C H A P T E R 5

Performing Cisco Instant Connect User Tasks

All Cisco Instant Connect users are assigned a user role in the system. 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 Instant Connect to communicate with other Cisco Instant Connect users, and download the Dispatch Console client application to your PC.

The user role may be your only role, or you may have one or more additional roles, such as system administrator, ops view administrator, dispatcher, or operator.

This chapter contains information about the Cisco Instant Connect user functionality and includes the following sections:

- Logging in to Cisco Instant Connect, page 5-1
- Managing Your User Profile, page 5-2
- Managing User Associations, page 5-12
- Downloading the Dispatch Console, page 5-16

Logging in to Cisco Instant Connect

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

To log in to Cisco Instant Connect, enter your user name in the User Name field, enter your password in the Password field, and then click Save. then click **Log In**.

![Note icon]

Note   Be aware that user names are case-insensitive, and then click Save. that is, you can enter upper case or lower case characters for your login user name. Cisco Instant Connect automatically converts 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 Instant Connect login password, see the "Managing Your User Profile" section on page 5-2.

After you log in, the 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 3-1.

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 5-12 for more information about managing user associations.

To download the Dispatch Console client application to your PC, click the **Download Dispatch Consol**e link from the Home drawer. See the "Downloading the Dispatch Console" section on page 5-16 for more information about downloading the Dispatch Console client application.

Managing Your User Profile

Your user profile, also referred to as *My Profile*, includes your name, password, default location, communications preferences, and other optional personal information. Your user profile was initially set up by a Cisco Instant Connect 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 Instant Connect. The user profile personal information is contained in the following information tabs: General, Address, Dial Login, Dispatch Console, and Communications. 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 Instant Connect 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 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 Instant Connect operator as described in the "Managing Users" section on page 3-1 and the "Managing User Groups" section on page 3-33.

Table 5-1   General Tab Fields

Field	Description
User image	This field displays an image that you have uploaded for the user. This image appears for the user in the contact information in Cisco Instant Connect.
	To upload a picture, click the **Browse** button and in the File Upload window, navigate to and select the image file that you want. The file can be in GIF, JPG, or PNG format.
	By default, the image file can be up to 1 MB in size and is scaled to 200 x 200 pixels if the image is smaller than that. You can change these default settings in the Image Configuration pane in the Administration > Options > General window as described in Table 2-31 on page 2-86.
User Name	*Display only.* This field specifies the user name that was assigned when your profile was created.
	Note User names are case-insensitive, and then click Save. 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 (')
Old Password	This field specifies the password that you enter when you log in to Cisco Instant Connect.
	For security, you should change your password periodically. You may be forced to change your password based on the configuration in the server.
	Note Be aware that passwords are case-sensitive and must be entered exactly as they were configured by the Cisco Instant Connect operator.
New Password	This field specifies the new password that you enter when you change your login password.
	Valid characters: alphanumeric characters and these special characters: @ [\ ] ^ _ ' ! " # $ % & ' ( ) * , - . / : , and then click Save. { <	= } > ~ ?
Confirm Password	This field specifies confirmation of the entry in the new password field.
Description	*Optional.* You can enter a description in this field.

Table 5-1   General Tab Fields (continued)

Field	Description
Password Expiration Date	*Display only.* 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 Instant Connect server.
	Note Cisco Instant Connect displays warning messages when your password is about to expire, and after it has expired, and then click Save. 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 Instant Connect. If the Cisco Instant Connect 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.
Instant Connect Status	*Display only.* This field indicates whether the user is enabled or disabled.
Account Status	*Display only.* This field specifies the status of the user account.
Roles	*Display only.* This field specifies the Cisco Instant Connect roles that have been assigned to you.
	"All" indicates that you have been assigned the privileges of all roles.
Belongs To	*Display only.* This field appears if operational views (ops views) is enabled and indicates the ops view to which you belong.
	For more information, see Chapter 6, "Configuring and Managing Cisco Instant Connect Operational Views."

Step 3   Table 5-2 describes the fields in the Address tab.

Table 5-2   Address Tab Fields

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 (')

Table 5-2   Address Tab Fields (continued)

Field	Description
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 (.)

Step 4 Table 5-3 describes the fields in the Client tab.

Table 5-3   Client Tab Fields

Field	Description
Default Location	By default, this field specifies the location that displays on your Dispatch Console. Choose a location from the drop-down list. **Note** To use IP phones with Cisco Instant Connect, 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 Instant Connect. (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. For more information about locations, see the "Managing Locations" section on page 2-34.
Digit ID	This field specifies the identifier that you enter when you access Cisco Instant Connect from a Cisco Unified IP Phone that has been configured for use with Cisco Instant Connect. Valid characters: numeric characters.
Old Digit Password	This field specifies the password that you enter when you initially access Cisco Instant Connect from a Cisco Unified IP Phone that has been configured for use with Cisco Instant Connect (the actual characters in the password are represented by asterisks (*)). By default, the password must contain at least 4 characters. Valid characters: numeric characters
Digit Password (PIN)	This field specifies the password that you enter when you access the Cisco Instant Connect service from a Cisco Unified IP Phone or personal identification number (PIN) that you enter when you access the TUI. (The actual characters in the password are represented by asterisks (*).) By default, the password must contain at least 4 characters. Valid characters: numeric characters
Confirm Digit Password	This field specifies confirmation of your entry in the Digit Password field.

Step 5 Table 5-4 describes the fields in the Permission tab.

Table 5-4   Permission Tab Fields

Field	Description
Disable Audio	You cannot transmit or receive communications on the channel.
Listen Only	You are restricted to listening only on the channel, and then click Save. no transmission is allowed.
Allow Latch	You can latch, or lock in, channels.
Advanced Dispatch Console Permissions (Multi-select, Tones, DTMF, All Talk)	Specifies whether you are enabled for the following features on the Dispatch Console: • Channel multiselect for voice and tone transmissions • Alert tones transmissions • DTMF tones transmissions • All Talk channel transmissions
Allow Complex Key Setting	Allows you to configure keyboard hot keys (key assignments) for individual PTT buttons and for the All Talk button. **Note** The Allow Complex Key Setting and Allow Secure Channel Patch options will take effect only when they are globally allowed. For more information, see "Managing Cisco Instant Connect Options" section on page 2-85.
Allow Secure Channel Patch	Allows you to patch a secure channel to any other secure or unsecure channel, or to any incident or VTG. Disallowing this option prevents secure channels from being patched. Patching a secure channel into an incident is considered secure and is allowed even if patching secure channels is disallowed. **Note** The Allow Complex Key Setting and Allow Secure Channel Patch options will take effect only when they are globally allowed. For more information, see "Managing Cisco Instant Connect Options" section on page 2-85.
Default Talk Priority	You default talk priority. The system uses this talk priority if you do not choose another one. The system default talk priority is 4.

Step 6 Table 5-5 describes the fields in the Communications tab.

Table 5-5   Communications Tab Fields

Field	Description
Notification Preferences	This field specifies any combination of one or more E-mail, Short Message Service (SMS), or pager address. To manage your notification preferences, see the "Managing Communications Preferences" section on page 5-7.
Radio Preferences	This field specifies the Instant Connect number for radios that support this feature. To manage your radio preferences, see the "Managing Communications Preferences" section on page 5-7.

Table 5-5   Communications Tab Fields (continued)

Field	Description
Cisco Spark Credentials	This field specifies the email ID that is registered with Cisco Spark for a user. Required if the user will participate in Cisco Spark chats.
	For related information, see the "Managing the Cisco Spark Server" section on page 2-158.
Dialer Preference	These fields specify information that is required by Cisco Unified Communications Manager and Cisco Unified Communications Manager Express for the dialer feature.
	To manage your dialer preferences, see the "Managing Communications Preferences" section on page 5-7.
Dial Preferences	This field specifies one or more telephone numbers.
	To manage your dial preferences, see the "Managing Communications Preferences" section on page 5-7.

Step 7   Click **Save** to save any changes that you have made.

Managing Communications Preferences

Communications preferences specify how Cisco Instant Connect contacts you when a user-associated policy executes.

These preferences are also used by Cisco Instant Connect when a dispatcher initiates a notification or dial out to invite you to join an active VTG. For more information about notifications, see Chapter 8, "Using the Policy Engine."

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

- Notification Preferences—Specifies how Cisco Instant Connect contacts you when a user-associated policy executes. Also used by Cisco Instant Connect when a dispatcher initiates a notification or dial out to invite you to join an active VTG. Can be any combination of one or more e-mail, Short Message Service (SMS), or pager addresses.

- Radio Preferences—Specifies one or more direct connect numbers for Nextel radios. This information is used by the radio connect feature.

- Dialer Preference—These fields specify information that is required by Cisco Unified Communications Manager and Cisco Unified Communications Manager Express for the dialer feature.

- Dial Preferences—One or more telephone numbers at which Cisco Instant Connect contacts you when a user-associated policy executes. Also used by Cisco Instant Connect when a dispatcher initiates a dial out to invite you to join an active VTG.

Note   A Cisco Instant Connect operator can configure user notification preferences. For more information, see the "Managing Communications Preferences for a User" section on page 3-14.

This section includes the following topics:

Viewing, Adding, Editing, or Deleting Notifications Preferences

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

Procedure

Step 1   Access the Home drawer in the Administration Console and click **My Profile**.

Step 2   Click the **Communications** tab.

The Notifications Preferences pane displays the following information:

- Type—Method by which you get notified:
  - Email—Cisco Instant Connect sends notification to an e-mail address that you specify.
  - Pager—Cisco Instant Connect sends notification to a pager through an e-mail gateway.
  - SMS—Cisco Instant Connect sends notification to an SMS through an e-mail gateway.
- Number/Address—This field specifies the e-mail address for the corresponding notification type.

Step 3   Take the desired action:

- To add a notification preference:
  a. Click **Add**.
  b. From the drop-down list, choose a method by which to receive notifications (Email, pager, SMS, IDC, CIC, JABBER.
  c. In the field next to the drop-down list, 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, choose a method by which you want to receive notifications.
  d. In the field next to the drop-down list, 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.
  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   Click **Save** to save your changes.

Viewing, Adding, Editing, or Deleting Radio Preferences

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

Procedure

Step 1   Access the Home drawer in the Administration Console and click **My Profile**.

Step 2   Click the **Communications** tab.

The Radio Preferences pane displays the following information:

- – Type—Radio descriptor for a serial radio that supports the radio connect feature
- – Value—Radio connect number of the associated radio

Step 3   Take the desired action:

- To add a radio preference, follow these steps:
  - a. Click **Add**.
  - b. From the drop-down list, choose the type of radio for which you are configuring the radio connect number.
  - c. In the field next to the drop-down list, enter the radio connect number for the radio.
  - d. Click **Done**.
  - e. Repeat these steps as needed to add more dial preferences.
- To edit a radio preference, follow these steps:
  - a. Check the check box next to the radio 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, choose the type of radio for which you are configuring the radio connect number.
  - d. In the field next to the drop-down list, enter the radio connect number for the radio.
  - e. Click **Update**.
- To delete a radio preference, follow these steps:
  - a. Check the check box next to the radio preference or preferences that you want to delete.

    You can use the up arrow and down arrow buttons to move a check to an adjacent check box.
  - b. Click **Delete**.

Step 4   Click **Save** to save your changes.

Specifying the Order of Radio Preferences

You can specify the order of the radios in your radio preferences. This feature is reserved for future use.

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

Procedure

Step 1   Access the Home drawer in the 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.

Viewing or Updating Dialer Settings

You must configure the Dialer Settings items if you will use the dialer feature. In addition, you must configure the CUCM or CME to which a client registers with the same information. (For more information about the Dispatch Console dialer feature, see *Dispatch Console User Guide* for this release.)

You can view, or update dialer setting in the user profile. To do so, perform the following procedure:

Procedure

Step 1   Access the Home drawer in the Administration Console and click **My Profile**.

Step 2   Click the **Communications** tab.

The Dialer Settings pane includes these fields:

- Dialer Phone Number—Unique number that a client requires to register with Cisco Unified Communications Manager (CUCM) or Cisco Unified Communications Manager Express (CME) when the user logs in. Displays on an end device when it places a call to a device that is configured to display caller ID.

- End User Name—CUCM or CME end user name that is configured for the user.

- End User Password—CUCM or CME end user password that is configured for the user.

- Confirm End User Password—Confirmation of the password in the End User Password field

Step 3   Take these actions:

     a.   In the Dialer Phone Number field, enter a unique number that the client requires to register with CUCM or CME when the user logs in. Displays on an end device when the client places a call to a device that is configured to display caller ID. This parameter must also be configured in CUCM or CME.

     b.   In the End User Name field, enter the CUCM or CME end user name that is configured for the user.

c. In the End User Password field, enter the CUCM or CME end user password that is configured for the user

d. In the Confirm End User Password field, re-enter the password that you entered in the End User Password field.

Step 4 Click **Save** to save your changes.

Viewing, Adding, Editing, or Deleting Dial Preferences

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

Procedure

Step 1 Access the Home drawer in the Administration Console and click **My Profile**.

Step 2 Click the **Communications** tab.

The Dial Preferences pane displays the following information:

- Type—This field specifies the description of the location to be dialed, such as business, car, or home.

- Dial Number—This field specifies the telephone number of the corresponding location type.

Step 3 Take the desired action:

- To add a dial preference, follow these steps:

    a. Click **Add**.

    b. From the drop-down list, choose a description for the dial preference.

    c. In the field next to the drop-down list, 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, choose a description for the dial preference.

    d. In the field next to the drop-down list, 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.

You can use the up arrow and down arrow buttons to move a check to an adjacent check box.

b. Click **Delete**.

Step 4 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 Instant Connect first sends all e-mail notifications, then attempts to place a call to the participants by using the dial preferences that are set in the user profile.

Step 5 Click **Save** to save your changes.

Specifying the Order of Dial Preferences

You can specify the order of the numbers that you add to your dial preferences. Cisco Instant Connect 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 in answered. If the call is successful, Cisco Instant Connect connects the call and stops. If the call is unsuccessful, Cisco Instant Connect 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 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 Instant Connect, you can be associated with channels, radios, incidents, phones, VTGs, policies, and keys. You can view Cisco Instant Connect 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 items to which you are associated in Cisco Instant Connect. See Table 5-6 through Table 5-11 for information about the resources within each of these tabs.

Table 5-6   Channels Tab Fields

Field	Description
Associated Channels	This tab specifies the channels to which you are associated.
	When you are associated with PTT channels, those channels appear as options on a Dispatch Console or a properly-configured Cisco Unified IP Phone.
	To view the channels to which you are associated, choose **Channels** from the View drop-down list.
	The following information displays about the channels to which you are associated:
	• 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.

Table 5-7 describes the fields in the Radios tab.

Table 5-7   Radios Tab Fields

Field	Description
Associated Radios	This tab specifies the radios to which you are associated.
	The following information displays about the radios to which you are associated:
	• Radio Name—This field specifies the name of the radio.
	• Location—This field specifies the location of the radio. The location determines whether the radio is reachable.
	• Multicast Address—This field specifies the multicast address of the radio.
	• Type—This field specifies the type of radio.
	• Status—This field specifies the status of the radio.
	Radios can have one of the following statuses:
	• Enabled—This status specifies that the radio is enabled
	• Disabled—This status specifies that the radio is disabled
	• Descriptor Corrupted/Missing—This status specifies that the radio/tone descriptor file is either corrupted or is missing from Cisco Instant Connect
	• Active—This status specifies that the radio is in an active state
	• Pending—This status specifies that the radio is not currently in an active state

Table 5-8 describes the fields in the Incidents tab.

Table 5-8   Incidents Tab Fields

Field	Description
Associated Incidents	This tab specifies information about your incidents: • ID—This field specifies the incident identifier. • Name—This field specifies the incident name. • Started—This field indicates when the incident started. • State—This field indicates whether the incident is active or inactive.

Table 5-9 describes the fields in the Phones tab.

Table 5-9   Phones Tab Fields

Field	Description
Associated Phones	This tab specifies the phones with which you are associated. When you are associated with phones, you can use your Dispatch Console to communicate with other users who are connected via a telephone. The following information displays about the phones to which you are associated: • 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 Dispatch Console.

Table 5-10 describes the fields in the Virtual Talk Groups tab.

Table 5-10   Virtual Talk Groups Tab Fields

Field	Description
Virtual Talk Groups	This tab specifies the VTGs to which you are associated. When you are associated with VTGs, you can communicate with other participants of that VTG. To view the VTGs to which you are associated, choose **Virtual Talk Groups** from the View drop-down list. The following information displays about the VTGs to which you are associated: • VTG Name—This field specifies the name of the VTG. • Status—This field indicates whether the VTG is active or inactive.

Table 5-11 describes the fields in the Policies tab.

Table 5-11   Policies Tab Fields

Field	Description
Associated Policies	This tab specifies the policies to which you are associated that you can activate by calling the policy engine. The window displays the policy name in the Policy Name column. **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.

Table 5-12 describes the fields in the Keys tab.

Table 5-12   Keys Tab Fields

Field	Description
Associated Keys	This tab specifies the keys to which you are associated. For more information about keys, see the "Managing P25 Keys" section on page 2-53. The following information displays about the keys to which you are associated: • Name—This field specifies the name of the VTG. • Algorithm—This field indicates the algorithm that the key uses for encryption and decryption (DES or AES). • SLN (Hex)—This field represents the storage location number of the key in decimal format and in hexadecimal format. The hexadecimal format SLN is shown in parentheses. • Key Type—This field indicates that the key type is TEK (traffic encryption key).

To view the resources with which you are assigned, see the "Viewing User Associations" section on page 5-15.

Viewing User Associations

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

Procedure

Step 1   Access the Home drawer in the Administration Console and click **My Associations**.

Step 2   To view your user associations, click any of the following information tabs:

- **Channels**—This tab displays the channels to which you are associated.
- **Radios**—This tab displays the radios to which you are associated.
- **Incidents**—This tab displays the incidents to which you are associated.

- **Phones**—This tab displays the phones to which you are associated.

- **Virtual Talk Groups**—This tab displays the VTGs to which you are associated.

- **Policies**—This tab displays the policies to which you are associated.

- **Policies**—This tab displays the keys to which you are associated.

✎

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 the "Managing User Associations" section on page 5-12 for a description of each of the association tabs.

Downloading the Dispatch Console

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

For more information about the Dispatch Console, see *Dispatch Console User Guide* for this release.

Procedure

Step 1   Access the Home drawer in the Administration Console and click **Download Dispatch Console**.

Cisco Instant Connect initiates the Dispatch Console download utility, which installs the Dispatch Console on your PC and creates a shortcut on your desktop.

Step 2   Follow the on-screen prompts to download and install the Dispatch Console.