



Performing Cisco IPICS User Tasks

Everyone who uses Cisco IPICS is assigned a user role. This role allows you to log into the Administration Console, view and update your user information, update your communication preferences so that you can use Cisco IPICS to communicate with other Cisco IPICS users, and download the Cisco IPICS PMC client application to your PC.

The user role may be your only role, or you may have one or more other roles (system administrator, ops view administrator, dispatcher, or operator).

This chapter contains the following sections:

- [Logging in to Cisco IPICS, page 5-1](#)
- [Managing Your User Profile, page 5-2](#)
- [Managing User Associations, page 5-14](#)
- [Downloading the PMC, page 5-19](#)

Logging in to Cisco IPICS

When you access Cisco IPICS via your browser, the first window that displays is the Cisco IPICS Login window.

To log in to Cisco IPICS, enter your user name in the User Name field, enter your password in the Password field; then click **Log In**.

**Note**

Be aware that user names are case-insensitive; that is, you can enter upper case or lower case characters for your login user name. Cisco IPICS will automatically convert any upper case characters to lower case. However, passwords are case-sensitive, so make sure to enter them exactly as they are configured. For more information about your Cisco IPICS login password, see the [“Managing Your User Profile” section on page 5-2](#).

After you log in, the Cisco IPICS Administration Console displays your user profile. If you have been assigned more than one user role, the additional drawers that can be accessed according to those roles, display in the left pane of the Administration Console. For more information about how an operator assigns user roles, see the [“Managing Users” section on page 3-2](#).

To access your user profile, navigate to **My Profile** from the Home drawer. See the [“Managing Your User Profile” section on page 5-2](#) for more information about the user profile.

To view and edit user associations, in the Home drawer, click the **My Associations** link. See the [“Managing User Associations” section on page 5-14](#) for more information about managing user associations.

To download the PMC client application to your PC, click the **Download PMC** link from the Home drawer. See the [“Downloading the PMC” section on page 5-19](#) for more information about downloading the PMC client application.

Managing Your User Profile

Your user profile, also referred to as *My Profile*, includes your name, password, default location, communication preference, and other optional personal information. Your user profile was initially set up by a Cisco IPICS operator, but you can change information, as needed.

Your user profile information is shown in the My Profile window, which displays after you log in to Cisco IPICS. The user profile personal information is contained in information tabs, labeled General, Address, Dial Login, PMC, Communications, and Policies. Managing your user profile involves reviewing and updating this information.

User and digit password requirements are configured by the system administrator or operator in the Cisco IPICS server.

To manage your user profile, perform the following procedure:

Procedure

- Step 1** If the My Profile window is not already displayed, navigate to the Home drawer in the Cisco IPICS Administration Console and click **My Profile**.
- Step 2** Review the information that is described in [Table 5-1](#) and update this information, as needed, by choosing the appropriate information tab.

Fields that are designated as display only can be changed by a Cisco IPICS operator as described in the “[Managing Users](#)” section on page 3-2 and the “[Managing User Groups](#)” section on page 3-41.

Table 5-1 **Edit My Profile Fields**


Field	Description
General Tab	
User Name	<i>Display only.</i> This field specifies the user name assigned when your profile was created.  Note User names are case-insensitive; that is, you can enter either upper case or lower case characters for your user name.
First Name	This field specifies your first name. Valid characters: alphanumeric characters, space, hyphen (-), and apostrophe (')
Last Name	This field specifies your last name. Valid characters: alphanumeric characters, space, hyphen (-), and apostrophe (')

Table 5-1 **Edit My Profile Fields (continued)**


Field	Description
Old Password	<p>This field specifies the password that you enter when you log in to Cisco IPICS.</p> <p>For security, you should change your password periodically. You may be forced to change your password based on the configuration in the server.</p>  <p>Note Be aware that passwords are case-sensitive and must be entered exactly as they were configured by the Cisco IPICS operator.</p>
New Password	<p>This field specifies the new password that you enter when you change your login password.</p> <p>Valid characters: alphanumeric characters and these special characters: @ [\] ^ _ ' ! " # \$ % & ' () * , - . / : ; { < = } > ~ ?</p>
Confirm Password	This field specifies confirmation of the entry in the new password field.
Description	<i>Optional.</i> You can enter a description in this field.

Table 5-1 **Edit My Profile Fields (continued)**


Field	Description
Password Expiration Date	<p><i>Display only.</i> This field specifies the expiration date of your login password. This field is read-only and is based on the password expiration settings that the system administrator configures in the Cisco IPICS server.</p> <div>  <p>Note You will receive warning messages when your password is about to expire, and after it has expired; these messages display in the red error block in the My Profile window. If you do not change your password before your old password expires, you will only be able to log in to your user profile to change your password. You will not have access to any other windows in Cisco IPICS. If the Cisco IPICS system administrator changes the password requirements, your old passwords will not be affected until they expire. The new password rules apply the next time that you create a new password.</p> </div>
IPICS Status	<i>Display only.</i> This field indicates whether the user is enabled or disabled.
Roles	<p><i>Display only.</i> This field specifies the Cisco IPICS roles that have been assigned to you.</p> <p>“All” indicates that you have been assigned the privileges of all roles.</p>
Account Status	<i>Display only.</i> This field specifies the status of the user account.
Belongs To	<p><i>Display only.</i> This field appears if operational views (ops views) is enabled and indicates the ops view to which you belong.</p> <p>For more information, see Chapter 6, “Configuring and Managing Cisco IPICS Operational Views.”</p>
Address Tab	

Table 5-1 ***Edit My Profile Fields (continued)***

Field	Description
Address	This field specifies your street address. Valid characters: alphanumeric characters, spaces, and these special characters: . , - ' # () / :.
Address (cont)	This field specifies additional street address information. Valid characters: alphanumeric characters, spaces, and these special characters: . , - ' # () / :
City	This field specifies your city. Valid characters: alphanumeric characters, space, hyphen (-), and apostrophe (')
State/Province	This field specifies your state or province. Valid characters: alphanumeric characters, space, hyphen (-), and apostrophe (')
Country	This field specifies your country. Valid characters: alphanumeric characters, space, and period (.)
Zip/Postal Code	This field specifies your zip or postal code. Valid characters: alphanumeric characters, space, and period (.)
E-mail	This field specifies your e-mail address. Valid characters: alphanumeric characters, underscore (_), period (.), and ampersand (@)
Dial Login Tab	
Digit ID	This field specifies the identifier that you enter when you access Cisco IPICS from a Cisco Unified IP Phone that has been configured for use with Cisco IPICS. Valid characters: numeric characters.

Table 5-1 ***Edit My Profile Fields (continued)***

Field	Description
Old Digit Password	<p>This field specifies the password that you enter when you initially access Cisco IPICS from a Cisco Unified IP Phone that has been configured for use with Cisco IPICS (the actual characters in the password are represented by asterisks (*)).</p> <p>By default, the password must contain at least 4 characters.</p> <p>Valid characters: numeric characters</p>
Digit Password (PIN)	<p>This field specifies the password that you enter when accessing the Cisco IPICS service from a Cisco Unified IP Phone or personal identification number (PIN) that you enter when accessing the TUI. (The actual characters in the password are represented by asterisks (*).)</p> <p>By default, the password must contain at least 4 characters.</p> <p>Valid characters: numeric characters</p>
Confirm Digit Password	<p>This field specifies confirmation of entry in the Digit Password field.</p>

Table 5-1 Edit My Profile Fields (continued)


Field	Description
Default Location	<p>This field specifies the location that displays, by default, on your PMC.</p> <p>Choose a location from the drop-down list box.</p> <div></div> <div><p>Note To use IP phones with Cisco IPICS, you must assign a location that is the same as the dial login default location. The server assigns the configured default location to an IP phone user when the user logs in to Cisco IPICS. (In this case, there is no user selection for location.) IP phone users can access only the associated channels that are assigned to their default location, along with any assigned VTGs. If the configured default location is the ALL location, IP phone users can access only the channels that are assigned to the ALL location. Because of this implementation, Cisco recommends that you do not assign the ALL location as the default location for the IP phone user.</p></div>
PMC Tab	

Table 5-1 **Edit My Profile Fields (continued)**

Field	Description
PMC Info	<p><i>Display only.</i> This field indicates how you can communicate in VTGs or channels:</p> <ul style="list-style-type: none"> • Disable Audio—You cannot transmit or receive communications on the channel • Listen Only—You are restricted to listening only on the channel; no transmission is allowed • Allow Latch—You can latch, or lock in, channels • Advanced PMC Permissions—Specifies whether you are enabled for the following features on the PMC: <ul style="list-style-type: none"> – Channel multiselect for voice and tone transmissions – Alert tones transmissions – DTMF tones transmissions – All Talk channel transmissions <p>For more information about the PMC, refer to the Cisco IPICS PMC Installation and User Guide.</p>
Communications Tab	
Notification Preferences	<p>This field specifies any combination of one or more E-mail, Short Message Service (SMS), or pager address.</p> <p>To manage your notification preferences, see the “Managing Communications Preferences” section on page 5-10.</p>
Dial Preferences	<p>This field specifies one or more telephone numbers.</p> <p>To manage your dial preferences, see the “Managing Communications Preferences” section on page 5-10.</p>

Step 3 Click **Save** to save any changes that you have made.

Managing Communications Preferences

Communications preferences specify how Cisco IPICS contacts you when a user-associated policy executes. These preferences are also used by Cisco IPICS when a dispatcher initiates a notification or dial out to you, in order to invite you to join an active VTG. For more information about notifications, see [Chapter 7, “Using the Cisco IPICS Policy Engine.”](#)

When you specify communication preferences, you can provide the following information:

- Notification Preferences—Any combination of one or more E-mail, SMS, or pager address.
- Dial Preferences—One or more telephone numbers.

This section includes the following topics:

- [Viewing, Adding, Editing, or Deleting Communications Preferences, page 5-10](#)
- [Specifying the Order of Dial Preferences, page 5-13](#)

Viewing, Adding, Editing, or Deleting Communications Preferences

You can view, add, edit, or delete notification preferences and dial preferences in the user profile. To do so, perform the following procedure:

Procedure

- Step 1** Access the Home drawer in the Cisco IPICS Administration Console and click **My Profile**.
- Step 2** Click the **Communications** tab.

This tab displays the following information:

- Type (under Notification Preferences)—Method by which you get notified:
 - E-mail—Cisco IPICS sends notification to an e-mail address that you specify.
 - SMS—Cisco IPICS sends notification to an SMS through an e-mail gateway.

- Pager—Cisco IPICS sends notification to a pager through an e-mail gateway.
- Number/Address (under Notification Preferences)—This field specifies the e-mail address for the corresponding notification type.
- Type (under Dial Preferences)—This field specifies the description of the location to be dialed, such as business, car, or home.
- Dial Number (under Dial Preferences)—This field specifies the telephone number of the corresponding location type.

Step 3 To add, edit, or delete notification preferences, take the appropriate actions under the Notification Preferences list:

- To add a notification preference, follow these steps:
 - a. Click **Add**.
 - b. From the drop-down list box, choose a method by which the user receives notifications (e-mail, SMS, or pager).
 - c. In the field next to the drop-down list box, enter the e-mail address for the corresponding notification method.

For the SMS and pager methods, specify the e-mail address of the gateway through which the message is sent to the device.
 - d. Click **Done**.
 - e. Repeat these steps, as needed, to add more notification preferences.
- To edit a notification preference, follow these steps:
 - a. Check the check box next to the notification preference that you want to edit.
 - b. Click **Edit**.
 - c. From the drop-down list box, choose a method by which you want to receive notifications.
 - d. In the field next to the drop-down list box, enter the e-mail address for the corresponding notification method.
 - e. Click **Update**.
- To delete a notification preference, follow these steps:
 - a. Check the check box next to the notification preference or preferences that you want to delete.

b. Click **Delete**.

Step 4 To add, edit, or delete dial preferences, take the appropriate actions under the Dial Preferences list:

- To add a dial preference, follow these steps:
 - a. Click **Add**.
 - b. From the drop-down list box, choose a description for the dial preference.
 - c. In the field next to the drop-down list box, enter the telephone number for the corresponding dial preference.

This field can contain numerals, dashes (-), and spaces. If the telephone number includes an extension, precede the extension with an uppercase or lowercase X.
 - d. Click **Done**.
 - e. Repeat these steps as needed to add more dial preferences.
- To edit a dial preference, follow these steps:
 - a. Check the check box next to the dial preference that you want to edit.

You can use the up arrow and down arrow to move a check to an adjacent check box.
 - b. Click **Edit**.
 - c. From the drop-down list box, choose a description for the dial preference.
 - d. In the field next to the drop-down list box, enter the telephone number for the corresponding dial preference.

This field can contain numerals, dashes (-), and spaces. If the telephone number includes an extension, precede the extension with an uppercase or lowercase X.
 - e. Click **Update**.
- To delete a dial preference, follow these steps:
 - a. Check the check box next to the dial preference or preferences that you want to delete.
 - b. You can use the up arrow and down arrow buttons to move a check to an adjacent check box.
 - c. Click **Delete**.

- Step 5** Check the **Dial after sending notifications** check box if you want the policy engine to attempt to call you by using the numbers that are configured in the Dial Preferences list when an associated policy executes.



Note If the Dial after sending notifications check box is checked, Cisco IPICS will first send all e-mail notifications, and then attempt to place a call to the participants by using the dial preferences that were set in the user profile.

- Step 6** Click **Save** to save your changes.
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Specifying the Order of Dial Preferences

You can specify the order of the numbers that you add to your dial preferences. Cisco IPICS dials the numbers in the order that you specify, beginning with the first number in the list, until every number has been tried, or until one of the calls is answered. If the call is successful, Cisco IPICS connects the call and stops. If the call is unsuccessful, Cisco IPICS continues to place calls to the numbers, in the order that they appear in the preferences list, until a call is successful or until all of the numbers in the list have been tried (whichever comes first).

To specify the order of the dial preferences, perform the following procedure:

Procedure

- Step 1** Access the Home drawer in the Cisco IPICS Administration Console and click **My Profile**.
- Step 2** Click the **Communications** tab.
- Step 3** Check the check box next to the dial preference type that you want to move to a different position in the list.
- Step 4** Click the up arrow button to move the dial preference up in the list, or click the down arrow button to move it down in the list.
- Step 5** Repeat [Step 3](#) and [Step 4](#) as needed to move other dial preferences.

Step 6 Click **Save** to save your changes.

Managing User Associations

In Cisco IPICS, you can be associated with other users, channels, VTGs, phones, and policies. You can view Cisco IPICS resources to which you have been associated in the My Associations window in the Administration Console.

The My Associations window contains information tabs that display the channels, users, phones, VTGs, and policies with which you are associated in Cisco IPICS. [Table 5-2](#) describes information about the resources within each of these tabs.

Table 5-2 ***My Association Window Fields***


Field	Description
Channels Tab	
Associated Channels	<p>This tab specifies the channels to which you are associated.</p> <p>When you are associated with PTT channels, those channels appear as options on a PMC or a properly-configured Cisco Unified IP Phone.</p> <p>Channels are represented by the  icon.</p> <p>To view the channels to which you are associated, choose Channels from the View drop-down list box.</p> <p>The following information displays about the channels to which you are associated:</p> <ul style="list-style-type: none">• Channel Name—This field specifies the name of the channel.• Status—This field indicates whether the channel is enabled or disabled.• Latchable—This field indicates whether the channel can be latched (locked).• Disable Audio—This field indicates whether audio is disabled.• Listen Only—This field indicates whether the Listen Only attribute is enabled.
Users Tab	

Table 5-2 *My Association Window Fields (continued)*


Field	Description
Associated Users	<p>This tab specifies users to whom you are associated.</p> <p>When you are associated with other Cisco IPICS users, you can use your PMC to communicate with those users over a SIP channel. In this way, you can communicate with these users even if you are not associated with a channel or participants in a VTG.</p> <p>Users are represented by the  icon.</p> <p>To view the users to whom you are associated, choose Users from the View drop-down list box.</p> <p>The following information displays about the users to whom you are associated:</p> <ul style="list-style-type: none"> • User Name—This field specifies the user ID of the user. • Last Name—This field specifies the last name of the user. • First Name—This field specifies the first name of the user. • Status—This field indicates whether the user is enabled or disabled.
Phones Tab	

Table 5-2 *My Association Window Fields (continued)*





Field	Description
Associated Phones	<p>This tab specifies the phones with which you are associated.</p> <p>When you are associated with phones, you can use your PMC to communicate with other users who are connected via a telephone.</p> <p>Phones are represented by the  icon.</p> <p>The following information displays about the phones to which you are associated:</p> <ul style="list-style-type: none"> • Dial Destination—This field specifies the phone number to call (the number of the associated phone). • Label—This field specifies the label that displays on the PMC (minimum of 15 characters).
Virtual Talk Groups Tab	
Virtual Talk Groups	<p>This tab specifies the VTGs to which you are associated.</p> <p>When you are associated with VTGs, you can communicate with other participants of that VTG.</p> <p>VTGs are represented by the  icon.</p> <p>To view the VTGs to which you are associated, choose Virtual Talk Groups from the View drop-down list box.</p> <p>The following information displays about the VTGs to which you are associated:</p> <ul style="list-style-type: none"> • VTG Name—This field specifies the name of the VTG. • Status—This field indicates whether the VTG is active or inactive.

Table 5-2 My Association Window Fields (continued)

Field	Description
Policies Tab	
Associated Policies	<p>This tab specifies the policies to which you are associated that you can activate by calling the policy engine.</p> <p>Policies are represented by the  icon.</p> <p>The window displays the policy name in the Policy Name column.</p> <div></div> <p>Note You can change the order in which the policies display by checking the check box next to a policy name and clicking the up and down arrows at the bottom of the policy list.</p>

To view the resources with which you are assigned, see the [“Viewing User Associations” section on page 5-18](#).

Viewing User Associations

To view your user associations, perform the steps in the following procedure:

Procedure

- Step 1** Access the Home drawer in the Cisco IPICS Administration Console and click **My Associations**.
- Step 2** To view your user associations, click any of the following information tabs:
 - **Channels**
 - **Users**
 - **Phones**
 - **Virtual Talk Groups**
 - **Policies**



Note You can change the order in which the policies display by checking the check box next to a policy name and clicking the up and down arrows.

See [Table 5-2](#) for a description of each of the association tabs.

Downloading the PMC

As a Cisco IPICS user, you can download the current version of the PMC to your PC. To do so, perform the following steps from the PC to which you want to download the PMC.

For more information about the PMC, refer to the [Cisco IPICS PMC Installation and User Guide](#).

Procedure

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- Step 1** Access the Home drawer in the Cisco IPICS Administration Console and click **Download PMC**.
- Cisco IPICS initiates the PMC download utility, which installs the PMC on your PC and creates a shortcut on your desktop.
- Step 2** Follow the on-screen prompts to download and install the PMC.
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