Cisco Instant Connect MIDlet Reference Guide

Cisco IPICS 4.7

Americas Headquarters
Cisco Systems, Inc.
170 West Tasman Drive
San Jose, CA 95134-1706
USA
http://www.cisco.com
Tel: 408 526-4000
800 553-NETS (6387)
Fax: 408 527-0883

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Cisco Instant Connect MIDlet Reference Guide

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Preface

This document provides detailed information about the Cisco Instant Connect MIDlet. This application lets you use supported Cisco Unified Wireless IP Phone models to communicate with other Cisco IPICS users via a point-to-point or standard telephone call, and communicate via channels, VTGs, and incidents by using your phone as a push-to-talk device.

Audience

This document is intended for administrators who will configure the Cisco Instant Connect MIDlet and for users who will run the MIDlet on a Cisco Unified Wireless IP Phone.

Organization

This document is organized as follows:

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<tr>
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<td>Describes the Cisco Instant Connect MIDlet, explains the Cisco Unified Wireless IP Phone buttons that you can use with the MIDlet, and provides an overview of the screens that the MIDlet can display</td>
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<td>Chapter 2, “System Configuration”</td>
<td>Describes how to add the CiscoInstantConnect service to Cisco Unified Communications Manager, and how to subscribe Cisco Unified Wireless IP Phones to this service</td>
</tr>
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<td>Chapter 3, “Using the Cisco Instant Connect MIDlet”</td>
<td>Describes how to use the Cisco Instant Connect MIDlet</td>
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<td>Chapter 4, “System Messages”</td>
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Obtaining Documentation, Obtaining Support, and Security Guidelines

For information about obtaining documentation, obtaining support, providing documentation feedback, security guidelines, and recommended aliases and general Cisco documents, see the monthly What’s New in Cisco Product Documentation. This publication also lists new and revised Cisco technical documentation. It is available at:

Overview

This chapter describes the Cisco Instant Connect MIDlet, explains the Cisco Unified Wireless IP Phone buttons that you can use with the MIDlet, and provides an overview of the screens that the MIDlet can display.

This chapter includes these topics:
- Introduction to the Cisco Instant Connect MIDlet, page 1-1
- Using the Cisco Unified IP Phone with the Cisco Instant Connect MIDlet, page 1-1
- Understanding the Cisco Instant Connect MIDlet Screens, page 1-3
- Recovering from a Loss of Network Connectivity, page 1-4

Introduction to the Cisco Instant Connect MIDlet

The Cisco Instant Connect MIDlet is an application for certain Cisco Unified Wireless IP Phone models that lets you communicate with other Cisco IPICS users via a point-to-point (P2P) or standard telephone call, and communicate via channels, VTGs, and incidents by using the IP phone as a push-to-talk (PTT) device.

For a list of Cisco Unified Wireless IP Phone models and minimum firmware version that support the Cisco Instant Connect MIDlet, see Cisco IPICS Compatibility Matrix.

Using the Cisco Unified IP Phone with the Cisco Instant Connect MIDlet

Figure 1-1 and the table that follows describe the Cisco Unified Wireless IP Phone buttons that you can use with the Cisco Instant Connect MIDlet. For more detailed information about the phone, its controls, and its operation, see the documentation for your Cisco Unified Wireless IP Phone.
Figure 1-1  Cisco Unified Wireless IP Phone Buttons used with the Cisco Instant Connect MIDlet

1 PTT button—When you are on a point-to-point call or communicating via a channel, VTG, or incident, press to talk.
   When the Cisco Instant Connect MIDlet is not running, pressing this button starts the MIDlet.

2 Volume button—When the phone is idle, controls the ring volume and vibrate option, or turns off the ring. During a call, controls the speaker volume for the handset, headset, and speaker mode.

3 Left softkey—Activates the softkey option that the screen displays above this button.

4 Right softkey—Activates the softkey option that the screen displays above this button.

5 Select button—Allows you to select a menu item, list item, or action. Also functions as a PTT button when you are on a point-to-point call or communicating via a channel, VTG, or incident.

6 Navigation button (up, down, left, right)—Allows you to scroll through menus and to highlight items in a list.
   When logging in to Cisco IPICS or entering a telephone number, pressing the left navigation button deletes the character to the left of the cursor.
Keypad—These keys allow you to enter numbers, letters, or special characters. When logging in to Cisco IPICS or searching for a contact, press a key repeatedly to enter the desired characters as follows:

- 1 key—1 ! @ < > $ % ^ &
- 2 key—a b c 2 A B C
- 3 key—d e f 3 D E F
- 4 key—g h i 4 G H I
- 5 key—j k l 5 J K L
- 6 key—m n o 6 M N O
- 7 key—p q r s 7 P Q R S
- 8 key—t u v 8 T U V
- 9 key—w x y z 9 W X Y Z
- Asterisk (*) key—*
- Zero (0) key—0 (space) + , . ‘ ” | _ ~
- Pound (#) key—# ? ( ) [ ] { }
Recovering from a Loss of Network Connectivity

If your phone loses connectivity to the WiFi network, the phone alerts you to the connectivity loss by beeping as configured in the “Configuring Phones” section on page 2-2.

If you are using the Cisco Instant Connect MIDlet, after a few minutes the phone displays its Services screen, and then displays its Home screen.

When connectivity to the WiFi network is restored, you can resume your session by starting the MIDlet as described in the “Starting the Cisco Instant Connect MIDlet” section on page 3-1. If you were communicating on a talk line when network connectivity was lost, you are reconnected to that talk line automatically when you resume your session.
System Configuration

To use the Cisco Instant Connect MIDlet, the CiscoInstantConnect service must be added to Cisco Unified Communications Manager and phones that will use the MIDlet must subscribe to this service.

This chapter describes these procedures. It includes these topics:

- Adding the CiscoInstantConnect Service to Cisco Unified Communications Manager, page 2-1
- Configuring Phones, page 2-2
- Subscribing Phones to the CiscoInstantConnect Service, page 2-3
- Resubscribing Phones to the CiscoInstantConnect Service after an Upgrade, page 2-3

Adding the CiscoInstantConnect Service to Cisco Unified Communications Manager

The CiscoInstantConnect service allows Cisco Unified Wireless IP Phones to operate with Cisco Unified Communications Manager.

This section describes how to add this service to Cisco Unified Communications Manager. For more information about using MIDlets, see Java MIDlet Developers Guide for Cisco Unified IP Phones, which is available at:


To add the CiscoInstantConnect service to Cisco Unified Communications Manager, perform the following these steps.

Before You Begin

Download the CiscoInstantConnect JAD file from the following URL, open the file with a text editor, and make a note of the Service Version number that the file contains. When you enter this URL, replace ipics_server with the host name or IP address of the Cisco IPICS server.

http://ipics_server/ipics_server/midlet/CiscoInstantConnect.jad

Procedure

Step 1  In the Cisco Unified CM Administration Console, choose Device > Device Settings > Phone Services.
Step 2  Click the Add New button at the bottom of the page.
Configuring Phones

After you add the CiscoInstantConnect service as described in the “Adding the CiscoInstantConnect Service to Cisco Unified Communications Manager” section on page 2-1, configure each Cisco Unified Wireless IP Phone that will run the Cisco Instant Connect MIDlet to launch the MIDlet when you press its PTT button and to alert you if the phone loses connectivity to the WiFi network.

To configure a phone, follow these steps:

**Procedure**

**Step 1** Choose Device > Device Settings > Phone Services.

**Step 2** Use the Find Phone fields and the Find button to locate the CiscoInstantConnect service.

**Step 3** Click the link for the service in the IP Phone Service column.

**Step 4** Copy the URL in the Service URL field.

**Step 5** Choose Device > Phone.

**Step 6** Use the Find Phone fields and the Find button to locate the phone.

**Step 7** Click the link for the phone in the Device Name (Line) column.

**Step 8** In the Product Specific Configuration Layout area, take these actions:

a. In the Application URL field, paste the URL that you copied Step 4.

b. From the Out-of-Range Alert field, choose Beep once, Beep every 10 seconds, Beep every 30 seconds, or Beep every 60 seconds to designate how the phone alerts you if it loses connectivity to the WiFi network.
Subscribing Phones to the CiscoInstantConnect Service

After you add the CiscoInstantConnect service as described in the “Adding the CiscoInstantConnect Service to Cisco Unified Communications Manager” section on page 2-1, subscribe each Cisco Unified Wireless IP Phone that will run the Cisco Instant Connect MIDlet to this service.

A phone can be subscribed to only one instance of the CiscoInstantConnect service.

To subscribe a Cisco Unified Wireless IP Phone to the CiscoInstantConnect service, follow these steps:

Procedure

Step 1 In the Cisco Unified CM Administration Console, choose Device > Phone.
Step 2 Use the Find Phone fields and the Find button to locate the phone.
Step 3 Click the link for the phone in the Device Name (Line) column.
Step 4 Choose Subscribe/Unsubscribe Services from the Related Links field near the top right of the Phone Configuration page, then click Go next to this field.
Step 5 In the dialog box that appears, take these actions:
   a. Choose CiscoInstantConnect from the Select a Service drop-down list.
   b. Click Next.
   c. Click Subscribe.
   d. Click Close.

Resubscribing Phones to the CiscoInstantConnect Service after an Upgrade

If you obtain an updated version of the CiscoInstantConnect service or if you upgrade Cisco IPICS, you must resubscribe each Cisco Unified Wireless IP Phone that runs the Cisco Instant Connect MIDlet to the CiscoInstantConnect service.

To resubscribe a Cisco Unified Wireless IP Phone to the CiscoInstantConnect service, follow these steps:

Procedure

Step 1 In the Cisco Unified CM Administration Console, choose Device > Phone.
Step 2 Use the Find Phone fields and the Find button to locate the phone.
Step 3  Click the link for the phone in the Device Name (Line) column.

Step 4  Choose **Subscribe/Unsubscribe Services** from the Related Links field near the top right of the Phone Configuration page, then click **Go** next to this field.

Step 5  In the dialog box that appears, take these actions to unsubscribe from the CiscoInstantConnect service:
   a. Choose **CiscoInstantConnect** from the Select a Service drop-down list.
   b. Click **Next**.
   c. Click **Unsubscribe**.
   d. Click **Close**.

Step 6  Choose **Subscribe/Unsubscribe Services** from the Related Links field near the top right of the Phone Configuration page, then click **Go** next to this field.

Step 7  In the dialog box that appears, take these actions to subscribe to the updated version of the CiscoInstantConnect service:
   a. Choose **CiscoInstantConnect** from the Select a Service drop-down list.
   b. Click **Next**.
   c. Click **Subscribe**.
   d. Click **Close**.
Using the Cisco Instant Connect MIDlet

This chapter describes how to use the Cisco Instant Connect MIDlet. It includes these topics:

- Starting the Cisco Instant Connect MIDlet, page 3-1
- Logging In to Cisco IPICS, page 3-2
- Logging Out of Cisco IPICS, page 3-2
- Exiting the Cisco Instant Connect MIDlet, page 3-3
- Changing the Cisco IPICS Location, page 3-3
- Refreshing a Cisco Instant Connect MIDlet Screen, page 3-3
- Displaying Information Related to the Cisco Instant Connect MIDlet, page 3-4
- Joining a Talk Line, page 3-4
- Managing Contacts, page 3-5
- Placing a Point-to-Point Call, page 3-7
- Receiving a Point-to-Point Call, page 3-7
- Placing a Telephone Call, page 3-8
- Receiving a Telephone Call, page 3-9

Starting the Cisco Instant Connect MIDlet

To start the Cisco Instant Connect MIDlet from a supported Cisco Unified Wireless IP Phone, take either of these actions:

- From the main screen on the phone, press the Left Navigation button, which autonomically chooses the Services icon and opens the Services menu.
  Then, from the Services menu, highlight the Cisco Instant Connect option, and either press the left (Select) softkey or press the right (Options) softkey and choose Launch from the menu.

- Press the PTT button at the top of the left side of the phone.
  Using this button requires that your phone be configured as described in the “Configuring Phones” procedure on page 2-2.

If you are logging in to the Cisco IPICS server for the first time, the Login screen appears. See the “Logging In to Cisco IPICS” section on page 3-2.
If you previously logged in to the Cisco IPICS server from this phone, the system automatically logs you back in with the server address, user name, password, and location information from your last Cisco Instant Connect MIDlet session and the main screen appears.

Logging In to Cisco IPICS

After you start the Cisco Instant Connect MIDlet for the first time, you must log in to the Cisco IPICS server to be able to use the MIDlet. In addition, you must be logged in for other Cisco Instant Connect MIDlet to be able to contact you through a point-point call.

You can log in to the Cisco IPICS server from one Cisco Unified Wireless IP Phone at a time. If you try to log in while you are logged in from another phone, your phone displays an error message.

To log in to the Cisco IPICS server, follow these steps:

**Procedure**

**Step 1** Start the MIDlet as described in the “Starting the Cisco Instant Connect MIDlet” section on page 3-1 and then enter information in the following fields in the Log In screen.

For information about using the keypad buttons to enter information in these fields, see Figure 1-1 on page 1-2.

- Server Address—Host name or IP address of the Cisco IPICS server
- User Name—Your Cisco IPICS user name
- Password—Your Cisco IPICS password

**Step 2** Press the left (Login) softkey.

**Step 3** In the Locations screen, choose the Cisco IPICS location to which you want to connect.

For optimum connectivity, use the most appropriate location for your wi-fi domain.

Logging Out of Cisco IPICS

You can log out of Cisco IPICS from any Cisco Instant Connect MIDlet screen that displays the Menu option for the Right softkey.

**Note**

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

To log out of Cisco IPICS from the Cisco Instant Connect MIDlet, follow these steps:

**Procedure**

**Step 1** Press the right (Menu) softkey.

**Step 2** Choose Logout from the menu.
Exiting the Cisco Instant Connect MIDlet

When the Cisco Instant Connect MIDlet Login screen is displayed, you can press the right (Exit) softkey to exit the MIDlet. The system retains the IPICS server, user name, password, and location information from the current session, so the next time you start the MIDlet, you do not need to log in to the Cisco IPICS server again and the main screen appears immediately.

Changing the Cisco IPICS Location

You can change the location of the Cisco IPICS server that you are logged in to from any Cisco Instant Connect MIDlet screen that displays the Menu option for the Right softkey.

To change the Cisco IPICS location, follow these steps:

Procedure

<table>
<thead>
<tr>
<th>Step</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>Step 1</td>
<td>Press the right (Menu) softkey.</td>
</tr>
<tr>
<td>Step 2</td>
<td>Choose Logout from the menu.</td>
</tr>
<tr>
<td>Step 3</td>
<td>Enter your password in the Password field.</td>
</tr>
<tr>
<td>Step 4</td>
<td>Press the left (Login) softkey.</td>
</tr>
<tr>
<td>Step 5</td>
<td>In the Locations screen, choose the Cisco IPICS location to which you want to connect.</td>
</tr>
</tbody>
</table>

Refreshing a Cisco Instant Connect MIDlet Screen

The Cisco Instant Connect MIDlet screens do not refresh automatically. To make sure that you are viewing current information, periodically refresh the screen.

To refresh a Cisco Instant Connect MIDlet screen, follow these steps:
Displaying Information Related to the Cisco Instant Connect MIDlet

To display general information that relates to the Cisco Instant Connect MIDlet, follow these steps:

Procedure

Step 1  Press the right (Menu) softkey.
Step 2  Choose Refresh from the menu.

The screen displays the information that Table 3-1 describes.

Step 3  Press the left (Back) softkey to exit the information display screen.

Table 3-1  Cisco Instant Connect MIDlet Information

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Server Version</td>
<td>Cisco IPICS software version that is running on the Cisco IPICS server.</td>
</tr>
<tr>
<td>App Version</td>
<td>Version of the Cisco Instant Connect MIDlet that is running on your phone.</td>
</tr>
<tr>
<td>Server</td>
<td>If the phone is logged into an active Cisco IPCIS server, this field displays</td>
</tr>
<tr>
<td></td>
<td>the IP address of that server.</td>
</tr>
<tr>
<td></td>
<td>If the phone is logged in to a Cisco IPICS server that is failing over or is</td>
</tr>
<tr>
<td></td>
<td>inaccessible for some other reason, this field displays “OFFLINE.”</td>
</tr>
<tr>
<td>User name</td>
<td>Your Cisco IPICS user name.</td>
</tr>
</tbody>
</table>

Joining a Talk Line

The Cisco Instant Connect MIDlet Talk Line screen displays active channels, VTGs, and incidents with which you are associated. You can join any of these talk lines. When you do so, you can use your phone as a PTT device to communicate with other users who have joined the same channel, VTG, or incident.

Note

Channels that use the G.729 codec appear dimmed in the Talk Line screen and cannot be joined.
To join an active channel, VTG, or incident, follow these steps:

**Procedure**

**Step 1**  Choose the Talk Line tab in the Cisco Instant Connect MIDlet.
**Step 2**  Highlight the channel, VTG, or incident that you want to join.
**Step 3**  Press the left (Join) softkey or the Select button.

You join the selected talk line and the speaker on your phone enables automatically.

To talk, press the PTT button or the Select button. To listen, release the button.

If the latch feature is enabled for you for the channel, VTG, or incident that you joined, you can press the right (Latch) softkey to latch the PTT button. Latching the PTT button has the same effect as continuing to press it. Press the right (Unlatch) softkey again to release the latch.

If a channel is configured as listen-only, its name appears against a yellow and black striped background, and the PTT button does not function.

**Step 4**  To leave the channel, VTG, or incident that you joined, press the left (Back) softkey.

---

**Managing Contacts**

A contact is another Cisco IPICS user. The Cisco Instant Connect MIDlet lets you communicate with your contacts through a point-to-point (P2P) call or a regular telephone call.

The Cisco Instant Connect MIDlet maintains these contact lists:

- **Public**—A system-generated list of all Cisco IPICS users
- **Favorite**—A list that you can create and that contains the Cisco IPICS users that you choose

The following sections provide detailed information about managing contacts:

- **Accessing a Contact List**, page 3-5
- **Adding a Contact to the Favorite List**, page 3-6
- **Removing a Contact from the Favorite List**, page 3-6
- **Searching for a Contact**, page 3-6

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**Accessing a Contact List**

To access the Public or Favorite contact list, follow these steps:

**Procedure**

**Step 1**  Choose the Contact tab in the Cisco Instant Connect MIDlet.
**Step 2**  In the Contact tab, highlight the Public or Favorite, depending on the contact list that you want.
**Step 3**  Press the left (Detail) softkey or the Select button to display the contacts in the list that you highlighted.
Step 4  To exit the display of contacts, press the left (Back) softkey.

Adding a Contact to the Favorite List

Your Favorite contact list contains contacts that you choose to add from the Public contact list. You can use the Favorite contact list to store contacts that you call frequently.

To add a contact to the Favorite contact list, follow these steps:

Procedure

Step 1  Display the Public contact list as described in the “Accessing a Contact List” section on page 3-5.
Step 2  Highlight the public contact that you want to add to the Favorite contact list.
Step 3  Press the right (Menu) softkey.
Step 4  Choose the Add to Favorite option from the menu.

Removing a Contact from the Favorite List

You can remove any contact from the Favorite contact list. Doing so does not affect the contact in the Public contact list.

To remove a contact from the Favorite contact list, follow these steps:

Procedure

Step 1  Display the Favorite contact list as described in the “Accessing a Contact List” section on page 3-5.
Step 2  Highlight the favorite contact that you want to remove from the list.
Step 3  Press the right (Menu) softkey.
Step 4  Choose the Remove from Favorite option from the menu.

Searching for a Contact

You can use the search feature to quickly find a contact in either the Public or Favorite contact list. This feature lets you find a contact whose first name or last name contains the character string that you enter.

To search for a contact, follow these steps:

Procedure

Step 1  Choose the Contact tab in the Cisco Instant Connect MIDlet.
Step 2 Highlight the Search option and press the Select button or the left (Detail) softkey. The Search screen appears.

Step 3 Take either of these actions:
- To find a contact whose first name contains a designated character or designated consecutive characters, enter the character or characters in the First Name field.
- To find a contact whose last name contains a designated character or designated consecutive characters, enter the character or characters in the last Name field.

For information about using the keypad buttons to enter information in these fields, see Figure 1-1 on page 1-2.

The 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.”

Step 4 Choose whether to search the Public or Favorite contact list by highlighting Public or Favorite and pressing the Select button.

Step 5 Press the right (Search) softkey.

Or to exit the Search screen, press the left (Back) softkey.

Placing a Point-to-Point Call

A point-to-point call is a connection over a Cisco IPICS channel between you and another Cisco Instant Connect MIDlet user. During a point-to-point call, you can use your phone as a PTT device to talk to the other user.

To place a point-to-point call, follow these steps:

Procedure

Step 1 Display the Public or the Favorite contact list as described in the “Accessing a Contact List” section on page 3-5.

Step 2 Highlight the contact to whom you want to place the call.

The contact whom you are calling must be logged in to Cisco IPICS from Cisco Instant Connect MIDlet.

Step 3 Press the Select button, or press the right (Menu) softkey and choose Join-P2P from the menu.

If the call connects to the contact whom you are calling the speaker on your phone enables automatically. (For information about how a call connects, see the “Receiving a Point-to-Point Call” section on page 3-7.)

To talk, press the PTT button or the Select button. To listen, release the button.

Step 4 To exit the call, press the right (Hang Up) softkey.

Receiving a Point-to-Point Call

The following guidelines apply to point-to-point calls:
You must be running the Cisco Instant Connect MIDlet and be logged in to the Cisco IPICS server to receive a point-to-point call from another Cisco Instant Connect MIDlet user.

When you receive a point-to-point call, your phone plays a chirp tone.

If you are not communicating on a talk line or on another point-to-point call, the point-to-point call that you receive connects automatically and “Connected” appear on your phone.

If you are communicating on a talk line (see the “Joining a Talk Line” section on page 3-4) and you receive a point-to-point call, the system automatically removes you from the talk line and connects you to the call. Your phone screen shows “Connected.” When you hang up the point-to-point call, the system automatically reconnects you to the talk line.

If you are communicating on a point-to-point call and you receive a second point-to-point call, you can take any of these actions:

- Press the left (Accept) softkey to end the call that you are communicating on and connect to the new call.
- Press the right (Reject) softkey to reject the new call. The phone of the user who placed the new call displays “rejected” and plays a bonk tone, and the new call is canceled.
- Continue talking on your first call. After 10 seconds, the phone of the user who placed the new call displays “unavailable” and plays a bonk tone, and the new call is canceled. During these 10 seconds, you hear a beep tone every 2 seconds to alert you to the call.

If you are communicating on a point-to-point call and have received a second point-to-point call but have not yet connected to or rejected that call, any subsequent point-to-point call that you receive is rejected automatically. The phone of the user who placed the subsequent call displays “rejected” and plays a bonk tone.

When you connect to a point-to-point call, the speaker on your phone enables automatically.

If you are communicating on a telephone call and another user tries to place a point-to-point call to you, the phone of the other user displays “unavailable” and plays a bonk tone, and the new call is canceled.

When you are on a point-to-point call, press the PTT button or the Select button to talk to the other user. Release the button to listen to the other user.

To disconnect from a point-to-point call, press the right (Hang Up) softkey.

If a Cisco Instant Connect MIDlet screen is loading or refreshing on your phone and someone places a P2P call to you, the phone of the user who placed the call displays “unavailable” and plays a bonk tone, and the new call is canceled.

---

**Placing a Telephone Call**

You can use the Cisco Instant Connect MIDlet to place a telephone call to any telephone number for a contact except the number of the phone that you are using.

To place a telephone call, follow these steps:

**Procedure**

**Step 1** Display the Public or the Favorite contact list as described in the “Accessing a Contact List” section on page 3-5.

**Step 2** Highlight the contact to whom you want to place a telephone call.
Step 3 Press the right (Menu) softkey and choose Call from the menu.

If a business number is configured in the Cisco IPICS Administration Console for the user whom you are calling, that number appears in the Number field automatically.

Step 4 If a telephone number appears in the Number field and you want to change that number, or if no number appears in this field, use the keypad buttons to enter the telephone number that you want to call.

Do not include spaces, dashes, or other special characters when you enter a number. To make a correction, press the Left Navigation button to delete the number to the left of the cursor.

Step 5 Press the right (Start Call) softkey.

If the call connects, you can communicate with the other user. For information about how a call connects, see the “Receiving a Telephone Call” section on page 3-9.

Step 6 To exit a connected call, press the right (End Call) softkey.

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Receiving a Telephone Call

The following guidelines apply to standard telephone calls:

- If you are communicating on a talk line or a point-to-point call, or if you are not using your phone to communicate, take either of these actions when you receive a telephone call:
  - Press the left (Answer) softkey to accept the call and connect to the caller. If you are on a point-to-point call, the existing point-to-point call is dropped.
    - If you are on a talk line, you are removed from the talk line. When you hang up the telephone call, the system automatically reconnects you to the talk line
  - Press the right (Ignore) softkey if you do not want to answer the call. This action silences the ringer on your phone, but the caller continues to hear a ring tone. You cannot transmit audio on the existing point-to-point call or talk line until the caller hangs up.

- If you are communicating on a telephone call and you receive another telephone call, you can use the standard features on your phone to answer the call, reject the call, or perform other actions. See your phone documentation for detailed information about how you can handle in incoming call.

- To disconnect from a telephone call, press the right (End Call) softkey
System Messages

This chapter lists the Cisco Instant Connect MIDlet system 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** Cannot log in because another MIDlet user is logged in with the same user name.

**Explanation** You are trying to log in to the Cisco IPICS Server from the Cisco Instant Connect MIDlet Log In screen but someone is logged in to the same server with the same user name and password from another phone. You can log in to the Cisco IPICS server from one phone at a time.

**Recommended Action** Log out from Cisco IPICS on the other phone.

**Message** Cannot make a call to yourself.

**Explanation** You are trying to place a telephone call and have selected yourself from the Public or the Favorite contact list or have entered your own telephone number.

**Recommended Action** You cannot place call to yourself.

**Message** Cannot make a call without selecting a contact.

**Explanation** You are trying to place a telephone call but have not selected a contact from the Public or the Favorite contact list.

**Recommended Action** Select a contact and then try to place the call.

**Message** Cannot make a P2P call to yourself.

**Explanation** You are trying to place a point-to-point call and have selected yourself from the Public or the Favorite contact list.

**Recommended Action** You cannot place call to yourself.
Message Cannot make a P2P call without selecting a contact.

Explanation You are trying to place a point-to-point call but have not selected a contact from the Public or the Favorite contact list.

Recommended Action Select a contact and then try to place the call.

Message Client Error. Please try to log in again with your user name and password.

Explanation An internal error prevented the Cisco Instant Connect MIDlet from connecting to the Cisco IPIC server.

Recommended Action Try to log in again. If the problem 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 IPICS Server from the Cisco Instant Connect MIDlet Log In screen and have entered an invalid IP address or host name for the Cisco IPICS server.

Recommended Action Enter the correct IP address or host name for the Cisco IPICS server. If the problem persists, contact your system administrator.

Message Invalid user name or password.

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

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

Message License not available or license count exceeded.

Explanation There are no licenses available for this session. The Cisco Instant Connect MIDlet uses one Cisco Unified IP Phone license when a user logs in to the Cisco IPICS server. (A Cisco Unified IP Phone is released when a user logs out.)

Recommended Action Wait a few minutes and try to log in again. If the problem persists, contact your system administrator.

Message Password field cannot be blank

Explanation You are trying to log in to the Cisco IPICS Server from the Cisco Instant Connect MIDlet Log In screen and the Password field is blank.

Recommended Action Enter your Cisco IPICS Password in the Password field.
Message  Server error. Please try to log in to a different server

Explanation  The Cisco IPICS server experienced an error that prevented you from logging in.

Recommended Action  Contact your system administrator.

Message  Server Name field cannot be blank

Explanation  You are trying to log in to the Cisco IPICS Server from the Cisco Instant Connect MIDlet Log In screen and the Server Name field is blank.

Recommended Action  Enter the host name or IP address of the Cisco IPICS server in the Server Name field.

Message  Server unreachable.

Explanation  The Cisco IPICS server that you are trying to log in to is unavailable.

Recommended Action  Try to log in again. If the problem persists, contact your system administrator.

Message  Talk lines that use the G.729 codec cannot be joined.

Explanation  You are trying to join a talk line that is using the G.729 codec.

Recommended Action  Choose another talk line to join.

Message  The Cisco Instant Connect MIDlet version is not supported by Cisco IPICS.

Explanation  You are trying to log in to a Cisco IPICS server that is running a version of Cisco IPICS that does not support the Cisco Instant Connect MIDlet version that you are using.

Recommended Action  Log in to a Cisco IPICS server that is running a version of Cisco IPICS that supports the Cisco Instant Connect MIDlet that you are using or upgrade your Cisco Instant Connect MIDlet.

Message  There is no locations configured in Cisco IPICS. Please contact a system administrator.

Explanation  No locations are configured in Cisco IPICS.

Recommended Action  Request that your system administrator configure locations in Cisco IPICS, then start your Cisco Instant Connect MIDlet again.
**Message** There is no P2P multicast address available for this user. The application cannot receive a P2P call. Please contact a system administrator.

**Explanation** Cisco IPICS does not have a multicast address available to allocate to your Cisco Instant Connect MIDlet session.

**Recommended Action** Request that your system administrator configure additional multicast addresses in Cisco IPICS, then start your Cisco Instant Connect MIDlet again.

**Message** Unable to remove contact from the Favorite list.

**Explanation** An internal error occurred when you tried to remove a contact from the Favorite contact list.

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

**Message** Unknown error.

**Explanation** An unspecified error occurred.

**Recommended Action** Log back in to the Cisco IPICS server and try the activity that you were performing again. If the problem persists, contact your system administrator.

**Message** User has been disabled.

**Explanation** You cannot log in to the Cisco IPICS server because you are disabled in Cisco IPICS.

**Recommended Action** Contact your system administrator.

**Message** User has been locked.

**Explanation** You cannot log in to the Cisco IPICS server because you are locked in Cisco IPICS.

**Recommended Action** Contact your system administrator.
Message User Name field cannot be blank

Explanation You are trying to log in to the Cisco IPICS Server from the Cisco Instant Connect MIDlet Log In screen and the User Name field is blank.

Recommended Action Enter your Cisco IPICS user name in the User Name field.

Message Your session has timed out or you have been logged out by a system administrator. Please log in again or contact a system administrator.

Explanation You have been logged out of the Cisco IPICS server because your Cisco Instant Connect MIDlet session timed out or a system administrator logged you out from the Cisco IPICS Administration Console. The Cisco Instant Connect MIDlet times out if it is unable to communicate with the Cisco IPICS server for the period that is configured in the Logout Client After field in the Administration > Options > Client tab in the Cisco IPICS Administration Console. (The default client logout interval is 900 seconds (15 minutes).)

Recommended Action Try to log in again or contact your system administrator.
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