

For More Information

For additional information about the Cisco IP Interoperability and Collaboration System (Cisco IPICS), release 2.1(1), refer to the [Cisco IPICS Server Administration Guide, Release 2.1\(1\)](#).

Refer to the following URL for the complete Cisco IPICS documentation suite:

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



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QUICK START



Using the Cisco IPICS TUI

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For More Information

Overview

Cisco IPICS enables user communications with the policy engine via the telephony user interface (TUI).

- You can call the policy engine and access the TUI via a touch-tone telephone. Or, you can receive a call from the policy engine.
- After you log in to the system, the policy engine communicates with you through verbal prompts.
- You respond to these prompts by pressing the keys on your telephone.
- The policy engine allows you to perform the following actions:
 - Use your phone as a push-to-talk (PTT) device to participate in associated groups (virtual talk groups (VTGs) and/or channels).
 - Activate a policy of any type.
 - Perform activities that are designated by a policy.
 - Invite other users to join a VTG.
 - Obtain execution status information about policies.
 - Change your recorded name and digit password (PIN).

Prerequisites

You need to know the following information when you access the TUI:

- The dial access number that you use to dial in to the policy engine TUI. If you do not know this number, contact your system administrator.
- Your user ID and password (PIN) so that you can authenticate.

Accessing the Policy Engine TUI

You can dial in to, or receive a call from, the Cisco IPICS policy engine TUI.

Dialing in to the TUI

Follow these steps to dial in to the Cisco IPICS policy engine TUI and use your telephone keypad to perform actions.

Dialing in to the TUI

Step	Action	Description
1	Dial into the Cisco IPICS server	Use the dial number provided by your system administrator. Follow the verbal prompts.

Dialing in to the TUI

2	Authenticate your user ID and PIN	Enter your user ID ; then press # . Enter your PIN ; then, press # .
3	Choose the available menu option	To connect to a group (VTG and/or channel), press 1 . To connect to a policy, press 2 . To connect to the system menu, press 0 .
3a	Connect to group (VTG/channel)	If you know the group name, press 1 ; then, enter the first 3 letters of the group name. To listen to the names of the groups, press 2 .
3a1	Transmit and receive using PTT	To talk, press 1 . To release (listen), press 2 .
3b	Connect to a policy	To connect to associated policies, press 2 .
3c	Connect to system menu	To perform system menu tasks, press 0 .

Dialing in to the TUI

3c1	Return	To return to main menu, press * .
3c2	Help	To access help, press 1 .
3c3	Manage user profiles	To change your PIN, press 1 . To change your recorded and user name, press 2 .
3c4	Status	To hear status of recently run policies, press 3 .

Receiving a Call from the TUI

Follow these steps when you receive a call from the policy engine TUI and use your telephone keypad to perform actions.

Receiving a Call from the TUI

Step	Action	Description
1	Receive a call from the Cisco IPICS server	Press any key to authenticate and continue.
2	Authenticate your user ID and PIN	Enter your user ID ; then press # . Enter your PIN ; then, press # .

Receiving a Call from the TUI

3	Connect to group (VTG/channel)	The policy engine automatically connects you to the group that you dialed in to.
3a	Transmit and receive using PTT	To talk, press 1 . To release (listen), press 2 .

Tips and Guidelines for Using the Cisco IPICS Policy Engine TUI

The following tips and guidelines are provided to help you most effectively use the Cisco IPICS policy engine TUI:

- After you dial in to the TUI, you must authenticate before you can continue to use the system.
- After you authenticate, the system announces the available menu options.
- To talk, press and release **1** to engage the PTT button. When you are done talking, press and release **2** to disengage the PTT button.

Note: Be sure to release the PTT button or other users may not be able to transmit.

- The TUI allows you to dial ahead by entering your next option before the prompt has finished.
- A menu times out if you do not respond within the predefined allowable time.
- After the maximum retry limit has been exceeded, the TUI responds with a warning and terminates the call.
- If the system does not detect a response after a set number of consecutive attempts, the system returns you to the previous menu or terminates the call, if you are using the main menu.
- When you dial out to invite a party in to a call, the called user must press any key to authenticate before the call is connected to the group.
- To select resources from a menu, press the number that corresponds to your selection (for 9 entries or less). When 10 or more entries exist, you must press the number that corresponds to your selection followed by **#**.
- Transfer and conference features are not supported on a phone that is connected to the TUI.

Note: Refer to the [Cisco IPICS Server Administration Guide, Release 2.1\(1\)](#) for detailed information about using the Cisco IPICS policy engine TUI.