

For More Information

For additional detailed information about the Cisco IP Interoperability and Collaboration System (Cisco IPICS) PMC, refer to the [Cisco IPICS PMC Installation and User Guide, Release 2.0\(1\)](#) and the [Cisco IPICS PMC Quick Start Reference Card, Release 2.0\(1\)](#).

Refer to the following URL for the complete Cisco IPICS documentation set: http://www.cisco.com/univercd/cc/td/doc/product/cis/c_ipics/index.htm



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Cisco IPICS PMC Debug Reference

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Connectivity Tips for Using the PMC

The following tips will help to ensure successful connection of the Cisco IPICS Push-to-Talk Management Center (PMC):

- Before you launch the PMC, establish network connectivity to make sure that you have a valid IP address.
- For connections that use the remote location, make sure that the PMC can establish connectivity to the Router Media Service (RMS).
- If the Cisco VPN Client is installed on your PMC client machine, disable the “Stateful Firewall (Always On)” option; otherwise SIP and multicast connections may not work correctly.
- For the PMC to work properly with Windows XP, you may need to modify the firewall settings so the PMC can send and receive the required protocols.
- Network limitations may prevent some PMC client machines from sending audio. In this case, choose the remote location to connect to Cisco IPICS.
- Monitor the server status connectivity indicator for connection information.
- Always use the most recent version of the PMC; newer versions often contain functional enhancements.

- If you use a docking station or pluggable audio devices with your client machine, close the PMC client and unplug your audio devices before you undock your PC; otherwise, your PC may become unresponsive and require you to reboot.

Note: Cisco IPICS only supports the use of PMC release 2.0(1) with a Cisco IPICS server that also runs release 2.0(1).

Tips for Using the Correct Location

The Cisco IPICS server contains the location information to determine how the PMC should connect.

- For optimum connectivity and higher quality audio, use the most appropriate location for your connection type when you log in to the PMC.
- If both wired and wireless connections are active, and if you selected a location other than remote, either disable the wireless connection or make sure that the PMC uses the IP address that is assigned to the wired connection.
- If you choose a location and you do not hear any voice traffic, choose a different location until you hear the audio on the channel.

Optimizing Your Audio on the PMC

The following tips can help to enhance voice quality when you use the PMC:

- Use a high-speed connection when you use the PMC; a slow-speed connection may affect voice quality.
- Use the “Optimize for low bandwidth” option when your channel connects via a low bandwidth/high latency link.
- Try to limit the use of applications that consume high-CPU and high-network bandwidth on the PMC client machine at the same time that you use the PMC.
- To limit echo, check to ensure that you are using the preferred or default sound devices in the Windows audio settings.
- Use a high-quality headset and microphone for enhanced voice quality.
- For proper operation, connect a USB DSP headset to the client machine before you launch the PMC; otherwise, you will need to restart the PMC.
- Check the placement of your microphone so that it is positioned about 2 to 6 inches from your mouth.
- Ensure that the microphone is not set to mute. Check the settings in Windows and check that the mute button is not engaged on the headset device.
- Check for microphone availability. If the microphone is busy or if it cannot be opened by the PMC for other reasons, you may listen to active conversations but you will not be able to talk.
- Check the audio recording and playback capability of the microphone by using the Windows Sound Recorder.
- The use of a PC analog sound card and/or analog port on your laptop typically results in lower quality audio.
- If others hear an audible hum when you talk, the headset may be defective. To resolve this issue, replace the headset.
- Check the volume level on the PMC. If it is set too low, slide the bar up on the volume control indicator.
- Ensure that the output speaker volume is not muted or set too low. Check the volume settings in Windows and for the headset device and the PMC.
- Certain operating systems may not be able to run multiple voice applications concurrently and open and use the microphone at the same time. If the PMC cannot use the microphone, close the other audio application(s) and restart the PMC.
- Ensure that the QoS Packet Scheduler is installed on the PMC client machine.

Channel States on the PMC

The PMC channels may appear in the following states:

Note: When the channel appears dimmed, the PMC is not transmitting traffic.

- Activating—The Activate button appears highlighted.
- Activated—The PTT channel button and volume indicator appear highlighted.
- Not Activated—No PMC buttons appear highlighted; channels appear in blueprint mode.
- Disabled—No PMC buttons appear highlighted; you cannot activate the channel.
- Unassigned—No PMC buttons appear highlighted; you cannot activate the channel.
- Listen-only—The PTT channel appears dimmed; you can listen but not talk.
- Secure—The secure indicator displays and all PMC buttons are functional.

Channels may include visual indicators, such as labels, channel types, and specific colors to provide unique identification.

The PMC must be in focus when you transmit via the All Talk or PTT buttons.

Channel Indicators

- Receive indicator —This graphical indicator illuminates in green when you receive traffic and remains illuminated for several seconds after the receive transmission has ended.
- Transmit indicator—The PTT channel button highlights and changes color to indicate that you are transmitting traffic. The touch screen skins include a graphical indicator that blinks red when you are transmitting traffic.

Using CSA with the PMC

When Cisco Security Agent (CSA) is installed on the PMC client machine, you may be prompted for access permission for various operations.

- Always click **Yes** to grant permission and continue with your current operation whenever CSA prompts you.
- Make sure that you do not allow CSA to time-out based on its default value of No or you will not be able to transmit.

Note: To access the PMC online help, click the **Menu** button that displays on the PMC; then click **Help**.