

## Collaborative Incident Response—Cisco IPICS

Cisco® IP Interoperability and Collaboration System (IPICS) puts the power of live mobile video and multimedia-enhanced communications into the hands of public safety personnel and provides a cost-effective way for them to communicate when using incompatible radios. This comprehensive, IP-based dispatch and incident response solution includes an enhanced dispatch console, UHF/VHF radio interoperability, emergency first responder notification, and integration with IP phones, cell phones, PCs, and mobile devices.

Cisco IPICS is part of the Cisco Connected Physical Security portfolio, and can easily trigger or receive communications from Cisco Video Surveillance Manager, the Cisco Physical Access Control system, or third-party applications. This further enhances situational awareness, response time, operational efficiency, and cross-agency collaboration during critical events.

### Cisco IPICS Solution Components

**Cisco IPICS Server:** The server can be used to manage radio, talkgroup, channel, and media resources; authenticate users; and define policies.

**Cisco IPICS Dispatch Console:** This IP-based radio dispatch solution empowers public safety officials to consolidate incident-related information and instantly share the information using voice, video, and data.

**Cisco IPICS Mobile Client:** This smartphone application allows users to collaborate with other incident participants.

**Cisco IPICS IP Phone Client:** Personnel can use Cisco Unified IP Phones to collaborate with other personnel on radio push-to-talk channels.

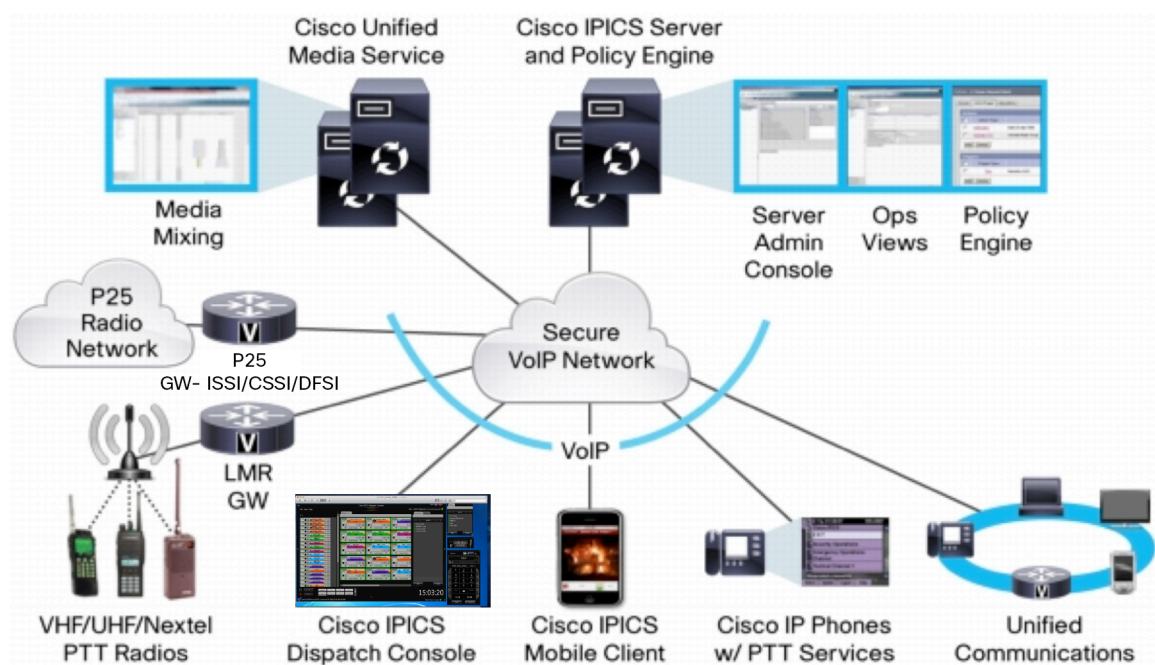
**Cisco Unified Media Service:** Audio from multicast and Session Initiation Protocol (SIP) streams can be mixed and then broadcast back to other multicast and SIP streams.

**Cisco P25 Gateway:** This gateway uses TCP/IP standardized communications to bridge APCO P25 (ISSI, CSSI, DFSI) full standards support connecting radio networks to Cisco IPICS.

**Cisco IPICS P25 Service:** Through this service contract, Cisco will develop a network readiness and plan an end-to-end customer acceptance test.

## Key Differentiators

- **Radio interoperability and beyond:** Cisco IPICS supports multi-agency talkgroups, talkgroups between disparate radios, and talkgroups that include radios, PCs, phones, cell phones, and IP phones. With IPICS 4.6, direct network connections can be made to P25 conventional and trunked radio systems.
- **Mobility:** Cisco IPICS can move with a user's PC anywhere there is an IP network, unlike traditional dispatch consoles that stay where they are installed.
- **Rich-media incident management:** Cisco IPICS goes beyond audio to support rich-media incident management and a new generation of mobile endpoints.
- **Integrated policy engine:** Dispatchers gain a new set of tools that simplify notification and improve response time.
- **Smooth evolution path to Project 25 (P25), Tetra, Department of Defense (DoD), and other radio protocols:** IPICS can help customers migrate one radio at a time or connect multiple disparate networks together.
- **Tetra support:** IPICS 4.6 supports the Tetra Peripheral Equipment Interface (PEI) for voice plus data and direct mode operation. This allows Tetra caller IDs and radio signaling to be communicated from the donor radio to the IPICS system through a serial interface.
- **POTS compatibility:** Users from standard telephones can dial into the IPICS system to join a radio channel or talk group or activate a policy upon authentication.
- **Server and virtual machine support:** IPICS 4.6 supports Cisco IPICS Servers, Cisco UMS, and Cisco P25 (DFSI and ISSI) physical and virtual gateways using Cisco UCS® B-Series, C-Series, and E-Series servers.
- **Support for the IP command touch screen interface:** Call takers or dispatchers can use a single, easy-to-use touch screen for advanced telephony functions and to talk on radio channels.



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## Conclusion

Cisco IPICS helps to break down communications barriers among safety and security personnel, providing cost-effective and comprehensive interoperability between push-to-talk radio systems, mobile phones, IP phones, and PC clients using proven IP standards across the network. When time is critical, Cisco IPICS delivers information quickly to the right people, at the right time, in the right format. To learn more, visit <http://www.cisco.com/go/ipics>.



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Cisco Systems, Inc.  
San Jose, CA

**Asia Pacific Headquarters**  
Cisco Systems (USA) Pte. Ltd.  
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**Europe Headquarters**  
Cisco Systems International BV Amsterdam,  
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