



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.

This preface includes the following sections:

- [Document Objectives, page x](#)
- [Audience, page x](#)
- [Document Organization, page x](#)
- [Document Conventions, page xi](#)
- [Command Syntax Conventions, page xii](#)
- [Using Online Help, page xiii](#)
- [Obtaining Documentation, page xiii](#)
- [Obtaining Technical Assistance, page xv](#)
- [Obtaining Additional Publications and Information, page xvi](#)

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 3.5.
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	Title	Description
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.
Appendix B	Content Manager Migration Tool	Describes the procedures for using Migrator, the upgrade utility for IP/TV Content Manager Version 3.5.

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

Cisco provides several ways to obtain documentation, technical assistance, and other technical resources. These sections explain how to obtain technical information from Cisco Systems.

Cisco.com

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

<http://www.cisco.com/univercd/home/home.htm>

You can access the Cisco website at this URL:

<http://www.cisco.com>

International Cisco websites can be accessed from this 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 may have shipped with your product. The Documentation CD-ROM is updated regularly and may be more current than printed documentation. The CD-ROM package is available as a single unit or through an annual or quarterly subscription.

Registered Cisco.com users can order a single Documentation CD-ROM (product number DOC-CONDOCCD=) through the Cisco Ordering tool:

http://www.cisco.com/en/US/partner/ordering/ordering_place_order_ordering_tool_launch.html

All users can order annual or quarterly subscriptions through the online Subscription Store:

<http://www.cisco.com/go/subscription>

Ordering Documentation

You can find instructions for ordering documentation at this URL:

http://www.cisco.com/univercd/cc/td/doc/es_inpk/pdi.htm

You can order Cisco documentation in these ways:

- Registered Cisco.com users (Cisco direct customers) can order Cisco product documentation from the Networking Products MarketPlace:
<http://www.cisco.com/en/US/partner/ordering/index.shtml>
- Nonregistered Cisco.com users can order documentation through a local account representative by calling Cisco Systems Corporate Headquarters (California, USA.) at 408 526-7208 or, elsewhere in North America, by calling 800 553-NETS (6387).

Documentation Feedback

You can submit comments electronically on Cisco.com. On the Cisco Documentation home page, click **Feedback** at the top of the page.

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

You can submit comments by using the response card (if present) behind the front cover of your document or by writing to the following address:

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

We appreciate your comments.

Obtaining Technical Assistance

For all customers, partners, resellers, and distributors who hold valid Cisco service contracts, the Cisco Technical Assistance Center (TAC) provides 24-hour, award-winning technical support services, online and over the phone. Cisco.com features the Cisco TAC website as an online starting point for technical assistance.

Cisco TAC Website

The Cisco TAC website (<http://www.cisco.com/tac>) provides online documents and tools for troubleshooting and resolving technical issues with Cisco products and technologies. The Cisco TAC website is available 24 hours a day, 365 days a year.

Accessing all the tools on the Cisco TAC website requires a Cisco.com user ID and password. If you have a valid service contract but do not have a login ID or password, register at this URL:

<http://tools.cisco.com/RPF/register/register.do>

Opening a TAC Case

The online TAC Case Open Tool (<http://www.cisco.com/tac/caseopen>) is the fastest way to open P3 and P4 cases. (Your network is minimally impaired or you require product information). After you describe your situation, the TAC Case Open Tool automatically recommends resources for an immediate solution. If your issue is not resolved using these recommendations, your case will be assigned to a Cisco TAC engineer.

For P1 or P2 cases (your production network is down or severely degraded) or if you do not have Internet access, contact Cisco TAC by telephone. Cisco TAC engineers are assigned immediately to P1 and P2 cases to help keep your business operations running smoothly.

To open a case by telephone, use one of the following numbers:

Asia-Pacific: +61 2 8446 7411 (Australia: 1 800 805 227)

EMEA: +32 2 704 55 55

USA: 1 800 553-2447

For a complete listing of Cisco TAC contacts, go to this URL:

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

TAC Case Priority Definitions

To ensure that all cases are reported in a standard format, Cisco has established case priority definitions.

Priority 1 (P1)—Your network is “down” or there is a critical impact to your business operations. You and Cisco will commit all necessary resources around the clock to resolve the situation.

Priority 2 (P2)—Operation of an existing network is severely degraded, or significant aspects of your business operation are negatively affected by inadequate performance of Cisco products. You and Cisco will commit full-time resources during normal business hours to resolve the situation.

Priority 3 (P3)—Operational performance of your network is impaired, but most business operations remain functional. You and Cisco will commit resources during normal business hours to restore service to satisfactory levels.

Priority 4 (P4)—You require information or assistance with Cisco product capabilities, installation, or configuration. There is little or no effect on your business operations.

Obtaining Additional Publications and Information

Information about Cisco products, technologies, and network solutions is available from various online and printed sources.

- The *Cisco Product Catalog* describes the networking products offered by Cisco Systems, as well as ordering and customer support services. Access the *Cisco Product Catalog* at this URL:

http://www.cisco.com/en/US/products/products_catalog_links_launch.html

- Cisco Press publishes a wide range of networking publications. Cisco suggests these titles for new and experienced users: Internetworking Terms and Acronyms Dictionary, Internetworking Technology Handbook, Internetworking Troubleshooting Guide, and the Internetworking Design Guide. For current Cisco Press titles and other information, go to Cisco Press online at this URL:

<http://www.ciscopress.com>

- Packet magazine is the Cisco quarterly publication that provides the latest networking trends, technology breakthroughs, and Cisco products and solutions to help industry professionals get the most from their networking investment. Included are networking deployment and troubleshooting tips, configuration examples, customer case studies, tutorials and training, certification information, and links to numerous in-depth online resources. You can access Packet magazine at this URL:

<http://www.cisco.com/go/packet>

- iQ Magazine is the Cisco bimonthly publication that delivers the latest information about Internet business strategies for executives. You can access iQ Magazine at this URL:

<http://www.cisco.com/go/iqmagazine>

- Internet Protocol Journal is a quarterly journal published by Cisco Systems for engineering professionals involved in designing, developing, and operating public and private internets and intranets. You can access the Internet Protocol Journal at this URL:

http://www.cisco.com/en/US/about/ac123/ac147/about_cisco_the_internet_protocol_journal.html

- Training—Cisco offers world-class networking training. Current offerings in network training are listed at this URL:

<http://www.cisco.com/en/US/learning/index.html>

