



Cisco IPICS Mobile Client for Apple iPhone Reference Guide

Cisco IPICS Release 4.0

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Cisco IPICS Mobile Client for Apple iPhone Reference Guide

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Preface

Overview

This document provides detailed information about the IPICS Mobile Client application for the Apple iPhone. This application allows you to use an iPhone to participate in a Cisco IP Interoperability and Collaboration System (IPICS) incident.

Organization

This manual is organized as follows:

Chapter 1, “Getting Started”	Provides an overview of the IPICS Mobile Client, explains how to obtain this application, and explains how to download the SSL certificate that enables an iPhone to communicate with Cisco IPICS
Chapter 2, “Quick Reference”	Provides quick reference information about common tasks that you can perform from the IPICS Mobile Client provides an overview of the IPICS Mobile Client icons and buttons

Chapter 3, “Using the IPICS Mobile Client”	Provides detailed information about using the IPICS Mobile Client
Chapter 4, “Troubleshooting and Program Messages”	Provides suggestions for troubleshooting issues that may arise and describes program messages that the IPICS Mobile Client may display

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 all new and revised Cisco technical documentation. It is available at:

<http://www.cisco.com/en/US/docs/general/whatsnew/whatsnew.html>

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CHAPTER 1

Getting Started

This chapter provides information that you need to get started with the IPICS Mobile Client. It includes these topics:

- [Overview, page 1-1](#)
- [Obtaining the IPICS Mobile Client, page 1-3](#)
- [Obtaining an SSL Certificate, page 1-4](#)

Overview

The IPICS Mobile Client is an application for the Apple iPhone that allows you to use an iPhone to interact with other participants in a Cisco IP Interoperability and Collaboration System (IPICS) incident. With this application, you can use an iPhone to perform a variety of activities, including:

- Access any active incident in which you are a configured participant
- Obtain up-to-date information about resources in an incident
- Access video clips, images, and journals from an incident
- Add video clips, images, and journals to an incident
- Use the push-to-talk (PTT) feature to communicate with other incident participants

Before you can use the IPICS Mobile Client, you must download it to your iPhone. You also must download an SSL certificate from the Cisco IPICS server to the iPhone. This chapter describes these procedures.

In addition, be aware of these guidelines:

- The iPhone can communicate with Cisco IPICS either via a WiFi network connection or a 3G connection.

For a WiFi connection, the iPhone must be on the same wireless network as the Cisco IPICS server on which an incident that you are accessing is active. For a 3G connection, the Cisco IPICS server must be on the public Internet and be accessible by external devices and the iPhone must have access to the AT&T 3G network.

You can Configure network options on an iPhone by touching **Settings > Wi-Fi**.

- Due to Voice over IP limitations on 3G networks, the PTT feature is supported only on WiFi networks.
- If you are using the IPICS Mobile Client on a WiFi network and have established an audio connection, you lose the audio connection if you move to a different network. For example, you lose the audio connection if you move from a WiFi network to a 3G network.
- If you are using the IPICS Mobile Client on a 3G network and move to a WiFi network, the IPICS Mobile Client attempts to establish audio connectivity.
- To allow audio communication, the IPICS Mobile Client must be in the same network as the router media service (RMS) component that it uses, or the IPICS Mobile Client and the RMS component each must be in a network that does not block voice over IP (VoIP) communication.
- The iPhone on which you run the IPICS Mobile Client must point to a valid DNS server.
- The IPICS Mobile Client application times out and displays the Log In after losing connectivity to the Cisco IPICS server for a minimum of 3 minutes.
- Incoming audio has a delay of approximately 1 second.
- The iPhone 3G does not support uploading video clips to an incident. The iPhone 3GS does support this feature. You can view video clips on either iPhone model.
- When you view a list of incidents or a list of resources in an incident, the information in the screen updates automatically. The update interval is defined by the Client Update Poll option in the **Administration > Options > Client** tab in the Cisco IPICS Administration Console. The default update interval is 5 seconds.

- Most communication between the IPICS Mobile Client and the Cisco IPICS server goes over Secure Socket Layer (SSL) and is encrypted and secure. Secure communication includes logging in, logging out, uploading resources, and obtaining SSL certificates. However, audio communication is not encrypted.
- If a policy that includes an alert triggers on the Cisco IPICS server, the alert appears in a pop-up screen on the iPhone if the IPICS Mobile Client is running. If you are viewing archived video when an alert triggers, the alert appears when the video stops playing. Touch OK to exit an alert pop-up screen. If you have received multiple alerts, the next one appears when you exit the pop-up screen.
- If the primary Cisco IPICS server fails while you are logged in from an IPICS Mobile Client, the IPICS Mobile Client application attempts to reconnect. If it cannot reconnect after three attempts, it displays the Log In screen.

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. When fallback occurs, the IPICS Mobile Client Log In screen appears again.
- If you are using headphones with your iPhone, plug in the headphones before starting the IPICS Mobile Client.

For related information about the Cisco IPICS server and incidents, see the Cisco IPICS documentation and the Cisco Dispatch Console documentation.

Obtaining the IPICS Mobile Client

The IPICS Mobile Client is available from the Apple App Store. The application name is Incident <version>, where <version> is the version number of the IPICS Mobile Client. To obtain the Incident <version> application and install it on an iPhone, 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 Incident <version> application. Then you can sync your iPhone with iTunes. See your iPhone documentation for additional information.
- On your iPhone, launch the App Store application and download the Incident <version> application.

Obtaining an SSL Certificate

Before it can log in to a Cisco IPICS server, an iPhone must download an SSL certificate from that server. An iPhone requires a separate SSL certificate from each Cisco IPICS server to which it will connect.

Obtaining an SSL certificate involves downloading the certificate from the Cisco IPICS server to your iPhone. You can perform this procedure before or after you download the IPICS Mobile Client application to your iPhone.

The Cisco IPICS server from which you download an SSL certificate must have a fully qualified hostname that exists in a DNS that the iPhone can use.

For additional information about SSL certificates on a Cisco IPICS server, see the “Generating SSL Certificates for the iPhone” appendix in *Cisco IPICS Server Administration Guide*.

The following section provide instructions regarding SSL certificates:

- [Downloading an SSL Certificate to an iPhone, page 1-4](#)
- [Deleting an SSL Certificate from an iPhone, page 1-5](#)

Downloading an SSL Certificate to an iPhone

To download an SSL certificate from a Cisco IPICS server to an iPhone, perform the following steps.

This procedure requires you to provide the fully qualified hostname of the Cisco IPICS server. If you do not know this name, contact your Cisco IPICS system administrator.

If your Cisco IPICS deployment has high availability configured, you must download a certificate from both the primary and the secondary server to allow the IPICS Mobile Client to take advantage of the high availability feature.


Procedure

-
- Step 1** On the iPhone, touch the Safari icon to launch the Safari browser.
- Step 2** Navigate to the following URL:
- `http://<host_name>/`

Replace *<host_name>* with the fully qualified hostname of the Cisco IPICS server from which you are downloading the certificate. For example, if the Cisco IPICS server name is ipics1, enter the fully qualified hostname as **ipics1.cisco.com**.

Step 3 Touch the **Go** button.

The Cisco IPICS Log In screen appears. You can pinch to zoom screen.

Step 4 Touch the certificate icon  next to the Log In button.

If high availability is configured, two certificate icons appear. In this case, you can choose either one. When you repeat this procedure, you will choose the other one.

An Apple installer application displays a screen that provides information about the installation.

Step 5 Touch the **Install** button.

Step 6 If the Install Profile screen appears, touch the **Install Now** button.

Step 7 If you have configured a passcode for your iPhone by using **Settings > General > Passcode Lock**, enter the passcode to unlock the iPhone.

Step 8 When you see the Profile Installed screen, touch the **Done** button.

The certificate is now installed on the iPhone as a root certificate.

Step 9 If high availability is configured for your Cisco IPICS server, repeat this procedure, choosing the second certificate icon in [Step 4](#).

Deleting an SSL Certificate from an iPhone

If you need to replace an existing SSL certificate on a Cisco IPICS server (for example, because the certificate expired), you can download a new certificate. Before doing so, you must delete the old certificate from the iPhone. To delete a certificate, follow these steps:

Procedure

Step 1 On the iPhone, touch **Settings > General > Profiles**.

Step 2 Touch the certificate and then touch **Remove**.

The name of an SSL certificate matches the hostname of the Cisco IPICS server that it was downloaded from.

Step 3 In in the confirmation alert, touch **Remove**.

Now you can download the new certificate as described in the [“Downloading an SSL Certificate to an iPhone”](#) section on page 1-4.



CHAPTER 2

Quick Reference

This chapter provides quick reference information about common tasks that you can perform with the IPICS Mobile Client. It also explains the icons and buttons that the IPICS Mobile Client can display.

Before you can use these features, your iPhone must download the IPICS Mobile Client application. It also must download an SSL certificate from each Cisco IPICS server that it will access. See [Chapter 1, “Getting Started,”](#) for more information.

This chapter includes these topics:

- [Task Quick Reference, page 2-1](#)
- [Icons and Buttons Quick Reference, page 2-5](#)

Task Quick Reference

[Table 2-1](#) briefly describes many tasks that you may perform when using the IPICS Mobile Client as a participant in an incident. For more detailed instructions about these and other IPICS Mobile Client tasks and features, see [Chapter 3, “Using the IPICS Mobile Client.”](#)

Table 2-1 IPICS Mobile Client Quick Reference







Task	Procedure
Start the IPICS Mobile Client and log in to a Cisco IPICS Server.	<ol style="list-style-type: none"> 1. Touch the Incident application icon . 2. Touch the Server field, touch or enter the fully qualified hostname of a Cisco IPICS server, then touch the return button. 3. Touch the User field, touch or enter the name of your Cisco IPICS user name, then touch the return button. 4. Touch the Password field, enter your Cisco IPICS password, then touch the return button. 5. Touch the Login button.
Exit the IPICS Mobile Client.	Press the iPhone Home button.
View a resource (journal, photo, or video clip) that is associated with an incident.	<ol style="list-style-type: none"> 1. Log in to a Cisco IPICS server. 2. Touch the incident that you want. 3. (Optional) Touch the Chronological View icon  to see a list of resources in the order that they were added or touch the Category View icon  to see a list of resources categories. 4. In the chronological view, touch a resource name; or, in the category view, touch a resource type then touch the resource name.
Add a journal to an incident.	<ol style="list-style-type: none"> 1. Log in to a Cisco IPICS server. 2. Touch the incident that you want. 3. Touch the Add Media icon. 4. Touch the Journal button. 5. Enter up to 200 characters of text. 6. Touch the Done button.

Table 2-1 *IPICS Mobile Client Quick Reference (continued)*

Task	Procedure
Take a photograph and add it to an incident.	<ol style="list-style-type: none"> 1. Log in to a Cisco IPICS server. 2. Touch the incident that you want. 3. Touch the Add Media icon. 4. Touch the Photo button. 5. Touch the iPhone camera icon to take a photograph. 6. Touch the Use button. 7. (Optional) Enter a name of up to 30 characters. 8. Touch the Upload button
Record a video clip and add it to an incident. Note This feature is not supported by the iPhone 3G.	<ol style="list-style-type: none"> 1. Log in to a Cisco IPICS server. 2. Touch the incident that you want. 3. Touch the Add Media icon. 4. Touch the Video button. 5. Touch the iPhone video icon to record a video clip. 6. Touch the iPhone video icon again to stop recording. 7. Touch the Use button. 8. (Optional) Enter a name of up to 30 characters. 9. Touch the Upload button

Table 2-1 IPICS Mobile Client Quick Reference (continued)

Task	Procedure
Add an image from an iPhone photo album or a video clip from the iPhone camera roll to an incident.	<ol style="list-style-type: none"> 1. Log in to a Cisco IPICS server. 2. Touch the incident that you want. 3. Touch the Add Media icon. 4. Touch the Saved Photo button or the Saved Video button. 5. If you are adding an image, touch the photo album that contains the image. 6. Locate and touch the image or video clip that you want to upload. 7. If you are uploading video, touch the Choose button. 8. (Optional) Enter a name of up to 30 characters. 9. Touch the Upload button
Use an iPhone as a PTT ¹ device for an incident.	<ol style="list-style-type: none"> 1. Log in to a Cisco IPICS server. 2. Touch the incident that you want. 3. Touch the PTT icon  to enter PTT mode. 4. Touch and hold the PTT button to talk. Release the button when you are not talking. 5. Touch the Exit button to exit PTT mode.
Reestablishing a connection to a Cisco IPICS RMS ² .	Press the Reconnect icon  .
Viewing on-screen help.	Press the Help icon  .

1. PTT=push-to-talk.

2. RMS=router media service.

Icons and Buttons Quick Reference

Table 2-2 describes many of the common icons and buttons that you may see as you use the IPICS Mobile Client. It also includes references to the sections in this manual that describe use of an icons or button in more detail.

Table 2-2 *IPICS Mobile Client Icons and Buttons*









Item	Description	
Icons		
	Chronological View button—displays a list of resources in the order that they were added to an incident	See the “Viewing an Incident Resource” section on page 3-5
	Category View button—displays a list of resources that are arranged by category	
	Live video feed that is available from an incident	
	Archived video clip that is stored with an incident	
	Image that is stored with an incident	
	Journal that is stored with an incident	
	Access functions for adding a journal, image, or video clip to an incident	See the “Adding a Resource” section on page 3-9
	Puts the iPhone into PTT ¹ mode	See the “Using an iPhone as a PTT Device” section on page 3-12

Table 2-2 IPICS Mobile Client Icons and Buttons (continued)








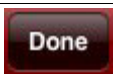

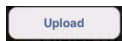
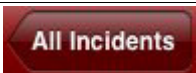
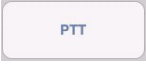

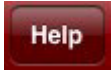
Item	Description	
	The iPhone cannot transmit or receive audio.	See the “Reestablishing Connectivity to a Cisco RMS” section on page 3-13
	Causes the iPhone to attempt to reestablish a connection to the Cisco IPICS RMS ²	
	Displays the help screen	See the “Accessing the Help Screen” section on page 3-14
Buttons		
	Lets you create a journal to add to an incident	See the “Adding a Resource” section on page 3-9 and the “Accessing the Help Screen” section on page 3-14
	Lets you create a photograph to add to incident	
	Lets you create a video clip to add to incident	
	Lets you identify an image from the iPhone photo albums to add to an incident	
	Lets you identify a video clip from the iPhone camera roll to add to an incident	
	Uploads a journal to the Cisco IPICS server, or exits the on-screen help display	
	Identifies an image or video clip to add to an incident	
	Uploads an image or video clip to an incident	
	Returns to a list of active incidents	See the “Viewing an Incident Resource” section on page 3-5

Table 2-2 *IPICS Mobile Client Icons and Buttons (continued)*

Item	Description	
	Push and hold to talk to other incident participants	See the “Using an iPhone as a PTT Device” section on page 3-12
	Exit from PTT mode	
	Displays the top of the FAQ list when you are viewing the Help screen	See the “Accessing the Help Screen” section on page 3-14

1. PTT=push-to-talk.
2. RMS = router media service.



CHAPTER 3

Using the IPICS Mobile Client

This chapter provides detailed information about using the IPICS Mobile Client.

Before you can use features that this chapter describes, your iPhone must download the IPICS Mobile Client application and an SSL certificate for each Cisco IPICS server that it will access. See [Chapter 1, “Getting Started,”](#) for more information.

This chapter includes these topics:

- [Logging In to a Cisco IPICS Server to Access Incidents, page 3-1](#)
- [Exiting the IPICS Mobile Client, page 3-4](#)
- [Configuring Sleep Mode, page 3-5](#)
- [Viewing an Incident Resource, page 3-5](#)
- [Adding a Resource, page 3-9](#)
- [Using an iPhone as a PTT Device, page 3-12](#)
- [Reestablishing Connectivity to a Cisco RMS, page 3-13](#)
- [Accessing the Help Screen, page 3-14](#)

Logging In to a Cisco IPICS Server to Access Incidents


Logging in to a Cisco IPICS server gives you access to the incidents that are active on that server and in which you are a configured participant.

To log in to a Cisco IPICS server, perform the following steps.

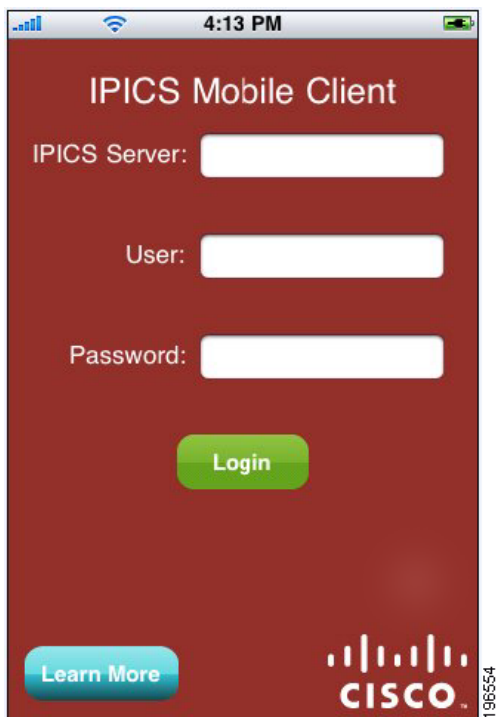
**Note**

- Logging in assumes that Cisco IPICS is properly installed and configured and that you are configured as a Cisco IPICS user. You can find out more information about Cisco IPICS by touching the **Learn More** button on the IPICS Mobile Client Log In screen.
- If you are logging in to a Cisco IPICS server that you have logged in to before, you can quickly log in again by touching the User field, choosing the Cisco IPICS server name and user name pair from the pop-up list that appears, and entering your password.
- The Cisco IPICS server must have a fully-qualified hostname that exists in a DNS that the iPhone can use.

Procedure

- Step 1** Touch the Incident application icon .

The IPICS Mobile Client Log In screen appears, as shown in [Figure 3-1](#).

Figure 3-1 Log In Screen

Step 2 Take these actions to identify the Cisco IPICS server that you want to log in to:


- a. Touch the IPICS Server field.

If you have logged in to Cisco IPICS servers from this iPhone, a list of the fully qualified hostname of each server appears.

- b. Touch the name of a displayed Cisco IPICS server, or use the keypad to enter the fully qualified hostname of a new server in the IPICS Server field and then touch the **return** button.

For example, if the Cisco IPICS server name is `ipics1`, enter the fully qualified hostname as **ipics1.cisco.com**

To locate a name in the list, you can use the keypad to enter the first few letters of the name. As you enter letters, the list displays names that start with that sequence.

- Step 3** Take these actions to enter your Cisco IPICS user name for the server that you want to log in to:
- Touch the User field.
A list of users that are configured for the server that you identified appears.
 - Touch your user name in the list, or use the keypad to enter your user name in the User field and then touch the **return** button.
The user name is not case sensitive.
- Step 4** Take these actions to enter your Cisco IPICS password for the server that you want to log in to:
- Touch the Password field.
 - Use the keypad to enter your password in the Password field and then touch the **return** button.
The password is case sensitive.
- Step 5** Touch the **Login** button  .
- The iPhone loads incidents that are active on the Cisco IPICS server and that you are a participant in. An empty page appears if no incidents meet these criteria.
- Each incident that appears includes its name, ID, and the date and time that it was created.
-

Exiting the IPICS Mobile Client

To exit the IPICS Mobile Client and log out from the Cisco IPICS server, press the iPhone **Home** button.

After exiting the IPICS Mobile Client, wait a few seconds before starting it again to ensure that it shut down completely.

Configuring Sleep Mode

You can specify whether your iPhone goes into sleep mode after the Cisco IPICS Mobile Client is inactive for the period that the iPhone **Settings > General > Auto-Lock** option defines. In sleep mode, the IPICS Mobile Client is paused and your iPhone screen is blank, but the IPICS Mobile Client remains logged in to the Cisco IPICS server. When you exit sleep mode, the IPICS Mobile Client returns to the screen that was displayed when it went into sleep mode.

By default, sleep mode is disabled for the IPICS Mobile Client.

**Note**

The IPICS Mobile Client continues to consume a Cisco IPICS mobile endpoint license when it is in sleep mode.

To enable sleep mode for the IPICS Mobile Client, set the **Settings > Incident > Prevent Sleep** option to No.

To disable sleep mode for the IPICS Mobile Client, set the **Settings > Incident > Prevent Sleep** option to Yes.

To return to the IPICS Mobile Client when an iPhone is in sleep mode, press the iPhone **Home** button. If you have configured a passcode for your iPhone by using **Settings > General > Passcode Lock**, you also need to enter the passcode to unlock the iPhone.

**Note**

If the charge in your iPhone the battery becomes low, the iPhone goes into sleep mode regardless of the configured settings.

Viewing an Incident Resource

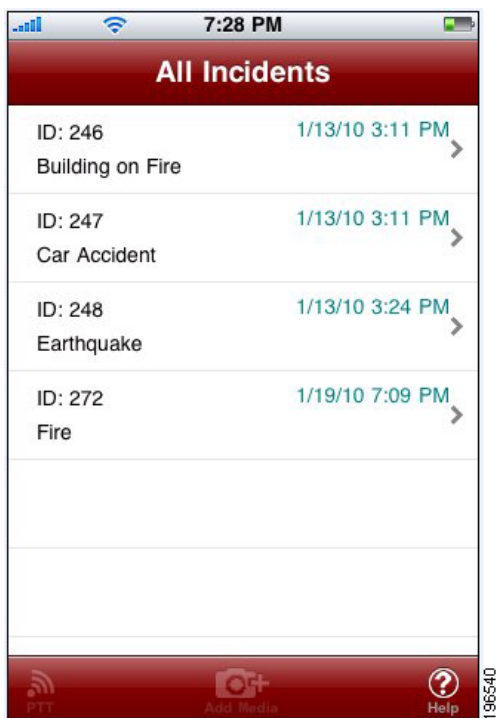
After you log in to a Cisco IPICS server, you can view video clips, images, and journals for any incident that is active on the server and in which you are a participant. An item that you can view is called a *resource*.

To view an incident resource, follow these steps:

Procedure

- Step 1** Log in to the Cisco IPICS server on which the incident is active, as described in the [“Logging In to a Cisco IPICS Server to Access Incidents”](#) section on page 3-1. The All Incidents screen appears. This screen displays a list of incidents that are active on the server and in which you are a participant. It also displays the date and time that each incident started. [Figure 3-2](#) shows an example of this screen.

Figure 3-2 *All Incidents Screen*

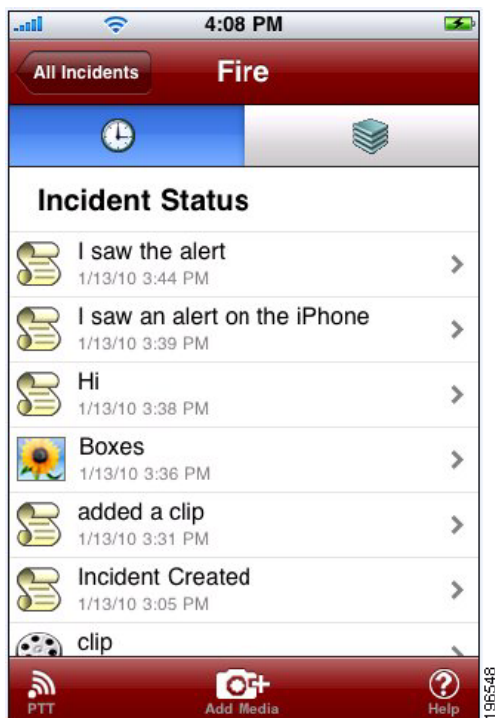


Step 2 Touch the incident for which you want to access information.


The Incident screen appears. This screen shows the name of the incident and displays a list of resources for the incident in the order that they were added. The list includes the name of each resource and its date and time that it was added to the incident. In addition, you can hear audio traffic from participants in the incident.

Figure 3-3 shows an example of the Incident screen.


Figure 3-3 Incident Screen







Step 3 Take any of these actions:

- Touch the Chronological View icon  to view a list of that resources in the order that they were added. An image or video clip resource shows the name that was assigned to it, or the system default name of Photo or Video.


A journal resource shows the first few characters of the journal entry. Each resource also shows the date and time that it was created.

- Touch Category View icon  to view a list of resource types (live video, archived video, photos, and journals). The number that follows each resource type indicates how many resources of that type are available in the incident.

Both views use the following icons to indicate resource types:

-  —Live Video Feed icon. Indicates video that is provided to the incident through the Cisco IPICS server.
-  —Archived Video icon. Indicates video clips that are associated with the incident.
-  —Photo icon. Indicates images that are associated with the incident.
-  —Journal icon. Indicates journals that are associated with the incident.

Step 4 Take any of these actions:

- If the iPhone is displaying resources in the chronological view, touch a resource icon to see that resource.
- If the iPhone is displaying resources in the category view, touch a resource icon to see a list of resources of that type. An image or video clip shows the name that was assigned to it, or the system default name of Photo or Video. A journal shows the first few characters of the journal entry. Each resource shows the date and time that it was added to the incident. Touch any resource to see it.
- To display a list of all incidents without viewing the resource, touch the All Incidents button .

When you choose to view a YouTube video clip, you must touch the **Play** icon to start the video. Other video clips and live video start playing automatically.

When viewing live video, you can double-touch the image to toggle between full-screen and normal views. You can also rotate your iPhone to view video in portrait or landscape mode.

When viewing an archived video clip, you can double-touch the image to toggle between full-screen and normal views. You also can use the transport controls to rewind, fast forward, and pause playback.

When viewing an image, you can rotate your iPhone to view the image in portrait or landscape mode.

The IPICS Mobile Client supports viewing live video segments of up to 5 minutes. Longer video segments may cause unanticipated results or errors. In addition, viewing a video clip in an unsupported format may cause unanticipated results or errors. For information about supported video formats, see *Cisco IPICS Compatibility Matrix*.

When you are viewing any resource, you can touch the **Back** button to the left of the Incident name to return to the list of incident resources. The **Back** button shows the first few characters of the incident name. (If you are viewing video or an image in full-screen mode, toggle it to normal size to see the **Back** button.)

Adding a Resource


You can add the following resources (known as *media resources*) to any incident in which you are participating:

- **Journal**—You can write a journal of up to 200 characters and add it to the incident.
- **Photo**—You can either use the iPhone camera to take a photograph and then add it to the incident, or you can add an image that is stored in an iPhone photo album.
- **Video**—You can either use the iPhone 3GS camera to record a video clip and then add it to the incident, or you can add a video clip that is stored in the iPhone 3GS camera roll. (This feature is not available on the iPhone 3G.)

When you add a journal, photo, or video clip to an incident, it uploads to the Cisco IPICS server and becomes available to other incident participants immediately.

To add a resource, follow these steps:

Procedure

- Step 1** Log in to the Cisco IPICS server on which the incident is active, as described in the [“Logging In to a Cisco IPICS Server to Access Incidents”](#) section on page 3-1.
- Step 2** Touch the incident to which you want to add a resource.
- Step 3** Touch the **Add Media** icon , which appears at the bottom of the list of resources.


The add resource buttons appear, as shown in [Figure 3-4](#).

Figure 3-4 Add Resource Buttons for iPhone 3G (Left) and iPhone 3GS (Right)




- Step 4** Take any of these actions:


- To add a journal:



- a. Touch the **Journal** button .
- b. Enter up to 200 characters of text.
- c. Touch the **Done** button to upload the journal to the Cisco IPICS server.

The **Done** button is dimmed if you enter no characters or more than 200 characters.

- To take and add a photograph:
 - a. Touch the **Photo** button  to start the iPhone camera.
 - b. Press the iPhone Camera icon to take the photograph that you want.
 - c. (Optional) Touch the **Retake** button to discard the photograph and take a new one.
 - d. Touch the **Use** button.
 - e. (Optional) Enter a name of up to 30 characters for the photograph. This name appears in the list of resources for the incident. If you do not enter a name, the system assigns the name Photo.
 - f. Touch the **Upload** button to upload the photograph to the Cisco IPICS server. The iPhone retains the photograph in the camera roll.

If you do not want to upload the photograph, touch the **Cancel** button. In this case, the iPhone saves the photograph in the camera roll but does not upload it to the Cisco IPICS server.

- To record and add a video clip (iPhone 3GS only):
 - a. Touch the **Video** button  to start the iPhone camera.
 - b. Press the iPhone video icon to record the video that you want.
 - c. (Optional) Touch the **Retake** button to discard the video clip and take a new one.
 - d. Press the iPhone video icon again when you want to stop recording. If you record a video segment that is longer than 10 minutes, the iPhone may require you to trim it to 10 minutes or less.
 - e. Touch the **Use** button.
 - f. (Optional) Enter a name of up to 30 characters for the video clip. This name appears in the list of resources for the incident. If you do not enter a name, the system assigns the name Video.

- g. Touch the **Upload** button to upload the video to the Cisco IPICS server. If you do not want to upload the video clip, touch the **Cancel** button. The iPhone does not save video clips in the camera roll.
- To add an image that is saved in the iPhone photo albums or video clip that is saved in the iPhone camera roll:
 - a. Touch the **Saved Photo** button  or the **Saved Video** button  .
 - b. If you are adding an image, touch the photo album that contains the image.
 - c. Locate and touch the image or video clip that you want to upload.
 - d. If you are uploading video, touch the **Choose** button.
 - e. (Optional) Enter a name of up to 30 characters for the image or video clip. This name appears in the list of resources for the incident. If you do not enter a name, the system assigns the name Photograph or Video.
 - f. Touch the **Upload** button to upload the image to the Cisco IPICS server.


Using an iPhone as a PTT Device

When you are connected to an incident, you can hear voice communications between other incident participants. In addition, you can use your iPhone as a push-to-talk (PTT) device to communicate with other participants in the incident.

These features are supported on WiFi networks only.

To use an iPhone as a PTT device, follow these steps:

Procedure

- Step 1** Log in to the Cisco IPICS server on which the incident is active, as described in the [“Logging In to a Cisco IPICS Server to Access Incidents”](#) section on page 3-1.
- Step 2** Touch the incident in which you want to communicate.
- Step 3** Touch the PTT icon .



Note The **PTT** icon also is available when you are viewing an incident resource. If you are viewing video or a image in full-screen mode, toggle it to normal size to see this button.


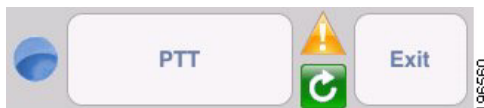
The iPhone enters PTT mode and the PTT panel appears at the bottom of the screen. See [Figure 3-5](#). The activity icon to the left of the PTT button appears blue when you are not transmitting audio and appears red when you are transmitting audio. (The signal loss icon  appears only if the iPhone cannot transmit or receive audio.)

Figure 3-5 *PTT Panel*




Step 4 In the PTT panel, take these actions as desired:


- Touch and hold the **PTT** button to talk. Release the button when you are not talking.

The PTT transmission indicator to the left of the PTT button appears red when the iPhone is transmitting. It appears blue at other times.

- Touch the **Exit** button to exit PTT mode.

Reestablishing Connectivity to a Cisco RMS


When you view an incident that has an active incident VTG, the IPICS Mobile Client establishes communication with a Cisco IPICS router media service (RMS). If an iPhone loses its WiFi connection to an RMS, the signal loss icon  appears in the PTT panel.

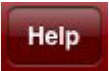
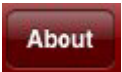
To reestablish a connection to the RMS, touch the **Reconnect** icon , which appears under the signal loss icon. If the iPhone reconnects, the signal loss icon disappears.

For related information, see [Chapter 4, “Troubleshooting and Program Messages.”](#)


Accessing the Help Screen

You can access the Help screen help from several of the IPICS Mobile Client screens. The Help screen provides a set of frequently asked questions (FAQs) and provides access to information about the IPICS Mobile Client application.

To display the Help screen, press the **Help** icon  that appears at the bottom right of a screen. The Help screen includes these buttons:

-  —Help button. If you have scrolled down through the FAQ text, press this button to return to the top of the text. If you have displayed the About text, press this button to return to the FAQ text.
-  —About button. Press this button to view information about the IPICS Mobile Client application. Information includes:
 - Version Number—Cisco Version number of the IPICS Mobile Client version number that is installed on your iPhone
 - App Store Version—Version tracking number that the Apple App Store uses for this version of the IPICS Mobile Client.

If you have not logged in to the IPICS Mobile Client, you can also see this information by touching the Cisco logo on the IPICS Mobile Client Log In screen.

-  —Done button. Press this button to exit the help screen.



CHAPTER 4

Troubleshooting and Program Messages

This chapter provides troubleshooting tips for some common issues that you may encounter while using the IPICS Mobile Client and provides possible solutions. It also explains program message that the IPICS Mobile Client may display.

This chapter includes these topics:

- [Troubleshooting Tips, page 4-1](#)
- [Program Messages, page 4-3](#)

Troubleshooting Tips

Symptom Cannot log in to the Cisco IPICS server.

Possible Cause

- A user name and password are not configured for you on the Cisco IPICS server.
- Your iPhone does not have WiFi or 3G network connectivity.
- The Cisco IPICS server is down or unreachable.

- High availability is configured for the Cisco IPICS server, a failover has occurred and the secondary server has become the active server, but you have never logged in to the primary server or your iPhone has not yet received information about the secondary server.

Recommended Action


- Make sure that a Cisco IPICS administrator or operator configures you as a Cisco IPICS user.
- Make sure that your iPhone has network connectivity.
- Contact your system administrator to make sure that the Cisco IPICS server is up and reachable.
- If you have never logged in to the primary Cisco IPICS server and a secondary is the active server due to a failover, log in to the secondary server.

Symptom iPhone cannot transmit or receive audio and the signal loss icon appears in the PTT panel.



Possible Cause

- Your iPhone is not operating on a wireless network
- Your iPhone is not on the same wireless network as the Cisco IPICS RMS
- The RMS is down or unreachable
- There is no talk group active in the incident.

Recommended Action To reestablish a connection, press the **Reconnect** icon . A IPICS Mobile Client does not automatically attempt to reestablish connection. If this action does not solve the problem, take these actions:

- Make sure that you are using a Wi-Fi connection and that your iPhone is in range for the connection
- Make sure that your iPhone is on the same wireless network as the Cisco IPICS RMS
- Contact your system administrator to make sure that the RMS is up and reachable


- Contact your Cisco IPICS dispatcher to determine whether there is an active talk group

Symptom Cannot access feature for uploading video to an incident.

Recommended Action You are using an iPhone 3G, which does not support this feature.

Program Messages

This section lists the program messages that you might see on your IPICS Mobile Client. The messages are presented in alphabetical order, and each message includes an explanation of the possible cause and recommended actions that you can take to resolve an issue.

Message  (question mark icon) appears if you are trying to view an unsupported incident image or live video.

Possible Cause The image or live video that you are trying to access is of a type that the iPhone does not support.

Recommended Action

- If you uploaded a resource via your IDC, make sure that it is compatible with the iPhone. For more information, see *Cisco IPICS Compatibility Matrix*.
- If another user uploaded the resource, contact your system administrator.

Message Error in Connection: no internet connection

Explanation This message appears on the Log In screen if you are using the iPhone in an area with no 3G or WiFi signal, or if Airplane Mode is enabled on the iPhone (this mode blocks internet connections).

Recommended Action

- Move to an area with a stronger 3G or WiFi signal
- Join a WiFi network
- Make sure 3G is enabled (touch **Settings > General > Network > Enable 3G > On**)
- Turn off airplane mode (touch **Settings > Airplane Mode > Off**)

Message Error in Connection: untrusted certificate

Explanation This message appears on the Log In screen if the iPhone does not have a valid SSL certificate for the Cisco IPICS server that you are attempting to log in to.

Recommended Action Touch **Settings > General > Profiles** to see a list of certificates on the phone. The name of an SSL certificate for a Cisco IPICS server matches the hostname of that server. If there is no certificate for the server, download one. If there is a certificate, delete it and then download a new one.

For detailed information about downloading and deleting certificates, see the [“Obtaining an SSL Certificate” section on page 1-4](#).

Message Error: connection with invalid version. You may not be able to see incidents.

Possible Cause This message appears after you log in if the IPICS Mobile Client version and the Cisco IPICS server version are not compatible.

Recommended Action

- Make sure that you are using a compatible version of the IPICS Mobile Client
- Contact your system administrator to make sure that the version of the Cisco IPICS server is compatible

Message Error: mobile license exceeded

Possible Cause This message appears on the Log In screen if Cisco IPICS does not have enough available mobile endpoint licenses to allow you to log in.

Recommended Action Wait for another IPICS Mobile Client user to log out, or contact your system administrator regarding obtaining additional mobile endpoint licenses for the server.

Message Error: parsing server response

Possible Cause This message appears on the Log In screen if the Cisco IPICS server is initializing, shutting down, or experiencing a problem.

Recommended Action

- Wait a few minutes and try to log in again
- Contact your system administrator to determine whether the Cisco IPICS server is experiencing a problem

Message Error: service unavailable

Possible Cause This message appears on the Log In screen if the IPICS Mobile Client cannot access the Cisco IPICS server. The server may be initializing, shutting down, or experiencing a problem.

Recommended Action

- Wait a few minutes and try to log in again
- If high availability is configured for your system, try logging in to the secondary Cisco IPICS server
- Contact your system administrator to determine whether the Cisco IPICS server is experiencing a problem

Message File Server is Down

Possible Cause This message appears if you are trying to upload a journal, image, or video and the Cisco IPICS server is not available or its disk is full.

Recommended Action

- Wait a few minutes and try again
- Contact your system administrator to determine whether the server is experiencing a problem

Message Internal server error

Possible Cause The Cisco IPICS server has encountered a problem and cannot process your request to upload a journal, image, or video.

Recommended Action

- Wait a few minutes and try again
- Contact your system administrator to determine whether the server is experiencing a problem

Message Server Connection Lost: Problem with your connection or the server <host_name>

Possible Cause The IPICS Mobile Client has lost its connection to the Cisco IPICS server with the hostname that the message shows.

Recommended Action

- Check your internet connection and try logging in again.
- If high availability is configured and a failover has occurred, try logging in to the primary server again, which should automatically redirect you to the secondary server. If you cannot log in to the primary server, try logging in to the secondary server.
- Contact your system administrator to determine whether there is a problem with the Cisco IPICS server.

Message Server IO failure

Possible Cause The Cisco IPICS server has encountered a problem while processing the journal, image, or video that you are uploading.

Recommended Action

- Wait a few minutes and try again
- Contact your system administrator to determine whether the server is experiencing a problem

Message Server module failure

Possible Cause The Cisco IPICS server has encountered a problem and cannot process your request to upload a journal, image, or video.

Recommended Action

- Wait a few minutes and try again
- Contact your system administrator to determine whether the server is experiencing a problem

Message This movie format is not supported.

Possible Cause You are trying to view a video clip in a format that the IPICS Mobile Client does not support.

Recommended Action For information about supported formats, see *Cisco IPICS Compatibility Matrix*.

Message Unsupported file format

Possible Cause The image or video format that you are attempting to upload is not supported by the server.

Recommended Action Make sure that you are uploading a resource with a valid format. For information about supported formats, see *Cisco IPICS Compatibility Matrix*.

Message User Deactivated: either the password was changed or the account was deactivated

Possible Cause A Cisco IPICS administrator or operator removed or deactivated your Cisco IPICS user account or changed your Cisco IPICS password.

Recommended Action Contact your Cisco IPICS system administrator or operator to obtain your new log in credentials.



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