Cisco Instant Connect for Apple Devices User Guide, Release 5.0(2)

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Preface

Overview

This document provides detailed information about Cisco Instant Connect for Apple devices. This application allows you to use an Apple device to communicate with other users via Cisco Instant Connect incidents, virtual talk groups (VTGs), channels, and radios, and via Cisco Instant Connect Express talklines.

Organization

This manual is organized as follows:

<table>
<thead>
<tr>
<th>Chapter 1, “Getting Started”</th>
<th>Provides an overview of Cisco Instant Connect and information that you need to get started with the application</th>
</tr>
</thead>
<tbody>
<tr>
<td>Chapter 2, “Using Cisco Instant Connect for Apple Devices”</td>
<td>Provides information about how to use Cisco Instant Connect and a descriptions of it features and functions</td>
</tr>
<tr>
<td>Chapter 3, “Using an Apple Watch with Cisco Instant Connect for Apple Devices”</td>
<td>Provides information about how to use Cisco Instant Connect on an Apple Watch</td>
</tr>
<tr>
<td>Chapter 4, “Troubleshooting and Program Messages”</td>
<td>Provides troubleshooting tips for some common issues that you may encounter while using Cisco Instant Connect and explains program messages that Cisco Instant Connect may display</td>
</tr>
</tbody>
</table>

Obtaining Documentation and Support

For information about obtaining documentation, submitting a service request, and gathering additional information, see the monthly What’s New in Cisco Product Documentation. This document also lists new and revised Cisco technical documentation. It is available at:

Subscribe to the *What’s New in Cisco Product Documentation* as a Really Simple Syndication (RSS) feed and set content to be delivered directly to your desktop using a reader application. The RSS feeds are a free service and Cisco currently supports RSS version 2.0.
Getting Started

This chapter provides information that you need to get started with Cisco Instant Connect for Apple Devices. It includes these topics:

- Overview, page 1-1
- Using Cisco Instant Connect for Apple Devices with Cisco Instant Connect Express, page 1-1
- Obtaining Cisco Instant Connect for Apple Devices, page 1-2
- Guidelines for Use, page 1-2

Overview

Cisco Instant Connect for Apple Devices is an application for Apple devices that allows you to use these devices to interact with other participants in a Cisco Instant Connect incident, channel, virtual talk group (VTG), and radio.

For information about Apple devices and network configurations that support Cisco Instant Connect for Apple Devices, see Cisco Instant Connect Compatibility Matrix.

Before you can use Cisco Instant Connect for Apple Devices, you must download it to your Apple device as described in the “Obtaining Cisco Instant Connect for Apple Devices” section on page 1-2.

Using Cisco Instant Connect for Apple Devices with Cisco Instant Connect Express

Cisco Instant Connect Express is a mobile push-to-talk (PTT) system that provides a subset of the features and functionality of Cisco Instant Connect.

When you use Cisco Instant Connect for Apple Devices with Cisco Instant Connect Express, the only talklines that are supported are normal VTGs with users as the only participants. In addition, the following features that this manual describes are not supported:

- Normal VTGs with channels as participants
- Broadcast, incident, patch, and scan VTGs
- Channels
- Radios
Obtaining Cisco Instant Connect for Apple Devices

Cisco Instant Connect for Apple Devices is available from the Apple App Store. The app name is Cisco Instant Connect 5.0(2). To obtain this app and install it on an Apple device, take either of these actions:

- Download the Apple iTunes application to your PC. Next, open iTunes, navigate to Store > iTunes Store > App Store, and download the app. Then sync your Apple device with iTunes. See your Apple device documentation for additional information.
- On your Apple device, launch the App Store application and download the app.

After you install the app, it appears on your Apple device as Cisco Instant Connect.

Guidelines for Use

- An Apple device can communicate with the Cisco Instant Connect server and UMS via a Wi-Fi network connection or a mobile data connection (see Cisco Instant Connect Compatibility Matrix for details). If the Cisco Instant Connect server and UMS is in an internal network, you must use the Cisco AnyConnect VPN Client to access the server. If the Cisco Instant Connect server and UMS can be accessed by external devices via the public Internet without firewall restrictions, the Cisco AnyConnect VPN Client is not required.
- To allow audio communication, the Cisco Instant Connect server and the UMS component must be in a network that does not block voice over IP (VoIP) communication.
- If you are using Cisco Instant Connect for Apple Devices on a WiFi network and have established an audio connection, you temporarily lose the audio connection if you move to a different network, for example from a WiFi network to a 3G or 4G connection.
- Communication between the Cisco Instant Connect for Apple Devices and the Cisco Instant Connect server that involves logging in and logging out goes over Secure Socket Layer (SSL) and is encrypted and secure. However, audio communication is not encrypted.
- When you view a list of incidents, channels, VTGs, and radios, the information in the screen updates automatically. By default, this update occurs every 10 second if you are using Cisco Instant Connect for Apple Devices on a WiFi network or every 60 seconds if you are using a mobile data connection. You can change a default update interval by using the Instant Connect Server Settings options as described in the “Using the Settings Screen” section on page 2-61.

For related information about the Cisco Instant Connect server, see the Cisco Instant Connect documentation.
Using Cisco Instant Connect for Apple Devices

This chapter describes how to use Cisco Instant Connect for Apple Devices. It includes these topics:

- Cisco Instant Connect for Apple Devices Screens, page 2-2
- Starting Cisco Instant Connect for Apple Devices and Logging In to Cisco Instant Connect, page 2-19
- Logging Out of Cisco Instant Connect, page 2-20
- Understanding the Server Status Icon, page 2-20
- Using the Quick Launch Bar, page 2-21
- Using Menu Options, page 2-23
- Using the Talklines Screen, page 2-24
- Using the PTT Screen, page 2-25
- Creating a Talkline, page 2-35
- Managing Contacts, page 2-36
- Placing and Receiving a Private Call, page 2-39
- Placing and Receiving a Dial Call, page 2-40
- Managing Cisco Spark Chats, page 2-46
- Managing Video Calls, page 2-49
- Using Alerts, page 2-51
- Using Maps, page 2-58
- Using the Settings Screen, page 2-61
- Using the About Screen, page 2-64
- Displaying Version Information, page 2-65
- Enabling Location Information, page 2-65
- Switching from Background Operation, page 2-66
- Understanding Call Assurance, page 2-66
Cisco Instant Connect for Apple Devices Screens

You control many of the Cisco Instant Connect for Apple Devices operations by using the features on its screens. The following figures describe these screens and provide references to sections in this manual that include related information.

- Log In screen—Figure 2-1 on page 2-2
- Talklines screen—Figure 2-2 on page 2-3
- PTT screen—Figure 2-3 on page 2-4
- Contacts screen—Figure 2-4 on page 2-5
- Contact Information screen—Figure 2-5 on page 2-6
- Create Talkline screen—Figure 2-6 on page 2-7
- Dial Call screen—Figure 2-7 on page 2-8
- Spark Chat screen—Figure 2-8 on page 2-9
- Spark Video Call screen—Figure 2-9 on page 2-10
- Alerts screen—Figure 2-10 on page 2-11
- Alert Details screen—Figure 2-11 on page 2-12
- Contact Location Screen—Figure 2-12 on page 2-13
- Contact Location History screen—Figure 2-13 on page 2-14
- Alert Location Screen—Figure 2-14 on page 2-15
- Call History screen—Figure 2-15 on page 2-16
- Settings screen—Figure 2-16 on page 2-17
- About screen—Figure 2-17 on page 2-18

Figure 2-1   Log In Screen
### Table: Cisco Instant Connect for Apple Devices Screens

<table>
<thead>
<tr>
<th>Description</th>
<th>Reference</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Cisco Instant Connect for Apple Devices version number</td>
<td>—</td>
</tr>
<tr>
<td>2. Instant Connect Server field</td>
<td>See the “Starting Cisco Instant Connect for Apple Devices and Logging In to Cisco Instant Connect” section on page 2-19</td>
</tr>
<tr>
<td>3. Username field</td>
<td></td>
</tr>
<tr>
<td>4. Password field</td>
<td></td>
</tr>
<tr>
<td>5. Remember Password Switch</td>
<td></td>
</tr>
<tr>
<td>6. Log In button</td>
<td></td>
</tr>
</tbody>
</table>

Figure 2-2  **Talklines Screen**

![Talklines Screen Diagram]

<table>
<thead>
<tr>
<th>Description</th>
<th>Reference</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Menu button</td>
<td>See the “Using Menu Options” section on page 2-23</td>
</tr>
<tr>
<td>2. Server Status icon</td>
<td>See the “Understanding the Server Status Icon” section on page 2-20</td>
</tr>
<tr>
<td>3. Search field</td>
<td></td>
</tr>
<tr>
<td>4. Talklines (VTGs, channels, and radios) list</td>
<td>See the “Using the Talklines Screen” section on page 2-24</td>
</tr>
<tr>
<td>5. Page indicator</td>
<td></td>
</tr>
<tr>
<td>6. Quick Launch bar</td>
<td>See the “Using the Quick Launch Bar” section on page 2-21</td>
</tr>
<tr>
<td>Description</td>
<td>Reference</td>
</tr>
<tr>
<td>------------------------</td>
<td>---------------------------------------------------------------------------</td>
</tr>
<tr>
<td>7 Talkline Status icon</td>
<td>See the “Using the Talklines Screen” section on page 2-24</td>
</tr>
<tr>
<td>8 Scan VTG icon</td>
<td></td>
</tr>
<tr>
<td>9 Radio icon</td>
<td></td>
</tr>
<tr>
<td>10 Patch VTG icon</td>
<td></td>
</tr>
<tr>
<td>11 Normal VTG icon</td>
<td></td>
</tr>
<tr>
<td>12 Channel icon</td>
<td></td>
</tr>
<tr>
<td>13 Broadcast VTG icon</td>
<td></td>
</tr>
<tr>
<td>14 Incident VTG icon</td>
<td></td>
</tr>
<tr>
<td>15 Favorite icon</td>
<td></td>
</tr>
</tbody>
</table>

**Figure 2-3**  PTT Screen

<table>
<thead>
<tr>
<th>Description</th>
<th>Reference</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 Menu button.</td>
<td>See the “Using Menu Options” section on page 2-23.</td>
</tr>
<tr>
<td>2 Talkline (VTG, channel, or radio) name.</td>
<td>When you are communicating with a talkline, the Cisco Instant Connect user ID of the talker appears in green type under the talkline name. See the “Using the PTT Screen” section on page 2-25.</td>
</tr>
<tr>
<td>3 Server Status icon.</td>
<td>See the “Understanding the Server Status Icon” section on page 2-20.</td>
</tr>
<tr>
<td>4 Alert icon.</td>
<td>See the “Sending an Alert from the PTT Screen” section on page 2-56.</td>
</tr>
</tbody>
</table>
## Using Cisco Instant Connect for Apple Devices

### Cisco Instant Connect for Apple Devices Screens

#### Figure 2-4 Contacts Screen

<table>
<thead>
<tr>
<th>Description</th>
<th>Reference</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Menu button</td>
</tr>
<tr>
<td>2</td>
<td>Server Status icon</td>
</tr>
<tr>
<td>3</td>
<td>Search field</td>
</tr>
<tr>
<td>4</td>
<td>Contacts list</td>
</tr>
<tr>
<td>5</td>
<td>Page indicator</td>
</tr>
<tr>
<td>6</td>
<td>Talk priority icon.</td>
</tr>
<tr>
<td>7</td>
<td>PTT button.</td>
</tr>
<tr>
<td>8</td>
<td>Quick Launch bar.</td>
</tr>
<tr>
<td>9</td>
<td>Talkline type icon.</td>
</tr>
<tr>
<td>10</td>
<td>Speaker/Headset icon.</td>
</tr>
<tr>
<td>11</td>
<td>Page indicator.</td>
</tr>
<tr>
<td>12</td>
<td>Talkline participants list.</td>
</tr>
<tr>
<td>13</td>
<td>Manage Participants button</td>
</tr>
</tbody>
</table>

---

2-5

Cisco Instant Connect for Apple Devices User Guide, Release 5.0(2)
### Cisco Instant Connect for Apple Devices Screens

<table>
<thead>
<tr>
<th>Description</th>
<th>Reference</th>
</tr>
</thead>
<tbody>
<tr>
<td>6 Quick Launch Bar</td>
<td>See the “Using the Quick Launch Bar” section on page 2-21</td>
</tr>
<tr>
<td>7 User Status icon</td>
<td>See the “Managing Contacts” section on page 2-36</td>
</tr>
<tr>
<td>8 Favorite icon</td>
<td></td>
</tr>
</tbody>
</table>

**Figure 2-5  Contact Information Screen**

![Contact Information Screen Diagram]

<table>
<thead>
<tr>
<th>Description</th>
<th>Reference</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 Menu button</td>
<td>See the “Using Menu Options” section on page 2-23</td>
</tr>
<tr>
<td>2 Contact name</td>
<td>See the “Managing Contacts” section on page 2-36</td>
</tr>
<tr>
<td>3 Server Status icon</td>
<td>See the “Understanding the Server Status Icon” section on page 2-20</td>
</tr>
<tr>
<td>4 Alert button</td>
<td>See the “Using Alerts” section on page 2-51</td>
</tr>
<tr>
<td>5 Spark Chat button</td>
<td>See the “Managing Cisco Spark Chats” section on page 2-46</td>
</tr>
<tr>
<td>6 Spark Video Call button</td>
<td>See the “Managing Video Calls” section on page 2-49</td>
</tr>
<tr>
<td>7 Quick Launch bar</td>
<td>See the “Using the Quick Launch Bar” section on page 2-21</td>
</tr>
<tr>
<td>Description</td>
<td>Reference</td>
</tr>
<tr>
<td>-------------------</td>
<td>---------------------------------------------------------------------------</td>
</tr>
<tr>
<td>8</td>
<td>Active Talklines list</td>
</tr>
<tr>
<td>9</td>
<td>Dial Numbers list</td>
</tr>
<tr>
<td>10</td>
<td>Location information</td>
</tr>
<tr>
<td>11</td>
<td>Favorite button</td>
</tr>
<tr>
<td>12</td>
<td>Private Call button</td>
</tr>
<tr>
<td>13</td>
<td>Contact information</td>
</tr>
</tbody>
</table>

**Figure 2-6 Create Talkline Screen**

<table>
<thead>
<tr>
<th>Description</th>
<th>Reference</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Back button</td>
</tr>
<tr>
<td>2</td>
<td>Server Status icon</td>
</tr>
<tr>
<td>3</td>
<td>Save button</td>
</tr>
<tr>
<td>4</td>
<td>Name field</td>
</tr>
<tr>
<td>5</td>
<td>Description field</td>
</tr>
<tr>
<td>6</td>
<td>Talkline Type field</td>
</tr>
</tbody>
</table>
### Cisco Instant Connect for Apple Devices Screens

**Figure 2-7  Dial Call Screen (with Call in Progress)**

<table>
<thead>
<tr>
<th>Description</th>
<th>Reference</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 Menu button</td>
<td>See the “Using Menu Options” section on page 2-23</td>
</tr>
<tr>
<td>2 Other party number</td>
<td>See the “Using the Dial Call Screen” section on page 2-43</td>
</tr>
<tr>
<td>3 Server Status icon</td>
<td>See the “Understanding the Server Status Icon” section on page 2-20</td>
</tr>
<tr>
<td>4 Dialed Number field</td>
<td>See the “Using the Dial Call Screen” section on page 2-43</td>
</tr>
<tr>
<td>5 Dial Pad</td>
<td></td>
</tr>
<tr>
<td>6 PTT Call Speaker button</td>
<td></td>
</tr>
<tr>
<td>7 Dial Call Mic button</td>
<td></td>
</tr>
<tr>
<td>8 END button</td>
<td></td>
</tr>
<tr>
<td>9 XFER button</td>
<td></td>
</tr>
<tr>
<td>10 Quick Launch bar</td>
<td>See the “Using the Quick Launch Bar” section on page 2-21</td>
</tr>
<tr>
<td>11 HOLD button</td>
<td>See the “Understanding the Server Status Icon” section on page 2-20</td>
</tr>
<tr>
<td>12 Dial Call Speaker button</td>
<td></td>
</tr>
</tbody>
</table>
### Figure 2-8  Spark Chat Screen (with Chat in Progress)

<table>
<thead>
<tr>
<th>Description</th>
<th>Reference</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 Menu button</td>
<td>See the “Using Menu Options” section on page 2-23</td>
</tr>
<tr>
<td>2 Server Status icon</td>
<td>See the “Understanding the Server Status Icon” section on page 2-20</td>
</tr>
<tr>
<td>3 Message area</td>
<td>See the “Managing Cisco Spark Chats” section on page 2-46</td>
</tr>
<tr>
<td>4 Send Message button</td>
<td></td>
</tr>
<tr>
<td>5 Message Entry field</td>
<td></td>
</tr>
<tr>
<td>5 Start Meeting button</td>
<td></td>
</tr>
</tbody>
</table>
**Figure 2-9   Spark Video Call Screen (with call in Progress)**

<table>
<thead>
<tr>
<th>Description</th>
<th>Reference</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 Back button</td>
<td>See the “Managing Video Calls” section on page 2-49</td>
</tr>
<tr>
<td>2 Server Status icon</td>
<td>See the “Understanding the Server Status Icon” section on page 2-20</td>
</tr>
<tr>
<td>3 Your Image area</td>
<td>See the “Managing Video Calls” section on page 2-49</td>
</tr>
<tr>
<td>4 Contact Image area</td>
<td></td>
</tr>
<tr>
<td>5 Camera button</td>
<td></td>
</tr>
<tr>
<td>6 End Call button</td>
<td></td>
</tr>
<tr>
<td>7 Mute button</td>
<td></td>
</tr>
<tr>
<td>Description</td>
<td>Reference</td>
</tr>
<tr>
<td>------------------------------</td>
<td>---------------------------------------------------------------------------</td>
</tr>
<tr>
<td>1   Menu button</td>
<td>See the “Using Menu Options” section on page 2-23</td>
</tr>
<tr>
<td>2   Server Status icon</td>
<td>See the “Understanding the Server Status Icon” section on page 2-20</td>
</tr>
<tr>
<td>3   Search field</td>
<td>See the “Alerts Screen” section on page 2-53</td>
</tr>
<tr>
<td>4   Alerts list</td>
<td></td>
</tr>
<tr>
<td>5   Acknowledge button</td>
<td>See the “Responding to an Alert” section on page 2-57</td>
</tr>
<tr>
<td>6   Clear button</td>
<td></td>
</tr>
<tr>
<td>7   Page Indicator</td>
<td>See the “Alerts Screen” section on page 2-53</td>
</tr>
<tr>
<td>8   Quick Launch bar</td>
<td>See the “Using the Quick Launch Bar” section on page 2-21</td>
</tr>
<tr>
<td>9   Sent Alert icon</td>
<td>See the “Alerts Screen” section on page 2-53</td>
</tr>
<tr>
<td>10  Informational Alert icon</td>
<td></td>
</tr>
<tr>
<td>11  Minor Alert icon</td>
<td></td>
</tr>
<tr>
<td>12  Major Alert icon</td>
<td></td>
</tr>
<tr>
<td>13  Emergency Alert icon</td>
<td></td>
</tr>
<tr>
<td>14  Received Alert icon</td>
<td></td>
</tr>
</tbody>
</table>
Cisco Instant Connect for Apple Devices Screens

Figure 2-11 Alert Details Screen (for a new Major Priority Alert)

<table>
<thead>
<tr>
<th>Description</th>
<th>Reference</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 Menu button</td>
<td>See the “Using Menu Options” section on page 2-23</td>
</tr>
<tr>
<td>2 Server Status icon</td>
<td>See the “Understanding the Server Status Icon” section on page 2-20</td>
</tr>
<tr>
<td>3 Alert priority</td>
<td>See the “Understanding Alerts” section on page 2-52</td>
</tr>
<tr>
<td>4 Alert status (New, Acknowledged, Cleared)</td>
<td></td>
</tr>
<tr>
<td>5 Clear button</td>
<td>See the “Responding to an Alert” section on page 2-57</td>
</tr>
<tr>
<td>6 Quick Launch bar</td>
<td>See the “Using the Quick Launch Bar” section on page 2-21</td>
</tr>
<tr>
<td>7 Ack (Acknowledge) button</td>
<td>See the “Responding to an Alert” section on page 2-57</td>
</tr>
<tr>
<td>8 Alert message</td>
<td>See the “Using Alerts” section on page 2-51</td>
</tr>
<tr>
<td>9 Location of the device from which the alert was sent at the time the alert was sent</td>
<td>See the “Alert Details Screen” section on page 2-54</td>
</tr>
<tr>
<td>10 Date and time that the alert was sent</td>
<td>---</td>
</tr>
<tr>
<td>11 Cisco Instant Connect user name of the user who sent the alert</td>
<td>See the “Alert Details Screen” section on page 2-54</td>
</tr>
<tr>
<td>12 Subject of the alert</td>
<td>See the “Alert Details Screen” section on page 2-54</td>
</tr>
<tr>
<td>13 Alert priority icon</td>
<td>See the “Understanding Alerts” section on page 2-52</td>
</tr>
<tr>
<td>Description</td>
<td>Reference</td>
</tr>
<tr>
<td>--------------------</td>
<td>---------------------------------------------------------------------------</td>
</tr>
<tr>
<td>1 Menu button</td>
<td>See the “Using Menu Options” section on page 2-23</td>
</tr>
<tr>
<td>2 Show History button</td>
<td>See the “Contact Location History screen” section on page 2-59</td>
</tr>
<tr>
<td>3 Server Status icon</td>
<td>See the “Understanding the Server Status Icon” section on page 2-20</td>
</tr>
<tr>
<td>4 Close button</td>
<td>See the “Contact Location screen” section on page 2-59</td>
</tr>
<tr>
<td>5 Map area</td>
<td></td>
</tr>
<tr>
<td>6 Contact Location icon</td>
<td></td>
</tr>
<tr>
<td>7 Your Location icon</td>
<td></td>
</tr>
<tr>
<td>8 Quick Launch bar</td>
<td>See the “Using the Quick Launch Bar” section on page 2-21</td>
</tr>
<tr>
<td>9 Zoom Out button</td>
<td>See the “Contact Location screen” section on page 2-59</td>
</tr>
<tr>
<td>10 Zoom In button</td>
<td></td>
</tr>
</tbody>
</table>
### Figure 2-13 Contact Location History Screen

<table>
<thead>
<tr>
<th>Description</th>
<th>Reference</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 Menu button</td>
<td>See the “Using Menu Options” section on page 2-23</td>
</tr>
<tr>
<td>2 Back button</td>
<td>See the “Contact Location History screen” section on page 2-59</td>
</tr>
<tr>
<td>3 Server Status icon</td>
<td>See the “Understanding the Server Status Icon” section on page 2-20</td>
</tr>
<tr>
<td>4 Close button</td>
<td>See the “Contact Location History screen” section on page 2-59</td>
</tr>
<tr>
<td>5 Map area</td>
<td></td>
</tr>
<tr>
<td>6 Playback controls area</td>
<td></td>
</tr>
<tr>
<td>7 Quick Launch bar</td>
<td>See the “Using the Quick Launch Bar” section on page 2-21</td>
</tr>
<tr>
<td>8 Contact Location icon</td>
<td>See the “Contact Location History screen” section on page 2-59</td>
</tr>
<tr>
<td>9 Zoom Out button</td>
<td></td>
</tr>
<tr>
<td>10 Zoom In button</td>
<td></td>
</tr>
</tbody>
</table>
### Alert Location Screen

<table>
<thead>
<tr>
<th>Description</th>
<th>Reference</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 Menu button</td>
<td>See the “Using Menu Options” section on page 2-23</td>
</tr>
<tr>
<td>2 Server Status icon</td>
<td>See the “Understanding the Server Status Icon” section on page 2-20</td>
</tr>
<tr>
<td>3 Close button</td>
<td>See the “Alert Location Screen” section on page 2-60</td>
</tr>
<tr>
<td>4 Map area</td>
<td></td>
</tr>
<tr>
<td>5 Sender Location icon</td>
<td></td>
</tr>
<tr>
<td>6 Quick Launch Bar</td>
<td>See the “Using the Quick Launch Bar” section on page 2-21</td>
</tr>
<tr>
<td>7 Your Location icon</td>
<td>See the “Alert Location Screen” section on page 2-60</td>
</tr>
<tr>
<td>8 Alert Location icon</td>
<td></td>
</tr>
<tr>
<td>9 Zoom Out button</td>
<td></td>
</tr>
<tr>
<td>10 Zoom In button</td>
<td></td>
</tr>
</tbody>
</table>
### Figure 2-15  Call History Screen

<table>
<thead>
<tr>
<th>Description</th>
<th>Reference</th>
</tr>
</thead>
<tbody>
<tr>
<td>1  Menu button</td>
<td>See the “Using Menu Options” section on page 2-23</td>
</tr>
<tr>
<td>2  Server Status icon</td>
<td>See the “Understanding the Server Status Icon” section on page 2-20</td>
</tr>
<tr>
<td>3  Dial Call history display</td>
<td>See the “Using the Call History Screen” section on page 2-45</td>
</tr>
<tr>
<td>4  Quick Launch bar</td>
<td>See the “Using the Quick Launch Bar” section on page 2-21</td>
</tr>
</tbody>
</table>
### Figure 2-16 Settings Screen (Top Part)

![Settings Screen (Top Part)](image)

<table>
<thead>
<tr>
<th>Description</th>
<th>Reference</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 Back button</td>
<td>See the “Using the Settings Screen” section on page 2-61</td>
</tr>
<tr>
<td>2 Server Status icon</td>
<td>See the “Understanding the Server Status Icon” section on page 2-20</td>
</tr>
<tr>
<td>3 Cisco Instant Connect for Apple Devices settings options</td>
<td>See the “Using the Settings Screen” section on page 2-61</td>
</tr>
</tbody>
</table>
### Description Reference

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Back button</td>
</tr>
<tr>
<td></td>
<td>See the “Using the About Screen” section on page 64</td>
</tr>
<tr>
<td>2</td>
<td>Server Status icon</td>
</tr>
<tr>
<td></td>
<td>See the “Understanding the Server Status Icon” section on page 2-20</td>
</tr>
<tr>
<td>3</td>
<td>Cisco Instant Connect for Apple Devices version number</td>
</tr>
<tr>
<td></td>
<td>—</td>
</tr>
<tr>
<td>4</td>
<td>IP address of your Apple device</td>
</tr>
<tr>
<td></td>
<td>—</td>
</tr>
<tr>
<td>5</td>
<td>IP address of the notifier server, if this server is configured in your Cisco Instant Connect deployment. This server enables the alert functionality. If this server is not available, “OFF LINE” appears under this line.</td>
</tr>
<tr>
<td></td>
<td>See Cisco Instant Connect Administration Guide.</td>
</tr>
<tr>
<td>6</td>
<td>IP address of a call manager server, if this server is configured in your Cisco Instant Connect deployment. This server enables the dialer functionality. If this server is not available, “OFF LINE” appears under this line.</td>
</tr>
<tr>
<td></td>
<td>—</td>
</tr>
<tr>
<td>7</td>
<td>License Information button</td>
</tr>
<tr>
<td></td>
<td>See the “Viewing License Information” section on page 2-65</td>
</tr>
</tbody>
</table>
Chapter 2 Using Cisco Instant Connect for Apple Devices

Starting Cisco Instant Connect for Apple Devices and Logging In to Cisco Instant Connect

After you start Cisco Instant Connect for Apple Devices, you must log in to the Cisco Instant Connect server to be able to communicate with other Cisco Instant Connect users.

To start Cisco Instant Connect for Apple Devices and log in to Cisco Instant Connect from a supported Apple device, perform the following steps.

If you logged in to Cisco Instant Connect from the current device previously, the Instant Connect Server field and the User field are filled in automatically with the information that you entered last time. The Password field also is filled in automatically if you switched on the Remember password switch. Additional text appears under the version number near the top of the screen if a splash screen title is configured in the Cisco Instant Connect Administration Console.

Procedure

<table>
<thead>
<tr>
<th>Step</th>
<th>Description</th>
<th>Reference</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Tap the Cisco Instant Connect for Apple Devices application icon</td>
<td>[Image]</td>
</tr>
<tr>
<td>2</td>
<td>Tap the Instant Connect Server field and enter the IP address or the fully qualified domain name (FQDN) of the Cisco Instant Connect server that you want to log in to. For example, if the Cisco Instant Connect server name is cic1 and you want to log in by using a FQDN, enter the FQDN as cic1.cisco.com.</td>
<td>[Image]</td>
</tr>
<tr>
<td>3</td>
<td>Tap the Username field and enter your Cisco Instant Connect user name.</td>
<td>[Image]</td>
</tr>
<tr>
<td>4</td>
<td>Tap the Password field and enter your Cisco Instant Connect password. The password is case sensitive.</td>
<td>[Image]</td>
</tr>
<tr>
<td>5</td>
<td>(Optional) Turn on the Remember password switch if you want the password that you enter to be entered automatically the next time you start Cisco Instant Connect for Apple Devices.</td>
<td>[Image]</td>
</tr>
</tbody>
</table>
Logging Out of Cisco Instant Connect

You can log out of Cisco Instant Connect from any Cisco Instant Connect for Apple Devices screen that displays the Menu button in its menu bar.

Note

A Cisco Instant Connect administrator can log out any Cisco Instant Connect for Apple Devices user from the Cisco Instant Connect Administration Console. To do so, choose Administration > Active Users from the Server drawer, choose the Mobile tab, check the check box in the left column for each user to log out, and then tap the Logout button.

To log out of Cisco Instant Connect from Cisco Instant Connect for Apple Devices, follow these steps:

Procedure

Step 1 Take either of these actions from any screen that displays the Menu button:

- Tap the Menu button and choose Logout
- Terminate the Cisco Instant Connect for Apple Devices app

Step 2 In the window that prompts “Do you want to log out?,” tap OK.
If you do not want to log out, tap Cancel.
After you tap OK, the Cisco Instant Connect for Apple Devices Log In screen appears.

Understanding the Server Status Icon

The Server Status icon appears at the top right of many of the Cisco Instant Connect for Apple Devices. Tap this icon to display the About screen, as described in the “Using the About Screen” section on page 2-64.

The appearance of the Server Status icon changes based on the status of your system, as described in Table 2-1.

Table 2-1 Server Status Icon

<table>
<thead>
<tr>
<th>Appearance</th>
<th>Meaning</th>
</tr>
</thead>
<tbody>
<tr>
<td>![Icon 1]</td>
<td>The Cisco Instant Connect server to which you are logged in is online</td>
</tr>
<tr>
<td>![Icon 2]</td>
<td>A notification server, location server, or call manager server in your Cisco Instant Connect deployment is off line</td>
</tr>
</tbody>
</table>
Using the Quick Launch Bar

The Quick Launch bar appears at the bottom of many of the Cisco Instant Connect for Apple Devices. It provides three buttons that provide information about various features and that let you quickly display various screens or perform various actions.

Figure 2-18 shows an example of the Quick Launch bar. The table that follows describes each of its buttons.

### Table 2-1 Server Status Icon (continued)

<table>
<thead>
<tr>
<th>Appearance</th>
<th>Meaning</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="image" alt="Image" /></td>
<td>You Apple device cannot reach the Cisco Instant Connect server</td>
<td></td>
</tr>
</tbody>
</table>

### Using the Quick Launch Bar

1. **Talklines button**—This button can appear and function as follows:
   - ![Image](image) — No border. Indicates that no talkline is active.
     - Tap this button to display above the Quick Launch bar each favorite talkline followed by the talkline in which you were most recently participating during your current log in session. You can then tap a talkline in this list to join in. Alternatively, you can tap the Talklines button again to hide the talklines display.
     - Tap and hold this button to display the PTT screen and rejoin the talkline in which you were most recently participating during your current log in session.
   - ![Image](image) — Green border. Indicates that you are participating in a talkline.
     - Tap this button to display above the Quick Launch bar the talkline that you are participating in, highlighted with a blue bar, followed by each favorite talkline highlighted, with a gray bar. You can then tap the active talkline to display its PTT screen, or tap a favorite talkline to leave the current talkline and join that talkline. Alternatively, you can tap the Talklines button again to hide the talklines display.
     - Tap and hold this button to display the PTT screen for the talkline that you are participating in.
   - ![Image](image) — Red border. Indicates that you are participating in a talkline but the media server is not available so you cannot communicate with other participants in the talkline.
Using the Quick Launch Bar

Contacts button—This button can appear and function as follows:

- **No border.** Indicates that no dial call is in progress.
  
  Tap this button to display above the Quick Launch bar a list of your favorite contacts. You can then tap that contact to display the Contact Information screen for that contact. Alternatively, you can tap the Contacts button again to hide the favorite contacts display.

  Tap and hold this button to display the Dial Call screen, from which you can place a new dial call.

- **Green border.** Indicates that you are participating in a dial call.
  
  Tap this button to display above the Quick Launch bar a list of your favorite contacts. You can then tap that contact to display the Contact Information screen for that contact. Alternatively, you can tap the Contacts button again to hide the favorite contacts display.

  Tap this button to display the Dial Call screen for that call.

- **Red border.** Indicates that the call manager server is off line, call manager is not correctly configured in the Cisco Instant Connect Administration Console, your Apple device cannot register with the call manager, or a network issue exists. In this situation, you cannot place or receive a dial call.
  
  Tap this button to display above the Quick Launch bar a list of your favorite contacts. You can then tap that contact to display the Contact Information screen for that contact. Alternatively, you can tap the Contacts button again to hide the favorite contacts display.

  Tap and hold this button to display the Dial Call screen, from which you can place a new dial call.

Alerts button—This button can appear and function as follows:

- **No border.** Indicates that there are no active sent or received alerts or that a notifier server is not configured in your Cisco Instant Connect deployment.
  
  Tap this button to see a list of active sent and received alerts. Tap any alert to go to the Alert Details Screen.

  Tap and hold this button to send a predefined alert, as described in the “Sending a Predefined Alert” section on page 2-55.

- **Green border.** Indicates the presence of one or more active sent alerts. An active alert is one that you have not acknowledged or cleared.
  
  Tap this button to display above the Quick Launch bar the active alerts highlighted with a gray bar. You can then tap an active alert to display its Alert Details screen. Alternatively, you can tap the Alerts button again to hide the alerts display. Each alert includes a graphical indication of its priority, its subject, the Cisco Instant Connect user ID of the sender, how long ago it was received and an arrow that indicates whether the alert was sent by you (an up arrow) or received by you (a down arrow).

  Tap and hold this button to send a predefined alert, as described in the “Sending a Predefined Alert” section on page 2-55.

- **Red border.** Indicates that Cisco Instant Connect cannot reach the notifier server. In this situation, you cannot place or receive an alert.
### Table 2-2: Cisco Instant Connect for Apple Devices Menu Options

<table>
<thead>
<tr>
<th>Option</th>
<th>Description</th>
<th>Reference</th>
</tr>
</thead>
<tbody>
<tr>
<td>Talklines</td>
<td>Displays the Talklines screen.</td>
<td>See the “Using the Talklines Screen” section on page 2-24</td>
</tr>
<tr>
<td>Contacts</td>
<td>Displays the Contacts screen.</td>
<td>See the “Managing Contacts” section on page 2-36</td>
</tr>
<tr>
<td>Alerts</td>
<td>Displays the Alerts screen.</td>
<td>See the “Alerts Screen” section on page 2-53</td>
</tr>
<tr>
<td>Send Alert</td>
<td>Displays a list of predefined alerts that you can send.</td>
<td>See the “Sending a Predefined Alert” section on page 2-55</td>
</tr>
<tr>
<td>Create Talkline</td>
<td>Displays the Create Talkline screen, if you have the Cisco Instant Connect Dispatcher or All privilege.</td>
<td>See the “Creating a Talkline” section on page 2-35</td>
</tr>
<tr>
<td>Call History</td>
<td>Displays the Call History screen.</td>
<td>See the “Using the Call History Screen” section on page 2-45</td>
</tr>
<tr>
<td>DialPad</td>
<td>Displays the Dial Call screen for a new call.</td>
<td>See the “Using the Dial Call Screen” section on page 2-43</td>
</tr>
<tr>
<td>Settings</td>
<td>Displays the Settings screen.</td>
<td>See the “Using the Settings Screen” section on page 2-61</td>
</tr>
<tr>
<td>Logout</td>
<td>Lets you log out of Cisco Instant Connect.</td>
<td>See the “Logging Out of Cisco Instant Connect” section on page 2-20</td>
</tr>
<tr>
<td>Return to Call</td>
<td>Displays the PTT screen and reconnects to the active talkline on which you are communicating. The option is available if you exit the PTT screen without disconnecting from an active talkline.</td>
<td>See the “Using the PTT Screen” section on page 2-25</td>
</tr>
<tr>
<td>Disconnect Call</td>
<td>Disconnects you from the talkline and displays the Talklines screen.</td>
<td>—</td>
</tr>
</tbody>
</table>

Indicates the number of active received alerts. An active alert is one that you have not acknowledged or cleared.

If this number is flashing, at least one of the alerts has an Emergency priority.

This indication can appear next to the Talklines button when that button is in any state (no border, green border, or red border).
Using the Talklines Screen

The Talklines screen, shown in Figure 2-1 on page 2-2, appears when you log in to Cisco Instant Connect or when you choose one of the options to exit the PTT screen. You also can access this screen in the following ways:

- By tapping the Talklines option on the Cisco Instant Connect for Apple Devices menu (see the “Using Menu Options” section on page 2-23)
- By swiping right on the Contacts screen
- By tapping the Talklines button on the Quick Launch bar and then tapping a favorite talkline or the last talkline in which you were participating (see the “Using the Quick Launch Bar” section on page 2-21)

The Talklines screen displays a list of VTGs, channels, and radios (collectively called talklines) with which you are associated. An empty screen appears if you are not associated with any talklines. The talklines that you have designated favorites appear in alphabetic order at the beginning of the list, followed by other talklines in alphabetical order. A Favorite icon indicates that you have designated the corresponding talkline as a favorite.

A green Talkline Status icon indicates that the talkline is active. A gray Talkline Status icon indicates that the talkline is not active. You can communicate on any active talkline that appears on this screen.

On this screen, talkline types are identified by the following icons. An icon appears blue (as shown) when the corresponding talkline is active. An icon appears gray when the talkline is inactive.

- Channel icon — Indicates an active channel
- Radio icon — Indicates an active radio
- Normal VTG icon — Indicates an active normal VTG, which is a VTG with no broadcast or scan capabilities
- Broadcast VTG icon — Indicates an active broadcast VTG, which is a VTG in which you can make a one-way announcement to other participants
- Incident VTG icon — Indicates an active incident VTG, which is a VTG that supports text, images, and video
- Patch VTG icon — Indicates a patch VTG, which is a VTG that is removed automatically when you log out of Cisco Instant Connect
- Scan VTG icon — Indicates an active scan VTG, which is a VTG in which you can monitor the communication of participants and communicate with a selected participant

When the Talklines screen is displayed, you can take any of these actions:

- Go to the PTT screen and connect to the desired talkline—Tap the talkline on which you want to communicate. When the connection is established, you hear a chirp tone and your Apple device vibrates to confirm the connection, and the PTT screen appears.
- Activate an inactive VTG of any type—If you have the Cisco Instant Connect Dispatcher or All privilege, tap and hold an inactive talkline, then tap the Activate button that appears.
- Deactivate an active VTG of any type—If you have the Cisco Instant Connect Dispatcher or All privilege, tap and hold an inactive talkline, then tap the Deactivate button that appears.
Using the PTT Screen

You can communicate with other Cisco Instant Connect users via an active talkline (VTG, channel, or radio) with which you are associated. To do, you use your Apple device as a push-to-talk (PTT) device to communicate with users who have joined the same talkline. The PTT screen provides control for PTT communication.

To communicate with other Cisco Instant Connect users, follow these steps:

Step 1
From the Talklines screen, tap the talkline on which you want to communicate.

You are connected to the selected talkline, the speaker on your phone enables automatically, and the PTT screen appears, as shown in Figure 2-3 on page 2-4. The PTT button appears at the bottom of the PTT screen.

Step 2
Use these actions to communicate on the talkline:

- To talk, tap and hold the PTT button. To listen, release the button.
- If the latch feature is enabled for you for the VTG, channel, or radio, you can double-tap the PTT button to latch this button. Latching the PTT button has the same effect as continuing to hold it. Double-tap the PTT button again to release the latch. (Latching does not apply if you are using a hardware PTT button on Apple devices that include such a button.) For related information, see the description of the Disable Touch Screen PTT option in Table 2-11 on page 2-61.
- If you are communicating on a scan VTG, you can choose a resource on which to communicate by tapping the resource name in the list that appears near the top of the screen. The appearance of the PTT button indicates the PTT state, as described in the “PTT Button States” section on page 2-27.

In addition, you can take any of these actions while the PTT screen is displayed:

- See the speaker mode—A speaker icon indicates that you are using the external speaker (speakerphone) of the Apple device. Press and hold this icon to use the internal (ear piece) speaker.
A headset icon  indicates that a headset is connected to the Apple device or you are using its internal (ear piece) speaker. You can tap either icon to display a description of the speaker mode. If you are using the internal speaker, press and hold this icon to use the external speaker.

- See the talkline type—The Talkline Type icon indicates the type of talkline:
  -  Channel icon
  -  Radio icon
  -  Normal VTG icon
  -  Broadcast VTG icon
  -  Incident VTG icon
  -  Patch VTG icon
  -  Scan VTG icon
  -  Private Call icon

You can tap the icon to see a description of the talkline type.

- See the talk priority—The talk priority icon indicates your talk priority. For example,  indicates a talk priority of 4. This icon appears as a red E when you send an emergency alert, which indicates that you have the highest talk priority.

You can tap the icon to see a description of the talk priority.

- View and manage favorite settings—An outlined favorite icon  indicates that this talkline is not a favorite. Tap and hold this icon to add the talkline as a favorite. A solid icon  indicates that this talkline is a favorite. Tap and hold this icon to remove this talkline as a favorite.

- View related information—Swipe right in the Talklines Participants list to scroll through pages that display the following information. Some pages may not appear, depending on your system configuration. Swipe left to display the previous information page.
  - VTG List—Talkline List, VTG Broadcast List, or VTG Scan List, depending on the type of VTG. See the “VTG Lists” section on page 2-29.
  - Incident Timeline—See the “Incident Timeline” section on page 2-29
  - Participants List—See the “Participants Lists” section on page 2-31.
  - Talker History—See the “Talker History and Details” section on page 2-28.
  - Spark Chat—See the “Managing Cisco Spark Chats” section on page 2-46.
  - System Information—See the “System Information” section on page 2-32.

A highlighted page indicator dot that appears above the PTT button indicates the relative location of the information display that you are viewing.

- Access menu options—Tap the Menu button  to access the options that the “Using Menu Options” section on page 2-23 describes.

**Step 3**  
To exit the PTT screen, take any of these actions:

- Disconnect from the current talkline and display the Talklines screen—Tap the Menu button  and then tap Disconnect Call.

- Display the Talklines screen without disconnecting from the current talkline—Navigate to another screen.

  In this case, you continue to hear audio from the talkline. To talk on the talkline, go back to the PTT screen by tapping the name of the talkline in the PTT screen, or by tapping the Menu button in the Talklines screen and then tapping Return to Call. To disconnect from the talkline, go back to the...
PTT screen, tap the Menu button, and then type **Disconnect Call**. To talk on another talkline, tap the new talkline in the Talkline screen to disconnect from the current talkline, connect to the new talkline, and display the PTT screen for the new talkline.

- Log out as described in the “Logging Out of Cisco Instant Connect” section on page 2-20.

## PTT Button States

Table 2-3 explains how the PTT button can appear on the PTT screen.

<table>
<thead>
<tr>
<th>Standard PTT Button Appearance</th>
<th>PTT State</th>
</tr>
</thead>
<tbody>
<tr>
<td>Idle (neither transmitting nor receiving audio), latching not available</td>
<td></td>
</tr>
<tr>
<td>Idle (neither transmitting nor receiving audio), latching available</td>
<td></td>
</tr>
<tr>
<td>Receiving audio, latching not available</td>
<td></td>
</tr>
<tr>
<td>Receiving audio, latching available</td>
<td></td>
</tr>
<tr>
<td>Transmitting audio, latching not available</td>
<td></td>
</tr>
<tr>
<td>Transmitting audio, latching available</td>
<td></td>
</tr>
<tr>
<td>Transmitting audio, latched</td>
<td></td>
</tr>
<tr>
<td>Listen only mode, idle¹</td>
<td></td>
</tr>
</tbody>
</table>
Table 2-3  PTT Button States (continued)

<table>
<thead>
<tr>
<th>Standard PTT Button Appearance</th>
<th>PTT State</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Listen only mode, receiving$^1$</td>
</tr>
<tr>
<td></td>
<td>UMS unreachable</td>
</tr>
</tbody>
</table>

1. Listen only is configured for a user or resource in the Cisco Instant Connect Administration Console. For more information, see *Cisco Instant Connect Administration Guide*.

Talker History and Details

Talker history provides information about each inbound and outbound PTT transmission that occurred during the current talkline session. You can view talker history by swiping right in the Talklines Participants list in the PTT screen.

The history appears as a list in which each line contains information about one transmission. The list is sorted in order of the most recent transmission to the oldest one. Transmissions are added to the list when they are completed, and the list is cleared when you exit the talkline.

*Figure 2-19* describes the Talker History list.

<table>
<thead>
<tr>
<th>Description</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Talk priority indication.</td>
</tr>
<tr>
<td>2</td>
<td>Transmission direction. RX indicates an inbound transmission and TX indicates an outbound transmission.</td>
</tr>
<tr>
<td>3</td>
<td>Cisco Instant Connect user name of the user on the transmission.</td>
</tr>
<tr>
<td>4</td>
<td>Hour, minute, and second that the transmission started, shown in a 24-hour format.</td>
</tr>
<tr>
<td>5</td>
<td>Duration of the transmission, in seconds.</td>
</tr>
</tbody>
</table>

You can display the detailed information for a transmission by tapping the transaction in the history list. The following information appears in a pop-up window. Exit the window by tapping the Exit icon.

- Call Type—Receive indicates an inbound transmission and Transmit indicates an outbound transmission.
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Using the PTT Screen

- Talking Party—Cisco Instant Connect user name of the party who was the talker on the transmission.
- Priority—Priority of the transmission.
- Location—Location in which the transmission from an Apple device originated or was received. To display this location, the system must be configured as described in the “Enabling Location Information” section on page 2-65.
- Client Type—Type of endpoint on which the transmission originated or was received.
- Talkline—Name of the talkline in which the transmission occurred.
- Time since call—Hours, minutes, and seconds since the transmission completed, using a 24-hour format.
- Duration—Duration of the transmission, in seconds.
- Map icon —Tap this icon to display a map that shows the location of the resources that participated in a transmission by using an Apple device. On the map, a purple icon indicates you and a green icon indicates the other resource. To exit the map, tap Exit icon . To use this feature, the system must be configured as described in the “Enabling Location Information” section on page 2-65.

VTG Lists

A VTG list shows the active channels and radios that are associated with a VTG. The list name that displays depends on the type of VTG in which you are participating. You can view a VTG list by swiping left in the Talklines Participants list in the PTT screen.

Cisco Instant Connect for Apple Devices can display the following VTG lists:
- Talkline list—Available when you are participating in a normal, incident, or patch VTG and shows the active channels and radios that are associated with the VTG.
- VTG Broadcast list—Available when you are participating in a broadcast VTG and shows the active channels and radios that are associated with the VTG.
- VTG Scan list—Available when you are participating in a scan VTG and shows the active channels and radios that are associated with the VTG. Also shows the talker ID when voice traffic is received on a channel or radio, and lets you choose a resource to talk to by tapping to highlight the resource that you want.

If you have the Cisco Instant Connect Dispatcher or All privilege, you can tap the Manage Resources button to add or remove radios or channels as described in the “Adding or Removing Radios and Channels” section on page 2-33.

Incident Timeline

An Incident Timeline shows media that has been uploaded by participants in an incident VTG. Media can include messages, images, video clips, and YouTube video. The timeline also lets you upload any of these items to an incident VTG in which you are a participant.

An Incident Timeline can display media in these views:
- List view—The timeline displays the first few words of a message or the title of an image or video, and an icons that indicate the corresponding media type.
- Detail view—The timeline displays full messages, thumbnail views of images, and thumbnail views of a frames from the beginnings of videos. To open a window in which you can see a larger view of a an image or to play a video, tap the image or video. To exit window, tap the X icon in its upper right corner.

You change the display of media in an Incident Timeline by tapping the List View / Detail View toggle button at the top left of the Incident Timeline. If you do not see this toggle button, click the Collapse Options icon at the top right of the Incident Timeline to hide options for adding media to an incident.

Table 2-4 describes the media types for incident VTGs.

<table>
<thead>
<tr>
<th>Media Type</th>
<th>Description</th>
<th>Icon in Incident Timeline List View</th>
</tr>
</thead>
<tbody>
<tr>
<td>Message</td>
<td>Typed message. Can contain a total of up to 128 letters, numbers, and standard special characters</td>
<td></td>
</tr>
<tr>
<td>Image</td>
<td>Image file that exists on your device or a picture that you take with your device camera. Supported image file types are .jpg, .bmp, .gif, and .png.</td>
<td></td>
</tr>
<tr>
<td>Video clip</td>
<td>A video file that exists on your device, or a YouTube video. Supported video file types are .mp4, .avi, .mov.</td>
<td></td>
</tr>
</tbody>
</table>

Table 2-5 describes how you upload media to an incident VTG in which you are participating. Before you begin, go to the Incident Timeline and tap the Expand Options icon to display options for adding media, if needed. To hide these options, click the Collapse Options icon.

<table>
<thead>
<tr>
<th>Task</th>
<th>Procedure</th>
</tr>
</thead>
</table>
| Upload a message to an incident. | 1. Tap TEXT. The Post a Journal box appears.  
2. In the Post a journal field, enter your text.  
3. Tap Post. |
| Upload an image that exists on your device. | 1. Tap IMG.  
2. Tap Gallery.  
3. In the prompt that asks if Instant Connect can access your photos, tap OK.  
4. Navigate to and tap the image that you want to upload. The Add Media box appears.  
5. In the Title field, enter a title for the image.  
6. (Optional) In the Description field, enter a description for the image.  
7. Tap Post. |
### Upload Media to an Incident (continued)

<table>
<thead>
<tr>
<th>Task</th>
<th>Procedure</th>
</tr>
</thead>
</table>
| Take a picture with your device camera and then upload that image | 1. Tap IMG.  
2. In the prompt that asks if Instant Connect can access your photos, tap OK.  
3. Tap Camera.  
4. In the prompt that asks if Instant Connect can access your photos, tap OK.  
5. Use your device camera to take the picture that you want.  
6. (Optional) If you are not satisfied with the picture, tap Retake and take the picture again. You can retake a picture as many times as needed.  
7. When you are satisfied with the picture, tap Use Photo. The Add Media box appears.  
8. In the Title field, enter a title for the image.  
9. (Optional) In the Description field, enter a description for the image.  
10. Tap Post. |
| Upload a video clip that exists on your device. | 1. Tap CLIP.  
2. Tap Gallery.  
3. Navigate to and tap the video clip that you want to upload.  
4. (Optional) Tap the Play button to preview the video clip.  
5. Tap Choose. The Add Media box appears.  
6. In the Title field, enter a title for the video clip.  
7. (Optional) In the Description field, enter a description for the video clip.  
8. Tap Post. |
| Upload a YouTube video. | 1. Tap CLIP.  
2. Tap YouTube. The Add Media Info box appears.  
3. In the Title field, enter a title for the YouTube video.  
4. (Optional) In the Description field, enter a description for the YouTube video.  
5. In the Link field, enter the URL of the YouTube video.  
6. Tap Post. |

### Participants Lists

A participants list shows the Cisco Instant Connect users who are participating in the talkline and users who are associated with the talkline.

This list refreshes every 60 seconds. To refresh the list immediately, swipe down.
Users who are participating in the talkline appear in alphabetical order at the top of the list and are identified by an Active Participant icon. Users who are associated with the talkline but not currently participating in it appear in alphabetical order after the participants and are identified by an Associated User icon.

You can take these actions from a participants list:

- Tap the Manage Users button to add or remove users—If you have the Cisco Instant Connect Dispatcher or All privilege, you can add or remove participants in a talkline as described in the “Adding or Removing Users” section on page 2-34.
- Tap the Alert button to send a predefined alert. See the “Sending an Alert from the PTT Screen” section on page 2-56.
- View a map that shows the location of participants—Tap the title bar of the screen to display the Map page, which shows the physical location of the mobile device of each user who is participating in the talkline, including you, for whom the display of location information enabled. See the “Maps Page” section on page 2-33.

To add participants to or remove participants from a talkline, see the “Adding or Removing Users” section on page 2-34.

**System Information**

You can view system information for a talkline by swiping right in the Talklines Participants list in the PTT screen. System information includes the following. To scroll through this information, swipe up or down.

- **Talkline Information**
  - Type—Type of talkline
  - ID—System-assigned identifier of the talkline

- **Media Server Information**
  - Type—Type of media server in the Cisco Instant Connect deployment
  - Status—Status of the media server (ONLINE or OFFLINE)
  - IP Address—IP address of the media server
  - Codec—Codec that the media server uses for PTT calls
  - Uptime—Days, hours, minutes, and seconds that you have been connected to the talkline, shown in a 24-hour format

- **Device Information**
  - Model—Model of your Apple device
  - IP address—IP address of your Apple device
  - Mic Gain—Mic Gain value that is configured for this device in the Cisco Instant Connect for Apple Devices Settings screen
  - Speaker Gain—Speaker Gain value that is configured for this device in the Cisco Instant Connect for Apple Devices Settings screen
  - Use Internal Speaker—Indicates whether the Use Internal Speaker/Mic option is enabled in the Cisco Instant Connect for Apple Devices Settings screen (YES) or disabled (NO)

- **Server Information**
  - Status—Status of the Cisco Instant Connect server: (ONLINE or OFFLINE)
Maps Page

The Maps page that you display by tapping the title bar in the Participants List shows the physical location of the mobile device of each user who is participating in the talkline, including you, for whom the display of location information enabled.

To display location information, the system must be configured as described in the “Enabling Location Information” section on page 2-65.

On the Maps page:

- Tap the **Zoom in** button or **Zoom Out** button to zoom the map display in or out.
- Drag the map to see different areas.
- A Participant icon indicates the current location of the mobile device of a user. Tap an icon to see the Cisco Instant Connect user name of the user.
- The Your Location icon indicates the current location of your Apple device. Tap the icon to see your Cisco Instant Connect user name.
- A green circle with a number, for example, indicates a cluster of two or more users that are too close to indicate with individual User icons in the current view. The number indicates how many users the circle represents. Tap the icon to display icons for each user in the cluster. You also can zoom in to display separate User icons for each user.

If the Your Location icon does not appear on the maps page, you should be able to see this icon by tapping the green circle or zooming in the map display.

Adding or Removing Radios and Channels

If you have the Cisco Instant Connect Dispatcher or All privilege you can add or remove radios and channels (resources) to or from a VTG or incident.

To add resources to or remove resources from a VTG, follow these steps:

**Procedure**

<table>
<thead>
<tr>
<th>Step</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Step 1</strong></td>
<td>On the PTT screen, swipe right to display a VTG list.</td>
</tr>
<tr>
<td><strong>Step 2</strong></td>
<td>Tap the Manage Resources button, which appears at the left of the VTG list title. The Manage Talklines box pops up.</td>
</tr>
<tr>
<td><strong>Step 3</strong></td>
<td>Tap <strong>Remove</strong> to remove a resource, or tap <strong>Add</strong> to add a resource.</td>
</tr>
<tr>
<td><strong>Step 4</strong></td>
<td>In the list of resources that appears, tap the name of each resource to remove. You can find a resource that contains one or more consecutive designated characters by tapping the Search field, then using the keypad that appears to enter the characters in the Search field, and then tapping <strong>Search</strong> on the keyboard. The system automatically displays resources that match the search criteria. Search characters are case sensitive. You can cancel a search after you tap the Search field by tapping <strong>Cancel</strong> next to the search field.</td>
</tr>
</tbody>
</table>
Adding or Removing Users

If you have the Cisco Instant Connect Dispatcher or All privilege you can add or remove users to or from a VTG, radio, channel, or incident.

To add users to or remove users from a VTG, radio, channel, or incident, follow these steps:

Procedure

Step 1 On the PTT screen, swipe right to display a Participants list.

Step 2 Tap the Participant icon.

The Manage Participants box pops up.

Step 3 Tap OK.

A list Cisco Instant Connect users appears. Users that are participating in the VTG, radio, channel, or incident are highlighted.

Step 4 In the list of participants that appears, tap the name of each user to add or remove.

If you tap the name of a participating (highlighted) user, that user will be removed. If you tap the name of a user who is not a participant (not highlighted), that user will be added.

You can find a user that contains one or more consecutive designated characters by tapping the Search field, then using the keypad that appears to enter the characters in the Search field, and then tapping Search on the keyboard. The system automatically displays resources that match the search criteria. Search characters are case sensitive. You can cancel a search after you tap the Search field by tapping Cancel next to the search field.

Step 5 Tap Save.

If you want to exit without removing or adding a participant, tap the Exit icon near the top left of the screen.

Talk Priority

Talk priority determines how Cisco Instant Connect manages voice streams when two or more talkline participants talk at the same time. When a higher priority user talks while a lower priority user is talking, the system stops streaming (preempts) the lower priority transmission. When a higher priority user is talking and a lower or equal priority user attempts to PTT, the system denies PTT access to the user who started talking last. When two talkers with the same priority talk, the system transmits the stream from the user who started talking first.

If a PTT transmission is allowed, the Apple device plays a chirp tone. If a PTT transmission is denied, the Apple device plays a bonk tone and display a temporary “PTT Denied” message.
The system default talk priority value is 4. Valid values are 1 (highest talk priority) through 7 (lowest talk priority). For more information, see Cisco Instant Connect Administration Guide.

If an emergency alert that you sent is active on your Apple device, you are given the talk priority E, which provides priority over all other talk priorities.

**Understanding VTG Types**

Table 2-6 describes the types of VTGs that Cisco Instant Connect for Apple Devices supports and explains how to communicate on them.

**Table 2-6 VTG Types**

<table>
<thead>
<tr>
<th>VTG Type</th>
<th>Explanation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Broadcast VTG</td>
<td>A VTG in which you can make a one-way announcement to other participants (channels, radios, and user) in the VTG. To make an announcement, use the PTT button in the PTT screen. This type of VTG can receive voice traffic only from other endpoints that are in the same broadcast VTG.</td>
</tr>
<tr>
<td>Incident VTG</td>
<td>A VTG that can include text, images, and video. Functions as a normal VTG on the Apple device.</td>
</tr>
<tr>
<td>Normal VTG</td>
<td>A VTG that does not have broadcast or scan capabilities, and that does not support image or video files.</td>
</tr>
<tr>
<td>Patch VTG</td>
<td>A temporary VTG that functions as a normal VTG but that the system removes automatically when you log out of Cisco Instant Connect for Apple Devices. This type of VTG is useful for ad hoc, one time conferences.</td>
</tr>
</tbody>
</table>
| Scan VTG   | A VTG in which you can monitor the communication of participants and communicate with a selected participant.  
When you use the PTT button in the PTT screen, you communicate with the resource from which a transmission was last received in this PTT session. If no transmission has been received, you communicate with the first resource in the resource list.  
To choose a resource to talk to, swipe right to display the VTG scan list, then tap to highlight the resource that you want. Then you can use the PTT button to communicate with that resource. |

**Creating a Talkline**

You create a talkline from the Create Talkline screen, as shown in Figure 2-6 on page 2-7. If you have the Cisco Instant Connect Dispatcher or All privilege, you can access this screen from any Cisco Instant Connect for Apple Devices screen that displays the Menu button in its menu bar.

To create a talkline, follow these steps:
Managing Contacts

Managing Contacts

A contact is another Cisco Instant Connect user. Cisco Instant Connect for Apple Devices lets you see information about contacts, view the locations of contacts, send alerts to contacts, to and communicate with contacts through private calls, dial calls, and Cisco Spark chats.
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Managing Contacts

Using the Contacts Screen

The Contacts screen, shown in Figure 2-4 on page 2-5, provides options for managing your contacts. You can access this screen in the following ways:

- By tapping the Contacts option on the Cisco Instant Connect for Apple Devices menu (see the “Using Menu Options” section on page 2-23)
- By swiping right on the Talklines screen

To exit the Contacts screen, tap the Menu button and then tap an option other than Contacts.

The Contacts screen displays a list of contacts, which includes the users (except you) that are configured with the Contacts Filter option in the Settings screen (see Table 2-11 on page 2-61). If you view online or all contacts, the contacts that you have designated favorites appear in alphabetic order at the beginning of the list, followed by other contacts in alphabetical order. A Favorite icon indicates that you have designated the corresponding contact as a favorite.

A green User Status icon indicates that user is logged in to Cisco Instant Connect from a mobile device. A Gray User Status icon indicates that user is not logged in.

When the Contacts screen is displayed, you can take any of these actions:

- Search for a specific contact—Find a contact that begins with one or more designated characters by tapping the Search field, then using the keypad that appears to enter the characters in the Search field, and then tapping Search on the keyboard. When you tap the Search icon, the system automatically displays contacts that match the search criteria. Search characters are not case sensitive. For example, if you enter a lower case “a,” the system finds names that contain “a” and that contain “A.”

  You can cancel a search after you tap the Search field by tapping Cancel next to the search field.

- Add or remove a contact as a favorite—To add a contact as a favorite, tap and hold the contact to display the Set Favorite Contact button, and then tap this button. The contact moves to the top of the list of contacts. It also becomes available from the list of favorite contacts that appear when you tap the Contacts button with no border or a read border on the Quick Launch bar.

  To remove a contact as a favorite, tap and hold the contact to display the Remove Favorite Contact button, and then tap this button.

- See detailed about a contact, add or remove the contact as a favorite, see the location of the contact, and place a call to the contact, start a Cisco Spark chat with the contact, or start a Cisco Spark video call with the contact—Tap a contact to access the Contact Information Screen for that contact. See the “Using the Contact Information Screen” section on page 2-37.

- Quickly access the Talklines screen or the Alerts screen—Swipe right to display the Talkline screen. Swipe left to display the Alerts screen. A light page indicator dot that appears at the bottom of the screen indicates the relative location of the screen that you are viewing.

- Access menu options—Tap the Menu button to access the options that the “Using Menu Options” section on page 2-23 describes.

Using the Contact Information Screen

The Contact Information screen, shown in Figure 2-5 on page 2-6, displays detailed information about a contact. It also lets you add or remove the contact as a favorite, see the location of the contact, and place a private call to the contact, start a Cisco Spark chat with the contact, or start a Cisco Spark video call with the contact.

To display the Contact Information screen, take either of these actions:
Managing Contacts

- Tap a contact name in the Contacts screen.
- Tap the Contacts button with no border or with a red border on the Quick Launch bar to display a list of favorite contacts, and then tap a contact name (see the “Using the Quick Launch Bar” section on page 2-21).

To exit the Contact Information screen, tap the Menu button and then tap an option.

The Contact Information screen displays the following information and provides the following capabilities for the contact that you choose:

- An image of the contact, if the image has been configured in the Cisco Instant Connect Administration Console.
- The name of the contact.
- The status of the contact. ONLINE means that the contact is logged in to Cisco Instant Connect. OFFLINE means that the contact is not logged in.
- The type of endpoint from which the contact logged in. “N/A” indicates that this information is not available.
- Location—Shows the location of the Apple device of the contact and the date and time that this information was last updated. This information updates every 10 seconds or when a device moves 100 meters.

This information appears only if the contact is logged in to Cisco Instant Connect from an Apple or Android device, and if the system is configured as described in the “Enabling Location Information” section on page 2-65. “N/A” indicates that location information is not available.

Tap this location to display the Contact Location screen. See the “Contact Location screen” section on page 2-59.

- Dial Numbers area—Dial preferences (each type and each dial number), if configured for the user in the Cisco Instant Connect Administration Console.

Tap a number or phone icon in this area to place a dial call to the user, See the “Placing and Receiving a Dial Call” section on page 2-40.

- Active Talklines—Shows the talklines on which the contact is communicating.

Tap a talkline to display the PTT screen for that talkline. If you are already participating in the talkline, you can use the PTT screen to communicate with other users in it. If you are not participating in that talkline, you are added as a participant. If you are participating in a different talkline, you are disconnected from that talkline and added as a participant to the talkline that appears in the PTT screen.

- Various buttons, as described in Table 2-7.

<table>
<thead>
<tr>
<th>Table 2-7 Contact Information Screen Buttons</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Button</strong></td>
</tr>
<tr>
<td>Add as Favorite button</td>
</tr>
<tr>
<td>Remove as Favorite button</td>
</tr>
</tbody>
</table>
Placing and Receiving a Private Call

A private call is a connection over a Cisco Instant Connect channel between you and another Cisco Instant Connect for Apple Devices user or a Dispatch Console user. During a private call, you can use your Apple device as a PTT device to talk to the other user.

Placing a Private Call

To place a private call to one of your contacts, perform the following steps. The contact whom you are calling must be logged in to Cisco Instant Connect from Cisco Instant Connect for Apple Devices or the call does not complete.

Procedure

**Step 1**
Take either of these actions to display the Contacts screen:
- Tap the **Menu** button and then tap **Contacts**.
- Swipe left or right on the Talklines screen (depending on the page on that screen that you are looking at).

**Step 2**
In the Contacts screen, take any of these actions, tap the name of the contact whom you want to call.

**Step 3**
In the Contact Information screen, tap the Call button **`·`**.

**Step 4**
In the Private Call pop-up box, tap **OK** to place the call.
- If you do not want to place the call, tap **Cancel**.

For information about how a call connects, see the “Receiving a Private Call” section on page 2-40.

If the user accepts the call, the PTT screen appears. To talk, press the **PTT** button. To listen, release the button.

If the user rejects the call, a message displays that the call failed to set up.
Receiving a Private Call

The following guidelines apply to receiving a private call:

- You must be running Cisco Instant Connect for Apple Devices and be logged in to the Cisco Instant Connect server to receive a private call from another Cisco Instant Connect for Apple Devices user.
- When you receive a private call, your phone plays a tone and displays the Private Call pop-up box. This box shows the name of the user who placed the call. To accept the call, tap *Accept*. To reject it, tap *Reject*.
- When you accept a private call, the PTT screen appears. Press the *PTT* button to talk to the other user. Release the button to listen to the other user.
- To disconnect from a private call, tap the Menu button and then tap *Disconnect Call*.
- If you accept a private call when you are communicating on a talkline, you are not disconnected from the talkline and can reconnect to it when the call ends. To do so, tap the Menu button and then tap *Return to Call*.
- If you are communicating on a private call and another user attempts to place a private call to you, that user sees a message that the called failed to set up because you are busy.

Placing and Receiving a Dial Call

A dial call is a call to another Cisco Instant Connect user. You can place a dial call to any contact for whom dial preferences are configured in the Cisco Instant Connect Administration Console.

The system uses one of the following methods for connecting a dial call, depending on how your Cisco Instant Connect system is configured:

- Cisco Jabber call—Used if Dial Preferences are not configured for you in the Cisco Instant Connect Administration Console or if a call manager is not configured in your Cisco Instant Connect deployment.
  
  To place the call, in the Dial Area of the Contact Information screen, tap the number to call. In the first dialog box that appears, tap *OK*. In the next dialog box that appears, tap *Call*. You are then taken to the Cisco Jabber app where you can communicate with the user. When you end the call, you are presented with the option of remaining in Cisco Jabber or returning to Cisco Instant Connect for Apple Devices. (If Cisco Jabber is not installed, you are taken to the Jabber Install page of the Apple App Store instead of the to Cisco Jabber app.)
- SIP call—Used if Dial Preferences are configured for you in the Cisco Instant Connect Administration Console and a call manager is configured in your Cisco Instant Connect deployment. If these conditions are met, the call is a SIP call through the call manager that is configured in your deployment.
  
  If you are participating in a talkline when you communicate on a SIP dial call, the other party on the call can hear you, but the participants in the talkline cannot. If I PTT to communicate on the talkline, the participants on the talkline can hear you but the other person on the dial call cannot.

The following sections provide related information for SIP dial calls:

- Placing a Dial Call from the Contact Information Screen, page 2-41
Placing a Dial Call from the Contact Information Screen

If Dial Preferences are configured for you in the Cisco Instant Connect Administration Console and a call manager is configured in your Cisco Instant Connect deployment, placing a dial call from the Contact Information screen lets you establish SIP call to a dial preference number of any of your contacts.

To place a dial call from the Contact Information screen, perform the following steps:

Procedure

Step 1
Take either of these actions to display the Contacts screen:
- Tap the Menu button and then tap Contacts
- Swipe left or right on the Talklines screen (depending on the page on that screen that you are looking at)

Step 2
In the Contacts screen, tap the name of the contact whom you want to call.
The Contact Information screen appears

Step 3
In the Dial Area of the Contact Information screen, tap the number to call.
- If the called party accepts the call, The Dial Call screen appears. For information about using this screen while on a call, see the Using the Dial Call Screen, page 2-43.
- If the called party rejects the call, you see a message the call was rejected.
- If the called party does not answer, the call times out. You might see a message in this case, depending on the configuration of the call manager.

Placing a Dial Call from the Quick Launch Bar

Placing a dial call from the Contact Information screen lets you place a call to any telephone number. This functionality requires that a call manager be configured in your Cisco Instant Connect deployment.

To place a dial call from the Contact Information screen, perform the following steps:

Procedure

Step 1
From the Quick Launch bar, tap and hold the Contacts Button with no border.
The Dial Call screen for a new call appears, as shown in Figure 2-7 on page 2-8. (When you place a dial call from the Quick Launch bar, the CALL button appears on this screen instead of the HOLD, END, and XFER buttons that the figure shows.)
Placing and Receiving a Dial Call

### Placing a Dial Call from the Call History Screen

You can use the Call History screen, shown in Figure 2-15 on page 2-16, to place a call to a number that appears in the call history display.

To place a dial call from the Call History screen, perform the following steps:

**Procedure**

1. **Step 1**
   - Tap the **Menu** button and then tap **Call History**.
   - The Call History screen appears.

2. **Step 2**
   - In the Dial Call History area in the Call History screen, tap the entry for the number for which you want to place the call.
   - A Dial Call pop-up box appears, which indicates that the system is setting up the call and then that the call is ringing. You can tap **Cancel** in this box to cancel the call before it is set up.
   - If the called party accepts the call, The Dial Call screen appears. For information about using this screen while on a call, see the Using the Dial Call Screen, page 2-43.
   - If the called party rejects the call, you see a message the call was rejected.
   - If the called party does not answer, the call times out. You might see a message in this case, depending on the configuration of the call manager.

### Receiving a Dial Call

The following guidelines apply to receiving a dial call:

- When you receive a dial call, your phone plays a tone and displays the Call From pop-up box. This box shows the phone number of the user who placed the call. To accept the call, tap **ACCEPT**. To reject it, tap **REJECT**.
Chapter 2      Using Cisco Instant Connect for Apple Devices

Placing and Receiving a Dial Call

When you accept a private call, the Dial Call screen appears. See Figure 2-7 on page 2-8 and the “Using the Dial Call Screen” section on page 2-43.

If you accept a dial call when you are communicating on a talkline, you are not disconnected from the talkline and can reconnect to it when the call ends. To do so, tap the Menu button and then tap Return to Call.

If you are communicating on a dial call and another user to places a dial call to you, a box pop up that provides you with the following options. Tap the option for the action that you want to perform.

– Accept it & Hold current—Accept the new call and place the existing call on hold
– Accept it & Hangup current—Accept the new call and disconnect the existing call
– Deny—Reject the new call

When the call ends, your Apple device plays a double-beep tone and the previous screen appears.

Using the Dial Call Screen

The Dial Call screen, shown in Figure 2-7 on page 2-8, provides options for placing and managing dial calls.

This screen appears in the following situations:

• When you accept a dial call as described in the “Receiving a Dial Call” section on page 2-42.
• When you tap the DialPad option on the Cisco Instant Connect for Apple Devices menu. (In this situation, the CALL button appears on the Dial Call screen instead of the HOLD, END, and XFER buttons that Figure 2-7 shows.)
• When you tap and hold the Contacts button with no border on the Quick Launch bar. (In this situation, the CALL button appears on the Dial Call screen instead of the HOLD, END, and XFER buttons that Figure 2-7 shows.)

You can take the following actions in the Dial Call screen.

• Tap the Menu button to display menu options.
• Tap a number or character in the Dial Pad to enter it in the Dialed Number field.
  To delete the last number or character that you enter, tap the Delete button in the Dialed Number field.
• Tap the CALL button to place a call to the number that you entered in the Dialed Number field.
  This button appears only when you place a call from the Quick Launch bar.
• Tap the END button to terminate the current call. Your Apple device plays a double-beep the screen that was displayed before you accessed the Dial Call screen appears.
• Use the Dial Call Speaker button, which has various appearances and effects as described in the following table:

• Use the speaker or headset button mode, which have various appearances and effects as described in the following table:

<table>
<thead>
<tr>
<th>Appearance</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Black speaker</td>
<td>Incoming audio from the call is routed through the external speaker (speakerphone) of your Apple device. Tap to mute incoming audio through the speaker. Tap and hold to route incoming audio through the internal (ear piece) speaker of your Apple device. The button changes to a black headset.</td>
</tr>
<tr>
<td>Red speaker</td>
<td>Incoming audio from the call is routed through the external speaker (speakerphone) of your Apple device but is muted. Tap to unmute incoming audio through the speaker. Tap and hold to route incoming audio through the internal (ear piece) speaker of your Apple device. The button changes to a black headset.</td>
</tr>
<tr>
<td>Black headset</td>
<td>Incoming audio from the call is routed to a headset that is connected to your Apple device or, if no headset is connected, through the internal (ear piece) speaker of your device. Tap to mute incoming audio through the headset or internal speaker. Tap and hold to play incoming audio through your Apple device external speaker (speakerphone). The button changes to a black speaker if a headset is not attached to your Apple device.</td>
</tr>
</tbody>
</table>
| Red headset     | Incoming audio from the call is routed to a headset that is connected to your Apple device or, if no headset is connected, through the internal (ear piece) speaker of your device. Tap to unmute incoming audio through the headset or internal speaker. Tap and hold to play incoming audio through your Apple device external speaker (speakerphone). The button changes to a black speaker if a headset is not attached to your Apple device.
- Use the Dial Call Mic button, which has various appearances and effects as described in the following table:

<table>
<thead>
<tr>
<th>Appearance</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Black microphone</td>
<td>The microphone on your Apple device is able to pick up outgoing audio for the call. Tap to mute the microphone so that it does not pick up outgoing audio. The button changes to a red microphone.</td>
</tr>
<tr>
<td>Red microphone</td>
<td>The microphone on your Apple device is muted so does not pick up outgoing audio for the call. Tap to unmute the microphone. The button changes to a black microphone.</td>
</tr>
</tbody>
</table>

- Use the PTT Call Speaker button, which has various appearances and effects as described in the following table:

<table>
<thead>
<tr>
<th>Appearance</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Black radio</td>
<td>If you are on a PTT call, tap to mute incoming audio from the PTT call. The button changes to a red radio. Muting PTT audio can be useful if that audio interferes with a dial call. Tap and hold to display the PTT screen.</td>
</tr>
<tr>
<td>Red radio</td>
<td>Tap to unmute incoming audio from a PTT call. The button changes to a black radio. Tap and hold to display the PTT screen.</td>
</tr>
</tbody>
</table>

- Tap the HOLD button to place a call on hold. The button changes to UNHOLD.
- Tap the UNHOLD button to take a call off hold.
- Tap the XFER button to transfer a call to another number.
  When you tap this button, it turns green. Use the Dial Pad to enter the number to which you want to transfer the call, and then tap the XFER button again to complete the transfer and disconnected from the call.

### Using the Call History Screen

The Call History screen, shown if Figure 2-15 on page 2-16, provides the following information about each SIP dial call that you made and received. The Dial Call History area on this screen displays an entry for each of these calls. Each entry includes the following information:

- Whether the call was inbound (a call received by you) or outbound (a call made by you).
  An inbound call is indicated by a left arrow 👈. An outbound call is indicated by a right arrow 👉.
- Whether the call not completed (missed or rejected).
  In this case, the inbound or outbound call icons appear red.
- The date and time that the call was placed or received.
Managing Cisco Spark Chats

The chat feature lets you participate in a Cisco Spark chat with one of your contacts or with other participants in a talkline. A chat consists of a series of text messages that you exchange with other users. Using the chat feature requires that a Cisco Spark account is set up and that a Cisco Spark Server is configured and operating in your Cisco Instant Connect deployment. It also requires that Spark integration be enabled in the Cisco Instant Connect Administration Console, and that an email address for Spark be configured for you and each other party in the Cisco Instant Connect Administration Console. For additional information, see Cisco Instant Connect Installation Guide and Cisco Instant Connect Administration Guide.

The following sections provide related information:

- Logging In to or Out of Cisco Spark, page 2-46
- Chatting with Talkline Participants, page 2-47
- Chatting with a Contact, page 2-47

Logging In to or Out of Cisco Spark

To participate in a chat, you must be logged in to Cisco Spark. If you are not logged in, you can log in when you join a chat with talkline participants, send a chat request to a contact, or accept a chat request from a contact. You also can log in to Cisco Spark at any time from the Settings screen.

After you log in to Cisco Spark, you remain logged in from your mobile device for 90 days, after which the system logs you out automatically. You can choose to log out manually at any time before the automatic log out occurs.

The following sections provide related information:

- Logging In to Cisco Spark, page 2-46
- Logging Out of Cisco Spark, page 2-47

Logging In to Cisco Spark

To log in to Cisco Spark, follow these steps:

**Step 1**

Take one of these actions:

- From the Settings screen, tap the **Log In to Cisco Spark** option. See the “Using the Settings Screen” section on page 2-61.
- Go to the Spark Chat page on the PTT screen. See the “Chatting with Talkline Participants” section on page 2-47.
- Send a request to chat to a contact, or accept a request to chat from a contact. “Chatting with a Contact” section on page 2-47

**Step 2**

When you see the log in prompt on the Spark Chat page, Tap the **Login** button.
**Managing Cisco Spark Chats**

**Logging Out of Cisco Spark**

Cisco Instant Connect automatically logs you out of Cisco Spark after you have been logged in for 90 continuous days. You can choose to log out manually at any time before the automatic log out occurs. To manually log out of Cisco Spark, go to the Settings screen and tap the **Log Out of Cisco Spark** option. See the “Using the Settings Screen” section on page 2-61:

**Chatting with Talkline Participants**

You can access the Spark Chat page from the PTT screen to chat with other participants in the talkline. In this type of chat, every message that is sent is visible to every participant in the chat.

You cannot access the Spark Chat page if you are on a private call.

To join a Spark chat from the PTT screen, follow these steps:

**Step 1** From the PTT screen, swipe left until you see the Spark Chat page.

**Step 2** If the Spark Chat page displays a log in prompt, follow the on-screen prompts to log in to Cisco Spark. For detailed instructions, see the “Logging In to Cisco Spark” section on page 2-46.

**Step 3** Take the following actions as needed to communicate with other participants in the chat:

- To send a message, tap the Message Entry field (this field displays the prompt “Enter message here”), type your message, and then tap the **Send Message** button.
  
  Each message that you send or receive during the chat appears on the Spark Chat page and shows the user name of the sender and the text of the message. “You” indicates that you are the sender. You can swipe the message display up or down to review messages.

- To open Cisco Spark in a new window outside of Cisco Instant Connect for Apple Devices, tap the **Start Meeting** button. Opening Cisco Spark in an external window lets you start a video chat with other users in the chat room.

**Chatting with a Contact**

From the Contact Information screen, you can send an invitation to chat to one of your contacts. If the contact accepts the invitation, you and the contact can participate in a private Spark chat with each other.

The following sections describe how to chat with a contact:

- **Sending a Request to Chat**, page 2-47
- **Responding to a Request to Chat**, page 2-48

**Sending a Request to Chat**

When you send a request to chat to one of your contacts, the contact receives an alert messages that includes an invitation to chat.
Managing Cisco Spark Chats

To send a request to chat to a contact, follow these steps:

**Procedure**

**Step 1**
In the Contacts screen, tap the name of the contact with whom you want to chat. The Contact Information screen for that contact appears.

**Step 2**
In the Contact Information screen, tap the Spark Chat button 📌. The Invite to Chat box pops up.

**Step 3**
In the Invite to Chat pop-up box, take these actions:

- (Optional) Tap the Message field and then type a message to be included with the invitation to chat.
- Tap the Priority field and then choose one of these options to designate the priority of the invitation. For a description of each priority, see the “Understanding Alerts” section on page 2-52.

**Step 4**
Tap **OK** to send the invitation to chat. If you do not want to send the invitation, tap **Cancel**.

After you tap **OK**, the Spark Chat screen appears on your device and an invitation to chat appears on the device of the contact.

**Step 5**
If the Spark Chat page displays a log in prompt, follow the on-screen prompts to log in to Cisco Spark. For detailed instructions, see the “Logging In to Cisco Spark” section on page 2-46.

**Step 6**
If the contact accepts the invitation to chat, take the following actions in the Spark Chat screen as needed to chat with the contact (Figure 2-8 on page 2-9 illustrates this screen):

- To send a message, tap the Message Entry field (this field displays the prompt “Enter message here”), type your message, and then tap the **Send Message** button ⌨️. Each message that you send or receive during the chat appears on the Spark Chat page and shows the user name of the sender and the text of the message. “You” indicates that you are the sender. You can swipe the message display up or down to review messages.

- To open Cisco Spark in a new window outside of Cisco Instant Connect for Apple Devices, tap the **Start Meeting** button 📌. Opening Cisco Spark in an external window lets you start a video chat with other users in the chat room.

- To exit the chat, tap the **Back** button ⬅️.

**Responding to a Request to Chat**

Sending request to chat to a contact as described in the “Sending a Request to Chat” section on page 2-47 causes the system to send an alert to the contact. By default, the alert has a priority of Minor and includes the following text:

```
Spark Chat Request
Please join my Spark chat session
From: contact
```

To respond to a request to chat from a contact, follow these steps:
Managing Video Calls

The video call feature lets you place a Cisco Spark video call to the Cisco Spark endpoint of the designated contacts.

Using the chat feature requires that a Cisco Spark account is set up and that a Cisco Spark Server is configured and operating in your Cisco Instant Connect deployment. It also requires that Spark integration be enabled in the Cisco Instant Connect Administration Console, and that an email address for Spark be configured for you and for the party you are calling in the Cisco Instant Connect Administration Console. For additional information, see Cisco Instant Connect Installation Guide and Cisco Instant Connect Administration Guide.

The following sections provide more detailed information:

- **Placing a Video Call, page 2-50**
- **Using the Spark Video Call Screen, page 2-50**
Placing a Video Call

When you place a video call to one of your contacts, the contact receives the call on the Cisco Spark endpoint that corresponds to the Cisco Spark email ID that is configured for the contact in the Cisco Instant Connect Administration Console.

To place a video call to a contact, perform the following steps.

**Before you Begin**

Make sure that you are logged in to Cisco Spark.

To do so, go to the Settings screen, and if the button in the SPARK SETTINGS area shows *Log In to Cisco Spark*, tap it to log in.

After you log in to Cisco Spark, you remain logged in from your mobile device for 90 days, after which the system logs you out automatically. You can choose to log out manually at any time before the automatic log out occurs.

For more information, see the “Using the Settings Screen” section on page 2-61.

**Procedure**

**Step 1**

In the Contacts screen, tap the name of the contact whom you want to join the video call.

The Contact Information screen for that contact appears.

**Step 2**

In the Contact Information screen, tap the Spark Video Call button.

The Video Call box pops up

**Step 3**

In the Video Call box, tap **Call** to place call.

The Spark Video Call screen appears and the system attempts to call the contact. The status of the operation displays (“Ringing,” “Connected,” or “No Answer”).

When the contact answers the call, video of the contact appears on the Spark Video Call screen.

**Step 4**

Use Spark Video Call screen to communicate with the contact and manage the video call, as described in the “Using the Spark Video Call Screen” section on page 2-50.

Using the Spark Video Call Screen

The Spark Video Call screen, shown in Figure 2-9 on page 2-10, shows a video image of you and a video image of the party you called, and provides options for placing and managing video calls. This screen appears when you place a video call to a contact.

You can take the following actions in the Spark Video Call screen.

- Tap the End Call button or the Back button to disconnect from the video call and return to the Contact Information screen.
- Use the Camera button, which various appearances and effects as described in the following table:

<table>
<thead>
<tr>
<th>Appearance</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Gray arrows</td>
<td>Indicates that the front camera of your Apple device is active. Tap to make the rear camera active. The button changes to a red image.</td>
</tr>
<tr>
<td>Red arrows</td>
<td>Indicates that the rear camera of your Apple device is active. Tap to make the front camera active. The button changes to a gray image.</td>
</tr>
</tbody>
</table>

- Use the Mute button, which has various appearances and effects as described in the following table:

<table>
<thead>
<tr>
<th>Appearance</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Gray microphone</td>
<td>The microphone on your Apple device is able to pick up outgoing audio for the call. Tap to mute the microphone so that it does not pick up outgoing audio. The button changes to a red microphone.</td>
</tr>
<tr>
<td>Red microphone</td>
<td>The microphone on your Apple device is muted so does not pick up outgoing audio for the call. Tap to unmute the microphone. The button changes to a black microphone.</td>
</tr>
</tbody>
</table>

# Using Alerts

An alert is a notification to one or more users. It includes a subject, optional message text, and an optional attachment, and is assigned a priority of Emergency, Major, Minor, or Informational.

An alert can be sent to a specific contact, to users who are participating in a specific talkline, or to users who are associated with a specific talkline. An alert can also be sent to a set of recipients that is configured in the Cisco Instant Connect Administration Console.

Sending or receiving alert requires that a notifier be configured and operating in your Cisco Instant Connect deployment. For additional information about installing and configuring a notifier, see *Cisco Instant Connect Installation Guide* and *Cisco Instant Connect Administration Guide*.

The following sections provide detailed information about alerts:
- Understanding Alerts, page 2-52
- Alerts Screen, page 2-53
- Alert Details Screen, page 2-54
- Sending a Predefined Alert, page 2-55
- Sending an Alert from the PTT Screen, page 2-56
- Sending an Alert from the Contact Information Screen, page 2-56
- Receiving an Alert, page 2-57
- Responding to an Alert, page 2-57
Understanding Alerts

This section explains the priorities, types, and states that apply to alerts.

Alert Priorities

The priority that is assigned to an alert helps users determine the importance of the alert and determines how Cisco Instant Connect for Apple Devices informs you of the alert. For more information, see the “Receiving an Alert” section on page 2-57.

Table 2-8 describes the priorities that can be assigned to an alert.

<table>
<thead>
<tr>
<th>Priority</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Emergency</td>
<td>A critical alert that may require immediate action from a user.</td>
</tr>
<tr>
<td></td>
<td>When you receive an emergency alert, Cisco Instant Connect for Apple Devices plays a high-low emergency alert tone that repeats every 10 seconds until the alert is acknowledged or cleared.</td>
</tr>
<tr>
<td></td>
<td>If you are the sender of an emergency alert:</td>
</tr>
<tr>
<td></td>
<td>• The title of each Cisco Instant Connect for Apple Devices screen becomes red</td>
</tr>
<tr>
<td></td>
<td>• On the Talklines screen, the Talk Priority icon appears as a red E, which gives you the highest talk priority when you PTT</td>
</tr>
<tr>
<td>Major</td>
<td>An important alert that provides information that a user should be aware of or take some action regarding.</td>
</tr>
<tr>
<td></td>
<td>Cisco Instant Connect for Apple Devices plays a notification tone when this type of alert is received.</td>
</tr>
<tr>
<td>Minor</td>
<td>An alert that includes information that a user should be aware of but that may not require immediate action.</td>
</tr>
<tr>
<td></td>
<td>Cisco Instant Connect for Apple Devices plays a notification tone when this type of alert is received.</td>
</tr>
<tr>
<td>Informational</td>
<td>An alert that provides general information.</td>
</tr>
<tr>
<td></td>
<td>Cisco Instant Connect for Apple Devices plays a notification tone when this type of alert is received.</td>
</tr>
</tbody>
</table>

Alert Types

Table 2-9 describes the types of alerts that you can send or receive.
### Table 2-9  Alert Types

<table>
<thead>
<tr>
<th>Type</th>
<th>Description</th>
</tr>
</thead>
</table>
| Custom alert (also called a page) | A message that you compose in Cisco Instant Connect for Apple Devices and send to a designated user or users.  
  See the following sections:  
  • Sending an Alert from the PTT Screen, page 2-56  
  • Sending an Alert from the Contact Information Screen, page 2-56 |
| Invitation               | An invitation to a user to join a talkline or a chat.  
  See the following sections:  
  • Sending a Request to Chat, page 2-47  
  • Sending an Alert from the PTT Screen, page 2-56 |
| Predefined alert         | An alert that has been configured in the Cisco Instant Connect Administration Console.  
  See the “Sending a Predefined Alert” section on page 2-55. |

### Alert States

An alert that you send or receive can be in one of various states, and you can change the state of an alert as described in the “Responding to an Alert” section on page 2-57.

Table 2-10 describes the states that an alert can be in.

<table>
<thead>
<tr>
<th>State</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Active (also called New)</td>
<td>An alert that has not been acknowledged or cleared, or an acknowledged alert that you unacknowledge. The alert appears in the list of alerts on the Alert screen.</td>
</tr>
<tr>
<td>Acknowledged (applies to received alerts only)</td>
<td>An alert that you responded to by tapping the Ack button. The alert appears in the list of alerts on the Alert screen.</td>
</tr>
<tr>
<td>Cleared</td>
<td>An alert that you responded to by tapping the Clear button. The alert is permanently removed from your mobile device.</td>
</tr>
</tbody>
</table>

### Alerts Screen

The Alerts screen, shown in Figure 2-10 on page 2-11, appears when you tap Alerts from the Cisco Instant Connect for Apple Devices menu or swipe to it from the Talklines or Contacts list.

When the Alerts screen is displayed, you can take any of these actions:

- Search for a specific alert—Find an alert with a subject that contains with one or more designated characters by tapping the Search field, then using the keypad that appears to enter the characters in the Search field, and then tapping Search on the keyboard. The system automatically displays alerts that match the search criteria. Search characters are not case sensitive. For example, if you enter a lowercase “a,” the system finds names that contain “a” and that contain “A.”
You can cancel a search after you tap the Search field by tapping Cancel next to the search field.

- View information about alerts—Each alert that appears in this list includes the following information:
  - An icon that indicates the priority of the alert:
    - 🚨—Emergency alert
    - ⚠️—Major alert
    - 🔄—Minor alert
    - 📰—Informational alert
  - An icon that indicates whether you sent the alert or received the alert and the state of the alert:
    - Red up arrow —Sent alert.
    - Green up arrow —Sent alert, acknowledged state.
    - Gray up arrow —Sent alert, cleared state. This alert disappears when the screen refreshes.
    - Red down arrow —Received alert, active (or new) state.
    - Green down arrow —Received alert, acknowledged state.
    - Gray down arrow —Received alert, acknowledged state. This alert disappears when the screen refreshes.
  - The Cisco Instant Connect name of the sender of the alert
  - The subject of the alert
  - How long ago the alert was received

- Tap an alert to display the Alert Details screen for that alert. See the “Alert Details Screen” section on page 2-54.
- Tap and hold an alert to display buttons for acknowledging it or clearing it. See the “Responding to an Alert” section on page 2-57.
- Quickly access the Talklines screen or the Contacts screen—Swipe left to display the Contacts screen. Swipe left again to display the Talklines screen. A light page indicator dot that appears at the bottom of the screen indicates the relative location of the screen that you are viewing.

### Alert Details Screen

The Alert Details screen, shown in Figure 2-11 on page 2-12, appears when you tap an alert on the Alert screen. The Alert Details screen provides detailed information about an alert and lets you take action to respond to an alert.

When the Alert Details screen is displayed, you can take any of these actions:

- Tap the user name in the From field to display the Contact Information screen for that user. See the “Using the Contact Information Screen” section on page 2-37.
- Tap the information in the Location field, if information appears in this field, to display the Contact Location screen that shows the location of the device from which the alert was sent at the time the alert was sent. See the “Contact Location screen” section on page 2-59.
- Tap a response button to manage the alert. The response buttons that appear depend on the situation and state of the alert. See the “Responding to an Alert” section on page 2-57
chapter2

Chapter 2 Using Cisco Instant Connect for Apple Devices

Using Alerts

Sending a Predefined Alert

A predefined alert is an alert that has been configured in the Cisco Instant Connect Administration Console. These alerts include the following components:

- **Subject**—Descriptive subject for the alert
- **Message Body**—Message that the alert displays to recipients
- **Priority**—Priority of the alert
- **Alert triggers**—(Optional) Hardware buttons or events that trigger an alert, on devices that support these buttons or events
- **Recipients**—Users who receive the alert: a designated individual or group of users, users who are associated with designated channels, or users who are associated with designated radios

For information about configuring predefined alerts, see the “Managing Alerts” section in Cisco Instant Connect Administration Guide.

To send a predefined alert, follow these steps:

**Procedure**

**Step 1**

Take one of these actions:

- To send an alert from the menu, tap the **Menu** button and then tap **Send Alert**
  
  A list of predefined alerts appears. The list shows each predefined alert except alerts that include an IMPACT_SENSOR or FALL_SENSOR trigger.

- To send an alert from the Quick Launch bar, tap and hold the Alerts Button with no border or with a green border.

  A list of predefined alerts appears. The list shows each predefined alert except alerts that include an IMPACT_SENSOR or FALL_SENSOR trigger.

- To trigger an alert, if alert triggers are configured, take the desired action on a device that supports triggers:
  - IMPACT_SENSOR—Cause the device to register an impact
  - FALL_SENSOR—Cause the device to fall a vertical distance

  If you trigger an alert with a sensor, a pop-up box appears with a timer that counts down from 10 before sending the alert. To avoid sending the alert, tap **Cancel** in this box.

**Step 2**

If you are sending the alert from the menu or from the Quick Launch Bar, take one of these actions:

- If you are sending the alert from the menu, in the list of predefined alerts, tap the alert that you want to send, and then tap the **SEND** button that appears.

- If you are sending the alert from the Quick Launch bar, in the list of predefined alerts, tap the alert that you want to send. The alert sends immediately.
Sending an Alert from the PTT Screen

From the Participants list on the PTT screen, you can send a custom alert or an invitation to join the talkline to one or more users. To do so, follow these steps:

**Procedure**

**Step 1**  From a Participants list, tap the Alert button. The Select Alert Type box pops up.

**Step 2**  In the Select Alert Type pop-up box, tap one of these options:
- **INVITE**—Send an invitation to join the talkline to every user who is associated with the talkline but not participating in the talkline. The Invite To Talkline box pops-up, with the default message “Please join talkline name” and the default priority of Normal. When a user receives this alert and acknowledges it by tapping Ack and Join, the user joins the talkline automatically.
- **PAGE**—Send a custom alert (page) to the recipients that you choose. The Talkline Alert box pops-up.

**Step 3**  Take either of these actions:
- In the Invite to Talkline pop-up box:
  a. (Optional) To change the default message, tap the Message field and then type a new message to be included with the invitation to chat.
  b. (Optional) To change the default message priority, tap the Priority field and then choose the priority of the alert.
  c. Tap OK to send the alert.
     If you do not want to send the alert, tap Cancel.
- In the Talkline Alert pop-up box:
  a. (Optional) Tap the Message field and then type a to be included with the alert.
  b. (Optional) Tap the Recipients field and then choose an option to designate the type of user who receives the alert:
     - **ACTIVE**—Every user who is participating in the talkline
     - **INACTIVE**—Every user who is associated with the talkline but not participating in the talkline
     - **ALL**—Every user who is associated with the talkline
  c. (Optional) Tap the Priority field and then choose the priority of the alert.
  d. Tap OK to send the alert.
     If you do not want to send the alert, tap Cancel.

Sending an Alert from the Contact Information Screen

From the Contact Information screen, you can send a custom alert (also called a page) to a designated contact. The alert includes a message that you enter and has the priority that you designate.
Using Alerts

Procedure

**Step 1**
From the Contact Information screen, tap the **Alert** button.

The Send Alert box pops up.

**Step 2**
In the Send Alert pop-up box, take these actions:

a. (Optional) Tap the Message field and then type a message to be included with the alert.

b. Tap the Priority field and then choose the priority of the alert.

c. Tap OK to send the alert.

If you do not want to send the alert, tap Cancel.

Receiving an Alert

When you receive an alert, your Apple device plays a tone and may provide other notifications and functions, depending on the priority of the alert.

An alert that is sent from the Dispatch Console can include an audio file. The sender might have configured the alert to play automatically when you acknowledge it. Otherwise, you can manually play the audio file after you acknowledge the alert by tapping the attachment icon on the Alert Details screen.

When you receive an alert with a priority of Emergency, your Apple device vibrates and plays a high-low emergency tone every 10 seconds and an Alert box pops up. The vibration and tone repeat every 10 seconds until you acknowledge or clear the alert.

When you receive an alert with a priority of Major, Minor, or Informational, your Apple device plays a notification tone and an Alert box pops up. The box indicates the type of alert, shows the alert message, and shows the Cisco Instant Connect user name of the user who sent the alert.

An alert summary for an active alert appears on your device lock screen or when you swipe down from the top of your device screen. If you have more than one active alert, a list of alert summaries appears, with emergency alert summaries at the top of the list. Each alert summary includes the subject of the alert, a description of the alert, and when the alert was received. You can swipe an alert summary to display the Alert Details screen for that alert.

You can take these actions in the Alert pop-up box that appears when you receive an alert or double-tap an alert summary:

- Tap **CLOSE** to exit the pop-up box. The alert remains in active state and you can access it later from the Alerts screen.
- Tap **VIEW** to display the Alert Details screen for the alert. The alert remains in active state and you can access it later from the Alerts screen.
- Tap **ACK** to move the alert to Acknowledged state and exit the pop-up box. You can access the alert later from the Alerts screen.

Responding to an Alert

In most cases, when you receive an alert, you can choose to acknowledge it or clear it. You also can choose to unacknowledge an alert that is in acknowledged state. This section describes these activities.
Using Maps

Cisco Instant Connect for Apple Devices includes the following screens that provide information about the locations of various resources:

- Contact Location screen—Displays your location and the location of a selected contact. See the “Contact Location screen” section on page 2-59.
- Contact Location History screen—Displays a map that displays the route that the device that is associated with a selected contact took over a period of time. See the “Contact Location History screen” section on page 2-59.
- Alert location screen—Displays the location of an alert, the location of the user who sent the alert, and your location. See the “Alert Location Screen” section on page 2-60.

The Contact Location screen and Contact Location History screen refresh every 10 seconds or when a device moves 100 meters.

To display location information, the system must be configured as described in the “Enabling Location Information” section on page 2-65.
Contact Location screen

The Contact Location screen, shown in Figure 2-12 on page 2-13, appears when you tap the highlighted location information in the Location area in the Contact Information screen. On this screen:

- Tap the Close button to exit the screen.
- Tap the Zoom in button or Zoom Out button to zoom the map display in or out.
- Drag the map to see different areas.
- The Contact icon shows the location of the mobile device of the selected contact. Tap the icon to see the Cisco Instant Connect user name of the user.
- The Your Location icon indicates the current location of your Apple device. Tap the icon to see the your Cisco Instant Connect user name.
- Tap the Show History button to display the Location History page, which displays the route that was taken by the device that is associated with the selected contact. See the “Contact Location History screen” section on page 2-59.

Contact Location History screen

The Contact Location History screen, shown in Figure 2-13 on page 2-14, appears when you tap the Show History button on the Contact Location screen. This screen includes a map that displays the route that was taken by a device that is associated with a contact while the device was logged in to Cisco Instant Connect for Apple Devices.

On the Contact Location History screen:

- Tap the Back button to go to the Contact Location screen.
- Tap the Close button to go to the Contact Information screen.
- Tap the Zoom in button or Zoom Out button to zoom the map display in or out.
- Drag the map to see different areas.
- The device icon shows the location of the device that corresponds to the current location time display at the bottom of the tab.
- A red line indicates the route that the device took during the period that its route was tracked.
- Use the buttons and information in the Playback Controls area to play back the route that the device took and determine that date and time that the device was at each location on the route, as described in Figure 2-20.
Using Maps

Figure 2-20 Contact Location History Screen Playback Controls

1 Start/Pause toggle button—Tap to start playback of the tracked location of the device. The button changes to the Pause button. Tap the Pause button to resume playback of the tracked location of the device.

2 Current location time—Shows the date and time that the device was at the location that the device icon indicates.

3 Decrease route play speed—Tap to decrease the speed of playback of the tracked location of the device. The number shows the factor by which the speed is decreased from the normal speed.

4 Increase route play speed—Tap to increase the speed of playback of the tracked location of the device. The number shows the factor by which the speed is increased from the normal speed.

5 Device location slider—the orange circle shows the relative position of the playback over the tracked time. Tap the slider to move the device icon to the relative location on the tracked route.

6 End time—Shows the date and time that the system stopped tracking location history for the device.

7 Start time—Shows the date and time that the system started tracking location history for the device.

Alert Location Screen

The Alert Location screen, shown in Figure 2-14 on page 2-15, appears when you tap the highlighted location information in the Location area in the Alert Details screen. On this screen:

- Tap the Close button to exit the screen.
- Tap the Zoom In button or Zoom Out button to zoom the map display in or out.
- Drag the map to see different areas.
- The Alert Location icon indicates the location of the device from which the alert was sent at the time that the alert was sent.
- The Sender Location icon indicates the current location of the device of the user who sent the alert. Tap the icon to see the Cisco Instant Connect user name of the user.
- The Your Location icon indicates the current location of your Apple device. Tap the icon to see your Cisco Instant Connect user name.
Using the Settings Screen

The Settings screen, shown in Figure 2-16 on page 2-17, provides options for configuring various Cisco Instant Connect for Apple Devices settings. You can access this screen from any Cisco Instant Connect for Apple Devices screen that displays the Menu button in its menu bar.

To display the Settings screen, tap the Menu button and then tap Settings.

To exit the Settings screen, tap the Back button.

Table 2-11 describes the options on the Settings screen. Swipe up or down on the screen to scroll through options.

<table>
<thead>
<tr>
<th>Option</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>MEDIA SERVER SETTINGS</td>
<td></td>
</tr>
<tr>
<td>Connect/Disconnect Tones</td>
<td>Turn on this switch if you want Cisco Instant Connect for Apple Devices to play a tone when you connect to or disconnect from a talkline. By default, this option is checked and connect tones are enabled.</td>
</tr>
<tr>
<td>Reconnect Delay</td>
<td>Interval in seconds at which Cisco Instant Connect for Apple Devices attempts to reconnect to the media server if connectivity to that server is lost. To change this value, tap this option and choose a value from the list that appears. To exit the list of values without making changes, tap Cancel. The default value is 10 (seconds).</td>
</tr>
<tr>
<td>SERVER UPDATE INTERVALS</td>
<td></td>
</tr>
<tr>
<td>Interval for Mobile Network</td>
<td>Interval in seconds at which Cisco Instant Connect for Apple Devices updates the list of talklines in the Talklines screen when you are using Cisco Instant Connect for Apple Devices via a mobile data connection. To change this value, tap this option and choose a value from the list that appears. To exit the list of values without making changes, tap Cancel. The default value is 60.</td>
</tr>
<tr>
<td>Interval for WiFi Network</td>
<td>Interval in seconds at which Cisco Instant Connect for Apple Devices updates the list of talklines in the Talklines screen when you are using Cisco Instant Connect for Apple Devices on a Wi-Fi network. To change this value, tap this option and choose a value from the list that appears. To exit the list of values without making changes, tap Cancel. The default value is 10.</td>
</tr>
</tbody>
</table>
### Table 2-11  Settings Screen Options (continued)

<table>
<thead>
<tr>
<th>Option</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>MEDIA SETTINGS</strong></td>
<td></td>
</tr>
<tr>
<td>Full Duplex</td>
<td>Turn on this switch if you want to communicate in full duplex mode when you are connected to a talkline and are using the PTT screen. If this switch is toggled off, you communicate in half duplex mode. By default, this option is checked and full duplex mode is enabled.</td>
</tr>
<tr>
<td>Unlatched PTT Timeout</td>
<td>Use this option to cause the Apple device to stop transmitting audio after the PTT button has been tapped and held for the configured timeout interval. To continue transmitting after a timeout, release the PTT button, then hold it down again. For example, if you set this option to 30 seconds, you can tap and hold the PTT button and transmit audio for 30 seconds. After that time, the Apple device stops transmitting audio, even if you continue to hold the PTT button. To set this option, tap it, then choose None, 30 seconds, 60 seconds, 90 seconds, or 120 seconds. A setting of None means no timeout interval. This timeout feature does not affect a latched PTT button.</td>
</tr>
<tr>
<td>GPS Location Mapping</td>
<td>Turn on this switch if you want the system to display the locations of you and another party when you request talker history details or from the Contacts Information screen or to display a map from the PTT screen on the Contact Details screen. (To display locations, other items must also be configured as described in the “Enabling Location Information” section on page 2-65.) By default, this option is checked and GPS location mapping is enabled.</td>
</tr>
<tr>
<td>RTP Call Assurance</td>
<td>Turn on this switch if you want the system to notify you if communication between Cisco Instant Connect for Apple Devices and UMS is interrupted. For related information, see the “Understanding Call Assurance” section on page 2-66. The default value is checked.</td>
</tr>
<tr>
<td>Mic Gain</td>
<td>Relative sensitivity of the Apple device microphone. Reduce this value if the microphone picks up too much ambient sound. To change this value, tap this option and choose a value from the list that appears. To exit the list of values without making changes, tap Cancel. The default value is 1.00, which corresponds to the Normal mic sensitivity option.</td>
</tr>
</tbody>
</table>
Chapter 2  Using Cisco Instant Connect for Apple Devices

Using the Settings Screen

Speaker Gain
Volume of the Apple device internal speaker as a percentage of the main volume setting of the device.
To change this value, tap this option and choose a value from the list that appears.
To exit the list of values without making changes, tap Cancel.
The default value is 1.0, which corresponds to the Normal device volume option.

Use Internal Speaker/Mic
Turn on this switch if you want the Apple device to use its internal speaker and microphone to play and pick up sounds. Uncheck the option if you want to use an external speaker and headset.
By default, this option is not checked and the device uses its internal speaker and microphone.

Disable Touch Screen PTT
Turn on this switch to disable the PTT button on the PTT screen.
When this PTT button is disabled, it does not respond to being tapped.

CONTACT SETTINGS

Contacts Filter
Tap and then choose one of the following options to choose the contacts that appear on your Cisco Instant Connect for Apple Devices Contacts screen:
- Favorites—Show only contacts that you have designated as favorites
- Online—Show all users that are configured in Cisco Instant Connect and that are online
- All—Show all users that are configured in Cisco Instant Connect
The default setting is Online.

SENSOR SETTINGS

Fall Sensitivity
Use this slider to set the relative distance that the Apple device must fall to trigger a predefined FALL_SENSOR alert.
A setting to the left of the slider specifies a longer fall distance and a setting to the right indicates a shorter fall distance. The default setting is in the middle of the slider.

Impact Sensitivity
Use this slider to set the relative strength of an impact that the Apple device must detect to trigger a predefined IMPACT SENSOR alert.
A setting to the left of the slider specifies a lower sensitivity (a stronger impact) and a setting to the right indicates a higher sensitivity (a weaker impact). The default setting is in the middle of the slider.

Table 2-11  Settings Screen Options (continued)

<table>
<thead>
<tr>
<th>Option</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Speaker Gain</td>
<td>Volume of the Apple device internal speaker as a percentage of the main volume setting of the device. To change this value, tap this option and choose a value from the list that appears. To exit the list of values without making changes, tap Cancel. The default value is 1.0, which corresponds to the Normal device volume option.</td>
</tr>
<tr>
<td>Use Internal Speaker/Mic</td>
<td>Turn on this switch if you want the Apple device to use its internal speaker and microphone to play and pick up sounds. Uncheck the option if you want to use an external speaker and headset. By default, this option is not checked and the device uses its internal speaker and microphone.</td>
</tr>
<tr>
<td>Disable Touch Screen PTT</td>
<td>Turn on this switch to disable the PTT button on the PTT screen. When this PTT button is disabled, it does not respond to being tapped.</td>
</tr>
</tbody>
</table>
| Contacts Filter         | Tap and then choose one of the following options to choose the contacts that appear on your Cisco Instant Connect for Apple Devices Contacts screen:  
  - Favorites—Show only contacts that you have designated as favorites  
  - Online—Show all users that are configured in Cisco Instant Connect and that are online  
  - All—Show all users that are configured in Cisco Instant Connect  
The default setting is Online. |
| Fall Sensitivity        | Use this slider to set the relative distance that the Apple device must fall to trigger a predefined FALL_SENSOR alert. A setting to the left of the slider specifies a longer fall distance and a setting to the right indicates a shorter fall distance. The default setting is in the middle of the slider. |
| Impact Sensitivity      | Use this slider to set the relative strength of an impact that the Apple device must detect to trigger a predefined IMPACT SENSOR alert. A setting to the left of the slider specifies a lower sensitivity (a stronger impact) and a setting to the right indicates a higher sensitivity (a weaker impact). The default setting is in the middle of the slider. |
Using the About Screen

The About screen, shown in Figure 2-17 on page 2-18, provides information about your current log in session and the servers that provide various functionality for Cisco Instant Connect for Apple Devices. This screen also provides access to an online version of this document, the Cisco privacy policy, and license information.

To display the About screen, tap the Server Status icon , , or  at the top right of any Cisco Instant Connect for Apple Devices screen.

To exit the Settings screen, tap the Back button .

The following sections provide related information:

- Assessing On Line Help, page 2-64
- Displaying the Cisco Privacy Policy, page 2-65
- Viewing License Information, page 2-65

Assessing On Line Help

You can access on line help from the About screen. On line help is a PDF version of this user guide.

To display on line help, follow these steps:

Procedure

<table>
<thead>
<tr>
<th>Step</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Step 1</td>
<td>Tap the Server Status icon , , or  at the top right of any Cisco Instant Connect for Apple Devices screen to display the About screen.</td>
</tr>
<tr>
<td>Step 2</td>
<td>On the About screen, tap the Help button. The PDF version of this document appears in a web browser.</td>
</tr>
<tr>
<td>Step 3</td>
<td>To exit the help display, exit the browser window.</td>
</tr>
</tbody>
</table>
Displaying the Cisco Privacy Policy

You can display the Cisco Privacy policy from the About screen.
To display the Cisco privacy policy, follow these steps:

Procedure

Step 1 Tap the Server Status icon at the top right of any Cisco Instant Connect for Apple Devices screen to display the About screen.
Step 2 On the About screen, tap the **Privacy Policy** button.
Step 3 To exit the privacy policy page, tap **Back** button.

Viewing License Information

You can access Cisco open source license information from the About screen.
To display license information, follow these steps:

Procedure

Step 1 Tap the Server Status icon at the top right of any Cisco Instant Connect for Apple Devices screen to display the About screen.
Step 2 On the About screen, tap the **License Information** button.
Step 3 From the web page that appears, choose the open source license document that you want to view.
Step 4 To exit the license information page, exit the browser window.
Step 5 To exit the license information page, exit the browser window.

Displaying Version Information

You can see the version of Cisco Instant Connect for Apple Devices that is running on your Apple device on the Login Screen and on the About screen. The version number appears near the top of the screen.
See Figure 2-1 on page 2-2 and Figure 2-17 on page 2-18.

Enabling Location Information

Several Cisco Instant Connect for Apple Devices screens and pages provide options for displaying the physical location of user devices that are logged in to Cisco Instant Connect. To display locations, Cisco Instant Connect and user devices must be configured as described in this section.

On Cisco Instant Connect
- Install a location server, as described in *Cisco Instant Connect Installation Guide*
• Configure a location server as described in *Cisco Instant Connect Administration Guide*

**In the Administration Console**

• A location server must be installed and configured in your Cisco Instant Connect deployment. For more information, see the “Managing Location Servers” section in *Cisco Instant Connect Administration Guide*.

**On an Android device**

• Turn on the *GPS Location Mapping* option in the Cisco Instant Connect Settings screen (this option is on by default)

• Choose the *Always* option on the Apple Device *Settings > Privacy > Location Services > Instant Connect* screen

**On an Apple device**

• Turn on the *Enable Location* option in the Cisco Instant Connect Settings screen

• Choose the *Always* option on the Apple Device *Settings > Privacy > Location Services > Instant Connect* screen

---

**Switching from Background Operation**

When Cisco Instant Connect for Apple Devices is running in the background on your Apple device and you are connected to an active talkline, even in the background, a red bar appears at the top of your Apple device screen.

If Cisco Instant Connect for Apple Devices is running in the background, you can bring it to the foreground in any of these ways:

• Tap the Cisco Instant Connect for Apple Devices application icon

• Tap the red bar at the top of your Apple device screen

• Double-tap the Apple device *Home* button to display the Recent App list, then tap the Cisco Instant Connect for Apple Devices application icon that appears in this list

---

**Understanding Call Assurance**

The Cisco Instant Connect for Apple Devices call assurance feature attempts to reestablish a connection to Cisco Instant Connect if your Apple device loses the connection while you are communicating on a talkline. This feature is supported only if a UMS is configured in your Cisco Instant Connect deployment and works as follows:

• If you are communicating on a talkline over a Wi-Fi network and that connection to the Cisco Instant Connect server is lost, your Apple device attempts to reconnect to the server through that connection. While it is trying to reconnect, the Apple device plays a loss of connection tone every 6 seconds, and the Unable to PTT button appears (see Table 2-3 on page 2-27) with messages that describe the current state or activity.

• If you are communicating on a talkline over a mobile data connection and that connection to the Cisco Instant Connect server is lost, your Apple device attempts to reconnect. While it is trying to reconnect, the Apple device plays a loss of connection tone every 6 seconds, and the Unable to PTT button appears with messages that describe the current state or activity.
When the Apple device can reconnect via the mobile data connection, it does so automatically. Again, it plays a loss of connection tone every 10 seconds during this time, and the Unable to PTT button appears with descriptive messages.
Using an Apple Watch with Cisco Instant Connect for Apple Devices

When the Apple Watch Cisco Instant Connect app is installed on an Apple Watch and the watch is paired with an Apple device that is running Cisco Instant Connect for Apple Devices, you can use the watch to PTT on a talkline that you are connected to from the Apple device. You can also use the watch to see the ID of another user who is talking on the talkline.

Using the Apple Watch Cisco Instant Connect app can be particularly convenient when a Bluetooth headset is connected to the Apple device. In this situation, you can PTT and monitor caller IDs without needing physical access to the Apple device.

This chapter describes how to use an Apple Watch with Cisco Instant Connect for Apple Devices. It includes these topics:

This chapter includes these topics:
- Enabling the Apple Watch Cisco Instant Connect App, page 3-1
- Starting the Apple Watch Cisco Instant Connect App, page 3-2
- Exiting the Apple Watch Cisco Instant Connect App, page 3-3
- Waking the Apple Watch, page 3-3
- Using the PTT Screen on an Apple Watch, page 3-3

Enabling the Apple Watch Cisco Instant Connect App

You enable the Apple Watch Cisco Instant Connect app from an Apple device that is paired with your Apple Watch.

Before you enable the app, install Cisco Instant Connect for Apple Devices on your Apple device as described in the “Obtaining Cisco Instant Connect for Apple Devices” section on page 1-2. In addition, pair the Apple device with your Apple Watch.

To enable the Apple Watch Cisco Instant Connect app, tap the Apple Watch app on the Apple Device to display the My Watch screen. Then, scroll down and tap Instant Connect, and turn on Show App on Apple Watch.

After you enable the Apple Watch Cisco Instant Connect app, its icon appears on your Apple Watch as follows:
Starting the Apple Watch Cisco Instant Connect App

This section explains how to start the Apple Watch Cisco Instant Connect app.

Before you begin:

- Make sure that the Apple Watch is paired with an Apple device on which Cisco Instant Connect for Apple Devices is installed. See your Apple documentation for information about pairing devices.
- Log in to Cisco Instant Connect for Apple Devices from the Apple Device with which the watch is paired. See the “Starting Cisco Instant Connect for Apple Devices and Logging In to Cisco Instant Connect” section on page 2-19 for instructions.

To start the Apple Watch Cisco Instant Connect app, tap its icon on the watch.

- If you are connected to an active talkline from the Apple device with which the watch is paired, the PTT screen appears. See the “Using the PTT Screen on an Apple Watch” section on page 3-3.
- If the Apple Device with which the watch is paired is not logged in to Cisco Instant Connect for Apple Devices, the Login is Required screen appears, as shown in Figure 3-1. In this case, either log in to Cisco Instant Connect for Apple Devices from the Apple device, or exit the Apple Watch Cisco Instant Connect app as described in the “Exiting the Apple Watch Cisco Instant Connect App” section on page 3-3.

![Figure 3-1 Login is Required Screen]

- If the Apple Device with which the watch is paired is not logged in to Cisco Instant Connect for Apple Devices, the PTT Disconnected screen appears, as shown in Figure 3-2. In this case, either connect to a talkline from Apple device, or exit the Apple Watch Cisco Instant Connect app as described in the “Exiting the Apple Watch Cisco Instant Connect App” section on page 3-3.

![Figure 3-2 PTT Disconnected Screen]
Exiting the Apple Watch Cisco Instant Connect App

You can exit the Apple Watch Cisco Instant Connect app in either of these ways:

- To exit app and keep it running in the background, press the Digital Crown on the Apple Watch. The Apple Watch main screen appears and the app continues to run in the background.
  To return to the app, tap the Apple Watch Cisco Instant Connect app icon.
- To force kill the app, while the app displayed, press and hold the side button on the Apple Watch until the Cancel screen appears. Then press and hold the side button again until the app closes.

Waking the Apple Watch

To conserve its battery, an Apple Watch that is in sleep mode does not wake automatically when it is running the Apple Watch Cisco Instant Connect app and the paired device receives a call on a talkline. In this situation, if the watch is appropriately configured, you can wake the watch and display the PTT screen with the ID of the talker by taking any of these actions:

- Raising your wrist
- Pressing the Digital Crown on the watch
- Pressing the side button on the watch
- Tapping the screen on the watch

To configure the watch to wake and display the PTT screen in these ways, take either of these actions:

- On the watch, open the Settings app on the Home screen, and tap General > Activate on Wrist Raise, turn on Wrist Raise, then scroll down and choose Last Used App.
- From the paired device, tap the Apple Watch app, then tap My Watch > General, and turn on Wrist Detection. Also, tap Activate on Wrist Raise and choose Resume Previous Activity.

Using the PTT Screen on an Apple Watch

You use the PTT screen on Apple Watch to control the PTT feature on the Apple Device that is paired with the watch and communicate with other Cisco Instant Connect for Apple Devices users.

When you start the Apple Watch Cisco Instant Connect app and the paired device is connected to an active talkline, the PTT screen appears as shown in Figure 3-3.

Figure 3-3   PTT Screen – Idle Mode
Using the PTT Screen on an Apple Watch

Use these actions to communicate on the talkline:
- To transmit, tap the PTT button, and then speak through the microphone of the paired device or through a headset that is connected to the paired device
- To stop transmitting, tap the PTT button again
- To listen to transmissions from other users, listen to the audio that comes through the speaker of the paired device or through a headset that is connected to the paired device

When you are transmitting, the half circle around the PTT button appears red, as shown in Figure 3-4.

**Figure 3-4  PTT Screen – Transmitting Mode**

If a transmission comes from another user while you are transmitting, the Cisco Instant Connect user ID of that user appears on the PTT screen, as shown in Figure 3-5.

**Figure 3-5  PTT Screen – Transmitting Mode with Incoming Transmission**

When you receive a transmission on an active talkline and you are not in transmitting mode, the half circle around the PTT button appears green and the Cisco Instant Connect user ID of the talker appears, as shown in Figure 3-6.
Figure 3-6 PTT Screen – Receive Mode

Channel 14  3:35

arun1
Troubleshooting and Program Messages

This chapter provides troubleshooting tips for some common issues that you may encounter while using Cisco Instant Connect for Apple Devices. It also explains program messages that Cisco Instant Connect for Apple Devices may display.

This chapter includes these topics:
- Troubleshooting Tips, page 4-1
- Program Messages, page 4-2

Troubleshooting Tips

**Symptom** Cannot log in to the Cisco Instant Connect server.

**Possible Cause**
- A user name and password are not configured for you on the Cisco Instant Connect server
- Your Apple device does not have WiFi, 3G, or 4G connectivity
- The Cisco Instant Connect server is down or unreachable

**Recommended Action**
- Make sure that a Cisco Instant Connect administrator or operator configures you as a Cisco Instant Connect user
- Make sure that your Apple device has network connectivity

**Symptom** Cisco Instant Connect for Apple Devices cannot transmit or receive audio.

**Possible Cause**
- Your Apple device is not operating on a wireless network
- The UMS component is down or unreachable

**Recommended Action**
- To reestablish a connection, wait, and reconnection starts automatically.
- Make sure that you are using a WiFi connection and that your Apple device is in range for the connection
– Make sure that your Apple device is on the same wireless network as the Cisco Instant Connect UMS component
– Contact your system administrator to make sure that the UMS component is up and reachable
– Contact your Cisco Instant Connect dispatcher to determine whether there is an active talkline

Symptom  Audio from your Apple device is transmitted at a low volume.

Possible Cause  Some Apple devices include two internal microphones. When you choose to use the internal speaker (as described in the “Using the Settings Screen” section on page 2-61), the microphone at the bottom of the device becomes active. When you choose to use an external speaker, the microphone at the top of the device becomes active.

Recommended Action  Speak into the active microphone. If you are using a Bluetooth headset, make sure that the headset is sufficient charged. Some devices have a low microphone sensitivity, in which case, it might be necessary to increase the Mic Gain option in the Cisco Instant Connect for Apple Devices Settings screen. (Be aware that setting a high Mic Gain values degrades audio quality.)

Program Messages

This section lists the Cisco Instant Connect for Apple Devices program messages that can appear when a situation requires you to take corrective action. This chapter also provides an explanation of each message and recommended actions that you can take to resolve an issue.

Message  Server error. Is this the correct server?

Explanation  An error occurred with the Cisco Instant Connect server.

Recommended Action  Try the operation again. If the issue persists, contact your system administrator.

Message  Attempt to modify favorite failed

Explanation  An communication error with the Cisco Instant Connect server occurred when you tried to change the favorite status of a contact

Recommended Action  Try the operation again. If the issue persists, contact your system administrator.

Message  Download failed

Explanation  The system cannot access a file such as the Cisco Instant Connect for Apple Devices help file or user image.

Recommended Action  Try the operation again. If the issue persists, contact your system administrator.
Message **Failed to activate VTG**

**Explanation** You pressed the Activate button but the system was not able to activate the VTG. Possible causes of this situation include an issue with the UMS or the Cisco Instant Connect server, or no available VTG licenses.

**Recommended Action** Try to activate the VTG again. If the issue persists, try deactivating some VTGs or contact your system administrator.

Message **Failed to create patch**

**Explanation** You tried to create a patch VTG system was not able to create it. Possible causes of this situation include an issue with the UMS or the Cisco Instant Connect server, or no available VTG resources.

**Recommended Action** Try again. If the issue persists, try deactivating some other VTGs or contact your system administrator.

Message **Failed to deactivate talkline**

**Explanation** You pressed the **Deactivate** button but the system was not able to deactivate the VTG. Possible causes of this situation include an issue with the UMS or the Cisco Instant Connect server, or someone else might have just deactivated the VTG.

**Recommended Action** Try again. If the issue persists, contact your system administrator.

Message **Failed to get talklines**

**Explanation** An issue occurred with the Cisco Instant Connect server.

**Recommended Action** Try again. If the issue persists, contact your system administrator.

Message **Failed to join talkline**

**Reason**

**Explanation** An error occurred when Cisco Instant Connect for Apple Devices tried to set up a PTT session. **Reason** provides information about why the error occurred.

**Recommended Action** Contact your system administrator.
### Program Messages

**Message** Failed to setup call.

**Reason**

**Explanation** An error occurred when you tried to place a point-to-point call. **Reason** provides information about why the error occurred.

**Recommended Action** Try again. If the issue persists, contact your system administrator.

**Message** Invalid server IP address or host name. Please log in with a valid IP address or host name

**Explanation** You are trying to log in to the Cisco Instant Connect Server from the Cisco Instant Connect for Apple Devices Log In screen and have not entered the IP address of the Cisco Instant Connect server, your Cisco Instant Connect user name, or your Cisco Instant Connect password, or have entered one or more of these items incorrectly.

**Recommended Action** Enter the IP address of the Cisco Instant Connect server, your Cisco Instant Connect user name, and your Cisco Instant Connect password in the appropriate fields.

**Message** Invalid username or password

**Explanation** You are trying to log in to the Cisco Instant Connect Server from the Cisco Instant Connect for Apple Devices Log In screen and have entered an invalid user name or password.

**Recommended Action** Enter your correct user name and password. If the issue persists, contact your system administrator.

**Message** Instant Connect server not reachable.

**Reason**

**Explanation** Your Apple device cannot access the Cisco Instant Connect server because of an issue with the network or with the VPN.

**Recommended Action** Make sure that you have network or VPN access to the Cisco Instant Connect server and try again to connect to the server. If the issue persists, contact your system administrator.

**Message** License not available or license count exceeded. Please contact a system administrator

**Explanation** You are trying to log in to Cisco Instant Connect but a required license is not available.

**Recommended Action** Wait a few minutes and try to log in to the Cisco Instant Connect server again. If the issue persists, contact your system administrator.
Message Login failed

Explanation An error occurred when you tried to log in to the Cisco Instant Connect server.

Recommended Action Make sure that you are entering the correct log IP address or FQDN of the Cisco Instant Connect server and your correct Cisco Instant Connect user name and password. If the issue persists, contact your system administrator.

Message Media server error

Explanation An error occurred with the UMS.

Recommended Action Try the operation that you want to perform again. If the issue persists, contact your system administrator.

Message Media server unavailable

Explanation Cisco Instant Connect for Apple Devices cannot reach the UMS during its periodic call assurance check or during a PTT request.

Recommended Action If the issue persists, contact your system administrator.

Message No internet connectivity

Explanation Your Apple device cannot access the Cisco Instant Connect server because of an issue with the network.

Recommended Action Make sure that you have network access to the Cisco Instant Connect server and try again to connect to the server. If the issue persists, contact your system administrator.

Message PTT Denied, Higher priority call in progress

Explanation You are trying to communicate on a talkline while someone with a higher is communicating on the same talkline.

Recommended Action Wait for silence on the talkline and then try again. For more information, see the “Talk Priority” section on page 2-34.
**Message**  Server unreachable

**Explanation**  Cisco Instant Connect for Apple Devices cannot access the Cisco Instant Connect server, or you are trying to log in to the Cisco Instant Connect Server from the Cisco Instant Connect for Apple Devices Log In screen and have entered an invalid IP address or FQDN for the Cisco Instant Connect server.

**Recommended Action**  Try to log in to a different Cisco IPCIS server, or enter the correct IP address or FQDN for the Cisco Instant Connect server. If the issue persists, contact your system administrator.

**Message**  The certificate from the server is invalid. Please log in to a trusted server

**Explanation**  The Cisco Instant Connect server SSL certificate has expired, been revoked by the certificate authority, or does not match its host name.

**Recommended Action**  Contact your system administrator.

**Message**  This version of Instant Connect not supported by the Instant Connect Server

**Explanation**  You are trying to log in to the Cisco Instant Connect server and are using a version of Cisco Instant Connect for Apple Devices that the server does not support.

**Recommended Action**  Install a supported version of Cisco Instant Connect for Apple Devices.

**Error Message**  User account has been disabled

**Explanation**  A system administrator disabled as a Cisco Instant Connect user.

**Recommended Action**  Contact your system administrator.

**Message**  User account has been locked

**Explanation**  A system administrator locked your Cisco Instant Connect account.

**Recommended Action**  Contact your system administrator.

**Message**  Your account does not have the proper privilege level

**Explanation**  You are trying to activate a VTG, deactivate a VTG, add talkline resources, or remove talkline resources, but do not have the required privilege to do so. You must have the Cisco Instant Connect Dispatcher or All privilege to perform certain Cisco Instant Connect for Apple Devices operations.

**Recommended Action**  Contact your system administrator.
Message Your session has timed out or you have been logged out by a system administrator

Explanation You have been logged out of the Cisco Instant Connect server because you have not performed any Cisco Instant Connect for Apple Devices activity for some time, or a system administrator has logged you out from the Cisco Instant Connect Administration Console.

Recommended Action Try to log in to the Cisco Instant Connect server again. If the issue persists, contact your system administrator.
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