



# Getting Started

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

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## Overview

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

For information about Android devices and network configurations that support Cisco Instant Connect, see *Cisco IPICS Compatibility Matrix*.

Before you can use Cisco Instant Connect, you must install it on your Android device as described in the [“Obtaining and Installing Cisco Instant Connect”](#) section on page 1-2.

## Using Cisco Instant Connect with Cisco Instant Connect Express

Cisco Instant Connect Express is a mobile push-to-talk (PTT) solution based on the Cisco IP Interoperability and Collaboration System (IPICS). The system provides a subset of the features and functionality of Cisco IPICS.

When you use Cisco Instant Connect 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:

- VTGs with users as participants
- Broadcast, incident, patch, and scan VTGs
- Channels
- Radios
- High availability

# Obtaining and Installing Cisco Instant Connect

To obtain the Cisco Instant Connect app and install it on an Android device, take any of these actions:

- From the Android device, go to the Google Play Store and download the application. The application name is Cisco Instant Connect 4.9(2).
- From a browser on the Android device, access the Cisco Administration Console Log In Screen and tap the **Download Cisco Instant for Android** link to download the app to your device. Next, go to the folder on the Android device where the downloaded app is stored, tap the app, and follow the prompts to install it.
- From a PC, go to the Google Play Store at the following URL and download the app named Cisco Instant Connect 4.9(2) (you might need to hover your mouse over an app to see its full name):

<https://play.google.com/store/apps/developer?id=Cisco%20Systems,%20Inc.&hl=en>

Next, copy the app from the PC to the Android device, go to the folder on the Android device where the app is stored, tap the app, and follow the prompts to install it.

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


## Configuring a Sonim Device

If you will be running Cisco Instant Connect on a Sonim device over a 3G or 4G network, you must make certain configuration settings on your Sonim device. The procedure shows how to make configuration settings that are required if you are using the AT&T network.

Before you perform this procedure, make sure that the SIM card is installed and activated in the device.


To provision a Sonim device to run Cisco Instant Connect over a 3G or 4G network, follow these steps:

### Procedure

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- Step 1** From the Android desktop, tap **Settings**.
- Step 2** Tap **More...** under WIRELESS & NETWORKS.
- Step 3** Tap **Mobile networks**.
- Step 4** Tap **Access Point Names**.
- Step 5** Tap the expand icon  in the menu bar.
- Step 6** Configure the following options as shown:
- Name—**AT&T**
  - APN—**phone**
  - Proxy—Leave blank
  - Port—Leave blank
  - Username—Leave blank
  - Server—Leave blank
  - MMSC—**http://mmsc.mobile.att.net**
  - MMS proxy—**proxy.mobile.att.net**

- MMS port—**80**
- MCC—**310**
- MNC—**410**
- Authentication type—Leave blank
- APN type—**default,supl,mms,hipri,fota**

Other options on this screen do not need to be configured.

**Step 7** Tap the  icon in the menu to open the Settings menu.

**Step 8** Tap **Save**.

## Guidelines for Use

- An Android device can communicate with the Cisco IPICS server and UMS via a WiFi network connection or via a 3G or 4G connection (see Cisco IPICS Compatibility Matrix for details). If the Cisco IPICS server and UMS component are in an internal network, you must use the Cisco AnyConnect VPN Client to access the server, unless the Cisco IPICS server and the UMS component can be accessed by external devices via the public Internet without firewall restrictions.
- To allow audio communication, the Cisco IPICS 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 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, you temporarily lose the connection if you move from a WiFi network to a 3G or 4G connection.
- When you view a list of incidents, channels, VTGs, and radios, the information in the screen updates automatically every 10 seconds, by default, when you are using a WiFi connection, or every 60 seconds, by default, when you are using a 3G or 4G connection.
- Some communication between the Cisco Instant Connect and the Cisco IPICS server goes over a Secure Socket Layer (SSL) and is encrypted and secure. Secure communication includes logging in, logging out, and uploading resources. However, audio communication is not encrypted.
- If a standalone Cisco IPICS server fails while you are logged in from Cisco Instant Connect, a message appears that says the server is unreachable.

If high availability is configured for the Cisco IPICS server, you can log back in by identifying the primary server, and the system redirects you to the secondary server automatically. If you are logged in to the secondary server when fallback occurs, you are reconnected to the primary server automatically.

- If you are using headphones with your Android device, plug in the headphones before starting Cisco Instant Connect.

For related information about the Cisco IPICS server, see the Cisco IPICS documentation.

