



Preface

Introduction

This document provides the information that you need to understand, configure, manage, and use Cisco Instant Connect, release 5.0(2).

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Tip

If you use Cisco Instant Connect only for communicating with other users and do not require any other introductory material, go to [Chapter 5, “Performing Cisco Instant Connect User Tasks,”](#) which provides information about logging in to Cisco Instant Connect, downloading and setting up your Dispatch Console, and completing your user profile.

Audience

This document is intended for users who configure, operate, and manage tasks for Cisco Instant Connect. It also is intended for users who perform any of the Cisco Instant Connect roles.

Organization

This document is organized as follows:

Chapter 1, “Introducing Cisco Instant Connect”	Provides an overview of Cisco Instant Connect and directs users to the appropriate sections in this document for their particular roles.
Chapter 2, “Performing Cisco Instant Connect System Administrator Tasks”	Describes the tasks that the system administrator can perform in the Administration Console.

Chapter 3, “Performing Cisco Instant Connect Operator Tasks”	Describes the tasks that the operator can perform in the Administration Console.
Chapter 4, “Performing Cisco Instant Connect Dispatcher Tasks”	Describes the tasks that the dispatcher can perform in the Administration Console.
Chapter 5, “Performing Cisco Instant Connect User Tasks”	Discusses how a user interacts with the Administration Console. Topics covered include logging in, downloading the Dispatch Console application, and setting up a user profile.
Chapter 6, “Configuring and Managing Cisco Instant Connect Operational Views”	Explains the Cisco Instant Connect operational view functions.
Chapter 7, “Configuring and Managing the Policy Engine”	Describes how to configure and manage the Dial In/Dial Out service for the Policy Engine.
Chapter 8, “Using the Policy Engine”	Describes many of the day-to-day activities that you perform with the Policy Engine.
Chapter 9, “Managing Radios and Radio Descriptors”	Explains how Cisco Instant Connect uses radios and radio descriptors, and provides information about configuring and managing these items.
Chapter 10, “Performing Cisco Instant Connect Database Backup and Restore Operations”	Describes the procedures that you perform to back up and restore the Cisco Instant Connect database.
Chapter 11, “Understanding Cisco Instant Connect Serviceability and Diagnostic Information”	Describes serviceability and diagnostic information that is available for Cisco Instant Connect.
Appendix A, “Setting Up and Using a Cisco Unified IP Phone as a Cisco Instant Connect Push-to-Talk Device”	Describes how to set up and use supported Cisco Unified IP Phone models with Cisco Instant Connect.
Appendix B, “Generating SSL Certificates”	Explains how to create an SSL certificate on a Cisco Instant Connect server to allow access from a Cisco Instant Connect mobile client.
Appendix C, “Multicast Recording”	Describes how third party voice recording systems can be set up to record multicast voice traffic from Cisco Instant Connect.
Appendix D, “Frequently Asked Questions”	Provides answers to frequently asked questions regarding Cisco Instant Connect.

Related Documentation

For more information about Cisco Instant Connect, see the latest releases of the Cisco Instant Connect, documentation at the following URL:

http://www.cisco.com/en/US/products/ps7026/tsd_products_support_series_home.html

Cisco IOS Documentation

The Cisco IOS software documentation set describes the tasks and commands necessary to configure certain system components and other Cisco products, such as access servers, routers, and switches. Each configuration guide can be used in conjunction with its corresponding command reference.

For information about Cisco IOS software configuration, see the documentation at this URL:

http://www.cisco.com/en/US/products/ps6441/tsd_products_support_series_home.html

Obtaining Documentation, Obtaining Support, and Security Guidelines

For information about obtaining documentation, obtaining support, providing documentation feedback, security guidelines, and recommended aliases and general Cisco documents, see the monthly *What's New in Cisco Product Documentation* at:

<http://www.cisco.com/en/US/docs/general/whatsnew/whatsnew.html>

