



# CHAPTER 3

## Providing Information to Users About Cisco Unified Video Advantage

As the system administrator, you are likely the primary source of information for Cisco Unified Video Advantage users in your network or company. It is important to provide current and thorough information to end users.

We recommend that you create a web page on your internal support site that provides end users with important information about Cisco Unified Video Advantage.

[Table 3-1](#) lists the information that you need to provide.

**Table 3-1** Information Needed By Users

Provide This Information	Explanation
<ul style="list-style-type: none"><li>Information about client hardware and software requirements.</li><li>Location of the Microsoft hotfix for USB audio devices.</li><li>List of supported USB cameras and how to get them.</li></ul>	<ul style="list-style-type: none"><li>Leverage information from the release notes: <a href="http://www.cisco.com/en/US/products/sw/voicesw/ps5662/prod_release_notes_list.html">http://www.cisco.com/en/US/products/sw/voicesw/ps5662/prod_release_notes_list.html</a></li><li>Be sure to provide users with the <i>Cisco VT Camera Quick Start Guide</i> (if they are using Cisco VT Camera): <a href="http://www.cisco.com/en/US/products/sw/voicesw/ps5662/prod_installation_guides_list.html">http://www.cisco.com/en/US/products/sw/voicesw/ps5662/prod_installation_guides_list.html</a></li></ul>
Installation link (or executable file) for Cisco Unified Video Advantage and the Cisco VT Camera II drivers.	Depends on the deployment method. For details, see the “ <a href="#">Deploying the Application and the Cisco VT Camera II Drivers</a> ” section on page 2-4.
Third-party cameras drivers and installation information.	Provide the documentation and the driver to the user. Assist with the installation, as necessary.

**Table 3-1** Information Needed By Users (continued)

Provide This Information	Explanation
Instructions for installing, setting up, and using the application.	Provide the user with these guides <ul style="list-style-type: none"> <li data-bbox="669 363 1485 468">• User guide for Cisco Unified Video Advantage <a href="http://www.cisco.com/en/US/products/sw/voicesw/ps5662/products_user_guide_list.html">http://www.cisco.com/en/US/products/sw/voicesw/ps5662/products_user_guide_list.html</a></li> <li data-bbox="669 485 1485 590">• User guide for Cisco IP Communicator <a href="http://www.cisco.com/en/US/products/sw/voicesw/ps5475/products_user_guide_list.html">http://www.cisco.com/en/US/products/sw/voicesw/ps5475/products_user_guide_list.html</a></li> <li data-bbox="669 606 1485 711">• User Guide for Cisco Unified IP Phones <a href="http://www.cisco.com/en/US/products/hw/phones/ps379/products_user_guide_list.html">http://www.cisco.com/en/US/products/hw/phones/ps379/products_user_guide_list.html</a></li> <li data-bbox="669 728 1485 833">• Cisco VT Camera documentation <a href="http://www.cisco.com/en/US/products/sw/voicesw/ps5662/prod_installation_guides_list.html">http://www.cisco.com/en/US/products/sw/voicesw/ps5662/prod_installation_guides_list.html</a></li> </ul>
Internal company support for the application.	Provide users with the names of people to contact for assistance and the instructions for contacting those people.
Information about how to report problems with Cisco Unified Video Advantage.	Tell users about the Problem Reporting Tool and how to enable logging and when to use them. For details, see the <a href="#">Chapter 4, “Troubleshooting Cisco Unified Video Advantage.”</a>  Tell users where log files are located. For details, see <a href="#">“Log File Locations” section on page 2-6.</a>