CHAPTER 2

Using Cisco Instant Connect

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

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- Starting Cisco Instant Connect and Logging In to Cisco IPICS, page 2-9
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- Using the Talklines Screen, page 2-10
- Using the PTT Screen, page 2-11
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Cisco Instant Connect Screens

You control many of the Cisco Instant Connect 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

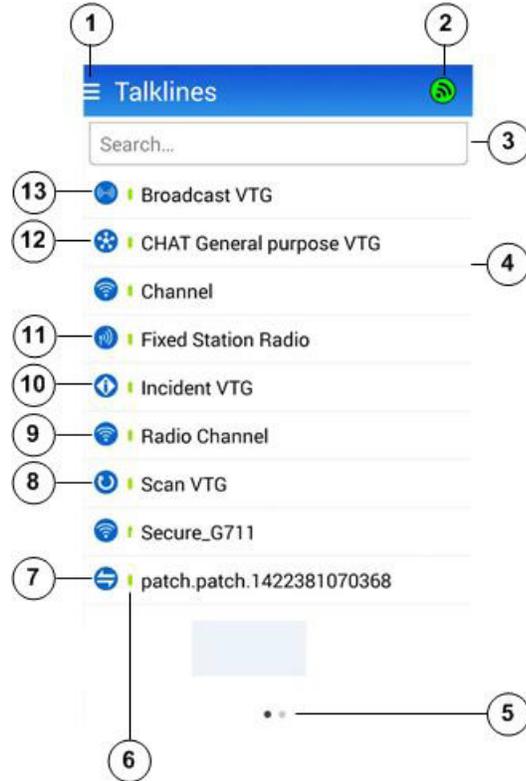- Settings screen—Figure 2-7 on page 2-8
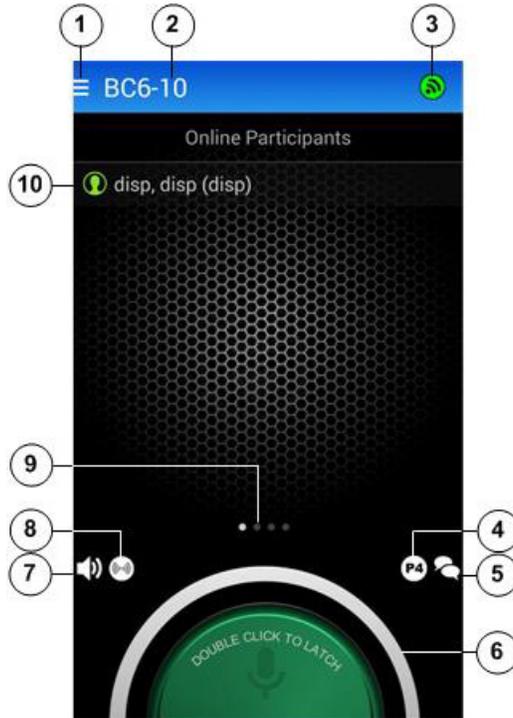- About screen—Figure 2-8 on page 2-8

Figure 2-1   Log In Screen

	Description	Reference
1	Cisco Instant Connect version number	—
2	IPICS Server field	See the "Starting Cisco Instant Connect and Logging In to Cisco IPICS" section on page 2-9
3	Username field	
4	Password field	
5	Remember Password check box	
6	Log In button	

Figure 2-2   Talklines Screen

	Description	Reference
1	Menu button	See the "Using Menu Options" section on page 2-22
2	Server Status icon (appears green when the Cisco IPICS server to which you are logged in is on line or red when the server is off line)	See the "Using the Talklines Screen" section on page 2-10
3	Search field	
4	Talklines (VTGs, channels, and radios) list	
5	Page indicator	
6	Talkline Status icon (appears green when an item active or gray when a VTG is inactive)	
7	Patch VTG icon	
8	Scan VTG icon	
9	Channel icon	
10	Incident VTG icon	
11	Radio icon	
12	Normal VTG icon	
13	Broadcast VTG icon	

Figure 2-3   PTT Screen
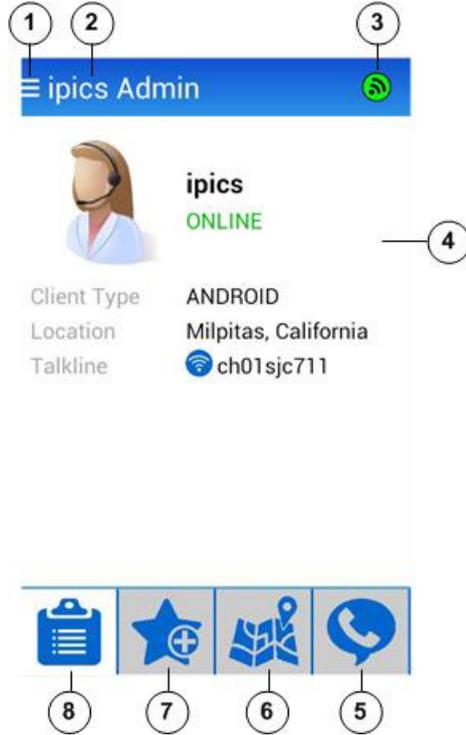

	Description	Reference
1	Menu button.	See the "Using Menu Options" section on page 2-22.
2	Talkline (VTG, channel, or radio) name. When you are communicating with a talkline, the Cisco IPICS user ID of the talker appears in green type under the talkline name.	See the "Using the PTT Screen" section on page 2-11.
3	Server Status icon (appears green when the Cisco IPICS server to which you are logged in is on line or red when the server is off line).	
4	Talk priority icon.	
5	Full Duplex icon.	
6	PTT button.	
7	Speaker icon.	
8	Talkline Type icon.	
9	Page indicator.	
10	Talkline participants.	

Figure 2-4   Contacts Screen
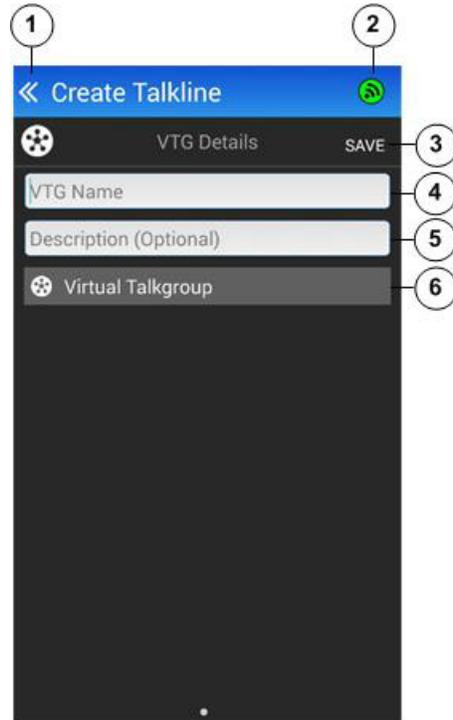

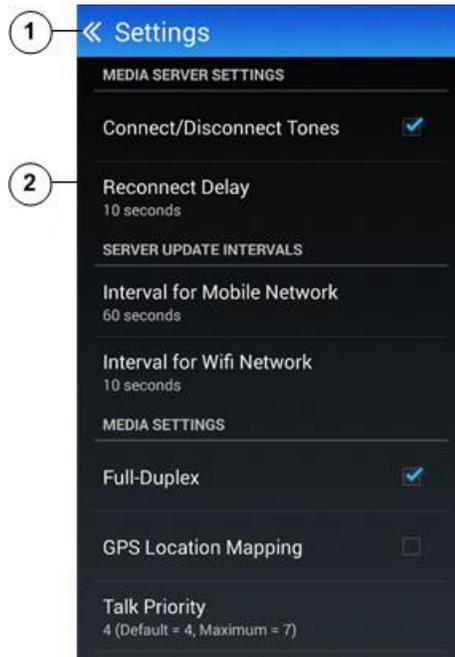|	Description	Reference
1	Menu button	See the "Using Menu Options" section on page 2-22
2	Server Status icon (appears green when the Cisco IPICS server to which you are logged in is on line or red when the server is off line)	See the "Managing Contacts" section on page 2-18
3	Search field	
4	Contacts list	
5	Page indicator	
6	User Status icon (appears green when the corresponding user is logged in to Cisco IPICS from a mobile device or gray when the user is not logged in)	
7	Favorite Contact icon	

Figure 2-5   Contact Information Screen

	Description	Reference
1	Menu button	See the "Using Menu Options" section on page 2-22
2	Contact name	See the "Managing Contacts" section on page 2-18
3	Server Status icon (appears green when the Cisco IPICS server to which you are logged in is on line or red when the server is off line)	
4	Contact Information button	
5	Call button	
6	Location button	
7	Add as Favorite button	
8	Information button	

Figure 2-6   Create Talkline Screen

	Description	Reference
1	Exit button	See the "Creating a Talkline" section on page 2-21
2	Server Status icon (appears green when the Cisco IPICS server to which you are logged in is on line or red when the server is off line)	
3	Save button	
4	VTG Name field	
5	Description field	
6	Talkline Type field	

Figure 2-7   Settings Screen (Top Part)

	Description	Reference
1	Exit button	See the "Using the Settings Screen" section on page 2-23
2	Cisco Instant Connect settings options	

Figure 2-8   About Screen
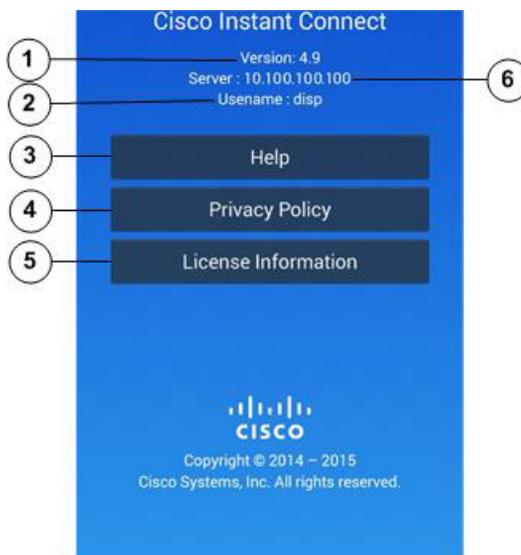
	Description	Reference
1	Cisco Instant Connect version number	—
2	Cisco IPICS user name that you are logged in with	See the "Starting Cisco Instant Connect and Logging In to Cisco IPICS" section on page 2-9
3	Help button	See the "Assessing On Line Help" section on page 2-25
4	Privacy Policy button	See the "Displaying the Cisco Privacy Policy" section on page 2-26
5	License Information button	See the "Viewing License Information" section on page 2-26
6	IP address of the Cisco IPICS server that you are logged in to	See the "Starting Cisco Instant Connect and Logging In to Cisco IPICS" section on page 2-9

Starting Cisco Instant Connect and Logging In to Cisco IPICS

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

To start Cisco Instant Connect and log in to Cisco IPICS from a supported Android device, perform the following steps.

If you logged in to Cisco IPICS from the current device before, the IPICS 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 checked the **Remember password** check box. In addition, additional text appears under the version number near the top of the screen if a splash screen title is configured in the Cisco IPICS Administration Console.

Procedure

Step 1   Tap the Cisco Instant Connect application icon   .

The Cisco Instant Connect Log In screen appears, as shown in Figure 2-1 on page 2-2.

Step 2   Tap the IPICS Server field and enter the IP address or the fully qualified domain name (FQDN) of the Cisco IPICS server that you want to log in to.

For example, if the Cisco IPICS server name is ipics1 and you want to log in by using a FQDN, enter the FQDN as **ipics1.cisco.com**.

Step 3   Tap the Username field and enter your Cisco IPICS user name.

Step 4   Tap the Password field and enter your Cisco IPICS password.

The password is case sensitive.

Step 5   (Optional) Uncheck the **Remember password** check box if you do not want the password that you enter to be entered automatically the next time you start Cisco Instant Connect.

Step 6 Tap the **Log In** button and, if a splash screen appears, click **OK**.

The Talklines screen appears, as shown in Figure 2-2 on page 2-3. For more information about this screen, see the "Using the Talklines Screen" section on page 2-10.

Logging Out of Cisco IPICS

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

Note A Cisco IPICS administrator can log out any Cisco Instant Connect user from the Cisco IPICS 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 click the **Logout** button.

To log out of Cisco IPICS from Cisco Instant Connect, 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**
- Tap the Android device **Back** button

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 Log In screen appears. To exit this screen, tap the Android device **Back** button.

Using the Talklines Screen

The Talklines screen, shown in Figure 2-1 on page 2-2, appears when you log in to Cisco IPICS or when you choose one of the options to exit the PTT screen. You also can access this screen from the Cisco Instant Connect menu (see the "Using Menu Options" section on page 2-22) or by swiping right on the Contacts screen.

The Talklines screen displays in alphabetical order the names 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.

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 image and video files on an IDC

- Patch VTG icon —Indicates a patch VTG, which is a VTG that is removed automatically when you log out of Cisco IPICS

- 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 Android device vibrates to confirm the connection, and the PTT screen appears.

- Activate an inactive VTG of any type—If you have the Cisco IPICS Dispatcher or All privilege, press and hold an inactive talkline, then click the **Activate** button that appears.

- Deactivate an active VTG of any type—If you have the Cisco IPICS Dispatcher or All privilege, press and hold an inactive talkline, then click the **Deactivate** button that appears.

- Search for a specific talkline—Find a talkline that begins with one or more designated characters by tapping the Search field and then using the keypad that appears to enter the characters in the Search field. The system automatically displays talklines 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 the Exit icon that appears in the field.

- Quickly access the Contacts screen—Swipe right to display the Contacts 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 2-22 describes.

Using the PTT Screen

You can communicate with other Cisco IPICS users via an active talkline (VTG, channel, or radio) with which you are associated. To do, you use your Android 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 IPICS 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.

- If you are communicating on a scan VTG, you can choose a resource on which to communicate by swiping right to display the VTG scan list, then tapping the resource that you want.

The appearance of the PTT button indicates the PTT state, as described in the "PTT Button States" section on page 2-13.

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

- Choose to see all participants or only online participants—Tap the PTT screen title bar to toggle the display of participants between all participants and online participants.

- Manage participants in the talkline—If you have the Cisco IPICS Dispatcher or All privilege, you can add or remove participants in a talkline as described in the "Adding or Removing Talkline Resources" section on page 2-16.

- See the speaker mode—A speaker icon indicates that you are using the external speaker (speakerphone) of the Android device.

  A headset icon indicates that a headset is connected to the Android device or you are using its internal (ear piece) speaker. You can tap either icon to display a description of the speaker mode.

- 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

  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.

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

- See the duplex mode—The Full Duplex icon appears when you are communicating in full duplex mode. The Half Duplex icon appears when you are communicating in half duplex mode. You can tap either icon to display a description of the mode.

  In full duplex mode, you continue to receive audio while you are holding the **PTT** button. In half duplex mode, you can receive audio only when you are not holding the **PTT** button.

- View related information—Swipe right in the Talklines Participants list to scroll through pages that display of the following information. Swipe left to display the previous information page.
  - Talker History—See the "Talker History and Details" section on page 2-14.
  - VTG List—VTG Broadcast List, VTG Resource List, or VTG Scan List, depending o the type of VTG. See the "VTG Lists" section on page 2-15.

        – System Information—See the "System Information" section on page 2-15.

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 2-22 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—Tap the Android device **Back** button.

  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 of Cisco Instant Connect as described in the "Logging Out of Cisco IPICS" section on page 2-10.

PTT Button States

Table 2-1 explains how the PTT button can appear on the PTT screen.

Table 2-1   *PTT Button States*

| PTT Button Appearance	PTT State
	Idle (neither transmitting nor receiving audio), latching not available
	Idle (neither transmitting nor receiving audio), latching available
	Receiving audio, latching not available
	Receiving audio, latching available

Table 2-1   PTT Button States (continued)

PTT Button Appearance	PTT State
	Transmitting audio, latching not available
	Transmitting audio, latching available
	Latched
	Unable to PTT

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 2-9 describes the Talker History list.

Figure 2-9   Talker History
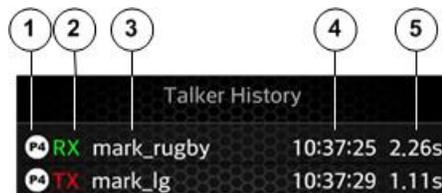
	Description
1	Talk priority indication.
2	Transmission direction. TX indicates an inbound transmission and RX indicates an outbound transmission.
3	Cisco IPICS user name of the user on the transmission.
4	Hour, minute, and second that the transmission started, shown in a 24-hour format.
5	Duration of the transmission, in seconds.

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

- Talking Party—Cisco IPICS 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 Android device originated or was received. To display this location, Google location services must be enabled and the Cisco Instant Connect **GPS Location Mapping** Settings screen option must be enabled on your Android device and on the Android device of the other resource.

- 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, if that resource used an Android 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, Google location services must be enabled and the Cisco Instant Connect **GPS Location Mapping** Settings screen option must be enabled on the Android devices of both resources.

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 right in the Talklines Participants list in the PTT screen.

Cisco Instant Connect can display the following VTG lists:

- 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 Resource 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 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.

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

- Media Server Information
  - Type—Type of media server in the Cisco IPICS 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 PPT 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 Android device
  - IP address—IP address of your Android device
  - Mic Gain—Mic Gain value that is configured for this device in the Cisco Instant Connect Settings screen
  - Speaker Gain—Speaker Gain value that is configured for this device in the Cisco Instant Connect Settings screen
  - Use Internal Speaker—Indicates whether the Use Internal Speaker/Mic option is enabled in the Cisco Instant Connect Settings screen (YES) or disabled (NO)
- Server Information
  - Status—Status of the Cisco IPICS server: ONLINE or OFFLINE
  - IP address—IP address of the Cisco IPICS server
  - Username—Cisco IPICS user name that you used to log in to the Cisco IPICS server

Adding or Removing Talkline Resources

If you have the Cisco IPICS Dispatcher or All privilege you can add or remove resources (users, channels or radios) from a VTG.

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

Procedure

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

Step 2   Tap the VTG icon, which appear at the left of the VTG list title.

The Manage Resources box pops up.

Step 3   Take either of these actions:

- To add resources to the talkline:
    a. Tap **Add**.
    b. In the list of resources that appears, tap the name of each resource to add.

    The name becomes highlighted to indicate that it is selected. To deselect a resource, tap it again.

You can find a resource that begins with one or more designated characters by tapping the Search field and then using the keypad that appears to enter the characters in the Search field. The system automatically displays resources 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."

   c. Tap **Add** near the top right of the screen.

- To remove resources from the talkline:

   a. Tap **Remove**.

   b. In the list of resources that appears, tap the name of each resource to remove.

   c. Tap **Remove** near the top right of the screen.

Talk Priority

Talk priority determines how Cisco IPICS manages voice streams when more than one talkline participants talk at the same time. When participants with the same talk priority talk, the system mixes the streams. When a higher priority participant talks while a lower priority participant is talking, the system stops streaming (preempts) the lower priority transmission. When a higher priority participant is talking and a lower priority participant attempts to PTT, the system denies PTT access to the lower priority participant.

If a PTT transmission is allowed, the Android device plays a chirp tone. If a PTT transmission is denied, the Android device plays a bonk tone and display a temporary "PTT Denied" message.

You can set your talk priority for a talkline session. You can choose a priority that ranges from the Maximum Talk Priority value that is configured in the Cisco IPICS Administration Console to a value of 7, which is the lowest talk priority.

A default talk priority can also be defined for all users in the Cisco IPICS Administration Console. The system uses this talk priority if the you do choose another one. If a default talk priority is not defined and if you do not choose one, the system uses a talk priority of 4.

To change your talk priority for the current talkline session, follow these steps from any Cisco Instant Connect screen that displays the Menu button in its menu bar:

Procedure

Step 1 Tap the **Menu** button or swipe right from the left edge of the screen

Step 2 Tap **Settings**.

Step 3 In the Settings screen, tap **Talk Priority**, then tap the value that you want.

You might need to scroll down to see the Talk Priority option.

To exit this option without changing your talk priority, tap **Cancel**.

Step 4 Tap the **Exit** button to exit the Settings screen.

Understanding VTG Types

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

Table 2-2   VTG Types

VTG Type	Explanation
Broadcast VTG	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.
Incident VTG	A VTG that can include image and video files on an IDC. Functions as a normal VTG on the Android device.
Normal VTG	A VTG that does not have broadcast or scan capabilities, and that does not support image or video files.
Patch VTG	A temporary VTG that functions as a normal VTG but that the system removes automatically when you log out of Cisco Instant Connect.
	This type of VTG is useful for ad hoc, one time conferences.
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.

Managing Contacts

A contact is another Cisco IPICS user. Cisco Instant Connect lets you see information about contacts, view the locations of contacts and communicate with contacts through point-to-point calls.

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 from any Cisco Instant Connect screen that displays the Menu button ☰ in its menu bar.

To access the Contacts screen, tap the **Menu** button ☰ or swipe right from the left edge of the screen, and then tap **Contacts**.

To exit the Contacts screen, tap the **Menu** button ☰ or swipe right from the left edge of the screen, and then tap an option other than **Contacts**.

The Contacts screen displays a list of contacts, which includes all users (except you) that are configured in Cisco IPICS. Contacts that you have designated a 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.

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 and then using the keypad that appears to enter the characters in the Search field. 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 the Exit icon ⊗ that appears in the field.

- See detailed about a contact, add or remove the contact as a favorite, see the location of the contact, or place a call to the contact—Tap a contact to access the Contact Information Screen for that contact. See the "Using the Contact Information Screen" section on page 2-19.

- Quickly access the Talklines screen—Swipe right 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.

- Access menu options—Tap the **Menu** button ≡ or swipe right from the left edge of the screen to access the options that the "Using Menu Options" section on page 2-22 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 call to the contact.

To display the Contact Information screen, tap a contact name in the Contact screen.

To exit the Contact Information screen, tap the **Menu** button ≡ or swipe right from the left edge of the screen and then tap an option.

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

- A image of the contact, if the image has been configured in the Cisco IPICS Administration Console.

- A Favorite icon ⭐, if you have set the contact as a favorite.

- The name of the contact.

- The status of the contact. ONLINE means that the contact is logged in to Cisco IPICS. OFFLINE means that the contact is not logged in.

- This information:
  - Client Type—Shows 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 contact, if Google location service is enabled on your Android device and on the Android device of the contact and if the **GPS Location Mapping** option is enabled in the Cisco Instant Connect Settings screen on both devices. "N/A" indicates that location information is not available.
  - Talkline—Shows the talkline on which the contact is communicating. "N/A" indicates that this information is not available.

The Contact Information screen includes several button, as described in Table 2-3.

Table 2-3   Contact Information Screen Buttons

Button	Description
Contact Information button	Tap to display detailed information about the client.
Add as Favorite button	Tap to set the contact as a favorite contact. The button changes to the Remove as Favorite button. Favorite contacts appears at the beginning of the list of contacts in the Contact screen.
Remove as Favorite button	Tap to remove the contact as a favorite contact. The button changes to the Add as Favorite button.
Location button	Tap to display a map that shows the location of you and the contact. On the map, a purple icon indicates you and a green icon indicates the contact. To exit the map, tap Exit icon ⊗. This feature requires that Google location services be enabled on the Android device of both parties and that the **GPS Location Mapping** option be enable in the Cisco Instant Connect Settings screen for both parties.
Call button	Tap to place a call the contact. See the "Placing and Receiving a Point-to-Point Call" section on page 2-20
Menu button	Tap to access the options that the "Using Menu Options" section on page 2-22 describes.

Placing and Receiving 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 user. During a point-to-point call, you can use your Android device as a PTT device to talk to the other user.

Placing a Point-to-Point Call

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

Procedure

Step 1   Tap the **Menu** button or swipe right from the left edge of the screen from any Cisco Instant Connect screen that displays this button in its menu bar.

Step 2   In the Contacts screen, 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 Point-to-Point Call" section on page 2-21.

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.

Step 5   To disconnect the call, tap the Menu button or swipe right from the left edge of the screen, and then tap **Disconnect Call**.

Receiving a Point-to-Point Call

The following guidelines apply to receiving a point-to-point call:

- You must be running the Cisco Instant Connect and be logged in to the Cisco IPICS server to receive a point-to-point call from another Cisco Instant Connect user.

- When you receive a point-to-point 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 point-to-point 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 point-to-point call, tap the Menu button or swipe right from the left edge of the screen, and then tap **Disconnect Call**.

- If you accept a point-to-point 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 or swipe right from the left edge of the screen, and then tap **Return to Call**.

- If you are communicating on a point-to-point call and another user attempts to place a point-to-point call to you, that user sees a message that the called failed to set up because you are busy.

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 IPICS Dispatcher or All privilege, you can access this screen from any Cisco Instant Connect screen that displays the Menu button in its menu bar.

To create a talkline, follow these steps:

Procedure

Step 1   Tap the Menu button or swipe right from the left edge of the screen.

Step 2   Choose **Create Talkline** from the menu.

Step 3   Tap the VTG Name field and enter a name for the talkline.

The name can contain alphanumeric characters, special characters, and spaces.

Step 4   (Optional) Tap the Description field and enter a description for the talkline.

Step 5   Tap the Talkline Type field, (which appears under the Description field) then choose the type of talkline to create from the list that appears:

- **Virtual Talkgroup**—Creates a normal VTG
- **Broadcast Group**—Creates a broadcast VTG
- **Scan Group**—Creates a scan VTG
- **Incident**—Creates an incident VTG
- **Patch**—Creates a patch VTG

For information about these options, see the "Understanding VTG Types" section on page 2-18.

Step 6   Tap **Save**.

The Manage Resources box pops up.

Step 7   (Optional) Take the following actions to add resources to the talkline.

You also can add resources later as described in the "Adding or Removing Talkline Resources" section on page 2-16.

   a.   Tap **Add**.

   b.   In the list of resources that appears, tap the name of each resource to add.

The name becomes highlighted to indicate that it is selected. To deselect a resource, tap it again.

You can find a resource that begins with one or more designated characters by tapping the Search field, and then using the keypad that appears to enter the characters in the Search field. The system automatically displays resources 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."

   c.   Tap **Save** near the top right of the screen.

Step 8   Tap the **Exit** button ⧏, and then tap **OK**.

Using Menu Options

Table 2-4 describes the options that can appear when you tap the **Menu** button ☰ or swipe right from the left edge of the screen on any Cisco Instant Connect that displays this button its menu bar.

Table 2-4   Cisco Instant Connect Menu Options

Option	Description	Reference
Talklines	Displays the Talklines screen.	See the "Using the Talklines Screen" section on page 2-10
Contacts	Displays the Contacts screen.	See the "Managing Contacts" section on page 2-18

Table 2-4   Cisco Instant Connect Menu Options (continued)

Option	Description	Reference
Create Talkline	Displays the Create Talkline screen, if you have the Cisco IPICS Dispatcher or All privilege.	See the "Creating a Talkline" section on page 2-21
Settings	Displays the Settings screen.	See the "Using the Settings Screen" section on page 2-23
About	Displays the About screen.	See the following sections: • Assessing On Line Help, page 2-25 • Displaying the Cisco Privacy Policy, page 2-26 • Viewing License Information, page 2-26
Logout	Lets you log out of Cisco IPICS.	See the "Logging Out of Cisco IPICS" section on page 2-10
Return to Call	Displays the PTT screen and reconnects to the a talkline on which you are communicating. The options is available if you exit the PTT screen without disconnecting from an active talkline.	See the "Using the PTT Screen" section on page 2-11
Disconnect Call	Disconnects you from the talkline and displays the Talklines screen. This option is available when you are connected to a talkline and access the menu from the PTT screen.	—

Using the Settings Screen

The Settings screen, shown in Figure 2-7 on page 2-8, provides options for configuring various Cisco Instant Connect settings. You can access this screen from any Cisco Instant Connect screen that displays the Menu button ☰ in its menu bar.

To display the Settings screen, tap the **Menu** button ☰ or swipe right from the left edge of the screen, and then tap **Settings**.

To exit the Settings screen, tap the **Exit** button « .

Table 2-5 describes the options on the Settings screen. Swipe up or down on the screen to scroll through options.

Table 2-5   *Settings Screen Options*

Option	Description
MEDIA SERVER SETTINGS	
Connect/Disconnect Tones	Check this option if you want Cisco Instant Connect to play a tone when you connect to or disconnect from a talkline.
	By default, this option is checked and connect tones are enabled.
Reconnect Delay	Interval in seconds at which Cisco Instant Connect attempts to reconnect to 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
SERVER UPDATE INTERVALS	
Interval for Mobile Network	Interval in seconds at which Cisco Instant Connect updates the list of talklines in the Talklines screen when you are using Cisco Instant Connect on a 3G or 4G 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.
Interval for WiFi Network	Interval in seconds at which Cisco Instant Connect updates the list of talklines in the Talklines screen when you are using Cisco Instant Connect on a WiFi 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.
MEDIA SETTINGS	
Full Duplex	Check this option 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.
GPS Location Mapping	Check this option 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. (To display locations, Google location service also must be enabled on the Android device.)
	By default, this option is checked and GPS location mapping is enabled.

Table 2-5   Settings Screen Options (continued)

Option	Description
Talk Priority	Your talk priority.
	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 the default talk priority that is defined for all users in the Cisco IPICS Administration Console. If a default talk priority is not defined, the default talk priority is 4. The lowest talk priority is 7.
Mic Gain	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.
Speaker Gain	Volume of the Android device internal speaker as a percentage of the device main volume setting.
	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	Check this option if you want the Android 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.

Assessing On Line Help

You can access on line help, which is an on line version of this user guide, from any Cisco Instant Connect screen that displays the Menu button ☰ in its menu bar.

To display on line help, follow these steps:

Procedure

Step 1   Tap the Menu button ☰ or swipe right from the left edge of the screen.

Step 2   Choose **About** from the menu.

The About screen appears (see).

Step 3   Tap the **Help** button.

Step 4 To exit the help display, tap the Android device **Back** button to return to the About screen, then tap the **Back** button again to exit this screen.

Displaying the Cisco Privacy Policy

You can display the Cisco Privacy policy from any Cisco Instant Connect screen that displays the Menu button ☰ in its menu bar.

To display the Cisco privacy policy, follow these steps:

Procedure

Step 1 Tap the Menu button ☰ or swipe right from the left edge of the screen.

Step 2 Choose **About** from the menu.

The About screen appears (see Figure 2-8 on page 2-8).

Step 3 Tap the **Privacy Policy** button.

Step 4 To exit the privacy policy display, tap the Android device **Back** button to return to the About screen, then tap the **Back** button again to exit this screen.

Viewing License Information

You can access Cisco open source license information from any Cisco Instant Connect screen that displays the Menu button ☰ in its menu bar.

To display license information, follow these steps:

Procedure

Step 1 Tap the Menu button ☰ or swipe right from the left edge of the screen.

Step 2 Choose **About** from the menu.

The About screen appears (see Figure 2-8 on page 2-8).

Step 3 Tap the **License Information** button.

Step 4 From the web page that appears, choose the open source license document that you want to view.

Step 5 To exit the license information display, tap the Android device **Back** button to return to the About screen, then tap the **Back** button again to exit this screen.

Displaying Version Information

You can see the version of Cisco Instant Connect that is running on your Android 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 2-8 on page 2-8.

Switching from Background Operation

When Cisco Instant Connect is running on your Android device, even in the background, the Cisco Instant Connect application icon ![icon] appears in the Android device Notification bar at the top of the screen on the device.

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

- Swipe down from the Notification bar to reveal the Notification shade (as shown in the following example), then tap the Cisco Instant Connect application icon on this screen.
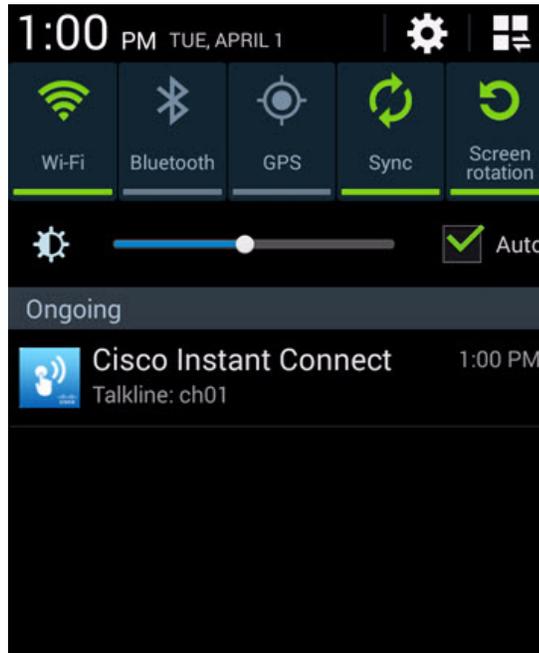
- Tap and hold the Android device **Home** button to display the Recent App list, then tap the Cisco Instant Connect application icon that appears in this list.

Understanding Call Assurance

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

- If you are communicating on a talkline over a WiFi network and that connection to the IPICS server is lost, your Android device attempts to reconnect to the server through a 3G or 4G network. While it is trying to reconnect, the Android device plays a loss of connection tone every 10 seconds, and the Unable to PTT button appears (see Table 2-1 on page 2-13) with messages that describe the current state or activity.

  When the Android device can reconnect to the WiFi network, 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.

- If you are communicating on a talkline over a 3G or 4G network and that connection to the IPICS server is lost, your Android device attempts to reconnect to the server through a valid WiFi network. While it is trying to reconnect, the Android device plays a loss of connection tone every 10 seconds, and the Unable to PTT button appears with messages that describe the current state or activity.

  When the Android device can reconnect to the 3G or 4G network, 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.