

# Cisco Instant Connect Mobile Client

Communication capabilities have changed with the proliferation of next generation IP-based technologies. Cisco® Instant Connect is designed to integrate traditional dispatch systems with these new technologies, making it easier to dispatch responders and provide them with the information that improves situational awareness. When time is critical, Cisco Instant Connect helps deliver information to the right people, at the right time, in the right format. The Cisco Instant Connect Mobile Client helps smart devices join virtual talk groups where teams easily communicate at the push of a button.

## Features and Benefits

Easy group communications is an important part of operational communications because incidents can occur anywhere, anytime. Responders never know where they will be when an incident requiring their support occurs. Until recently, two-way radios were the most available means of communications. However, they are mostly limited to audio and are unable to display maps, or enable live video calls. They are also expensive and are usually only carried by a small subset of on-duty operational teams.

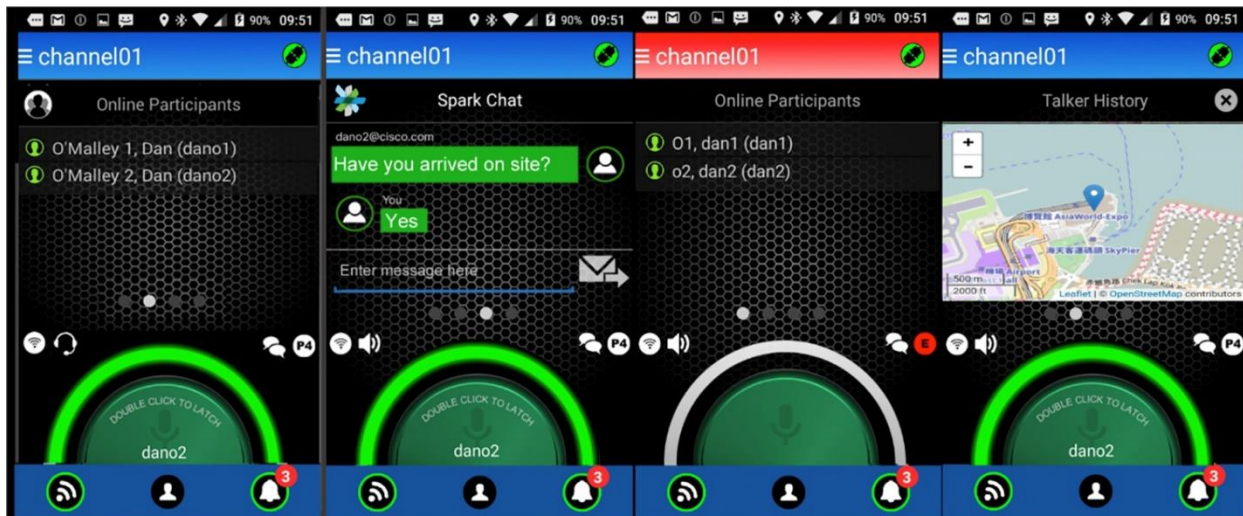
But mobile smartphones with IP connectivity and multimedia capabilities are widely available, less expensive, and can receive signals worldwide. Used effectively, smartphones can serve as an effective complement to conventional radios. This is true especially when responders are not carrying a radio or when situations require real-time videos, pictures, and current responder status to better assess an incident. Cisco introduces the Instant Connect Mobile Client to address this opportunity.

The Cisco Instant Connect Mobile Client is a smartphone application that enables responders to interact with other incident participants. Incidents can be within a single agency or between multiple agencies. With this application, responders can perform a variety of incident-related activities, including:

- Access incident-related Push-To-Talk (PTT) channels to communicate between responders and radio users
- Obtain up-to-date incident status information from each responder
- Access incident-related video clips, photographs, and status, either pushed to them from the dispatcher, or added by other responders
- Dynamically add their own video clips, photographs, and status updates

The Cisco Instant Connect Mobile Client used in conjunction with the Cisco Dispatch Console provides the on-demand solution for operational work teams on the go. It helps them to begin reviewing incident information, user presence, alerts, send or receive instant messages from Cisco Jabber or Cisco Spark, and locate team members on a live map with location information. They are no longer tied down to desktop computers, heavy laptops, or ultrahigh frequency and very high frequency (UHF/VHF) radios. See Figure 1.

Figure 1. Cisco Instant Connect Mobile Client for Apple iPhone or Android phones



Used in conjunction with the Cisco Dispatch Console, the Cisco Instant Connect Mobile Client enables multimedia collaboration between responders including real-time information sharing that includes the following media:

- Video, access control gateways, and mobile clients
- Access to archived videos such as YouTube
- Photos
- Alarm monitoring
- Journal, Cisco Spark instant messages, location awareness, and live statuses
- Website links to resources such as U.S. Federal Emergency Management Agency (FEMA) and hazardous material databases, standard operating procedures, and maps

The Instant Connect Mobile Client takes situational awareness to a new level. Benefits include:

- **Mobility:** The Instant Connect Mobile Client, based on smartphone technology, moves with the user anywhere there is a wireless network, such as Wi-Fi or 3G cellular network.
- **Radio interoperability and beyond:** The Instant Connect Mobile Client enables PTT interoperability with radio channels and talkgroups.
- **Rich media:** The Cisco Instant Connect Mobile Client moves beyond audio to support rich media and a new generation of mobile endpoints.
- **Open standards-compatible:** Built as a smartphone application, the Cisco Instant Connect Mobile Client will transfer to new devices as replacement technology is introduced. Cisco Instant Connect uses standard SIP protocol and audio encoding and complies with the 3GPP mobile client standards.

## System Capabilities

Table 1 shows Cisco Instant Connect Mobile Client system capabilities.

**Table 1.** Cisco Instant Connect Mobile Client System Capabilities

<b>Platforms</b>	Apple iPhone 5, 5S, 6, 6S, 7, 7S with iOS up to 10; Google Android 4.4.4, 5.1, 6.0, 7.0 (see compatibility matrix for tested devices and hardware combinations).
<b>Connectivity</b>	Wi-Fi or 3G/4G/5G/LTE with active service (depends on smartphone)
<b>Assigned incidents</b>	Up to 10 (suggested for optimum performance)
<b>Photos</b>	Up to 2 MB
<b>Mobile client</b>	5000 active mobile clients per Cisco Instant Connect system
<b>Virtual Talk Groups</b>	Users can join up to 350 Virtual Talk Groups (VTG) or channels
<b>Security</b>	VPN with FIPS 140-2 encryption using Cisco AnyConnect mobile client or Cisco Expressway

## Licensing Information

The Cisco Instant Connect Mobile Client works in conjunction with a Cisco Instant Connect solution installed on premise or in a cloud-hosted environment. When a Cisco Instant Connect Mobile Client user first activates the client and logs into the Instant Connect Server, a license check is made to confirm the presence of an available Mobile Client license; one Instant Connect Mobile Client license is required for each active Mobile Client. This means that the Cisco Instant Connect Mobile Client can be installed on as many individual users' smartphones as needed and the licensing is only based upon the number of simultaneously active Mobile Clients.

## Ordering Information

The Instant Connect Mobile Client requires an Apple iPhone 5/5S, 6/6S, 7/7S iPad, or Android with Wi-Fi or cellular service.

The Cisco Instant Connect Mobile Client is available for download free of charge from the Apple App Store or Google Play.

The Cisco Instant Connect solution and Mobile Client licenses are only available direct from Cisco Advanced Services or through select technology partners.

To place an order, use the information in Table 2 when visiting the [Cisco Ordering home page](#), or contact your Cisco Account Manager.

**Table 2.** Cisco Ordering Information

Part Number	Description
<b>L-CIC-VM</b>	Virtualized eDelivery Instant Connect System. Order this for a virtualized version of the Cisco Instant Connect system. Structure all software as options to this part number for eDelivery of software licenses.
<b>CIC-MC</b>	Cisco Instant Connect Mobile Client. The option can be ordered for bundles or upgrades that need additional mobile clients. Order this as an option to the L-CIC-VM.
<b>CIC-MC-10</b>	Cisco Instant Connect Mobile Client 10 pack. The option can be ordered for bundles or upgrades that need additional 10 mobile clients. Order this as an option to the L-CIC-VM.
<b>CIC-MC-50</b>	Cisco Instant Connect Mobile Client 50 pack. The option can be ordered for bundles or upgrades that need additional 50 mobile clients. Order this as an option to the L-CIC-VM.
<b>CIC-MC-100</b>	Cisco Instant Connect Mobile Client 100 pack. The option can be ordered for bundles or upgrades that need additional 100 mobile clients. Order this as an option to the L-CIC-VM.
<b>CIC-MC-250</b>	Cisco Instant Connect Mobile Client 250 pack. The option can be ordered for bundles or upgrades that need additional 250 mobile clients. Order this as an option to the L-CIC-VM.

Part Number	Description
<b>CIC-MC-500</b>	Cisco Instant Connect Mobile Client 500 pack. The option can be ordered for bundles or upgrades that need additional 500 mobile clients. Order this as an option to the L-CIC-VM.
<b>CIC-MC-1K</b>	Cisco Instant Connect Mobile Client 1000 pack. The option can be ordered for bundles or upgrades that need additional 1000 mobile clients. Order this as an option to the L-CIC-VM.

## For More Information

For more information about the Cisco Instant Connect solution and the Cisco Instant Connect Mobile Client, visit <https://www.cisco.com/go/instantconnect> or contact your local account representative.

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