Site requires a Cisco.com login ID and password. If you have a valid service contract but do not have a login ID or password, go to the following URL to register:

<http://www.cisco.com/register/>

If you cannot resolve your technical issues by using the Cisco TAC Web Site, and you are a Cisco.com registered user, you can open a case online by using the TAC Case Open tool at the following URL:

<http://www.cisco.com/tac/caseopen>

If you have Internet access, it is recommended that you open P3 and P4 cases through the Cisco TAC Web Site.

Cisco TAC Escalation Center

The Cisco TAC Escalation Center addresses issues that are classified as priority level 1 or priority level 2; these classifications are assigned when severe network degradation significantly impacts business operations. When you contact the TAC Escalation Center with a P1 or P2 problem, a Cisco TAC engineer will automatically open a case.

To obtain a directory of toll-free Cisco TAC telephone numbers for your country, go to the following URL:

<http://www.cisco.com/warp/public/687/Directory/DirTAC.shtml>

Before calling, please check with your network operations center to determine the level of Cisco support services to which your company is entitled; for example, SMARTnet, SMARTnet Onsite, or Network Supported Accounts (NSA). In addition, please have available your service agreement number and your product serial number.