



Cisco Instant Connect for Android Devices User Guide

Cisco IPICS 4.7

Americas Headquarters

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

Text Part Number: OL-30184-01

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Overview

This document provides detailed information about Cisco Instant Connect for Android devices. This application allows you to use an Android device to communicate with other users via Cisco IP Interoperability and Collaboration System (IPICS) incidents, virtual talk groups (VTGs), channels, and radios.

Organization

This manual is organized as follows:

Chapter 1, “Getting Started”	Provides an overview of Cisco Instant Connect and information that you need to get started with the application
Chapter 2, “Using Cisco Instant Connect”	Provides information about how to use Cisco Instant Connect and a descriptions of it features and functions
Chapter 3, “Troubleshooting and Program Messages”	Provides troubleshooting tips for some common issues that you may encounter while using Cisco Instant Connect and explains program messages that Cisco Instant Connect 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 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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Getting Started

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

- [Overview, page 1-1](#)
- [Guidelines, page 1-1](#)
- [Obtaining Cisco Instant Connect, page 1-2](#)

Overview

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

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

Before you can use Cisco Instant Connect, you must download it to your Android device.

Guidelines

- An Android device can communicate with the Cisco IPICS server and UMS via a Wi-Fi network connection or via a 3G or 4G connection (see Cisco IPICS Compatibility Matrix for details). If the Cisco IPICS server and UMS is in an internal network, you must use the Cisco AnyConnect VPN Client to access the server. If the Cisco IPICS server and UMS can be accessed by external devices via the public Internet without firewall restrictions, the Cisco AnyConnect VPN Client is not required.
- To allow audio communication, the Cisco IPICS server and the UMS component must be in a network that does not block voice over IP (VoIP) communication.
- If you are using Cisco Instant Connect on a WiFi network and have established an audio connection, you temporarily lose the audio connection if you move to a different network, for example from a WiFi network to a 3G or 4G connection.
- When you view a list of incidents, channels, VTGs, and radios, the information in the screen updates automatically every 60 seconds.

- Most communication between the Cisco Instant Connect and the Cisco IPICS server goes over Secure Socket Layer (SSL) and is encrypted and secure. Secure communication includes logging in, logging out, and uploading resources. However, audio communication is not encrypted.
- If a standalone Cisco IPICS server fails while you are logged in from an Cisco Instant Connect, a message appears that says the server is unreachable.

If high availability is configured for the Cisco IPICS server, you can log back in by identifying the primary server, and the system redirects you to the secondary server automatically. If you are logged in to the secondary server when fallback occurs, you are reconnected to the primary server automatically.
- If you are using headphones with your Android device, plug in the headphones before starting Cisco Instant Connect.

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

Obtaining Cisco Instant Connect

To obtain the Cisco Instant Connect application and install it on an Android device, access the Google Play Store from the Android device and download the application.

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



Using Cisco Instant Connect

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

- [Cisco Instant Connect Screens](#), page 2-1
- [Starting Cisco Instant Connect and Logging In to Cisco IPICS](#), page 2-5
- [Logging Out of Cisco IPICS](#), page 2-6
- [Using the Talk Groups Screen](#), page 2-7
- [Using the PTT Screen](#), page 2-8
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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 provide related information.

- Log In screen—[Figure 2-1 on page 2-2](#)
- Talk Groups screen—[Figure 2-2 on page 2-3](#)
- PTT screen—[Figure 2-3 on page 2-4](#)
- About screen—[Figure 2-4 on page 2-5](#)

Figure 2-1 Log In Screen



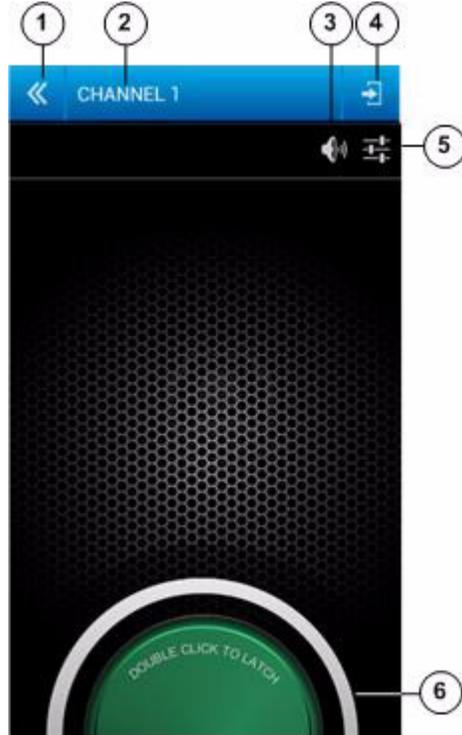
	Description	Reference
1	IPICS Server field	See the “ Starting Cisco Instant Connect and Logging In to Cisco IPICS ” section on page 2-5
2	User field	
3	Password field	
4	Remember password box	
5	Log In button	

Figure 2-2 Talk Groups Screen



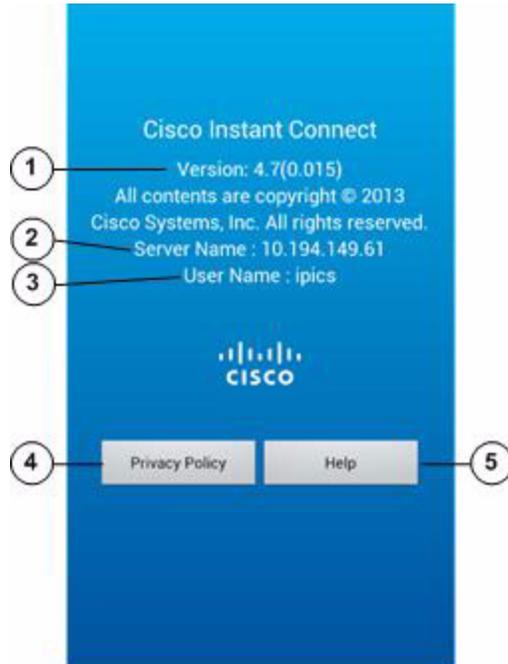
	Description	Reference
1	Quick Connect button (appears yellow when active and white when inactive)	See the “Using the Talk Groups Screen” section on page 2-7
2	Channel icon	
3	VTG icon	
4	Incident icon	
5	Radio icon	
6	Search icon	
7	Refresh icon	
8	Talk groups (incidents, VTGs, channels, and radios) list	
9	Exit Screen icon	

Figure 2-3 PTT Screen



	Description	Reference
1	Exit Screen without Disconnect icon	See the “Using the PTT Screen” section on page 2-8
2	Talk group (incident, VTG, channel, or radio) name	
3	Full Duplex icon	
4	Disconnect and Exit Screen icon	
5	Audio icon	See the “Using the PTT Screen” section on page 2-8 and the “Selecting a Speaker” section on page 2-9
6	PTT button	See the “Using the PTT Screen” section on page 2-8

Figure 2-4 About Screen



	Description	Reference
1	Cisco Instant Connect version number	—
2	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 2-5
3	Cisco IPICS user name that you are logged in with	
4	Privacy Policy button	See the “Displaying the Cisco Privacy Policy” section on page 2-10
5	Help button	See the “Displaying On Line Help” section on page 2-10

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. In addition, the Password field is filled in automatically if you checked the **Remember password** box.

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 User 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** 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.
- The Talk Groups screen appears, as shown in [Figure 2-2 on page 2-3](#). For more information about this screen, see the [“Using the Talk Groups Screen” section on page 2-7](#).
-

Logging Out of Cisco IPICS

You can log out of Cisco Instant Connect from any Cisco Instant Connect screen.



Note

- When the Talk Groups screen is displayed (see [Figure 2-2 on page 2-3](#)), you can log out by tapping the Disconnect and Exit Screen icon  instead of by using the procedure that this section describes.
 - 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 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** Tap the Android device **Menu** button
- Step 2** Choose **Log Out** from the menu.

Step 3 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 Talk Groups Screen

The Talk Groups 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.

The Talk Groups screen displays in alphabetical order the names of incidents, VTGs, channels, and radios (collectively called *talk groups*) with which you are associated. An empty screen appears if no talk groups meet this criterion.

You can communicate on any active talk group that appears on this screen.

On this screen, talk groups are identified as follows:

- Incident icon  —Indicates an active incident
- VTG icon  —Indicates an active VTG
- Channel icon  —Indicates an active channel
- Radio icon  —Indicates an active radio

When the Talk Groups screen is displayed, you can take any of these actions:

- Go to the PTT screen and connect to the desired talk group—Tap the icon next to the talk group on which you want to communicate, or tap the name of that talk group.
- Go to the PTT screen and reconnect to the last talk group on which you were communicating—Tap the Quick Connect icon .
- Search for a specific talk group—Find a talk group that contains a designated character or designated consecutive characters by tapping the Search icon , then use the keypad that appears to enter the character or characters. The system automatically displays talk groups 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.”
- Log out of Cisco IPICS—Tap the Disconnect and Exit Screen icon , then tap **OK** in the confirmation window. You also can log out by using the Android device **Back** button as described in the “[Logging Out of Cisco IPICS](#)” section on page 2-6.
- Refresh the display of talk groups—Tap the Refresh icon . (The display also updates automatically every 60 seconds.)

Using the PTT Screen

You can communicate with other Cisco IPICS users via an active talk group (incident, 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 other users who have joined the same talk group. The PTT screen provides control for PTT communication.

To communicate with other Cisco IPICS users, follow these steps:

Step 1 From the Talk Groups screen, tap the icon next to the talk group on which you want to communicate, or tap the name of that talk group.

For a description of the talk group icons, see the [“Using the Talk Groups Screen”](#) section on page 2-7

Alternatively, tap the Quick Connect icon  to reconnect to the last talk group on which you were communicating.

You are connected to the selected talk group, 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 talk group:

- To talk, tap and hold the **PTT** button. To listen, release the button.
- If the latch feature is enabled for you for the incident, 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.

The appearance of the PTT button indicates the PTT state, as described in [Table 2-1](#).

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

- Access audio controls—Tap the Audio icon  to choose the speaker through which audio plays. For more information, see the [“Selecting a Speaker”](#) section on page 2-9.
- Toggle between full duplex and half duplex mode—Tap the Full Duplex icon  to toggle to half duplex mode. The icon changes to the Half Duplex icon . Tap the Half Duplex icon to toggle to full duplex 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.

Step 3 To exit the PTT screen, take any of these actions:

- Display the Talk Groups screen and disconnect from the current talk group—Tap the Disconnect and Exit Screen icon .
- Display the Talk Groups screen without disconnecting from the current talk group—Tap the Exit Screen without Disconnect icon  or the Android device **Back** button.

In this case, you continue to hear audio from the talk group. To talk on the talk group, go back to the PTT screen by tapping the icon or name of the talk group or by tapping the Quick Connect icon . To disconnect from the talk group, go back to the PTT screen by tapping the icon or name of the talk group or by tapping the Quick Connect icon , then tap the Exit Screen without Disconnect icon  or the Android device **Back** button. To talk on another talk group, tap the icon or name of new talk group to disconnect from the current talk group, connect to the new talk group, and display the PTT screen for the new talk group.

- Log out of as described in the [“Logging Out of Cisco IPICS”](#) section on page 2-6.

Table 2-1 PTT Button States

PTT Button Appearance	PTT State
	Idle (neither transmitting nor receiving audio)
	Receiving audio
	Transmitting audio
	Latched
	Unable to PTT

Selecting a Speaker

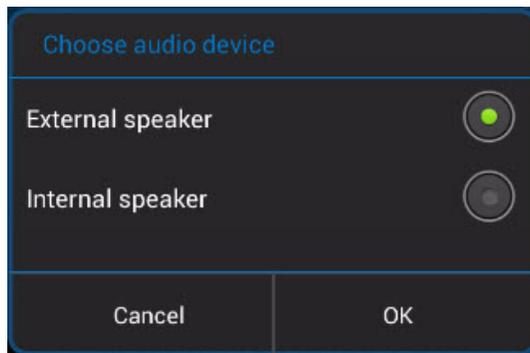
The Cisco Instant Connect audio controls let you designate the speaker to which audio is sent. You access these controls from the PTT screen.

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

To select the desired speaker, follow these steps:

Procedure

- Step 1** From the PTT screen, tap the Audio icon  .
The Audio Control panel appears:



- Step 2** Tap the **External speaker** or the **Internal speaker** radio button to designate the speaker that you want to use.
- Step 3** Tap the **OK** button to save your changes and exit the panel.
To exit the panel without saving your changes, tap the **Cancel** button.
-

Displaying the Cisco Privacy Policy

You can display the Cisco Privacy policy from any Cisco Instant Connect screen.

To display the Cisco privacy policy, follow these steps:

Procedure

- Step 1** Tap the Android device **Menu** button.
- Step 2** Choose **About** from the menu.
The About screen appears (see [Figure 2-4 on page 2-5](#)).
- 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.
-

Displaying On Line Help

You can display on line help, which is an on line version of this user guide, from any Cisco Instant Connect screen.

To display on line help, follow these steps:

Procedure

- Step 1** Tap the Android device **Menu** button.

- Step 2** Choose **About** from the menu.
The About screen appears (see [Figure 2-4 on page 2-5](#)).
- 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.
-

Viewing Version Information

You can see the version of Cisco Instant Connect that is running on your Android device on the About screen. The version number appears near the top of the screen. See [Figure 2-4 on page 2-5](#).



Troubleshooting and Program Messages

This chapter provides troubleshooting tips for some common issues that you may encounter while using Cisco Instant Connect. It also explains program messages that Cisco Instant Connect may display.

This chapter includes these topics:

- [Troubleshooting Tips, page 3-1](#)
- [Program Messages, page 3-2](#)

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 Android device does not have WiFi, 3G, or 4G 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 Android device 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 Android device 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 Cisco Instant Connect cannot transmit or receive audio.

Possible Cause

- Your Android device is not operating on a wireless network
- The UMS component is down or unreachable

Recommended Action To reestablish a connection, wait, and reconnection starts automatically.

- Make sure that you are using a Wi-Fi connection and that your Android device is in range for the connection
- Make sure that your Android device is on the same wireless network as the Cisco IPICS UMS component
- Contact your system administrator to make sure that the UMS component is up and reachable
- Contact your Cisco IPICS dispatcher to determine whether there is an active talk group

Program Messages

This section lists the Cisco Instant Connect program messages that can appear when a situation requires you to take corrective action. This chapter also provides an explanation of each message and recommended actions that you can take to resolve an issue.

Message Not connected to Internet.

Explanation This message is generated by an Android device if the device loses network connectivity.

Recommended Action Check your network connectivity.

Message A talkgroup needs to be selected.

Explanation You tapped the **Quick Connect** button on the Cisco Instant Connect Talk Groups screen but there is no active talk group.

Recommended Action Select the talk group with which you want to communicate as described in the [“Using the Talk Groups Screen”](#) section on page 2-7.

Message Failed to join a call.

Explanation An error occurred when Cisco Instant Connect tried to set up a PTT session.

Recommended Action Contact your system administrator.

Message Invalid user name or password.

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

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

Message IPICS Server is offline.

Explanation The Cisco IPICS service has been restarted, the Cisco IPICS service has stopped on a standalone Cisco IPICS server, or a Cisco IPICS failover has occurred in a high availability environment.

Recommended Action Retry the operation that you were performing. If the problem persists, contact your system administrator.

Message IPICS Server unreachable.

Explanation Your Android device does not have connectivity to the network in which the Cisco IPICS server is located.

Recommended Action Verify that your Android device is connected to the correct network.

Message No result from the server while logging in.

Explanation Cisco Instant Connect cannot access the Cisco IPICS server.

Recommended Action Try to log in to a different Cisco IPICS server or contact your system administrator.

Message No result from the server while logging in.

Explanation You are trying to log in to the Cisco IPICS Server from the Cisco Instant Connect Log In screen and have entered an invalid IP address or FQDN for the Cisco IPICS server.

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

Message Password field cannot be empty.

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

Recommended Action Enter your Cisco IPICS Password in the Password field.

Message Server address cannot be empty.

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

Recommended Action Enter the IP address of the Cisco IPICS server in the IPICS Server field.

Message User logged out.

Explanation A system administrator removed you from Cisco IPICS.

Recommended Action Contact your system administrator.

Message Username cannot be empty.

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

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



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