



# Administration Console: Operator Tasks

---

The Cisco IPICS operator is responsible for setting up and managing Cisco IPICS users and user groups, granting access to Cisco IPICS and to the PMC, and assigning user channels, roles, and operational views (ops views).

A user is someone who can participate in an active VTG or channel to communicate with other VTG or channel participants. A user group is a logical grouping of users. User groups allow you to work with multiple users efficiently. For example, instead of dragging individual users to a VTG one at a time, you (as a dispatcher) can drag a user group to move all users in the group to the VTG. A user can be in an unlimited number of user groups.

For information about operational views, see [Chapter 6, “Operational Views.”](#)

This chapter includes these sections:

- [Manage Users Window, page 3-1](#)
- [Managing Users and User Groups, page 3-3](#)

## Manage Users Window

The Manage Users window lists the user groups and the users that are configured in Cisco IPICS. It also lets you perform the users and user groups management functions.

To access this window, log in to the Administration Console as described in the [“Accessing the Administration Console”](#) section on page 1-10, then choose the **Operator** tab.

**Note**

You must be assigned the operator role to access the Operator window.

The User Group area in the Manage Users window displays the name of each user group that is configured in Cisco IPICS. To see the members of a user group in this list, expand the group by clicking the right arrow next to the user group name. Click the down arrow next to a user group name to collapse an expanded group.

The Users area displays the name of each user that is configured in Cisco IPICS.



For information about the icons and colors that appear in the Manage Users window, see these sections:

- [Manage Users Window Icons](#), page 3-2
- [Manage Users Window Color Coding](#), page 3-3

## Manage Users Window Icons

Icons in the Manage Users window provide information about each user group and user name, as described in [Table 3-1](#).

**Table 3-1 User Group and User Icons**

Icon	Meaning
	User
	User group

## Manage Users Window Color Coding

Information in the Manage Users window is color coded as described in [Table 3-2](#).

**Table 3-2** *Color Coding in Manage Users Window*

Color	Meaning
Green user name in User Group area	You have dragged the user to the user group but have not yet clicked <b>Save</b> . For more information, see the <a href="#">“Adding a User to a User Group”</a> section on page 3-6.
Red user name in User Group area	You have dragged the user from the user group but have not yet clicked <b>Save</b> . For more information, see the <a href="#">“Removing a User from a User Group”</a> section on page 3-7.
Blue highlighted user group or user name	User group or user is selected in preparation for clicking <b>Details</b> , <b>Add</b> , or <b>Delete</b> .
Orange highlighted user group or user name	You have clicked another user group or user while the Details area for this user group or user is displayed.

## Managing Users and User Groups

As a Cisco IPICS operator, you can perform these user and user group management tasks:

- [Editing User Group Details](#), page 3-4
- [Creating a User Group](#), page 3-5
- [Deleting a User Group](#), page 3-6
- [Adding a User to a User Group](#), page 3-6
- [Removing a User from a User Group](#), page 3-7
- [Viewing and Editing User Details](#), page 3-8
- [Adding a User](#), page 3-16
- [Specifying the PTT Channels that are Associated with a User](#), page 3-20

- [Muting or Unmuting a User in the Edit User Details Window, page 3-22](#)
- [Removing a Role from a User, page 3-24](#)
- [Deleting a User, page 3-25](#)

You perform the user and user group management tasks in the Administration Console Manage Users window. For more information about this window, including how to access it, see the [“Manage Users Window” section on page 3-1](#).

## Editing User Group Details

You can change the name of any user group that is configured in Cisco IPICS. You do so in the Edit User Groups Details area.

To change a user group name, perform the following steps.

For information about accessing the Manage Users window, see the [“Manage Users Window” section on page 3-1](#).

### Procedure

- 
- Step 1** In the Manage Users window User Groups area, take either of these actions:
- Click the user group name that you want to change and then click **Details**
  - Double-click user group name that you want to change

The Edit User Group Details area for the selected user group displays. If Operational Views is enabled, additional ops views fields appear in this area. For more information, see [Chapter 6, “Operational Views.”](#)




---

**Note** If you choose another user group when the Edit User Group Details area is displayed, the information in this area does not change for the new user group until you click **Details** again.

---

- Step 2** Enter the new user group name.

The name can include alphanumeric characters, spaces, and any of these characters: . , - ‘ # ( ) / : \_.

- Step 3** Click **Save** to exit the Edit User Group Details area and save any changes that you have made.
- To exit without saving changes, click **Cancel**.
- 

## Creating a User Group

Creating a user group makes it available to Cisco IPICS.

You may find it useful to create and name user groups according to location (for example, South Side users) or function (for example, Translators).

To create a user group, perform the following steps.

For information about accessing the Manage Users Window, see the [“Manage Users Window” section on page 3-1](#).

### Procedure

---

- Step 1** In the Manage User window User Group area, click **Add**.
- The Edit User Group Details area for a new user group displays. If Operational Views is enabled, additional ops views fields appear in this area. For more information, see [Chapter 6, “Operational Views.”](#)
- Step 2** In the User Group Name field, enter a name for the new User group.
- The name can include alphanumeric characters, spaces, and any of these characters: . , - ‘ # ( ) / : \_.
- Step 3** (Optional) If Operational Views is enabled, enter appropriate information in the Ops View Attributes fields.
- For more information, see [Chapter 6, “Operational Views.”](#)
- Step 4** Click **Save** to save the new user group.
- If you do not want to create this use group, click **Cancel**.
-

## Deleting a User Group

You can delete a user group when you no longer need it to organize users.

You cannot delete a user group that is a participant in an active VTG or that is a member of a VTG template. You must remove the user group from the VTG before you delete it.

To delete a user group, perform the following steps.

For information about accessing the Manage Users Window, see the [“Manage Users Window” section on page 3-1](#).

### Procedure

- 
- |               |   |
|---------------|---|
| <b>Step 1</b> | In the Manage Users window User Groups area, click the user group that you want to delete.<br><br>The user group becomes highlighted in blue. |
| <b>Step 2</b> | Click <b>Delete</b> in the User Group area.<br><br>A dialog box prompts you to confirm the deletion.  |
| <b>Step 3</b> | To confirm the deletion, click <b>OK</b> .<br><br>If you do not want to delete this user group, click <b>Cancel</b> .                         |
- 

## Adding a User to a User Group

Adding a user to a user group makes the user a part of the user group. You can add the same user to an unlimited number of user groups.

You cannot add a user to a user group that is a participant in an active VTG. You must remove the user group from the VTG before you add a user to it.

For information about creating users, see the [“Adding a User” section on page 3-16](#).

To add a user to a user group, perform the following steps.

For information about accessing the Manage Users Window, see the [“Manage Users Window” section on page 3-1](#).

### Procedure

- 
- Step 1** In the Manage Users window User Group area, display the user group to which you want to add the user.
- Step 2** Drag the user name that you want to add from the Users area to the desired user group.
- When you release the mouse button, if the user group is expanded, the newly added user name displays in green.
- Repeat this step as needed to add other users to user groups.
- Step 3** Click **Save** to complete the additions that you have made.
- If you want to undo the changes that you made since you last clicked **Save**, click **Revert**.
- 

## Removing a User from a User Group

You can remove a user from a user group when the user is no longer needed in that group.

You cannot remove a user from a user group that is a participant in an active VTG. You must remove the user group from the VTG before you remove the user from the user group.

Removing a user from a particular user group does not remove the user itself from Cisco IPICS, nor does it remove the user from any other user group to which it belongs.

To remove a user from a user group, perform the following steps.

For information about accessing the Manage Users Window, see the [“Manage Users Window” section on page 3-1](#).

### Procedure

- 
- Step 1** In the Manage Users window User Groups area, display the user group from which you want remove a user.
- Step 2** If the users in the user group are not visible, click the right arrow next to the group name to expand it.
- Step 3** Locate the user that you want to remove or move and drag it out of the User Groups area.
- When you release the mouse button, the user name changes to red.
- Repeat this step as needed to remove other users from the user group.
- Step 4** Click **Save** to complete removing users.
- If you want to undo the changes that you made since you last clicked **Save**, click **Revert**.
- 

## Viewing and Editing User Details

You can view and edit information for any user. You do so in the Edit User Details area.

To view or edit user details, perform the following steps.

For information about accessing the Manage Users window, see the [“Manage Users Window” section on page 3-1](#).

### Procedure

- 
- Step 1** In the Manage Users window Users area, take either of these actions:
- Click the user for which you want to change or view information and then click **Details**
  - Double-click the user for which you want to change or view information

The Edit User Details area for the selected user displays. If Operational Views is enabled, additional ops views fields appear in this area. For more information, see [Chapter 6, “Operational Views.”](#)





**Note** If you choose another user when the Edit User Details area is displayed, the information in this area does not change for the new user until you click **Details** again or double-click the new user.

**Step 2** View or update the information that is described in [Table 3-3](#).

**Table 3-3** *Edit User Details Area Fields*

Field	Description
User ID	<p>ID that the user enters when logging into Cisco IPICS and the PMC. Each Cisco IPICS user must have a unique user ID.</p> <p>Valid characters: alphanumeric characters, underscore (_), and period (.).</p> <p><b>Note</b> This field also supports the use of non-ASCII characters, but PMC activity logs that include these characters cannot be viewed or downloaded from the Administration Console. If you need to check the activity for a User ID that contain non-ASCII characters, you must check the logs in the <code>/tomcat/webapps/ipics_server/pmclogs/user_name/pmc_id/Channel Activity/</code> directory on the Cisco IPICS server. You can identify these logs by the <code>.err</code> extension. If you want to download these files, you must do so manually.</p>
First Name	<p>First name of the user.</p> <p>Valid characters: alphanumeric characters, space, hyphen (-), and apostrophe (').</p>
Last Name	<p>Last name of the user.</p> <p>Valid characters: alphanumeric characters, space, hyphen (-), and apostrophe (').</p>

**Table 3-3 Edit User Details Area Fields (continued)**

Field	Description
Password	<p>Password that the user enters when logging into Cisco IPICS and the PMC. A user can change this password later.</p> <p>By default, a password must contain at least 8 characters. You can change this default value by entering a new value in the Minimum Password Length field in the System Administrator Options window. For more information, refer to <i>Cisco IPICS Troubleshooting Guide</i>.</p> <p>Valid characters: alphanumeric characters, other characters except space.</p>
Confirm Password	Confirmation of entry in the password field.
Digit ID	<p>Numeric ID that the user enters when accessing Cisco IPICS from a Cisco IP Phone.</p> <p>Valid characters: numeric characters.</p>
Digit Password	<p>Password that the user enters when accessing Cisco IPICS from a Cisco IP Phone.</p> <p>By default, a digit password must contain at least 4 characters. You can change this default value by entering a new value in the Minimum Digit Password Length field in the System Administrator Options window. For more information, refer to <i>Cisco IPICS Troubleshooting Guide</i>.</p> <p>Valid characters: numeric characters.</p>
Confirm Digit Password	Confirmation of entry in the Digit Password field.
Address	<p>Street address of the user.</p> <p>Valid characters: alphanumeric characters, spaces, and these characters: . , - ' # ( ) / :.</p>
Address (cont)	<p>Additional street address information.</p> <p>Valid characters: alphanumeric characters, spaces, and these characters: . , - ' # ( ) / :</p>

**Table 3-3 Edit User Details Area Fields (continued)**

Field	Description
City	City of the user.  Valid characters: alphanumeric characters, space, hyphen (-), and apostrophe (').
State/Province	State or province of the user.  Valid characters: alphanumeric characters, space, hyphen (-), and apostrophe (').
Country	Country of the user.  Valid characters: alphanumeric characters, space, and period (.).
Zip/Postal Code	Zip or postal code of the user.  Valid characters: alphanumeric characters, space, and period (.).
E-mail	E-mail address of the user.  Valid characters: alphanumeric characters, underscore (_), period (.), and ampersand (@).
Default Location	Location that displays by default on the PMC of the user.
Roles	<p>Each Cisco IPICS user is assigned the user role by default, and this role displays in the Role field.</p> <p>You can assign any or all of these additional roles to the user: System Administrator, Operator, or Dispatcher. To assign one of these roles, choose it from the drop-down list in the Role field. When you do so, a new Role field displays, which allows you to assign a second role. Repeat this process as needed to assign additional roles.</p> <p>To assign the user the privileges of all Cisco IPICS roles, choose the All from the first drop-down list.</p> <p>You must temporarily disable a user before you can remove any role from that user. For more information, see the <a href="#">“Removing a Role from a User”</a> section on page 3-24.</p>

**Table 3-3** *Edit User Details Area Fields (continued)*

Field	Description
IPICS Status	<p>Whether the user can listen to PTT channels and participate in VTGs.</p> <ul style="list-style-type: none"> <li>Enabled—User can listen to PTT channels and participate in VTGs.</li> <li>Disabled—User cannot listen to PTT channels and participate in VTGs.</li> </ul>
Associated Default User Channels	<p>Lists the PTT channels that appear on the PMC or Cisco IP Phone for the user.</p> <p>If you click <b>Edit</b>, Cisco IPICS displays the Associate Channels to User window, in which you can add or remove PTT channels for this user. For more information, see the <a href="#">“Specifying the PTT Channels that are Associated with a User”</a> section on page 3-20.</p>
User VTGs	<p>VTGs templates in which the user is a member or VTGs in which the user is a participant. Includes one of these designations:</p> <ul style="list-style-type: none"> <li>Active—Active VTG</li> <li>Idle—VTG template</li> </ul>

**Table 3-3 Edit User Details Area Fields (continued)**

Field	Description
Communication Preference	<p>Indicates how a user prefers to participate in a VTG. These fields are informational only. They do not affect how a user participates in a VTG.</p> <ul style="list-style-type: none"><li>• IP Phone or PMC—User participates using a Cisco IP Phone or a PMC</li><li>• Channel—User participates on a channel. This option appears only if channels are associated with this user</li></ul> <p>To specify how a user prefers to participate in IPICS communications in VTGs, choose the desired method from the 1 drop-down list. Each time that you choose a method, a new drop-down list appears so that you can specify multiple methods.</p> <p>If you choose <b>Channel</b> in a field, a drop down list opens to the right of that field. This list shows the channels that are available for the you. Choose the channel on which the user would like a dispatcher to communicate with the user.</p>
<b>PMC Attributes</b>	
PMC Status	<p>Determines how a user communicates in VTGs and channels:</p> <ul style="list-style-type: none"><li>• Default—User can listen and talk</li><li>• Mic Off—User can listen but not talk</li><li>• Mic + Speaker Off—User cannot listen or talk</li></ul>

**Table 3-3 Edit User Details Area Fields (continued)**

Field	Description
Get Logs From PMC	<p>If the user is logged into the PMC, copies the specified log files from the PMC of the user to the following location on the Cisco IPICS server. If the user is not logged into the PMC, this request is ignored.</p> <p><i>/webapps/ipics_server/pmclogs/userID/pmcID/folder</i></p> <p>where:</p> <ul style="list-style-type: none"> <li>• <i>userID</i> is the PMC login ID for the user</li> <li>• <i>pmcID</i> is the ID that the system generates for the PMC installation</li> <li>• <i>folder</i> is Debug for the Debug log file, or Channel Activity for the Authentication, Channel Statistics, or User Interface log files</li> </ul> <p>When you request a file, the PMC client closes the file, renames it, and starts a new file. After the renamed file uploads to the Cisco IPICS server, it is deleted from the PMC client.</p> <p><b>Note</b> A log may be empty if logging is not turned on.</p>

**Table 3-3 Edit User Details Area Fields (continued)**

Field	Description
Set Log Level	<p>Specifies whether these PMC log files are on or off:</p> <ul style="list-style-type: none"><li>• Authentication</li><li>• User Interface</li><li>• Channel Statistics</li></ul> <p>Specifies the debug level (1 is lowest, and 3 is highest) for the following PMC log files. A value of 0 turns off the log file.</p> <ul style="list-style-type: none"><li>• Debug Signaling</li><li>• Debug User Interface</li><li>• Debug Media</li></ul> <p>For a description of the PMC log files, refer to the “Using the PMC Application Logs” chapter in <i>Cisco IPICS PMC Installation and User Guide</i>.</p> <p><b>Note</b> Do not turn on a PMC log file unless you need it. If you do turn on a log file, set it to the lowest debug level that provides the information that you need. Log files can consume significant disk space, and the higher the debug level, the more disk space used.</p>

**Step 3** Click **Save** to exit the Edit User Details area and save any changes that you have made.

To exit without saving changes, click **Cancel**.

## Adding a User

Users that you add in Cisco IPICS can perform the following activities:

- Access the User window in the Cisco IPICS Administration Console and perform the tasks that are available in that window
- Access channels with which they are associated
- Participate in VTGs to which they are assigned

If you add a user that has the same channel assignments, user roles, and address as an existing user, you might find it convenient to start by copying the information of the existing user. When you copy such information, Cisco IPICS opens an Edit User Details window, and enters all information that is stored for the for the existing user, except the user ID, password, digit ID, and digit password.

Before you add a user, configure locations as described in the [“Managing Locations” section on page 2-38](#).

To add a new user, perform the following steps.

For information about accessing the Manage Users window, see the [“Manage Users Window” section on page 3-1](#).

### Procedure

- 
- Step 1** In the Manage Users window Users area, take one of these action:
- To add a user, starting with a blank Edit User Details area, click **Add**.
  - To add a user starting with an Edit User Details Area that includes information based an existing user, click the existing user and then click **Copy**.

The Edit User Details area for a new user displays. If you clicked **Copy**, this area includes information for the existing user, except for the user ID and password. If Operational Views is enabled, additional ops views fields appear in this area. For more information, see [Chapter 6, “Operational Views.”](#)

- Step 2** In the Edit User Details area for a new user:
- a. In the User ID field, enter a unique identification name for this user.  
  
The User ID can include alphanumeric characters, underscores (\_), and periods (.).



- b. In the First Name field, enter the first name of the user.  
The name can include characters, spaces, hyphens (-), and apostrophes (').
- c. In the Last Name field, enter the last name of the user.  
The name can include characters, spaces, hyphens (-), and apostrophes (').
- d. In the Password and Confirm Password field, enter a password for the user.  
By default, the password must contain at least 8 characters. It can include alphanumeric characters and other characters except spaces. (You can change the default password length in the Minimum Password Length field in the System Administrator Options window. For more information, refer to *Cisco IPICS Troubleshooting Guide*.)
- e. (Optional) In the Digit ID field, enter the identifier that the user enters when accessing Cisco IPICS from a Cisco IP Phone.  
By default, the password must contain at least 4 characters. It can include numeric characters only. (You can change the default digit password length in the Minimum Digit Password Length field in the System Administrator Options window. For more information, refer to *Cisco IPICS Troubleshooting Guide*.)
- f. (Optional) In the Digit Password and the Confirm Digit Password fields, enter the password that the user enters when accessing Cisco IPICS from a Cisco IP Phone.  
The digit password can contain numeric characters.
- g. (Optional) In the Address, Address (cont), City, State/Province, Country, Zip/Postal Code, and E-mail fields, enter information for the user.  
This information is not required and can be entered later by the user.  
Valid characters for these fields are:
  - Address and Address (cont) field—alphanumeric characters, spaces, and these characters: . , - ' # ( ) / :
  - City and State/Province fields—alphanumeric characters, space, hyphen (-), and apostrophe (')
  - Country field—alphanumeric characters, space, and period (.)

- Zip/Postal Code field—alphanumeric characters, space, and period (.)
- E-mail field—alphanumeric characters, underscore (\_), period (.), and ampersand (@)

This information can be entered or updated by the user later.

**Step 3** From the Default Locations drop-down list, choose that location from which a Cisco IP Phone connects to Cisco IPICS.

**Step 4** (Optional) To assign the user any role other than User (which is assigned to all Cisco IPICS users by default), choose the role from the drop-down list in the 2 field.

When you do so, a new Role field displays, which allows you to assign another role. Repeat this process to assign additional roles.

You can assign any or all of these roles to a users: System Administrator, Operator, or Dispatcher. To assign all roles to a user, choose **All** from the drop-down list in the 2 field.

**Step 5** Specify the PTT channels to associate with this user, as described in the [“Specifying the PTT Channels that are Associated with a User”](#) section on page 3-20.

The PTT channels that you choose appear as options for a PMC or IP Phone user.

If you assign more channels to a PMC user than can display on the PMC, the PMC will display an error message to the user.

**Step 6** (Optional) From the Communications Preference drop-down lists, indicate the preferred method in which the user participates in VTGs.

These fields are informational only. They do not affect how a user participates in a VTG.

- IP Phone or PMC—User participates using a Cisco IP Phone or a PMC.
- Channel—User participates on a channel. This option appears only if channels are associated with this user.

Each time that you choose a method, a new drop-down list appears so that you can specify multiple methods.

If you choose **Channel** in a field, a drop down list opens to the right of that field. This list shows the channels that are available for the you. Choose the channel on which the user would like a dispatcher to communicate with the user.

**Step 7** (Optional) If the Operational Views is enabled, enter appropriate information in the Ops View Attributes fields.

For more information, see [Chapter 6, “Operational Views.”](#)

**Step 8** From the PMC Status, choose how the user communicates in VTGs:

- Default—User can listen and talk
- Mic Off—User listen but not talk
- Mic + Speaker Off—User cannot listen or talk

**Step 9** (Optional) In the Set PMC Log Levels drop down lists, take these actions:

- a. Choose whether these PMC log files are on or off:
  - Authentication
  - User Interface
  - Channel Statistics
- b. Choose the debug level (1 is lowest, and 3 is highest) for these PMC log files:
  - Debug Signaling
  - Debug User Interface
  - Debug Media

Choose 0 to turn any of these log files off.



---

**Note** Do not turn on a PMC log file unless you need it. If you do turn on a log file, set it to the lowest debug level that provides the information that you need. Log files can consume significant disk space, and the higher the debug level, the more disk space used.

---

For a description of the PMC log files, refer to the “Using the PMC Application Logs” chapter in *Cisco IPICS PMC Installation and User Guide*.

**Step 10** Click **Save** to add the user.

If you decide not to add this user, click **Cancel**.

When you create the user, it displays in the All Users list.

---

## Specifying the PTT Channels that are Associated with a User

When you associate PTT channels with a user, the PTT channels that you choose appear as options on a PMC or a properly-configured Cisco IP Phone. You must perform this procedure after you add a user, as described in the [“Adding a User” section on page 3-16](#).

You can change the PTT channels associated with a user by editing user details as described in the [“Viewing and Editing User Details” section on page 3-8](#).

To associate PTT channels with a user, perform the following procedure.

For information about accessing the Manage Users Window, see the [“Manage Users Window” section on page 3-1](#).

### Procedure

- 
- Step 1** In the Manage Users window Users area, take either of these actions:
- Click the user for which you want to associate channels and then click **Details** in the Users area
  - Double-click the user for which you want to associate channels

The Edit User Details area for the selected user displays. If Operational Views is enabled, additional ops views fields appear in this area. For more information, see [Chapter 6, “Operational Views.”](#)

- Step 2** Click **Edit** next to the Associated Default User Channels list.

The Associate Channel to User window displays.






The Associate Channels to User window displays information in these areas:

- Channels Assigned to User—Displays the channels that have been assigned to this user.
- Available Channels—Displays the channels group and channels that have been configured in Cisco IPICS. (If Operational Views is enabled, the channels you see depend on the ops views configuration. For more information, see [Chapter 6, “Operational Views.”](#))

To see the members of a channel group in this list, expand the group by clicking the right arrow next to the user group name. Click the down arrow next to a channel group name to collapse an expanded group.

Icons in the Associate Channels to User window provide information about each channel group and channel name, as described in [Table 3-4](#).

**Table 3-4 Channel Group and Channel Icons**

Icon	Meaning
	PTT channel
	PTT channel group
	Busy PTT channel. A channel is busy when it is use by an active VTG.
	Secure PTT channel. You can designate a PTT channel as secure when you add the channel.
	Unavailable PTT channel. A channel is unavailable when it is disabled.

**Step 3** Take the appropriate action:

- To associate a channel with a user, drag the desired channel name from the Available Channels area to the Channels Assigned to User area.

If you want to associate all channels in a channel group with the user, drag the desired channel group name from the Available Channels area.

The channel name or names appears in green in the Channels Assigned to User area. A channel in green is associated with the user when you click **Save**.

Repeat this action as needed to associate additional channels with the user.

- To disassociate a channel from a user, drag the channel out of the Channels Assigned to User area.

When you release the mouse button, the channel name changes to red. A channel in red is disassociated from the user when you click **Save**.

**Note**

If you drag a green channel name out of the Channels Assigned to User area, it disappears instead of turning red because it was not yet associated with the user.

Repeat this action as needed to disassociate additional channels from the user.

**Step 4** Click **Save** to exit the Associate Channels to User window and save your changes. If you want to undo the changes that you made since you last clicked **Save**, click **Revert**.

To exit without saving changes, click **Cancel**.

**Step 5** In the Edit User Details area, click **Save** or **Cancel**.

The channels that you associated with the user are saved in either case.

## Muting or Unmuting a User in the Edit User Details Window

Cisco IPICS lets you as an operator mute a PMC user as follows:

- Allow the user to listen to a channel but not to speak
- Do not allow the user to speak or listen to a channel
- Allow the user to listen to any channel or VTG, but not to speak
- Do not allow the user to speak or listen to any channel or VTG

You can also unmute a muted user

The Mute feature affects PMC users only. It does not mute the microphone or the speaker of a Cisco IP Phone, and it does not mute the microphone of the user in a PTT channel.

A Cisco IPICS dispatcher can mute a VTG. For instructions, see the [“Muting or Unmuting a PMC User in the VTG Workspace Window”](#) section on page 4-18.

To mute or unmute a user, perform the following steps.

For information about accessing the Manage Users Window, see the [“Manage Users Window”](#) section on page 3-1.

## Procedure

- Step 1** In the Manage Users window Users area, take either of these actions:
- Click the user that you want to mute and then click **Details** in the Users area
  - Double-click the user that you want to mute

The Edit User Details area for the selected user displays. If Operational Views is enabled, additional ops views fields appear in this area. For more information, see [Chapter 6, “Operational Views.”](#)

- Step 2** In the Associated Default User Channels list, click the channel on which you want to mute the user.

If you want to mute the user on all channels and VTGs, click any channel in this list.

The User Details window displays.

- Step 3** Take one of these actions:
- To mute a user, in the User Details window, click one of these mute buttons under:
    - **Mute Mic** (under PMC Settings for Channel)—Allows the user to listen to this channel, but not to speak on it
    - **Mute Mic + Speaker** (under PMC Settings for Channel)—Prevents the user from speaking or listening in this channel
    - **Mute Mic** (under Global PMC Settings)—Allows the user to listen to channels and VTGs on the PMC, but not to speak
    - **Mute Mic + Speaker** (under Global PMC Settings)—Prevents the user from speaking or listening to any channel or VTG

The button that you click changes to **Unmute Mic** or **Unmute Mic + Speaker**.

- To unmute a user, click the appropriate **Unmute** button.  
Buttons under PMC Settings for Channel affect the current channel only.  
Buttons under Global PMC Settings affect all channels and VTGs.

The button that you click changes to **Mute Mic** or **Mute Mic + Speaker**.

- Step 4** Click **Close** to exit the User Details window.

## Removing a Role from a User

When you remove a Cisco IPICS role that is assigned to a user, you must first temporarily disable that user. If you do not disable the user, the user will continue to access features of the role that you remove until the user logs out and then back in to Cisco IPICS.

To remove a role from a user, perform the following steps.

For information about accessing the Manage Users Window, see the [“Manage Users Window” section on page 3-1](#).

### Procedure

---

- Step 1** In the Manage Users window Users area, take either of these actions:
- Click the user from which you want to remove the role and then click **Details** in the Users area
  - Double-click the user from which you want to remove the role

The Edit User Details area for the selected user displays.

- Step 2** From the IPICS Status drop-down list, choose **Disabled**.

- Step 3** Click **Save**.

- Step 4** From the Roles drop-down list that displays the role that you want to remove, choose **Select**.

Repeat this step as needed to remove additional roles.

- Step 5** Click **Save**.

- Step 6** From the IPICS Status drop-down list, choose **Enabled**.

- Step 7** Click **Save**.
-



## Deleting a User

If a user is no longer needed, you can delete it from Cisco IPICS.

You cannot delete a user that is a participant in an active VTG or that is a member of a VTG template. You must remove the user from the VTG or the VTG template before you delete it.

To delete a user, perform the following steps.

For information about accessing the Manage Users window, see the [“Manage Users Window” section on page 3-1](#).

### Procedure

- 
- |               |   |
|---------------|---|
| <b>Step 1</b> | In the Manage Users window Users area, click the user that you want to delete.<br>The user becomes highlighted. |
| <b>Step 2</b> | Click <b>Delete</b> .<br>A dialog box prompts you to confirm the deletion.                                      |
| <b>Step 3</b> | To confirm the deletion, click <b>OK</b> .<br>If you do not want to delete this user, click <b>Cancel</b> .     |
-

