



Symbols

* (asterisk), in Cisco IPICS Administration
Console windows [1-9](#), [1-13](#)

A

About, in Administration Console [1-16](#)

accessing

Active Users window [2-79](#)
Activity Log Management window [2-85](#)
Activity Log Options window [2-90](#)
Channel Groups window [2-28](#)
Channels window [2-4](#)
Dial Engine drawer [8-1](#)
Download PMC window [5-2](#)
License Management window [2-72](#)
Locations window [2-45](#)
Multicast Pool window [2-48](#)
My Profile window [5-2](#)
Ops View window [6-3](#)
Options window [2-92](#)
PMC Installer window [2-122](#)
PMC Versions window [2-107](#)
Policy Management drawer [7-1](#)

RMS window [2-57](#)

Skins window [2-119](#)

User Groups window [3-42](#)

Users window [3-3](#)

Virtual Talk Groups window [4-2](#)

action

activate VTG [7-8](#)
definition [7-1](#)
deleting [7-15](#)
dial-out [7-8](#), [7-13](#)
in multi-purpose type policy [7-10](#)
invite to VTG [7-8](#), [7-10](#)
managing [7-8](#)
notification [7-8](#)
overview [7-8](#)
re-activating [7-26](#)
VTG add participants [7-8](#), [7-12](#)

activating

policy [7-21](#)
RMS [2-63](#)
VTG [4-19](#), [7-10](#)

active

channel state in Channel window,
described [2-13](#)
multicast address [2-50](#), [2-54](#)

- VTG [4-2](#)
- VTG guidelines [4-17](#)
- active users
 - fields, described [2-80](#)
 - viewing [2-79](#)
 - viewing information for [2-79](#)
- activity log
 - described [2-84](#)
 - downloading [2-85](#)
 - managing [2-83](#)
 - managing activity types per ops view [2-89](#)
 - options per ops view [2-89](#)
 - types [2-89](#)
 - understanding the Activity Log Management window [2-84](#)
 - viewing [2-85](#)
 - viewing and downloading [2-85](#)
 - viewing and downloading archived [2-88](#)
- activity log retention period, setting
 - described [2-94](#)
- adding [2-120](#)
 - alert tone set [2-115](#)
 - a sequence of multicast addresses to multicast pool [2-52](#)
 - channel [2-7](#)
 - channel group [2-30](#)
 - locations [2-45](#)
 - multicast address to multicast pool [2-51](#)
 - RMS [2-64](#)
 - skins [2-120](#)
 - user [3-6](#)
 - user group [3-43](#)
 - VTG template [4-10](#)
- address
 - e-mail, of user [3-12](#)
 - information for user [3-11](#)
 - multicast address [2-49](#)
 - of user, in user profile [5-6](#)
 - street, of user in Users window [3-11](#)
- Address Information tab [3-11](#)
- Administration Console
 - accessing [1-11](#)
 - Authentication window [1-11](#)
 - client system requirements [1-11](#)
 - displaying current data [1-10](#)
 - exiting [1-13](#)
 - logging in [1-11](#)
 - logging out [1-13](#)
 - obtaining information about [1-16](#)
 - online help [1-16](#)
 - overview [1-7](#)
 - refreshing [1-10](#)
 - timeout [1-16](#)
- advanced PMC permissions [3-19](#)
- advanced PMC permissions, field
 - described [5-9](#)
- alerting tones
 - See alert tones
- alert tones
 - adding [2-115](#)

- associating ops views [2-117](#)
- creating alert tone sets [2-113](#)
- deleting [2-118](#)
- managing [2-112](#)
- viewing or editing alert tone sets [2-117](#)
- allow association to users field, described [2-11](#)
- allow latch
 - field in user profile [5-9](#)
 - for channel [2-17](#)
 - in PMC tab [3-19](#)
- allow use in VTGs field, described [2-12](#)
- all role, described [1-7, 3-12](#)
- associating
 - alert tones to ops views [2-117](#)
 - channel with user [3-28](#)
 - ops views with user group [3-47](#)
 - ops view with user [3-35](#)
 - phone with user [3-31](#)
 - policy with user [3-32, 7-19](#)
 - user with policy [3-32, 7-19](#)
 - user with user [3-30](#)
- Associations tab [3-22](#)
- audio, disable [3-19](#)
- audio client [1-6](#)
- authentication log file [3-18, 3-20](#)
- Authentication window [1-11](#)

B

- backup and restore operations
 - overview [9-1](#)
 - performing [9-1](#)
- browser
 - guidelines for using [1-10](#)
 - memory issues [1-11](#)
 - pop-up windows, disabling blocking [1-10](#)
 - refreshing windows [1-10](#)
- busy channel [2-6](#)

C

- calculating DSPs [A-17](#)
- changing status of VTG template [4-19](#)
- channel
 - active status [2-13](#)
 - adding [2-7](#)
 - adding to VTG template [4-9](#)
 - allow association to users, field described [2-11](#)
 - allow latch, described [2-17](#)
 - allow use in VTGs field, described [2-12](#)
 - associated ops view, field described [2-16](#)
 - associating to ops views [2-23](#)
 - associating user with [3-28](#)
 - associating with user [2-24](#)
 - available [3-48](#)
 - busy [2-6](#)

- changing status [2-20](#)
- channel color, field described [2-18](#)
- channel name, described [2-9](#)
- deleting [2-27](#)
- deleting from a channel group [2-35](#)
- described [2-2](#)
- disabled status [2-13](#)
- disabling [2-20](#)
- editing information [2-8](#)
- enabled status [2-13](#)
- enable latch, field described [2-17](#)
- enable VAD, field described [2-17](#)
- enabling [2-20](#)
- inactive status [2-13](#)
- in VTG template [4-8](#)
- listen only, field described [2-18](#)
- location [2-14](#)
- location, field described [2-14](#)
- mixing secure and non-secure in VTG [4-9](#)
- multicast address [2-15](#)
- multicast address, field described [2-15](#)
- multicast address port [2-15](#)
- multicast address port, field described [2-15](#)
- not present [2-7](#)
- preferred codec, described [2-10](#)
- removing [2-27](#)
- removing from a channel group [2-35](#)
- RX mute during PTT, field described [2-17](#)
- search for in VTG window [4-35](#)

- secure [2-6](#)
- secure, field described [2-10](#)
- status [2-13](#)
- type [2-14](#)
- type, field described [2-14](#)
- unavailable [2-7](#)
- unavailable for VTG [4-32](#)
- viewing associations [2-26](#)
- viewing information [2-8](#)

Channel dashboard

- elements [10-5](#)
- overview [10-5](#)

channel group

- adding [2-30](#)
- adding to VTG template [4-9](#)
- associated ops view, field described [2-32](#)
- associated VTG [2-35](#)
- associated VTG status [2-35](#)
- associating ops views to [2-36](#)
- channels in [2-2](#)
- deleting [2-37](#)
- deleting a channel from [2-35](#)
- described [2-2](#)
- editing information [2-31](#)
- name [2-32](#)
- removing [2-37](#)
- removing a channel from [2-35](#)
- viewing associations [2-34](#)
- viewing information [2-31](#)

- channel name [2-9](#)
- channel statistics log file [3-18, 3-20](#)
- Cisco IOS documentation [xxii](#)
- Cisco IPICS
 - Administration Console [1-7](#)
 - database
 - backing up [9-3](#)
 - logs [9-19](#)
 - restoring [9-12](#)
 - deployment options [1-3](#)
 - getting started [1-2](#)
 - hardware components [1-3](#)
 - initial configuration [1-2](#)
 - IP multicast address guidelines for [2-51](#)
 - logging in to [5-1](#)
 - Login window [5-1](#)
 - overview [1-1, 1-3](#)
 - role [1-6](#)
 - server [1-4](#)
 - setting up [1-2](#)
 - software components [1-3](#)
- Cisco IPICS policy engine
 - See policy engine
- Cisco IPICS server
 - Administration Console [1-7](#)
 - described [1-4](#)
 - usage guidelines [1-8](#)
- Cisco IPICS service
 - about [B-1](#)
 - configuring for Cisco Unified CallManager [B-2](#)
 - configuring for Cisco Unified CallManager Express [B-3](#)
 - subscribing to [B-4](#)
 - using [B-5](#)
- Cisco IP Interoperability and Collaboration System
 - See Cisco IPICS
- Cisco Land Mobile Radio (LMR)
 - documentation [xxi](#)
- Cisco router
 - configuring as SIP provider [8-46](#)
 - function in a Cisco IPICS deployment [1-6](#)
- Cisco Security Agent documentation [xxii](#)
- Cisco Unified CallManager
 - configuring as SIP provider [8-42](#)
 - configuring Cisco IPICS service for [B-2](#)
 - documentation [xxi](#)
 - function in a Cisco IPICS deployment [1-6](#)
- Cisco Unified CallManager Express, configuring Cisco IPICS service for [B-3](#)
- Cisco Unified CallManager Express documentation [xxi](#)
- Cisco Unified IP Phone
 - accessing Cisco IPICS service from [B-5](#)
 - allow latch [3-19](#)
 - audio [3-19](#)
 - dial login for [3-13](#)
 - digit ID [3-14, 5-6](#)

- digit password [3-14](#)
- disable [3-15](#)
- documentation [xxi](#)
- enable [3-15](#)
- latching [3-21](#)
- listen only [3-19, 3-21](#)
- managing for user [3-15](#)
- mute [3-15](#)
- subscribing to Cisco IPICS service [B-4](#)
- unmute [3-15](#)
- user in VTG [4-21](#)
- using as a PTT device [B-1](#)
- cluster view daemon, trace file [8-4](#)
- codec [2-10, 8-37](#)
- communications preferences
 - configuring [3-24](#)
 - described [3-23](#)
 - managing [3-23](#)
- configuring
 - Cisco IPICS [1-2](#)
 - controllers [A-6](#)
 - RMS [A-2](#)
- configuring Cisco IOS Express as SIP provider [8-46](#)
- configuring RMS security features [A-2](#)
- connection type, multicast address [2-50, 2-54](#)
- controllers
 - configuring T1/E1 controllers [A-5](#)
 - on RMS [2-62](#)
- copying a user [3-6](#)

- customized script prompts
 - codec [8-17](#)
 - deleting [8-19](#)
 - described [8-16](#)
 - downloading [8-18](#)
 - renaming [8-19](#)
 - uploading [8-17](#)
 - viewing list of [8-16](#)
- Customized Script Prompts window [8-16](#)

D

- Dashboard window, overview [10-2](#)
- database
 - backing up [9-3](#)
 - choosing a backup destination [9-11](#)
 - described [9-22](#)
 - exporting [9-21, 9-23](#)
 - importing [9-26](#)
 - manually starting database server [9-36](#)
 - options
 - changing [9-9](#)
 - default [9-9](#)
 - options for restoring [9-13](#)
 - restoring [9-12](#)
 - troubleshooting a backup procedure [9-30](#)
 - troubleshooting a restore procedure [9-30](#)
- Database Management window
 - overview [9-3](#)

- tabs inside of [9-3](#)
- deactivated
 - RMS [2-63](#)
 - RMS status [2-61](#)
 - VTG [4-20](#)
- DEBUG-level error messages [10-14](#)
- debug log file [3-18, 3-20](#)
- debug trace level [8-4](#)
- default language folder [8-11](#)
- deleting
 - action from policy [7-15](#)
 - alert tones [2-118](#)
 - channel [2-27](#)
 - channel from a channel group [2-35](#)
 - channel group [2-37](#)
 - languages [8-13](#)
 - locations [2-47](#)
 - multicast address [2-55](#)
 - PMC versions [2-112](#)
 - policy [7-22](#)
 - RMS [2-69](#)
 - skins [2-121](#)
 - spoken names prompts [8-29](#)
 - trigger from policy [7-19](#)
 - user [3-41](#)
 - user group [3-50](#)
 - VTG template [4-16](#)
- deployment, of Cisco IPICS [1-3](#)
- diagnostic information
 - downloading [10-11](#)
 - viewing [10-8](#)
- Diagnostics window
 - diagnostic summary pane, described [10-11](#)
 - elements [10-8](#)
 - overview [10-2, 10-8](#)
- dial engine
 - codec [8-37](#)
 - described [8-1](#)
 - parameters [8-36](#)
 - services
 - obtaining information about [8-2](#)
 - status [8-3](#)
 - trace file [8-4](#)
- Dial Engine drawer, accessing [8-1](#)
- dial engine script
 - See scripts [8-30](#)
- dial-in floor [7-31](#)
- dialing out to participants in an active VTG [4-29](#)
- dial-in phone
 - disable [3-15](#)
 - enable [3-15](#)
 - listen only [3-19, 3-21](#)
 - managing for user [3-15](#)
 - mute [3-15](#)
 - unmute [3-15](#)
- dial login
 - configuring [3-13](#)
 - described [3-13](#)

- Dial Login tab [3-14](#)
- dial-out action [7-8, 7-13](#)
- dial preferences
 - configuring [3-24](#)
 - described [3-23](#)
 - order of [3-27](#)
- dial prefix [8-39](#)
- digit ID [3-14, 5-6](#)
- digit password (PIN) [3-14, 5-7](#)
- direct dial
 - adding numbers [8-39](#)
 - deleting numbers [8-41](#)
 - described [8-37](#)
 - dial prefix [8-39](#)
 - updating numbers [8-40](#)
 - viewing information about numbers [8-40](#)
 - viewing list of numbers [8-38](#)
- Direct Dial Management window [8-38](#)
- direct two-way channels [3-30](#)
- disable
 - audio [3-19](#)
 - Cisco Unified IP Phone [3-15](#)
 - dial-in phone [3-15](#)
 - end device [3-15](#)
 - listen only [3-21](#)
 - PMC [3-15](#)
 - voice activation detection (VAD) [3-21](#)
- disable audio, in user profile [5-9](#)
- disabled channel [2-13](#)
- disabled user [3-38](#)
- disable PMC activity log upload, setting described [2-103](#)
- disable RMS comparator, setting described [2-93](#)
- disabling
 - latch in User Details window [4-26](#)
 - PMC attributes in an active VTG [4-29](#)
 - user [3-38](#)
- dispatcher role
 - described [1-7, 3-12](#)
 - responsibilities [4-1](#)
- documentation
 - Cisco IOS [xxii](#)
 - Cisco Land Mobile Radio (LMR) [xxi](#)
 - Cisco Security Agent [xxii](#)
 - Cisco Unified CallManager [xxi](#)
 - Cisco Unified IP Phones [xxi](#)
- downloading
 - activity logs [2-85](#)
 - archived activity logs [2-88](#)
 - PMC [5-2](#)
- DS0
 - destination [2-67](#)
 - disabling [2-68](#)
 - enabling [2-67](#)
 - in loopback [2-67](#)
 - source [2-67](#)
 - status [2-67](#)
- ds0 groups

- configuring ds0 groups [A-6](#)
- dspfarm
 - calculating DSPs [A-17](#)
 - checking configuration [A-16](#)
 - DSP resource pool [A-17](#)
 - enabling [A-18](#)
- DSPs [A-17](#)
- dump
 - memory trace [8-8](#)
 - threads trace [8-8](#)

E

- E1 timeslots [A-7](#)
- e-mail
 - address of user [3-12](#)
 - notification preference [3-23, 3-24](#)
- enable
 - Cisco Unified IP Phone [3-15](#)
 - dial-in phone [3-15](#)
 - end device [3-15](#)
 - listen only [3-21](#)
 - PMC [3-15](#)
 - voice activation detection (VAD) [3-21](#)
- enabled
 - channel [2-13](#)
 - user [3-38](#)
- enable voice activity detection (VAD), field
 - described [2-17](#)
- enabling

- latch in User Details window [4-26](#)
- PMC attributes in an active VTG [4-29](#)
- user [3-38](#)
- end device
 - audio [3-19](#)
 - described [3-15](#)
 - disable [3-15](#)
 - enable [3-15](#)
 - listen only [3-19, 3-21](#)
 - managing for user [3-15](#)
 - mute [3-15](#)
 - unmute [3-15](#)
- ERROR-level error messages [10-14](#)
- event, also called active VTG [4-2](#)
- executed policy, information about [7-22](#)
- executing policy, information about [7-22](#)
- expiration date, of password [3-10](#)

F

- floor, for dial-in [7-31](#)

G

- G.711 [2-10](#)
- G.729 [2-10](#)
- gateway [1-5](#)
- General Information tab [3-9, 3-13](#)
- Get Logs from PMC [3-20](#)

guidelines

- for using IP multicast addresses with Cisco IPICS [2-51](#)
- managing active VTGs [4-17](#)
- managing VTG templates [4-8](#)
- multicast address [2-51](#)
- server usage [1-8](#)

H

- hardware components, of Cisco IPICS [1-3](#)
- help, in Administration Console [1-16](#)
- host name, of RMS [2-61](#)

I

icons

- in Channels and Channel Groups windows [2-6](#)
- in Users window [3-4, 3-46](#)
- in Virtual Talk Groups window [4-6](#)

ID, of user [3-7](#)idle status, for multicast address [2-50, 2-54](#)IN_SERVICE [8-3](#)inactive channel [2-13](#)INFO-level error messages [10-14](#)Informix database, manually starting [9-36](#)INITIALIZING [8-3](#)

invitation policy type

- adding [7-14](#)

described [7-6](#)updating [7-14](#)invitation type policy, actions in [7-8](#)invite to VTG action [7-8](#)IP address, of RMS [2-61](#)IP address selection guidelines [A-8](#)

ipics.log

downloading [10-16](#)error types [10-14](#)IP multicast address, guidelines for using with
Cisco IPICS [2-51](#)

L

languages

- adding [8-12](#)
- default folder [8-11](#)
- default language folder [8-11](#)
- deleting [8-13](#)
- for prompts [8-11](#)
- for scripts [8-11](#)
- naming requirement [8-11](#)
- of TUI prompts [7-29](#)
- renaming [8-12](#)
- viewing list of [8-11](#)

Languages window [8-11](#)

latch

- allow [3-19](#)
- disable [3-21](#)
- enable [3-21](#)

license

- described [2-72](#)
- for policy engine [7-1](#)
- managing a Cisco IPICS [2-72](#)
- summary [2-73](#)
- time-bound, described [2-77](#)
- usage per ops view [2-76](#)

License dashboard

- elements [10-7](#)
- overview [10-6](#)

license file, uploading [2-78](#)

listen only

- channel [2-18](#)
- field in user profile [5-9](#)
- in PMC tab [3-19](#)

LMR gateway [1-5](#)

location

- adding [2-45](#)
- associations [2-40](#)
- deleting [2-47](#)
- described [2-38](#)
- multicast address [2-50, 2-55](#)
- of RMS [2-60](#)
- predefined [2-38](#)
- RMS [2-65](#)
- summary of access types and connections [2-43](#)
- user [5-8](#)
- viewing or editing [2-46](#)

locking a user account [3-38](#)

log files

- downloading [10-16](#)
- downloading system [10-16](#)
- in System Logs window [10-13](#)
- location [3-18, 3-20](#)
- managing activity [2-83](#)
- obtaining [3-19](#)
- PMC [3-15, 3-18](#)

log level, setting [3-20](#)

logs, managing activity [2-83](#)

loopback

- configuring [2-66](#)
- creating [2-66](#)
- disabling DS0 in [2-68](#)
- DS0 destination [2-67](#)
- DS0 source [2-67](#)
- DS0 status [2-67](#)
- enabling DS0 in [2-67](#)
- number [2-67](#)
- on RMS [2-62](#)
- removing [2-69](#)
- state [2-67](#)
- viewing information about [2-66, 2-67](#)

M

Management Information Base (MIB)

- network and system status MIBs [10-20](#)
- Request for Comments (RFC)
 - documents [10-24](#)

- managing activity log options per ops view [2-89](#)
- managing PMC from Associations tab [3-21](#)
- maximum activity logs, setting described [2-94](#)
- MCS servers documentation [xxi](#)
- member, adding to user group [3-45](#)
- merging RMS configuration [2-70](#)
- multicast address
 - adding address to multicast pool [2-51](#)
 - adding a sequence of addresses to multicast pool [2-52](#)
 - address [2-54](#)
 - address and port [2-49](#)
 - assignment [2-51](#)
 - channel [2-15](#)
 - connection type [2-50, 2-54](#)
 - conventions [2-15, 2-51, 2-54](#)
 - deleting [2-55](#)
 - editing information [2-53](#)
 - guidelines [2-51](#)
 - in multicast pool [2-47](#)
 - location [2-50, 2-55](#)
 - port [2-54](#)
 - recommended range [2-51](#)
 - status [2-50, 2-54](#)
 - used by [2-50, 2-55](#)
 - viewing information [2-53](#)
- multicast communications guidelines [2-51](#)
- multicast domain [2-38](#)
- multicast pool
 - adding multicast address to [2-51](#)
 - deleting multicast address from [2-55](#)
 - described [2-47](#)
- Multi-Purpose type policy
 - trigger [7-16](#)
- multi-purpose type policy
 - actions in [7-8, 7-10](#)
 - activating [7-21](#)
 - adding [7-9](#)
 - described [7-6](#)
 - updating [7-9](#)
- mute
 - Cisco Unified IP Phone [3-15](#)
 - dial-in phone [3-15](#)
 - end device [3-15](#)
 - PMC [3-15](#)
 - PMC user in a VTG [4-23](#)
- My Profile window, described [1-12](#)

N

- name
 - of user [3-10](#)
 - of user group [3-49](#)
- name, of user [3-7](#)
- New Users window [3-6](#)
- notification action [7-8](#)
- notification preferences
 - configuring [3-24](#)

- described [3-23](#)
- notifying participants in an active VTG [4-29](#)
- no voice resources [2-7](#)

O

- old digit password, changing [5-7](#)
- online help, accessing [1-16](#)
- operational, RMS status [2-61](#)
- Operational Views
 - See ops views*
- operator role
 - described [1-7, 3-12](#)
 - responsibilities [3-1](#)
- ops view administrator role, described [1-7, 3-12](#)
- ops views
 - accessible to [6-8](#)
 - affecting VTGs [6-16](#)
 - allocating dial ports, described [6-29](#)
 - assigning to user [6-31](#)
 - associated [3-35](#)
 - associating channel groups with [2-36](#)
 - associating channels [6-32](#)
 - associating channels or channel groups [6-32](#)
 - associating to channels [2-23](#)
 - associating user group with [3-47](#)
 - associating user with [3-35](#)
 - available [3-35](#)
 - belongs to [6-7](#)

- benefits [6-6](#)
- caveats [6-11](#)
- channels [6-32](#)
- creating [6-5](#)
- determining dial port allocation [6-31](#)
- dial port pools [6-29](#)
- overview [6-1](#)
- resources [6-6](#)
- system [6-2](#)
- to which user belongs [3-34](#)
- to which user group belongs [3-47](#)
- understanding VTGs [6-13](#)
- user roles [6-9](#)
- viewing details [6-25](#)
- viewing resources [6-23](#)
- Ops View to User Association window [3-35](#)
- Options window [2-91](#)
- order, of dial preferences [3-27](#)
- OUT_OF_SERVICE [8-3](#)

P

- pager
 - notification preference [3-23, 3-24](#)
- PARTIAL_SERVICE [8-3](#)
- participant
 - adding to VTG [4-21](#)
 - in VTG [4-20](#)
 - removing from VTG [4-21](#)

password

- Apply User Account Lockout setting [2-101](#)
- Apply User Password Expiration setting [2-98](#)
- changing [5-4](#)
- expiration date [3-10](#)
- Failed Password Attempt Expiration Hours setting [2-103](#)
- Maximum Invalid Login Attempts Allowed setting [2-102](#)
- Minimum Digit Password Length setting [2-95](#)
- Minimum Lower Case Letter Count setting [2-96](#)
- Minimum Numeric Character Count setting [2-97](#)
- Minimum Password Length setting [2-95](#)
- Minimum Special Character Count setting [2-97](#)
- Minimum Upper Case Letter Count setting [2-96](#)
- Password Expiration Notification setting [2-100](#)
- Password Expiration setting [2-99](#)
- Password History Count setting [2-98](#)
- RMS [2-65](#)
- user [3-7, 3-10](#)

phone

- associated [3-32](#)
 - associating user with [3-31](#)
 - available [3-32](#)
- Phone Associations window [3-32](#)
- phone service [B-1](#)

PIN, digit password [3-14](#)

PIN, digit password in user profile [5-7](#)

PMC

- adding alert tone sets [2-115](#)
- advanced permissions [3-19](#)
- allow latch [3-19](#)
- audio [3-19](#)
- authentication log file [3-18, 3-20](#)
- automatic update [2-106](#)
- changing the state of versions for updates [2-110](#)
- channel statistics log file [3-18, 3-20](#)
- creating alert tone sets [2-113](#)
- debug log file [3-18, 3-20](#)
- deleting versions [2-112](#)
- described [1-4](#)
- direct two-way channels [3-30](#)
- disable [3-15](#)
- downloading current version [5-19](#)
- enable [3-15](#)
- forced update [2-110](#)
- information status in VTG [5-9](#)
- installer, generating [2-123](#)
- latching [3-21](#)
- listen only [3-19, 3-21](#)
- log files [3-15, 3-18, 3-19, 3-20](#)
- log level [3-20](#)
- managing for user [3-15](#)
- managing the configuration [2-122](#)
- mute [3-15](#)

- skins [2-119, 2-120](#)
- unmute [3-15](#)
- updating [2-106](#)
- uploading and managing skins [2-119](#)
- user interface log file [3-18, 3-20](#)
- user in VTG [4-21](#)
- voice activation detection (VAD) [3-21](#)
- PMC activity log update, setting frequency [2-106](#)
- PMC alert tones
 - See* alert tones
- PMC installer, generating [2-123](#)
- PMC log upload frequency, setting described [2-104](#)
- PMC send logs on rollover, setting described [2-105](#)
- pmcsetup.exe [2-122](#)
- PMC skins
 - See* alert tones
 - See* skins
- PMC tab [3-19](#)
- PMC update poll, setting described [2-103](#)
- PMC versions
 - changing the state [2-110](#)
 - uploading [2-109](#)
- Policies window
 - described [7-4](#)
 - displaying [7-4](#)
- policy
 - action, *See* action
 - activating [7-21](#)
 - adding [7-6](#)
 - associated [3-33](#)
 - associating user with [3-32, 7-19](#)
 - available [3-33](#)
 - definition [7-1](#)
 - deleting [7-22](#)
 - deleting action from [7-15](#)
 - deleting trigger from [7-19](#)
 - executed [7-22](#)
 - executing [7-22](#)
 - invitation type
 - actions in [7-8](#)
 - adding [7-14](#)
 - described [7-6](#)
 - updating [7-14](#)
 - Multi-Purpose type
 - updating [7-9](#)
 - multi-purpose type
 - actions in [7-8](#)
 - adding [7-9](#)
 - described [7-6](#)
 - ops view guidelines [7-5](#)
 - re-activating [7-26](#)
 - scheduled [7-25](#)
 - system resources for [7-6](#)
 - trigger [7-16](#)
 - type [7-8](#)
 - viewing information about [7-22, 7-25](#)

Policy Associations window [3-33](#)

policy engine

- license requirement [7-1](#)
- Policies window [7-4](#)
- policy, *See* policy [7-1](#)
- roles that can access [8-1](#)
- SIP provider [8-41](#)
- tracing [8-4](#)

Policy Management drawer, accessing [7-1](#)

pop-up windows [1-10](#)

port

- channel [2-15](#)
- conventions [2-15](#), [2-53](#), [2-54](#)
- multicast address [2-54](#)

preferences, system, setting in Options window [2-91](#)

preferred codec [2-10](#)

prompts

- customized script, *See* customized script prompts
- described [8-1](#)
- languages [8-11](#)
- languages, *See* language
- managing [8-10](#)
- repository [8-10](#)
- spoken name, *See* spoken name prompts
- standard script, *See* standard script prompts

PTT channel

- See* channel

PTT channel group

See channel group

Push-to-Talk Management Center

- See* PMC

R

re-activate

- action [7-26](#)
- policy [7-26](#)
- VTG [4-32](#)

recording, spoken names prompts [8-25](#)

recovering, system administrator [3-40](#)

recurrence, of trigger [7-17](#), [7-18](#)

refreshing, Administration Console [1-10](#)

removing

- channel [2-27](#)
- channel from channel group [2-35](#)
- channel group [2-37](#)
- RMS [2-69](#)
- user [3-41](#)
- user group [3-50](#)
- VTG template [4-16](#)

repository [8-10](#), [8-30](#)

Request for Comments (RFC) documents used with SNMP [10-24](#)

required information, in Cisco IPICS windows [1-8](#), [1-13](#)

rerecording, spoken names prompts [8-25](#)

restoring a backed-up database [9-12](#)

RMS

- activating [2-59, 2-63](#)
- adding [2-64](#)
- calculating DSPs [A-17](#)
- configuring [A-2](#)
- configuring security features [A-3](#)
- configuring T1/E1 controllers, interfaces,
and voice parameters [A-9](#)
- connectivity guidelines [A-6](#)
- controller [2-62](#)
- controllers [A-6](#)
- deactivated status [2-61, 2-63](#)
- deactivating [2-59, 2-63](#)
- deleting [2-69](#)
- described [1-5](#)
- ds0 groups [A-6](#)
- dspfarm configuration [A-16](#)
- E1 timeslots [A-7](#)
- editing information [2-59](#)
- host name [2-61](#)
- IP address [2-61](#)
- IP address selection
 - Ethernet interface [A-8](#)
 - guidelines [A-8](#)
 - Loopback0 interface [A-8](#)
 - Vif1 interface [A-9](#)
- location [2-60](#)
- loopback [2-62](#)
- managing [2-56](#)
- managing configuration [2-70](#)
- merging configuration [2-70](#)
- name [2-60](#)
- operational status [2-61](#)
- removing [2-69](#)
- status [2-61](#)
- status of routers in RMS window [2-57](#)
- stopping state [2-63](#)
- stopping status [2-61](#)
- T1 timeslots [A-6](#)
- unconfigured status [2-61](#)
- unreachable status [2-61](#)
- updating configuration [2-70](#)
- updating information in Cisco IPICS [2-70](#)
- viewing information [2-59](#)
- RMS dashboard
 - elements [10-8](#)
 - overview [10-7](#)
- RMS polling frequency, setting interval [2-93](#)
- role
 - all [1-7, 3-12](#)
 - assigning [3-12](#)
 - changing [3-12](#)
 - described [1-6, 3-12](#)
 - dispatcher [1-7, 3-12, 4-1](#)
 - operator [1-7, 3-1, 3-12](#)
 - ops view administrator [1-7, 3-12](#)
 - system administrator [1-7, 2-1, 3-12](#)
 - user [1-6, 5-1](#)
- Roles [5-5](#)
- router

See RMS

router media service

See RMS

RX mute during PTT on channel [2-17](#)

S

scheduled policy, information about [7-25](#)

scripts

adding [8-31](#)

changing information about [8-32](#)

deleting [8-33](#)

described [8-1](#)

dial engine [8-30](#)

IppeDialin [8-30](#)

IppeDialout [8-30](#)

IppeRecording [8-30](#)

languages [8-11](#)

managing [8-30](#)

repository [8-30](#)

system [8-30](#)

viewing information about [8-32](#)

viewing list of [8-31](#)

searching in Virtual Talk Groups window [4-34](#)

secure channel [2-6, 2-10](#)

server, Cisco IPICS [1-4](#)

server logs, viewing [10-13](#)

server usage guidelines [1-8](#)

Serviceability drawer, overview [10-1](#)

services, obtaining information about [8-2](#)

setting up Cisco IPICS [1-2](#)

short message service (SMS), notification preference [3-23, 3-24](#)

Simple Network Management Protocol (SNMP)

configuring an MIB browser [10-25](#)

configuring an SNMP management console [10-25](#)

Management Information Base (MIB) objects described [10-18](#)

support [10-18](#)

SIP, configuring for Policy Engine [8-34](#)

SIP provider

Cisco IOS [8-46](#)

Cisco router [8-46](#)

Cisco Unified CallManager [8-42](#)

configuring for Cisco IPICS [8-41](#)

described [8-41](#)

skins

adding [2-120](#)

viewing or editing [2-120](#)

SNMP

See Simple Network Management Protocol (SNMP)

software components, of Cisco IPICS [1-3](#)

specifying order [5-13](#)

spoken names prompts

changing information about [8-28](#)

deleting [8-29](#)

described [8-20](#)

- downloading [8-24](#)
- for user [3-36](#)
- recording [8-25](#)
- replacing .wav file [8-25](#)
- rerecording [8-25](#)
- uploading [8-22](#)
- viewing list of [8-21](#)
- Spoken Names window [8-21](#)
- standard script prompts
 - described [8-14](#)
 - uploading [8-15](#)
 - viewing list of [8-14](#)
- Standard Script Prompts window [8-14](#)
- status
 - channel [2-13](#)
 - DS0 [2-67](#)
 - multicast address [2-50, 2-54](#)
- Status Details window [8-3](#)
- stopping, RMS status in RMS window [2-61](#)
- sub-VTG [4-8](#)
- system administrator role
 - described [1-7, 2-1, 3-12](#)
 - responsibilities [2-1](#)
- System dashboard, overview [10-3](#)
- system logs
 - downloading [10-16](#)
 - entry types [10-14](#)
 - overview [10-13](#)
 - viewing [10-13](#)

- System Logs window
 - described [10-2, 10-13](#)
 - log entry types [10-14](#)
- system preferences, setting in Options window [2-91](#)
- system status, monitoring [10-13](#)

T

- T1/E1 controller configuration [A-5](#)
- T1 timeslots [A-6](#)
- tab
 - Address Information [3-11](#)
 - Associations [3-22](#)
 - Dial Login [3-14](#)
 - General Information [3-9, 3-13](#)
 - PMC [3-19](#)
- telephony user interface
 - See TUI
- time out, period for Administration Console [1-16](#)
- tone broadcast wave files
 - See alert tones
- trace
 - advanced activities [8-8](#)
 - cluster view daemon [8-4](#)
 - configuring number of trace files [8-5](#)
 - configuring size of trace files [8-5](#)
 - debug [8-4](#)
 - default levels [8-6, 8-8](#)

- described [8-4](#)
- dial engine [8-4](#)
- dump memory trace [8-8](#)
- dump threads trace [8-8](#)
- facilities [8-4, 8-7](#)
- files [8-4](#)
- interpreting trace files [8-10](#)
- levels [8-4, 8-6](#)
- maximum size of all trace files on systems [8-5](#)
- obtaining trace files [8-9](#)
- recommendations for [8-5](#)
- XDebug (extended debug) [8-4](#)
- TRACE-level error messages [10-14](#)
- trigger
 - adding [7-16](#)
 - definition [7-1](#)
 - deleting [7-19](#)
 - overview [7-16](#)
 - recurrence [7-17, 7-18](#)
 - updating [7-16](#)
 - viewing [7-16](#)
- TUI (telephony user interface)
 - accessing [7-28](#)
 - activities [7-27](#)
 - described [7-27](#)
 - dial-in floor [7-31](#)
 - dial login for [3-13](#)
 - digit ID [3-14](#)
 - general guidelines [7-29](#)

- guidelines for using [7-28](#)
- logging in [7-28](#)
- menu guidelines [7-30](#)
- PIN [3-14](#)
- speaking [7-31](#)
- type, channel connection [2-14](#)

U

- unavailable channel [2-7](#)
- unconfigured, RMS status [2-61](#)
- understanding [6-29](#)
 - Activity Log Management window [2-84](#)
 - channel and channel group icons [2-6](#)
 - Channels window [2-3](#)
 - icons in Virtual Talk Groups window [4-6](#)
 - Ops View window [6-3](#)
 - RMS window [2-57](#)
 - Virtual Talk Groups window [4-3](#)
- unlocking a user account [3-38](#)
- unmute
 - Cisco Unified IP Phone [3-15](#)
 - dial-in phone [3-15](#)
 - end device [3-15](#)
 - PMC [3-15](#)
- unmuting PMC user in a VTG [4-23](#)
- unreachable, RMS status [2-61](#)
- updating RMS configuration [2-70](#)
- uploading

- license file [2-78](#)
- PMC versions [2-109](#)
- standard script prompts [8-15](#)
- used by field, for multicast address [2-50](#)
- user
 - adding [3-6](#)
 - adding communications preferences in user profile [5-10](#)
 - adding to VTG template [4-9](#)
 - address
 - street, of user [3-11](#)
 - address information [3-11](#)
 - associating channels with [2-24](#)
 - associating channel with [3-28](#)
 - associating ops view with [3-35](#)
 - associating phone with [3-31](#)
 - associating policy with [3-32, 7-19](#)
 - associating user with [3-30](#)
 - changing information in user profile [5-2](#)
 - channel association [5-15](#)
 - copying [3-6](#)
 - default location [3-14](#)
 - deleting [3-41](#)
 - deleting communications preferences in user profile [5-10](#)
 - described [3-1, 3-2](#)
 - dial preferences [5-13](#)
 - digit ID [3-14](#)
 - digit password (PIN) [3-14](#)
 - digit password (PIN) field, described [5-7](#)
 - disabled [3-38](#)
 - downloading PMC [5-19](#)
 - editing communications preferences in user profile [5-10](#)
 - enabled [3-38](#)
 - general information [3-9](#)
 - in VTG template [4-8](#)
 - list of VTGs in which is a participant [3-36](#)
 - locking account [3-38](#)
 - managing associations [5-14](#)
 - managing communications preferences [5-10](#)
 - managing profile [5-2](#)
 - name [3-7, 3-10](#)
 - ops view for [3-34](#)
 - password [3-10](#)
 - PIN [3-14](#)
 - recovering deleted [3-40](#)
 - recovering system administrator [3-40](#)
 - removing [3-41](#)
 - search for in VTG window [4-35](#)
 - specifying order of dial preferences [5-13](#)
 - status [3-38](#)
 - unlocking account [3-38](#)
 - viewing associations [5-18](#)
 - viewing communications preferences [5-10](#)
- user associations
 - Channels tab, described [5-15](#)
 - Phones tab, described [5-17](#)
 - Policies tab, described [5-18](#)
 - Users tab, described [5-16](#)

- Virtual Talk Groups tab, described [5-17](#)
- User dashboard
 - elements [10-6](#)
 - overview [10-6](#)
- User Details window
 - activities [1-12](#)
 - enabling or disabling latch for PMC user [4-26](#)
- user group
 - adding [3-43](#)
 - adding members to [3-45](#)
 - adding to VTG template [4-9](#)
 - associating ops views with [3-47](#)
 - changing name of [3-49](#)
 - deleting [3-50](#)
 - described [3-1, 3-41](#)
 - list of VTGs in which is a participant [3-49](#)
 - naming recommendation [3-44](#)
 - ops view for [3-47](#)
 - removing [3-50](#)
- User Groups window
 - accessing [3-42](#)
 - described [3-42](#)
- user interface log file [3-18, 3-20](#)
- User Management drawer, accessing [3-1](#)
- user name of RMS field, described [2-62](#)
- user profile [5-2](#)
 - account status field, described [5-5](#)
 - address field, described [5-6](#)
 - belongs to field, described [5-5](#)
 - confirm password field, described [5-4](#)
 - default location [5-8](#)
 - dial preferences field, described [5-9](#)
 - digit ID field, described [5-6](#)
 - first name field, described [5-3](#)
 - IPICS status field, described [5-5](#)
 - last name field, described [5-3](#)
 - new password field, described [5-4](#)
 - notification preferences field, described [5-9](#)
 - old digit password field, described [5-7](#)
 - old password field, described [5-4](#)
 - password expiration date field, described [5-5](#)
 - PMC info field, described [5-9](#)
 - roles field, described [5-5](#)
 - user name field, described [5-3](#)
- user role
 - described [1-6](#)
 - responsibilities [5-1](#)
- users
 - phone associations [5-17](#)
 - user associations [5-16](#)
 - VTG associations [5-17](#)
- Users window
 - accessing [3-3](#)
 - described [3-3](#)
- using the PMC Installer window [2-122](#)

V

viewing

- activity logs [2-85](#)
- and downloading archived activity logs [2-88](#)
- and editing user associations, My Associations window [5-2](#)
- channel associations [2-26](#)
- ops view resources [6-23](#)
- or editing locations [2-46](#)
- or editing PMC alert tone sets [2-117](#)
- or editing PMC skins [2-120](#)
- user associations [5-18](#)

virtual talk group

See VTG

Virtual Talk Group dashboard

- elements [10-6](#)
- overview [10-5](#)

voice activity detection

- enable field [2-17](#)
- enabling on PMC [4-11](#), [4-14](#)

VTG

- activating [4-19](#)
- active [4-2](#), [4-17](#)
- adding participants [4-20](#)
- adding to VTG template [4-9](#)
- best practices [4-37](#)
- changing the status of [4-19](#)
- Cisco Unified IP Phone user in [4-21](#)
- deactivating [4-20](#)

- dialing out to participants in active [4-29](#)
- disabling latch in User Details window [4-26](#)
- disabling PMC attributes in active [4-29](#)
- empty [4-8](#)
- enabling latch in User Details window [4-26](#)
- enabling PMC attributes in active [4-29](#)
- guidelines for managing active [4-17](#)
- inactive [4-2](#)
- in which user group is participating [3-49](#)
- list in which user is participating [3-36](#)
- managing [4-2](#)
- managing active [4-17](#)
- multicast address used by [2-47](#)
- muting a PMC user [4-23](#)
- non-secure channel in [4-9](#)
- notifying participants in active [4-29](#)
- participant in itself [4-8](#)
- participants [4-20](#)
- PMC user in [4-21](#)
- reactivating [4-32](#)
- removing participants [4-20](#)
- search for in VTG window [4-35](#)
- secure channel in [4-9](#)
- seeing as user on Cisco Unified IP Phone [B-8](#)
- sub-VTG [4-8](#)
- template
 - See* VTG template
- unavailable channel [4-32](#)
- unmuting a PMC user [4-23](#)

VTG add participants action [7-8, 7-12](#)

VTG search utility, using [4-34](#)

VTG template

- adding [4-10](#)

- adding channel [4-9](#)

- adding channel group [4-9](#)

- adding user [4-9](#)

- adding user group [4-9](#)

- adding VTG [4-9](#)

- channel in [4-8](#)

- deleting [4-16](#)

- described [4-2, 4-7](#)

- guidelines for managing [4-8](#)

- managing [4-7](#)

- modifying [4-14](#)

- removing [4-16](#)

- user in [4-8](#)

W

WARN-level error messages [10-14](#)

X

X, in Activate VTG Details area [4-33](#)

Xdebug (extended debug) trace level [8-4](#)