



ICE IP Phone XML Client User Guide

Product guide for prerelease

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1 Document History

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2 Introduction

ICE Cisco IP Phone XML client is a application that enables your Cisco IP Phone to participate in Push-to-Talk (PTT) communications across your organization via channels to mobile devices, radios, IP phones, and PCs.

A standalone component of Instant Connect Enterprise, ICE IP Phone Client provides Push-to-Talk channels, user monitoring, and channel management through an intuitive user interface that runs on a Cisco IP Phone.

Instant Connect turns your Cisco IP Phone into a PTT device that allows you to communicate across your company's communication devices individually and in talk groups.

This document introduces ICE Desktop and provides information about installation, operation, and related activities.

3 Related Documentation

Instant Connect documentation is available at the following URL: <https://support.instantconnectnow.com>

Access to the Instant Connect Enterprise support portal requires an account to be created. To create a support portal account:

1. Open a browser to <https://support.instantconnectnow.com>

2. Click on the **Create your Instant Connect Portal Account** link
3. Fill out the form with your information and click Submit

A portal access account will be created and an email will be sent with your access information.

4 Cisco IP Phones Supported and Software Requirements

Note: The ICE Cisco IP Phone XML client requires access to port 80. Depending on your system policies, a firewall rule may need to be implemented to allow access to port 80.

Cisco IP Phones that support the ICE IP Phone XML client:

- 8865
- 8851
- 8841
- 8832
- 8811
- 7975
- 7965
- 7962
- 7945
- 7841

Cisco Unified Call Manager versions:

- CUCM 11.5
- CUCM 12.5

4.1 Setting Up and Using a Cisco IP Phone Client

Before a user can access the Instant Connect Enterprise service, Instant Connect must be configured as a phone service for Cisco Unified Communications Manager. In addition, users in a deployment that includes Cisco Unified Communications Manager must subscribe to the Instant Connect Enterprise service by using the Cisco Unified Communications Manager User Options application.

This appendix includes the following topics:

- Configuring Instant Connect Enterprise as a Phone Service for Cisco Unified Communications Manager
- Subscribing to the Instant Connect Enterprise Service

- Moving the Logout Softkey Location on a Cisco Unified IP Phone
- Using the Instant Connect Enterprise Service on a Cisco Unified IP Phone

4.2 Configuring Instant Connect Enterprise as a Phone Service for Cisco Unified Communications Manager

This section describes how to configure the Instant Connect Enterprise service in Cisco Unified Communications Manager. After you make this configuration, IP phone users can subscribe to the service by using the Cisco Unified Communications Manager User Options web site. When users subscribe to the Instant Connect Enterprise service, the Cisco Unified IP Phone Services menu displays Instant Connect Enterprise as an option.

For additional information about Cisco Unified Communications Manager Administration and about setting up phone services, see the Cisco Unified IP Phone Services configuration information in *Cisco Unified Communications Manager Administration Guide* for your Cisco Unified Communications Manager version.

You can configure whether the Instant Connect Enterprise service requires users to log in before accessing the service from a Cisco Unified IP Phone. If there are users who you do not want to require to log on, you can configure a separate service that bypasses the log in for each of these users.

To configure the Instant Connect Enterprise service as an available service in Cisco Unified Communications Manager, perform the following procedure:

1. From Cisco Unified Communications Manager Administration, choose **Device > Device Settings > Phone Services** .
2. Press **Add New**
3. In the page for configuring IP phone services, enter the following information:

IP Phone Services Configuration

 Save  Delete  Update Subscriptions  Add New

Status

 Status: Ready

Service Information

Service Name*

Service Description

Service URL*

Secure-Service URL

Service Category*

Service Type*

Service Vendor

Service Version

Enable

Service Parameter Information

Parameters

- Service Name:** 'Instant Connect'. This field specifies the name that displays for the service on the Cisco Unified IP Phone.
- Service Description:** 'Access to the Instant Connect System', or a similar description. This field contains a description of the content that the Instant Connect service provides. You can enter any appropriate description.
- Service URL:** The URL of the Instant Connect Enterprise service in either of the following format:

- To require users to log in before accessing the service:

`http://<Your ICE server FQDN>/ipphone/`

Replace *ICE server IP address* with the IP address or FQDN of the Instant Connect Enterprise server.

- To NOT require a specific user to log in before accessing the service:

`http://<Your ICE server FQDN>/ipphone/login?user=1234&pin=1234`

Replace *ICE server IP address* with the IP address or FQDN of the Instant Connect Enterprise server, *userID* with the digit ID of the user, and *pin* with the digit password (PIN) of the user who will not need to log in.

d. **Secure Service URL:** Leave blank.

e. **Enable:** Click the checkbox to enable.

4. Click **Save**.

5. Click **New Parameter**. Fill in form with the following values:

- **Parameter Name:** orgId
- **Parameter Display Name:** Organization ID
- **Default Value:** 00000000-0000-0000-0000-000000000001
- **Parameter Description:** The ICE Organization ID to which this phone belongs.
- **Parameter is Required:** true

6. Click **Save and Close**.

4.3 Subscribing to the Instant Connect Service

Cisco Unified IP Phone users in a deployment that includes Cisco Unified Communications Manager must subscribe to the Instant Connect service before they can access the service from a phone.

Before a user can subscribe to the Instant Connect service, the service must be configured as described in the “Configuring Instant Connect as a Phone Service for Cisco Unified Communications Manager” section.

To subscribe to the Instant Connect service, perform the following procedure:

4.4 As an Administrator

Step 1 Log in to the Cisco Unified CM Administration web site.

<https://<My CUCM>/ccmadmin>

For more information about accessing the Cisco Unified CM Administration web site, and for additional information about the phone features for your phone model, see the appropriate Cisco documentation.

Step 2 Click on **Device**→**Phone**→**Find**

Step 3 Click on the **Device Name** of the phone you wish to run ICE IP Phone XML Client.

Step 4 In the **Related Links** drop-down list in the upper right corner of the screen, choose **Subscribe/Unsubscribe Service**

Step 5 A popup window will appear. In the **Select a Service** field, choose Instant Connect.

Step 6 (Optional) Enter a **Description**

Step 7 Click **Next**

Step 8 (Optional) Customize the **Service Name** and/or the ICE **Organization ID**

Step 9 Click **Subscribe**

Step 10 Click **Save**

Step 11 Close the popup window

Step 12 Click **Apply Config**

4.5 As an End User

Step 1 Log in to the Unified Communications Self Care Portal web site.

<https://<My CUCM>/ucmuser>

For more information about accessing the Unified Communications Self Care Portal web site, and for additional information about the phone features for your phone model, see the appropriate Cisco documentation.

Step 2 On the left-hand side, click **Phone Settings**.

Step 3 Locate your phone and click **Add New Service**

Step 4 In the **Service** field, choose **Instant Connect**

Step 5 In the **Display Name** field, enter the name you wish to see when you click on the **Services** button on your Cisco IP phone.

Step 6 Click Save

Step 7 (Optional) Click **General Settings** à **Language** à **Display Language** and choose your preferred language. If the drop-down list does not contain your preferred language, contact your Unified Communications administrator for assistance.

Step 8 Click on your login ID in the upper right corner, and then choose** Sign Out**.

4.6 Prerequisites for Using the Instant Connect Service

1. Instant Connect service must be configured.
2. ICE Enterprise license with sufficient IP_PHONE_CLIENT seats.
3. Digit ID and PIN must be configured for the end-user.
4. User must have at least one Assigned Channel
5. The Cisco IP phone is only compatible with a subset of possible channels configured in Instant Connect
 - Channel must be an **Assigned Channel**
 - Codec must be **G.711 m-law**
 - Channel must be **unencrypted**
 - Frame size must be **20ms**
 - Channel must be **half-duplex**
 - Multicast TX/RX ports must be an **even** number in the **range** 20480-32768

Channels that do not meet these requirements will not be visible from the ICE IP Phone XML Client.

6. Channels configured with RallyPoint connectivity will require ICE Static Reflectors in the same multicast domain as the Cisco IP phone.
7. The ipphone-bridge requires some special handling during installation. Merge the following YAML into your existing installation Helm chart:

```
charts:
  instantConnectEnterprise:
    values:
      devInclude:
        IPPhoneBridge: true
      env:
        arcusComponents:
          ipphone-bridge:
            redirect.base.url: http://CLUSTER_FQDN_OR_IP/ipphone
            static.resource.server.url: http://CLUSTER_FQDN_OR_IP/ipphone
```

Save to a file and use with `helm install/upgrade -f`

4.7 Using the Instant Connect Service on a Cisco Unified IP Phone

This section describes how to use the Instant Connect service from a Cisco Unified IP Phone. Before a user can access the Instant Connect service from a Cisco Unified IP Phone, the prerequisites that are described in this table must be met:

Table 2: Prerequisites for Using the Instant Connect Service

Prerequisite	Reference
Instant Connect service must be configured.	See the “ Configuring Cisco Instant Connect as a Phone Service for Cisco Unified Communications Manager ” section.
Login credentials must be configured for the user.	A Instant Connect Enterprise administrator can configure user login credentials as described in the “ Instant Connect Enterprise Administration Guide ” User profile section.
Users in a Cisco Unified Communications Manager environment must subscribe to the Instant Connect service.	See the “ Subscribing to the Instant Connect Service ” section.

In addition, users should be aware of the following guidelines:

- To obtain help with using the Instant Connect service on a Cisco Unified IP Phone, press the **Help** softkey.
- The channels that display in the menu are those that are available for a user when the Instant Connect service starts. To view an updated list of channels, press the **Update** softkey. The Instant Connect server does not automatically download channel information to the phone.
- Channels returned from Instant Connect to a Cisco Unified IP Phone must have a multicast connection defined in the Default Location field in the Client tab for the user. Channels that do not meet this requirement do not display on the phone.
- A Cisco Unified IP Phone receives a list that is composed of associated channels in alphabetized order.

To access the Instant Connect service from a Cisco Unified IP Phone, perform the following procedure:

Procedure

Step 1 Access the Services menu on the phone.

The procedure for accessing the Service menu varies by phone model. See your Cisco IP Phone documentation for specific instructions.

Step 2 Choose the **Instant Connect** service, then press the **Select** softkey.

If the Instant Connect service is configured to prompt for login credentials, continue to Step 3.

If the Cisco IPICS service is not configured to prompt for login credentials and if more than one channel is assigned to you and activated for your use, Instant Connect displays the list of these channels. In this case, go to Step 4.

If the Instant Connect service is not configured to prompt for login credentials and if only one channel is assigned to you and activated for your use, the channel becomes active automatically. In this case, go to Step 5.

Step 3 Enter your digit ID and digit password (PIN), and then click Save, then, press the **Submit** softkey.

If more than one channel is assigned to you and activated for your use, Instant Connect displays the list of these channels. In this case, continue to Step 4.

If only one channel is assigned to you and activated for your use, it becomes active automatically. In this case, go to Step 5.

Step 4 To participate in a channel, use the Navigation button to scroll to the channel in which you want to participate, and then click Save. then, press the **Select** softkey.

When you choose a channel, it becomes active on your Cisco Unified IP Phone.

Step 5 To talk on the channel, press and hold the **PTT** softkey.

If you want to latch, or lock in, the channel, press the **Latch** softkey on the Cisco Unified IP Phone. You can disengage the latch by pressing the **Stop** softkey. (On some phone models, you must press the **More** softkey to see **Latch** .)

Step 6 When you are done talking, release the **PTT** softkey to return to listen-only mode.

Step 7 When you are done using the Instant Connect service, take one of these actions:

- If the **Logout** softkey appears, press that key. On some phone models, you must press the **More** softkey to see **Logout** .
- Press the **Back** softkey and then press the **Logout** softkey.