

# Instant Connect Phone Client

When your business is on the line, Instant Connect is here for your most critical communications needs.

**Welcome to the world's first – and only – secure communications platform that seamlessly links mobile, enterprise telephony, and radio in a single device-independent environment.**

By integrating Push-To-Talk (PTT) with IP-based communications in a single integrated environment, Instant Connect tears down the barriers typically associated with mobile communications. From field workers to first responders to dispatch teams, Instant Connect lets everyone communicate instantly and securely, regardless of the devices being used.

**Integrate your radio, IP, and enterprise telephony communications, extending and protecting your existing infrastructure investments.**

Instant Connect seamlessly turns your IP devices – smart phones, tablets, laptops, desktops, IP phones – into PTT devices, bridging any barriers between Radio and IP. This enables your mobile workforce to leverage video, location mapping, text messaging, document sharing, and alerts in addition to PTT.

For dispatchers, Instant Connect offers a single point of command through a flexible environment, connecting your team with the information they need to work through even the toughest situations.



The Instant Connect Phone Client application (Figure 1) enables Push-To-Talk (PTT) functionality on select models of Cisco Unified IP Phones, a capability previously reserved for radio-only users. It enables users to communicate over and monitor broadcasts of channels of communications. With a push of a single button on the phone, a user can communicate over a channel to other users monitoring that channel.

**Figure 1.** Instant Connect Phone Client



The Instant Connect Phone Client for Cisco Unified IP Phones extends communications of existing PTT radio or broadcast networks. With the Cisco Unified IP Phone, users can also respond to incidents or emergencies by using the Instant Connect Phone Client, boosting organizational responsiveness as well as operational efficiency and effectiveness.

Instant Connect Phone Client users can be added to new communication channels as incidents or needs arise. Users have communication access not only to PTT radio channels, but also to online Instant Connect dispatch console.

An integral component of Instant Connect, the Instant Connect Phone Client is a licensed application hosted by the Instant Connect Server. The Instant Connect Phone Client works in conjunction with the Instant Connect Server to receive its configuration, updates and upgrades, management, authentication, and alert tone distributions.

Instant Connect is a systems-level, network-based solution for voice interoperability. It takes full advantage of open IP standards and IP network infrastructure for greater resiliency, scaling, and security, and is part of a complete communications solution for organizations of all sizes.

## Features and benefits

### Extension of Traditional Push-to-Talk Network to IP Network

The Instant Connect Phone Client extends voice reachability from PTT radio or broadcast networks to Cisco Unified IP Phones.

### Multiple Channel Types

Instant Connect Phone Client users have communication access not only to PTT radio channels, but also groups made up of multiple channels and communication device types such as mobile phones, and IP phone.

### Easy Remote Access

With VPN, authorized Cisco Unified IP Phone users can utilize the Instant Connect Phone Client remotely from anywhere in the world.

### Quick and Dynamic Access to Communications Channels

Cisco Unified IP Phone users with the Instant Connect Phone Client can choose from a list of communication channels to participate and monitor, thereby replacing or reducing the number of desktop endpoints or handheld radios needed.

### Uninterrupted Communications

Should the Instant Connect server be unavailable, Cisco Unified IP Phone users with the Instant Connect Phone Client can continue to communicate over the selected channel and operate in an offline mode.

### Remote Management

The Instant Connect Phone Client is managed securely and remotely through the Instant Connect server for configuration changes, and other updates, such as information, resources, and permissions. Server-managed configuration alleviates the need for time-consuming and costly onsite IT resources, improves ease of use, and facilitates service offerings.

### Multicast Connectivity

Audio through the Instant Connect Phone Client is multicast, enabling scalability and improving network performance.

### Listen-Only Channels

Cisco Unified IP Phone users with the Instant Connect Phone Client can monitor channels in listen-only mode even if permission to talk is not provided.

## Product Specifications

Table 1 describes product specifications.

**Table 1.** Phone Client product specifications

Specification	Description
Voice codecs	G.711, G729
Assigned channels	Up to 32 channels
Active channels	One channel
Connectivity	Multicast
Voice streams per channel	Maximum of 3 simultaneous multicast voice streams

## Minimum System Requirements\*

### Cisco Unified IP Phones

- Cisco Unified IP Phone 7841, 7911G, 7942G, 7945G, 7962G, 7965G, 7975G, 7940G, 7960G, 7941G-GE, 7961G-GE, 7970G, 7971G-GE
- Cisco Unified IP Phone 6941, 6945, 8961, 9951, 9971
- Cisco Unified IP Phone 8861, 8841, 8945, 8851
- Cisco Unified IP Phone 8941, 8945
- Cisco Unified Wireless IP Phone 7925, 7926, 8821

**\*Note:** Check the Instant Connect Compatibility Matrix for the latest supported models and versions.

## Licensing information

The Instant Connect server checks the license count for concurrent Cisco Unified IP Phone with Instant Connect Phone Client license usage. Each Instant Connect Phone Client that is logged into the Instant Connect server consumes a license. If one user logs in to multiple Instant Connect Phone Client sessions from different Cisco Unified IP Phones, that user will consume multiple licenses (one for each Instant Connect Phone Client session). This means that the Instant Connect Phone Client can be installed on as many Cisco Unified IP Phones as needed and the licensing is based upon the Instant Connect Phone Client sessions that are in use at any given time.

## Ordering information

The Instant Connect solution is available direct from Cisco (with a mentor installation) or through trained technology partners.

To place an order, visit the Cisco ordering homepage or contact your Cisco account manager and refer to Table 2.

**Table 2.** Cisco ordering information

Part number	Description
L-CICX-VM	Virtualized eDelivery Instant Connect System. Order this for a virtualized version of the Instant Connect system. Structure all software as options to this part number for eDelivery of software licenses.
CICX-IPPH	Instant Connect IP Phone Client licenses. The option can be ordered for bundles or upgrades that need additional IP Phone license. Order this as an option to the L-CICX-VM.
CICX-IP-6X-UG	Instant Connect IP Phone upgrade from 4.X or 5.X. The option can be ordered for customers that have an existing IP Phone license in 4.X or 5.X and want to upgrade to the 6.X license. Order this as an option to the L-CICX-VM.

## Service and Support

Using the Cisco Lifecycle Services approach, Cisco and its partners provide a broad portfolio of end-to-end services and support that can help increase your network's business value and return on investment. This approach defines the minimum set of activities needed, by technology and by network complexity, to help you successfully deploy and operate Cisco technologies and optimize their performance throughout the lifecycle of your network.

## Cisco Capital

### Financing to Help You Achieve Your Objectives

Cisco Capital® can help you acquire the technology you need to achieve your objectives and stay competitive. We can help you reduce CapEx. Accelerate your growth. Optimize your investment dollars and ROI. Cisco Capital financing gives you flexibility in acquiring hardware, software, services, and complementary third-party equipment.

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## For more information

For more information about the Instant Connect solution and the Instant Connect Phone Client, visit <https://www.instantconnectnow.com> or contact your local account representative.



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