



## CHAPTER 3

# Using the IPICS Mobile Client

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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 3-2](#)
- [Exiting the IPICS Mobile Client, page 3-4](#)
- [Configuring Sleep Mode, page 3-5](#)
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# 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.

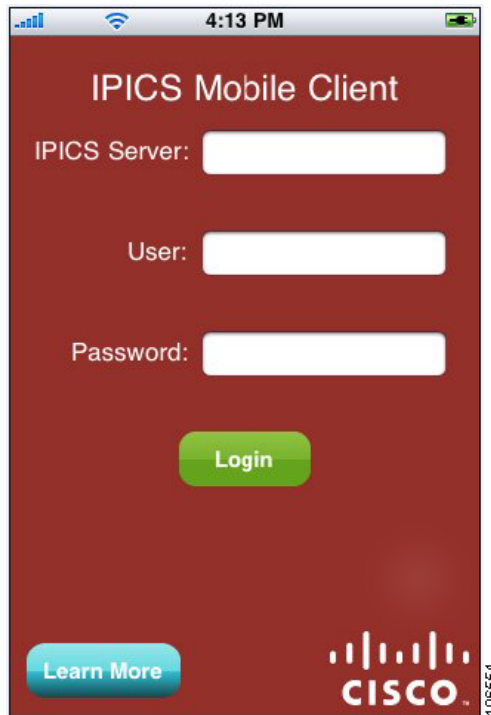
**Note**

- 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 Cisco IPICS 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.
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## Exiting the IPICS Mobile Client

To exit the IPICS Mobile Client without logging out from the Cisco IPICS server, touch the iPhone **Home** button. This action puts the IPICS Mobile Client into the background. (If the Cisco IPICS server times out the IPICS Mobile Client due to inactivity or if the iPhone shuts down the application while the application is in the background, you are logged out of the Cisco IPICS server.)



### Note

The IPICS Mobile Client continues to consume a Cisco IPICS mobile endpoint license when you exit the application by pressing the iPhone **Home** button.

To exit the IPICS Mobile Client and log out from the Cisco IPICS server, Touch the Logout icon .

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.

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

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

To return to the IPICS Mobile Client when an iPhone is in sleep mode, touch 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

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

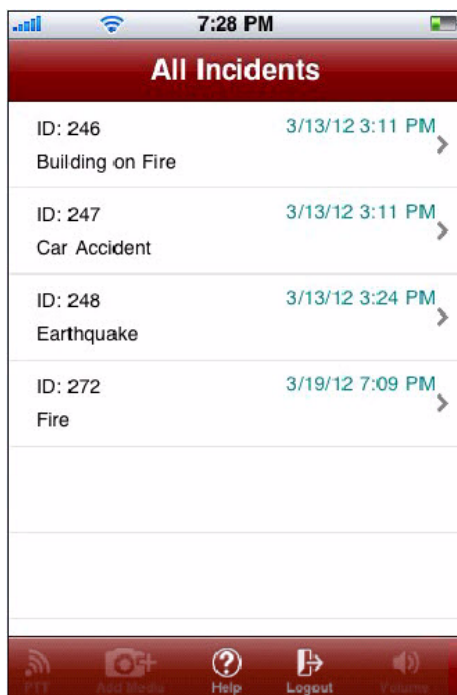
After you log in to a Cisco IPICS server, you can view video clips, images, and journals for any incident that is active on the server and in which you are a participant. An item that you can view is called a *resource*.

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 3-2. 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 10 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.)

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## 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 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 camera roll.

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 3-2.
- 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.

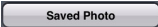

The add resource buttons appear, as shown in [Figure 3-4](#).

**Figure 3-4** Add Resource Buttons



**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. Touch 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:
  - a. Touch the **Video** button  to start the iPhone camera.
  - b. Touch 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. Touch 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 3-2.
- Step 2** Touch the incident in which you want to communicate.

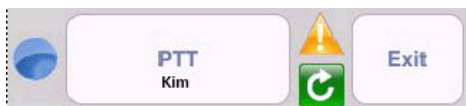
**Step 3** Touch the PTT icon .



**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, appears red when you transmit audio, and appears green when you receive audio. (The signal loss icon  appears only if the iPhone cannot transmit or receive audio.) The Cisco IPICS user name of a talker appears on the PTT button if the IDC provides this information.

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

## Reestablishing Connectivity to a Cisco RMS or UMS Component

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) or unified media service (UMS) component. If an iPhone loses its WiFi

connection to an RMS or UMS, the signal loss icon  appears in the PTT panel.

To reestablish a connection to the RMS or UMS, 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.”](#)


## Controlling the Volume and Speaker Used

The IPICS Mobile Client audio controls let you control the volume of audio that you receive through the Cisco IPICS application and designate the speaker to which audio is sent.

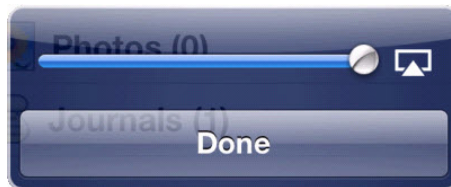
You also can control the volume of audio that you receive through the Cisco IPICS application by using the volume controls on the iPhone.


To use the IPICS Mobile Client audio controls, follow these steps:



### Procedure

**Step 1** Touch the volume icon .

The Volume Control panel appears:




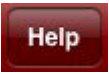
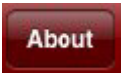
**Step 2** To adjust the volume, move the volume slider  left or right.

- Step 3** To select speakers, take these actions:
- Touch the speaker selection icon  to the right of the volume slider.
  - In the Audio Device panel, touch the speaker that you want to use.  
A speaker icon  identifies the speaker that is selected.
- Step 4** Touch the **Done** button in the Volume Control panel.
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## 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 answers and provides access to information about the IPICS Mobile Client application.

To display the Help screen, touch 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, touch this button to return to the top of the text. If you have displayed the About text, touch this button to return to the FAQ text.
-  —About button. Touch this button to view information about the IPICS Mobile Client application. Information includes:
  - IPICS Release—Cisco Version number of the IPICS Mobile Client that is installed on your iPhone
  - Version Number—Version of the protocol that the IPICS Mobile Client uses to communicate with the Cisco IPICS server.
  - 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. Touch this button to exit the help screen.

